NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO DECISION SCHEDULE



Monday 30th June 2008

at 9.00 am

in Committee Room B, Civic Centre, Hartlepool

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

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Neighbourhood Services Departmental Plan 2008/09 *Director of Neighbourhood Services*
- 2.2 Progress on Kerbside Recycling Head of Neighbourhood Management
- 2.3 Supported Bus Tenders 2008-2009 Head of Technical Services
- 2.4 Dolomite Beach Dog Exclusion Order *Head of Neighbourhood Management*
- 2.5 Local Safety Schemes Head of Technical Services
- 2.6 Westbourne Road Traffic Regulation Order Head of Technical Services

3. ITEMS FOR INFORMATION

- 3.1 Regeneration and Planning Services Departmental Plan 2007/08 Quarter 4 Monitoring Report *Director of Regeneration and Planning Services*
- 3.2 Election Of Resident Representatives Head of Neighbourhood Management

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS No items

NEIGHBOURHOODS & COMMUNITIES PORTFOLIO

Report to Portfolio Holder 30 June 2008



Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES

DEPARTMENTAL PLAN 2008/09

SUMMARY

1. PURPOSE OF REPORT

To agree the Neighbourhood Services Departmental Plan for 2008/09.

2. SUMMARY OF CONTENTS

The Departmental Plan outlines the main activities the department will undertake during 2008/09. The full plan is set out at **Appendix A**.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for Neighbourhood and Communities issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 30 June 2008.

6. DECISION REQUIRED

For the Portfolio Holder to agree the Neighbourhood Services Department Plan 2008/09.

Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES

DEPARTMENTAL PLAN 2008/09

1. PURPOSE OF REPORT

1.0 To agree the Neighbourhood Services Departmental Plan for 2008/9.

2. BACKGROUND

- 2.1 The departmental plan forms part of the Council's overall service planning arrangements and outlines the main activities the department will undertake during 2008/9. The full plan is set out at Appendix A and includes a detailed action plan, Performance Indicators and associated risks.
- 2.2 The structure of the departmental plan is based on a corporate template and is designed to be consistent with other plans across the Council. It has clear links to the strategic aims and outcomes contained in the Council's overall Corporate Plan and also form the basis for more detailed service plans for each division within the department.
- 2.3 The Neighbourhood Services Departmental Plan 2008/09 sets out the departments priorities along with an action plan to show how the department will achieve these over the coming year.
- 2.4 A number of performance indicators are also included within this plan showing how the department is performing in relation to both national and local performance indicators.
- 2.5 The plan contains details of associated risks that could prevent the department achieving its objectives and describes the management controls in place to mitigate those risks and that inform the Annual Governance Statement.

3. MONITORING AND REPORTING

3.1 The plan will be regularly monitored throughout the year by senior managers within the department. A quarterly monitoring report will be submitted to the Portfolio Holder, providing and update on progress, highlighting and key areas of achievement or concem.

4. RECOMMENDATION

4.1 Services Department Plan 2008/9 document.

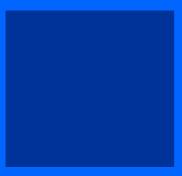


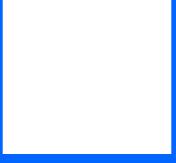
Neighbourhood Services Department













Departmental Plan 2008-2009













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Introduction



This plan details the priorities and issues facing the department over the next three years, and includes a detailed action plan for the next 12 months, showing how the Department will meet the Council's key priorities as stated in the Corporate Plan.

This plan should be looked at in conjunction with both the Council's Corporate Plan and the individual service plans, which together form part of the Council's overall service planning arrangements. This approach ensures that any objective appearing in the Corporate Plan can be traced through to specific actions in the Service Plans, and vice versa. It allows employees delivering services to see how their actions contribute to the Council's overall objectives.

The Neighbourhood Services Departmental Plan is approved by the Departmental Management Team (DMT) and Portfolio Holders for Neighbourhoods and Communities, Adult and Public Health Services and Finance and Efficiencies. The related Services Plans are approved by DMT.

The Service Plans produced by Neighbourhood Services are shown at appendix 1, with an outline of these and how they fit within the overall service planning arrangements are shown on the following page.

Service Planning Framework



Hartlepool Community Strategy



Corporate Plan

This plan details the Key, Council-wide, strategic objectives identified as being a priority over the next year. Also included are key actions associated with each objective.



Departmental Plan

This plan details the key issues facing the Neighbourhood Services department. It also includes a detailed action plan stating how the department will deliver the relevant key actions identified within the Corporate Plan



Service Plan

These plans will be produced by each division of the department, detailing the objectives for the forthcoming year, and how the division will meet the relevant key actions included within the Departmental Plan.

Monitoring, Reviewing and Reporting



The Action Plan will be monitored by the Departmental Management Team (DMT) and service managers, through service plans, with a quarterly report presented to the Portfolio Holders updating them on progress and highlighting any key areas of achievement or concern.

Throughout the year, in certain circumstances, it may become necessary to either remove or amend an objective or specific action from the plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments will only be made with the full agreement of the relevant Portfolio Holder.

The plan contains the medium term priorities for the next three years that will affect the department and will need to be reviewed and updated to reflect these changing priorities on an annual basis.





The Neighbourhood Services Department



The Neighbourhood Service Department provides services that have a direct impact on the day-to-day life of our communities. The culture of the department is one of 'continuous improvement'; we continue to review service standards and performance in line with council policy whilst meeting the Government's agendas. We recognise that by engaging with our customers we are able to target and prioritise services to meet local needs.

Resident involvement that influences service delivery continues to be a key driver and we have worked to develop our vision for the department in consultation with all stakeholders to benefit the citizens of Hartlepool. This gives everyone who works for the department a better understanding of their own special contribution to the town.

The Department provides services not only directly to the people of Hartlepool, but also through the provision of support services to other departments of the Council, in their service provision. Such centralised support services include the Council's vehicle fleet, along with the maintenance and management of the Council's assets, land, buildings & highways, keeping them safe clean and taking care of their long term sustainability. The creation of an Integrated Transport Unit that will help streamline and improve Council transport services and facilities and reduce costs is currently being progressed.

The department is, along with all other areas of the Council, contributing to the authorities overall Business Transformation Programme. As a Department we look to achieve efficiencies and improvements, through the identification of waste and reducing areas of non-productivity. A Business Improvement Plan has been developed and will be implemented over the coming year. This plan



The Neighbourhood Services Department



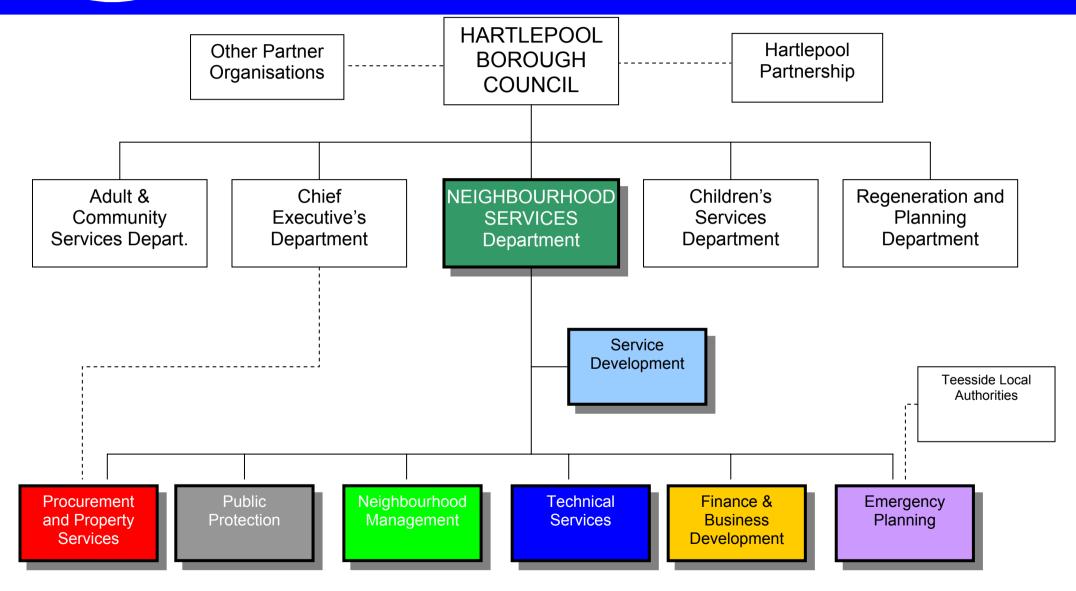
will continue to be developed, as we look at all functions and services of the department in order to identify and implement efficiencies and improvements. The department will have a significant role in the Building Schools for the Future programme. Over the coming year we will be actively involved in preparing the 'Outline Business Case' ensuring the council has the appropriate systems in place to protect this investment. Our involvement will focus on the buildings, grounds and transport issues ensuring they are all sustainable and fit for purpose.

As a department we are committed to acting against climate change and reducing our 'carbon footprint' through the Environmental Sustainability Strategy. We will work toward achieving the aims of this strategy in the delivery of our services, as well as the day-to-day operations of the department, encouraging individual action, such as switching off unused electrical equipment.

In order to deliver our services to stakeholders the department has been structured into six divisions as illustrated over the following pages. A recent review of management arrangements for the Department has been undertaken, with the Head of Procurement and Property Services taking responsibility for the Public Protection division in May 2008. This will result in financial savings in departmental management costs.

Neighbourhood Services Departmental Structure





Neighbourhood Services Departmental Management Team





Dave Stubbs
Director of Neighbourhood
Services



Denis Hampson

Head of Cleveland

Emergency Planning



Keith Smith

Head of Finance & Business

Development



Denise Ogden

Head of Neighbourhood

Management



Graham Frankland

Head of Procurement &

Property Services



Ralph Harrison

Head of Public Protection



Carol Davis
Service Development
Manager



Alastair Smith
Head of Technical Services

Neighbourhood Services Department - Divisions



Emergency Planning

Emergency Planning, based in Middlesbrough, provides a Tees wide lead to ensure that appropriate levels and standards of resilience and civil protection are in place for a wide range of emergencies, should disaster or major incidents strike suddenly or unexpectedly.

Finance & Business Development

The Finance and Business Development division is key to supporting the provision of front line and professional services through the provision of timely and appropriate support in areas such as financial management, ICT and administration. The division also provides support to services through the provision of depot and stores facilities

Neighbourhood Management

The Neighbourhood Management Division provides a wide range of services that have a direct impact on our communities, such as highway & grounds maintenance, street cleansing & waste management and environmental enforcement. Neighbourhood Managers provide a one stop shop for residents, ensuring front line services are provided to the public in an effective manner.

In addition the division provides a diverse range of facilities management services directly to the town's schools, i.e. Building Cleaning, School Meals and Grounds Maintenance. The division also provides an important co-ordinating role for a range of building related services in conjunction with the Procurement and Property Services Division.

Procurement & Property Services

The main function of the division is the provision of professional property related services in the support of service delivery across the Council. This includes Strategic Asset Management, Building Maintenance and Building Consultancy Services. The aim is to manage and improve the built

Neighbourhood Services Department - Divisions



environment for people working, living and visiting the Borough.

The Property Services Division is integrated with the Council's Corporate

Procurement Function and there is a Procurement Service Plan within the

Chief Executives suite of documents.

Public Protection

The Public Protection Division aims to safeguard and improve health and well-being for people working, living and visiting the Borough Investigating allegations of nuisance neighbours, ensuring the safety of food that people eat, ensuring fair, equitable and safe trading or encouraging people to take up healthier lifestyles, are all aspects of the work undertaken by the Division in improving the quality of life for people in Hartlepool

Service Development

Service Development provides a strategic support service to all divisions and the department's management team. The division co-ordinates and responds to Corporate and Departmental cross cutting issues such as performance management, workforce development, equality, health & safety and efficiency, providing links between the Department and the corporate centre.

Technical Services

Technical Services provides technical and professional advice and services to effectively manage the Council's transport infrastructure, covering aspects such as highways, public transport and the management, maintenance and operation of the Council fleet. The division also has responsibility for the management and maintenance of coastline assets.

Workforce Planning



Neighbourhood Services employs in the region of 1100 people across the department based in the Civic Centre, Bryan Hanson House, Leadbitter Buildings, Church Street and at various sites and locations throughout the town providing refuse collection, grounds maintenance, street cleansing and highways. Our facilities management operate in over 100 establishments.

Workforce Development

The department's organisational development plan includes actions to ensure the department works towards the corporate Workforce Development strategy and shows how we will deliver key actions to develop the skills and ability of our people and help us to plan for our future workforce requirements.

In June 2007, The Director of Neighbourhood Services, in his role as the authorities 'Skills for Life' champion signed Hartlepool Borough Council to the "Skills Pledge". This pledge was introduced as one of the recommendations of the Lietch review and commits us to assessing the workforce and ensuring all employees are offered the opportunity to achieve a first NVQ level 2 by 2010. A project has already commenced in the Building Cleaning Section, with 20 staff currently undertaking a Level 2 NVQ in Cleaning and Support Services.

A number of priorities in relation to the workforce need to be addressed over the coming year, including:

- Single Status
- Skills for you
- Embedding of the new corporate appraisal scheme.
- Evaluation
- Performance management skills
- Consistent approach to procurement of training
- IT Skills (Including the use of PDA's and other electronic devices)

Workforce Planning



Investors In People (IIP)

The Council are aiming to achieve corporate IIP status in 2008.

Neighbourhood Services were last assessed in 2006 and will work with the corporate IIP group to prepare the department for external assessment in October 2008. The IIP champion for the authority is the Director of Neighbourhood Services, who will oversee this process.

Recruitment and Selection

There are ongoing difficulties associated with the recruitment and retention of professionally qualified staff in areas such as Environmental Health, Trading Standards, Building Consultancy and across 'trade' areas, with the department currently having vacancies in several of these areas, reflecting national shortages.

A number of initiatives are in place to address the issues in these areas with divisions having a pro-active approach to identifying and recruiting students, employee development schemes and the encouragement and reward of professional development.

We continue to recruit Modern Apprentices on an annual basis across the Department, to assist in meeting current and future staff requirements. Safeguarding Children legislation governing the recruitment of staff within schools and where staff work with vulnerable adults is being addressed by the service to ensure compliance. We are working closely with Human Resources to ensure delays in appointment of staff as a result of CRB checks are minimised.

Staff Absence

The level of staff absence in 2007/8, 12.06 days per full time employee, has been above the target set for the year (10.19 days per full time employee), specifically in those service areas that are non office based. However, the levels have shown an improvement in 2007/08 over the previous year (14.28 days per full time employee).

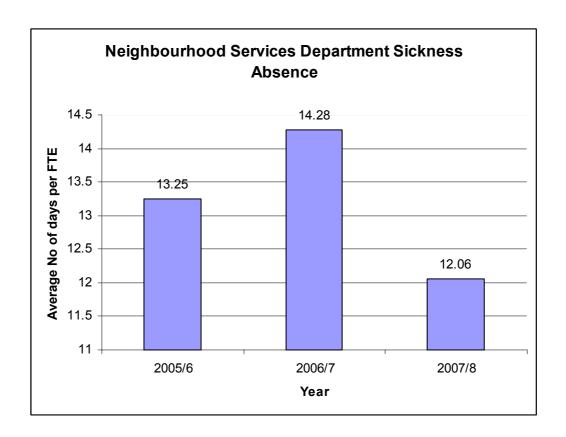
Workforce Planning



Sickness levels are monitored closely in accordance with corporate requirements. 'Back to work' interviews are carried out with all staff returning to work and any problem areas identified are addressed Staff have been regularly referred for assessment and treatment in areas such as physiotherapy and counselling.

A number of long term absences have been addressed and closed by compromise agreements.

Training for managers and supervisors on revised sickness procedures has been undertaken and a new trigger level of 4 absences has been introduced resulting in earlier intervention.



Key Achievements 2007/08



The department has, over the previous 12 months, made significant achievements in a number of areas including:

- Implementation of Smoke Free legislation prohibiting smoking in enclosed spaces as required by the Health Act 2006.
- 25 schools achieved the healthy eating module of the healthy schools status
- Launch of the Tees Valley Food Hygiene Awards Scheme, which
 utilises a star rating for display on the business premises, leading to an
 improvement in the standard of premises.
- 15 schools have achieved the Tees Valley Food hygiene Award 5 star rating.
- Retention of the Chartmark award in Waste Management and Environmental Services for excellent customer services.
- Implementation of the "safer food better business" systems in all school kitchens;
- Realisation of the regeneration of derelict buildings and underused land.
- Completion of the roll-out of Alternate Weekly Collection of household waste throughout the town. This has resulted in the percentage of Household Waste to be recycled and / or composted increasing to 33%.
- A review of the Council's Capital Strategy and Asset Management has been undertaken.
- Funding and development of a Capital programme to cover 2008/9 and 2009/10, as part of the Council's medium term financial strategy
- Land assembly for the Trincomalee wharf project
- Completion of land sale to facilitate National Health Service (NHS)
 Local Investment Financial Trust (LIFT) Health centre
- Successful application to the Community Asset Fund in respect of the Peoples Centre
- Production of Phase 1 of an accommodation review for the future shape of the authority.

Key Achievements 2007/08



- Contributed to the "Strategy for Change" in building schools for the future.
- Securing of external funding and commenced work on the remediation of properties in the Coronation Drive area of Seaton Carew.
- Introduced the new concessionary fares scheme
- Completion of strategic direction of Traffic Asset Management Plan
- Delivered 20mph speed limit zones outside schools
- Establishment of Service level agreements with all workshop customers
- Introduction of new induction procedure for all neighbourhood services, incorporating initial training for some staff on equality, customer care and area specific issues.
- Introduction of business improvement tools and techniques to drive improvement, highlight efficiencies, accommodation savings and better ways of working.
- Introduction of specialist NVQs in areas such as Building Cleaning.
- Implementation of the job costing module of Integra



Medium Term / Key Objectives



In delivering our services we need to plan not only for the next 12 months, but for the medium term (3-5 years). In doing so each division has identified a number of medium term objectives:

Description	Outcome / Action Reference(s)
Cross Cutting (those areas that affect the department a	as a whole)
Provide customer focused accessible services to the whole community and work toward level 4 of the Equality Standard for Local Government.	NSD A048
Deliver continuous improvement throughout the department.	NSD A050
Support achievement of Customer focused Services.	NSD A051
Reduce sickness levels across the department	
Emergency Planning	
To develop effective response plan(s) to deal with the threat from a pandemic flu outbreak	
To develop the role of the Local Resilience Forum, particularly in the area of risk assessment and overseeing that the requirements of the Civil Contingencies Act are met by local responders	
To develop sustainable strategies to promote business continuity within the local community, particularly in respect of medium and small enterprises	NSD A049 NSD A077
To develop sustainable strategies for the provision of information to the public so that they are aware of the risks of emergencies and they can be better prepared to protect themselves.	
Manage and implement the Tall Ship safety advisory workstream initiatives, together with partner agencies	
Neighbourhood Management	
Improve services and facilities in tourist areas through the modernisation of public conveniences	NSD A001
Enhance the appearance of our Neighbourhoods and strategic routes.	NSD A020 NSD A023
Provide a school meals service which meets or exceeds the standard as laid down by the Schools Food Trust	NSD A003 NSD A005 NSD A006

Medium Term / Key Objectives



Description	Outcome / Action Reference(s)
Adopt the Tees Valley Joint Waste Management Strategy and associated Implementation Plan	NSD A035
Improve Highway asset management	NSD A036 NSD A028
Public Protection	
Develop a Hartlepool climate change strategy	NSD A032 NSD A039
All schools to achieve the healthy eating module of the healthy schools status	NSD A004 NSD A003
Feeding Stuffs/Imported Food Audit – The Food Standards Agency have conducting a focused audit of the authority for feed hygiene and imported food in March 2008. Any suggestions or recommendations for improvement highlighted as a result of the audit will be given priority during 2008/9 and may impact on future service provision	NSD A006
Procurement & Property Services	
Support the Schools Transformation Programme for secondary and primary schools. Develop and implement an accommodation review as part of the Council's Business Transformation Programme.	NSD A002
Develop a Corporate approach to the management of assets.	NSD A066 NSD A069 NSD A070 NSD A071
Contribute to the policy for disposal of land for affordable housing.	NSD A042
Technical Services	
Address issues of contaminated land	NSD A022
Completion of Transport Interchange	NSD A079
Manage and implement event technical workstream initiatives for Tall Ships 2010	
Implementation and delivery of the Local Transport Plan (LTP)	NSD A026 NSD A027 NSD A028 NSD A079



The following action plan details how the department will meet it's main objectives over the coming 12 months and work towards our Medium Term / Key objectives.

Corporate Plan Outcome: Attract Investment						
Departmenta	Departmental Plan Outcome: JE A01 - Continue to work with partners to provide key manufacturing, tourism and service sector infrastructure including appropriate sites and premises.				Associated Risks:	
Ref.		Actions	Milesto	nes	Responsible Officer	Associated Performance Indicators
NSD A001	Improve services	and facilities in tourist areas.	March	09	John Brownhill	

Corporate Plan Outcome: Enjoy and Achieve* (Raise the achievement and standards of children and young people in the early years primary and secondary phases of education)					ple in the early
Departmenta	al Plan Outcome:	LLA 07 - Implement the Schools Transformation Programme, including strategy for change 2 (secondary schools) and a further round of consultation for the primary capital programme.		Associated Risks:	
Ref.	Actions		Milestones	Responsible Officer	Associated Performance Indicators
NSD A002		nip to complete the technical and sustainability schools Transformation project	Oct 08	Graham Frankland / Denise Ogden	



Corporate Plan Outcome: Be Healthy* (Children and young people will be physically, mentally, emotionally and sexually healthy, lead healthy lifestyles and choose not to take illegal drugs)						
Departmenta		HCA09 - Actively contribute to the health and being of the children of Hartlepool	future well	Associated Risks: NSD R027	ISD R033	
Ref.		Actions	Milestones	Responsible Officer	Associated Performance Indicators	
NSD A003	Encourage the up	take of healthy food in schools	Mar 09	Sylvia Tempest	NI 52	
NSD A004	Delivery and co-o year 6 school chile	dination of annual Crucial Crew event for dren	Dec 08	Sylvia Tempest		
NSD A005		neals service which actively contributes to ure well-being of the children of Hartlepool	Mar 09	Doreen Wilkinson	1	



Departmental Plan Outcome: HCA22 - To deliver an effective health development and enforcement service Associated Risks: NSD R034				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A006	Carry out enforcement duties and deliver high quality services through the efficient and effective use of resources.	Mar 09	Sylvia Pinkney	NI 182 NI 183 NI 184
NSD A007	Provide targeted education and advice on health issues, principally focused on Coronary Heart Disease	Mar 09	Sylvia Tempest	
NSD A008	Create a 'Health Food Standard' for food premises within the Borough	Jun 08	Sylvia Tempest	
NSD A009	Co-ordinate and deliver a Community Weight Management Service	Jun 08	Sylvia Tempest	
Department	al Plan Outcome: HCA23 - Delivery of the Public Health Strategy Plan through partnership working	y and Action	Associated Risks: NSD R034	
NSD A010	Lead on appropriate Public Health worksteams and ensure implementation of Annual Action Plans	Mar 09	Sylvia Tempest	



Corporate Plan Outcome: Improved neighbourhood safety and increased public confidence, leading to reduced fear of crime an anti-social behaviour					
Departmenta	al Plan Outcome:	CSA09 - Reduce anti-social behaviour and continuing deliberate fire setting	riminal damage,	Associated Risks:	
Ref.		Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A011	Develop a Public lighting service	Lighting Strategy for the provision of the	Jun-08	Paul Mitchinson	NSD P023
NSD A012	Minimise levels o	f vehicle arson and vehicle related crime	Aug 08	Craig Thelwell	NSD P034
NSD A013	Produce a desigr out crime	/ construction standard guide for designing	Mar-09	Colin Bolton	
NSD A014	Raise awareness public	of security related services to schools and	Mar 09	John Brownhill	
Departmental Plan Outcome: CSA10 - Development of an improved Community Engagement model, under the auspices of Neighbourhood Policing and Partnership activity				Associated Risks: NSD R024	
NSD A015	Review Neighbou	urhood Policing Joint Action Groups (JAGs)	Sep 08	Clare Clark	
NSD A016	Setup and develong Reassurance tas	pp the Safer Hartlepool Partnerships' k group.	Jun 08	Denise Ogden	



Corporate Plan Outcome: Improved neighbourhood safety and increased public confidence, leading to reduced fear of anti-social behaviour				fear of crime and	
Departmenta		CSA11 - Co-ordinate and develop NAP resider ensuring links are made with the Safer Hartlep and Neighbourhood Policing		Associated Risks: NSD R024	
NSD A017	Integrate Neighbo Management	ourhood Policing with Neighbourhood	Sep 08	Denise Ogden	

Corporate Pl	lan Outcome:	Improve the quality of the local environment to community spaces.	oy having cleaner	, greener and safer ρι	ıblic, private and
Departmenta	al Plan Outcome:	ENA05 - Improve and maintain the natural an environment	nd built		NSD R019 NSD R031
Ref.		Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A018	Modernise Street workforce to become	Cleansing and Grounds Maintenance me generic environmental operatives	Sep 08	Albert Cope	
NSD A020	Enhance the appearance of the town through environmental Jun 08 maintenance and improvement schemes		Albert Cope	NI 195 NI 196	
NSD A021	Reduce the gap in and the NDC / NF	n cleansing between Hartlepool as a whole RF areas	Mar 09	Albert Cope	



Corporate Pl	lan Outcome:	Improve the quality of the local environment be community spaces.	y having cleaner	, greener and safer p	ublic, private and
Departmenta	al Plan Outcome:	ENA05 - Improve and maintain the natural an environment	d built	NSD R028	NSD R019 NSD R031 STR R006
Ref.		Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A022		s environment in specific areas including , drainage, contaminated land and closed	Mar 09	Alan Coulson	NI 189
NSD A023	Produce a proper and sustainability	ty design standard to cover quality, access	Mar 09	Colin Bolton	
NSD A025	Improve access to	public buildings	Mar-09	Keith Lucas	EST SI 11



Corporate Plan Outcome: Provide a sustainable, safe, efficient, effective and accessible transport system						
Departmenta	al Plan Outcome: ENA06 - Deliver the Hartlepool Local Transpo	Associated Risks: NSD R027 NSD R048	NSD R0444			
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators		
NSD A026	Monitor progress and produce an LTP annual progress report to Department for Transport / Government Office North East	Dec 08	Mike Blair	NI 175 NI 176		
NSD A029	Deliver the 2008/9 actions identified in the Hartlepool Local Transport Plan (LTP)	Mar 09	Mike Blair	NI 167 NI 47 NI 48 NI 198		
NSD A027	Develop and improve the 'Super core' bus routes	Mar 09	Mike Blair	NI 177 NI 178		
NSD A079	Implement and deliver the local transport interchange	Nov 09	Alan Coulson			
NSD A028	Deliver a planned and reactive highway asset management service	Mar 09	Paul Mitchinson	NI 168 NI 169		



Corporate Plan Outcome: Provide a sustainable, safe, efficient, effective and accessible transport system					
Departmental Plan Outcome:		ENA07 - Develop and implement an Integrated Transport		Associated Risks:	
		Strategy		STR R018 NSD R023 NSD R041 NSD R049	STR R019 NSD R039 NSD R042
NSD A030	Develop and imp	lement an Integrated Transport Unit	Sep 08	Alastair Smith	
NSD A031		vide tendering process for transport provision, ordinated tender process	Jul 08	Jayne Brown	



Corporate P	lan Outcome: Make better use of natural resour	ces; reduce the generation of	f waste and maximise r	recycling
Departmenta		e: ENA09 - To give advice on the issues concerning the natural & built environment and to enforce environmental legislation when appropriate		
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A035	Develop and implement the Joint Tees Valley Waste Management Strategy	June 08	Denise Ogden	NI 191 NI 192
NSD A037	Increase participation in recycling schemes	Dec 08	Colin Ogden	NI 193 NSD P005
NSD A036	Produce a sustainable strategy for highway and buil construction.	ding Mar 09	Sylvia Tempest	
NSD A038	Improve the Local environment through enforcemen regulation	t and Mar 09	Craig Thelwell	



Corporate P	lan Outcome: Prepare for the impacts of and secure local an	d global action t	o tackle climate change	
Departmental Plan Outcome: ENA10 - To increase community and corporate knowledge and action on Environmental sustainability issue Associated Risks: STR R015 NSD R014				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A039	Delivery of Annual Climate Change Action Plan	Mar 09	Sylvia Tempest	NI 188 NI 185
NSD A032	Develop and co-ordinate delivery of Corporate Environmental Sustainability Strategy and Action Plan	Mar 09	Sylvia Tempest	NI 186 NI 194
NSD A033	Deliver the 'Pride in Hartlepool Initiative	Mar 09	Sylvia Tempest	
NSDA034	Delivery and co-ordination of annual 'Environment Roundabout' event for year 5 school children	Mar 09	Sylvia Tempest	
NSD A019	To contribute to the environmental sustainability strategy, by enhancing the local natural environment through the promotion of bio diversity in schools grounds	Mar 09	Carole Thelwell	
NSD A040	Establish a low carbon business network within Hartlepool	Mar 09	Sylvia Tempest	



Corporate Plan Outcome:		Promote community involvement in positive action to reduce poverty through fair trade and promoting peace and security.			
Departmental Plan Outcome:		ENA11 - Promote Hartlepool as a 'Fairtrade Town'		Associated Risks:	
Ref.		Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A041	Ensure that Fairtr Council premises	ade products are available as an alternative in	Mar 09	Sylvia Tempest	

Corporate Plan Outcome:		Balancing Housing Supply and Demand			
Departmental Plan Outcome:		HOA01 - Pursue a strategic housing market renewal programme in partnership with Tees Valley Living and key local partners (e.g. Housing Hartlepool and Hartlepool Revival		Associated Risks: NSD R031	
Ref.		Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A042		eration and Planning department to produce a	Jun 08	Keith Lucas	



Corporate Plan Outcome:		To empower local people to have a greater vodelivery of services	pice and influence	e over local decision ma	aking and the
Departmental Plan Outcome:		SCA04 - To establish Neighbourhood Management as a guiding influence in Service Delivery across the Council		Associated Risks: NSD R023	
Ref.	Actions		Milestones	Responsible Officer	Associated Performance Indicators
NSD A043	Produce Neighbourhood Management strategy for the authority		Sep 08	Denise Ogden	
Departmenta	al Plan Outcome:	SCA05 - Improve and co-ordinate Public Engasectors of the community acting on feedback	agement with all	Associated Risks:	
NSD A044	Improve community engagement		Sept 08	Karen Oliver	
NSD A045	Review Neighbou	rhood Consultative Forums	Sept 08	Karen Oliver	



Corporate Plan Outcome:		To Make a positive contribution * (Children and the opportunity to participate fully in the life of voice and influence over local decision making	the community)	empower local people t	
Departmental Plan Outcome:		SCA10 - Support and improve the level of young peoples participation in positive activities		Associated Risks:	
Ref.	Actions		Milestones	Responsible Officer	Associated Performance Indicators
NSD A046	Engage with your Plan forums	Engage with young people through the Neighbourhood Action Plan forums		David Frame	

Corporate Plan Outcome:		Improving quality of life and ensuring service providers are more responsive to neighbourhood needs with particular focus on disadvantaged areas				
Departmental Plan Outcome:		SCA014 - Continue the programme of Neighbourhood Action Plans (NAP) preparation, implementation and review		Associated Risks:		
Ref.	Actions		Milestones	Responsible Officer	Associated Performance Indicators	
NSD A047	Co-ordinate and I forums	Develop the Neighbourhood Action Plan	June 08	David Frame		



Corporate Pl	an Outcome: Freedom from discrimination or harassment			
Departmenta	I Plan Outcome: SCA17 - Enhance equality and diversity arrang mainstream into all council service activities	gements and	Associated Risks: NSD R036	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A048	Implement the Neighbourhood Services Department Equality and Diversity plan	Mar 09	Carol Davis	
NSD A089	Enhance equality and diversity arrangement and mainstream into all Neighbourhood Services activities	Mar 09	Carol Davis	

Corporate Plan Outcome: Ensure communities are well prepared to respond to emergency situations					
Departmenta	I Plan Outcome: SCA20 - Develop and implement the communi	ication strategy	Associated Risks:		
				SD R016 SD R018	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators	
NSD A049	Implement actions identified within the Cleveland Emergency Planning Unit Annual Plan	Mar 09	Denis Hampson	NI 37	
NSD A077	Redesign the Emergency Planning 'Z' card for distribution across the Tees Valley	Mar 09	Denis Hampson		



Corporate P	Plan Outcome: Improve management and governance				
Departmenta	al Plan Outcome:	OD A02 - Implement Risk Strategy to ensumanagement arrangements are in place.	A02 - Implement Risk Strategy to ensure robust risk agement arrangements are in place.		
Ref.		Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A050	Develop Neighbo Continuity Plan	urhood Services Department Business	Mar 09	Alastair Smith	

Corporate P	lan Outcome:	improve access and understanding between the council and the public				
Departmenta	al Plan Outcome:	ODA09 - Implement the Communicating with your Council Plan			Associated Risks: NSD R002	
Ref.	Actions			Milestones	Responsible Officer	Associated Performance Indicators
NSD A051	Review customer	eview customer service and chartermark application Mar (Angela Read	



Corporate P	lan Outcome: Improve Elected Member and workforce arran	gements		
Departmenta	al Plan Outcome: ODA11 - Implement the People Strategy and V Development Strategy	Vorkforce	Associated Risks: NSD R001	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD A055	Implement the Neighbourhood Services Department safety and wellbeing plan	Mar 09	Carol Davis	
NSD A053	Implement the workforce development strategy	Mar 09	Angela Read	1

Corporate Plan Outcome: Improve efficiency and financial management						
Department	al Plan Outcome: OD A15 - Develop and implement the Procure	ement Strategy	Associated Risks: STR R016 STR R017			
Ref.	Actions	Responsible Officer	Associated Performance Indicators			
NSD A060	Review partnership arrangement for maintenance and minor works to Council property	Mar-09	Colin Bolton			
NSD A061	rocure framework for construction property and highways Mar-09 Derek Reynolds rofessional services					
NSD A062	Procure building materials provider	Oct-09	Keith Smith			



Departmenta	al Plan Outcome: OD A18 - Develop Capital strategy and asset	management	STR R012 STR R013 STR R014		
NSD A066	Undertake accommodation review	Keith Lucas			
NSD A067	Produce annual maintenance programme	Apr-08	Keith Lucas		
NSD A068	Agree 09/10 capital programme	Feb-09	Graham Frankland		
NSD A069	Review capital strategy asset management in liaison with finance	Mar-09	Keith Lucas		
NSD A070	Develop community asset transfer projects	Mar-09	Keith Lucas		
Departmental Plan Outcome: ODA14 - Develop and implement efficiency strategy NSD R035					
NSD A073	Implement Business Improvement Programme	Mar 09	Angela Read		
NSD A075	Monitor the budget strategy 3% efficiency target	Mar 09	Keith Smith		



It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risk. This approach acknowledges that the purpose is not to remove all risks (this is neither possible nor, in many cases, desirable), rather it is to ensure that potential 'losses' are prevented or minimised and that 'rewards' are maximised. Each of the actions identified within this departmental plan have been assessed and the risks that could effect the successful implementation of the actions identified in the table below.

Risk Code & Title	Responsible Officer	Current Risk rating	Controls
STR R005 Failure to carry out testing and ongoing monitoring of the Anhydrite Mine	Alan Coulson	Impact	Study carried out in 2001 which identified the need for further monitoring. Cabinet agreed first stage of investigation. Further testing to be carried out in late 2006. Financial approval from English Partnerships received April 07. Site Investigation Work is now complete. Consultant has started looking at interpretative report.
STR R006 Contaminated Land	Alan Coulson	Impact	An approved inspection strategy monitored by cabinet. Framework Consultant Technical Assessments to transfer risks to external companies. Seaton Carew - Work is ongoing in trying to remediate this site. A large amount of resources has been put into resolving the problems at Seaton Carew, the remediation work will be sent out to tender before the end of March 2007. We now have a preferred contractor and subject to financial approval from Defra, work will commence late summer.



Risk Code & Title	Responsible Officer	Current Risk rating	Controls
STR R012 Lack of resources to maintain building stock	Graham Frankland	Impact	Capital programme resources in place for 07/08, 08/09 and 09/10. Prudential borrowing arrangements to provide £3m towards the Civic Centre. Strategic Asset Management group established. Reviewed Capital Strategy and Asset Management Plan in place. Plan to reduce maintenance backlog produced for cabinet.
STR R013 Failure in asset management planning to make best use of assets in terms of acquisition, disposal and occupation	Graham Frankland	Impact	Review of latent value completed. 3-5 year disposal strategy in place. Flexible disposals programme to achieve capital receipts. Short term accommodation strategy developing. Capital strategy and asset management plan revised. Capital program in place for 07/08 to 09/10. Use of prudential borrowing established (eg Civic Centre). Reviewed as part of service plans. Capital project evaluation system.
STR R014 Loss of Civic Centre as key building.	Graham Frankland	Impact	Regular inspection and maintenance of cooling towers /H&V Plant/electric systems. Quarterly meetings of building user group. Building maintenance Officer on site addressing issues quickly. Review as part of quarterly performance management meetings. £3m investment on maintenance works 2006 - 2009. Equipped Municipal Buildings for use as alternative location as part of business continuity planning (staff/ICT).



Risk Code & Title	Responsible Officer	Current Risk rating	Controls
STR R015 Environmental and financial consequences of climate change	Graham Frankland	Impact	Environmental partnership is established as a theme partnership in the LSP along with sub groups. Neighbourhood Services are leading on environmental & energy saving agenda within the Council. Departmental sustainability plan prepared to mitigate impact. Council has signed up to Tees Valley Climate Change Partnership. Produce energy saving policies as guidance. Monitor energy usage and procurement. Flexible purchasing policy agreed via NEPO. Promotion of renewables. TV climate change officer appointed. Draft energy policy and strategy produced.
STR R016 Failure to deliver efficiency savings through procurement	Graham Frankland	Impact	Corporate procurement group established to drive implementation of national and local strategy requirements. Procurement strategy developed & baseline developed with progress & performance being monitored. Collaborative link with NE Centre of Excellence & Tees Valley Authorities. E procurement needs identified as part of IEG 4. 5 year Procurement Plan in place with linked projects. Contract Procedure Rules updated.
STR R017 Financial Viability and capacity of Building Consultancy services	Graham Frankland	Impact	Reduction on staffing levels to match work programme. Increase in TOS budget support. Increase in income generation.



Risk Code & Title	Responsible Officer	Current Risk rating	Controls
STR R018 Failure to operate vehicles safely	Jayne Brown	Impact	4 weekly monitoring of trading position. Staff trained in the delivery of the MiDAS driver training scheme. Onboard weighing systems fitted to refuse vehicles, to monitor vehicle overloading. Selected driver training. Associated risk assessments and safe systems of work in place. All Workshop, Community Transport and Procurement risk assessments and Safe systems of work have been reviewed. Series of H&S action plans in place to ensure continuous review and development.
STR R019 Loss of O License	Jayne Brown	Likelihood	Review as part of quarterly performance management. Loading measurement equipment & monitoring process implemented with weight readings fed directly to operational managers. Robust driver vehicle inspection regime supported by efficient vehicle maintenance facility. Tachograph and driver licences inspected on a regular basis. Comprehensive driver training scheme and code of practice initiated in Transport Services Section. 2 professional staff capable of holding 'O' licence. Transport Services drivers currently being trained to MiDAS standard with the intention to roll out to all other Council Depts. All Workshop, Community Transport and Procurement risk assessments and Safe systems of work have been reviewed. Series of H&S action plans in place to ensure continuous review and development.



Risk Code & Title	Responsible Officer	Current Risk rating	Controls
NSD R001 Ensure adequate training in safe working practices	Angela Read	Impact	Training needs identifying and appropriate training arranged accordingly Risk assessments. Method Statements. Workforce development plan developed for 2007/8 setting out priorities.
NSD R002 Consistent approach in dealing with customers	Angela Read	Impact	Customer Care Strategy in place. Improved complaints handling independent from service Appropriate staff CRB checked. Customer care training programme in place.
NSD R014 Pressure on services due to the impact of Climate Change	Sylvia Tempest	Impact	Departmental Sustainability Action Plan being developed for 2008/9. Partnership arrangement agreed with the Energy Savings Trust through the KAM (Key Account Management) programme which will contribute to carbon reduction in the LA. TV Climate Change Strategy approved and adopted. Hartlepool Climate Change Officer in post. Hartlepool Climate Change Strategy approved by LSP and HBC. Climate Change Action Plan 2008/9 being developed in partnership



Risk Code & Title	Responsible Officer	Current Risk rating	Controls
NSD R015 Failure/loss of communications to be able to respond to an emergency.	Denis Hampson	Impact	Northgate ICT Disaster Recovery plan Range of mobile phones available to EMRT. Emergency satellite phones provided by HM Cabinet Office. Radio base station and 6 radios held in Emergency Centre. All mobile phones of Emergency Planners on ACCOLC.
NSD R016 Non compliance with CCA	Denis Hampson	Impact	Additional staff recruited on to meet new duties. Implementation plan approved by Local Resilience Forum. Multi-agency Emergency Planning Unit. Structure of Groups & Sub Groups to progress requirements of Act. Community Risk Register approved by LRF. Head of Emergency Planning appointed as Secretariat to LRF. Council/EPU awarded Beacon Status in 2007 for EP.
NSD R017 Failure in emergency plans/plan implementation.	Denis Hampson	Impact	Key information is kept up to date, with periodic review. Regular appropriate training provided Monthly EMRT Meetings. Carry out Emergency Planning / Response exercises. Monitor as part of the quarterly performance Corporate Emergency Response Plan. Exercising Testing regime in place.
NSD R018 Loss of Confidence in Emergency Planning Service	Denis Hampson	Impact	Ongoing customer satisfaction surveys as part of BVP189 and 90. Discuss informally in performance management. Investors in People Award. Regular meeting with Chief Executives. Reporting to Joint EP Committee. Membership of Cleveland Local Resilience Forum. Close liaison with Regional Resilience Team. Website created and regularly updated. EPU awarded Beacon Status for EP in March 2007.



Risk Code & Title	Responsible Officer	Current Risk rating	Controls
NSD R019 Failure to promote sustainability and develop awareness in service provision	Albert Cope	Impact	Reduce the amount of peat used in the production of annual bedding plants. Recycle and reuse shredded and chipped material arisings from shrub bed maintenance. The Health and Environment Team provide innovative and interesting training sessions which can be designed to suit the needs of all staff. Purchase of environmental friendly consumables throughout Neighbourhood Management. Staff trained in Bio-Diversity. Green Star award for Nursery and Environment Team. Street lighting.
NSD R020 Failure to achieve government recycling targets	Colin Ogden	Impact	Targets are reviewed as part of Neighbourhood Services regular performance management meetings. A W C of household waste over 65% of borough and introduction of plastic bottles, cardboard and greenwaste. Provide a sustainable waste management service through recycling and bring centres. Implement section 46 enforcement initiative.
NSD R021 Increase in waste disposal costs	Colin Ogden	Impact	Regular monitoring meetings with Teesvalley Waste Management Group. Recycling initiatives, waste minimisation Energy Recovery is main waste disposal option Joint waste strategy shares risk across former Cleveland authorities Landfill Allowance Trading Scheme. Negotiations with SITA waste disposal contractor. Implementation of Alternate Weekly Collections Implement section 46 enforcement initiative. Implement joint LATS strategy



RISK LONG & LITIE	Responsible Officer	Current Risk rating	Controls
NSD R022 Loss of waste management licence	Colin Ogden	Impact	Discussion and review at performance management meetings liaising with EA. robust service planning, strong contractual arrangement. Joint municipal waste management strategy. Reviewed contract arrangements and supervision in place.
NSD R023 Failure to develop Neighbourhood Management throughout the Council	Dave Frame	Impact	Identification of champions within each department to work with Neighbourhood Action Plans Management arrangements in place for co-ordination of services through Neighbourhood Management Teams. Co terminus boundaries with Police and Primary Care Trust (PCT). Neighbourhood Managers responsible for implementation of NAPS for the authority. Neighbourhood Development officers appointed. Neighbourhood Forums. Neighbourhood Managers responsible for chairing of JAGs with ref to Neighbourhood Policing.



The following tables detail Performance Indicators that will be used to measure how well the department is performing against both National Indicators (NI) and local targets as well as towards achieving the outcomes and actions set out earlier in this document.

PI	PI Description	Previous Outturn 2006/7		Current Performance 2007/8		Future Targets			
Reference			Target	Outturn	2008/09	2009/10	2010/11	Officer	
NI 5	Overall / general satisfaction with local area.	83%	N/A 83% Survey undertaken bi- annually			N/a Bi-annual survey	85%	Denise Ogden	
NI 37	Awareness of civil protection arrangements in the local area	New Indicator			Baseline t	Denis Hampson			
NI 47	People killed or seriously injured in road traffic accidents (Replaces BVPI 99a(i))	39% 42% 41%			38.4%	34.8%	31.3%	Peter Frost	
NI 48	Children killed or seriously injured in road traffic accidents (Replace BVPI 99b(i))	5%	8%	11%	7.4%	6.9%	6.4%	Peter Frost	



PI	PI Description	Previous Outturn		Current Performance 2007/8		Future Targets		
Reference	1 1 Boodinpaon	2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer
NI 52a	Take up of school lunches - Primary Schools	New Indicator			62%	63%	64%	Doreen Wilkinson
NI 52b	Take up of school lunches - Secondary Schools	New Indicators			52%	53%	54%	Doreen Wilkinson
NI 167	Congestion - average journey time per mile during the morning peak	New Indicator			Baseline t	Mike Blair		
NI 168	Principal roads where maintenance should be considered (BVPI 223)	2%	2%	1%	1.6%	1.7%	2%	Paul Mitchinson
NI 169	Non-principal roads where maintenance should be considered (BVPI 224a)	10%	9%	4%	9.5%	10%	10%	Paul Mitchinson



PI	PI Description	Previous Outturn	Current Per 2007		Future Targets			Responsible
Reference	T T Becompact	2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer
NI 175	Access to services and facilities by public transport, walking and cycling	50%	Data awaited	d from JSU	50%	50%	55%	Mike Blair
NI 176	Working age people with access to employment by public transport (and other specified modes	New Indicator			Baseline to be established 2008/9, based on outturn figures provided by Department for Transport (DfT)			Mike Blair
NI 177	Local bus passenger journeys originating in the authority area (BVPI 102)	5,831,393	5,931,140	5,677,032	5,869,350	5,750,370	5,578,820	Mike Blair
NI 178(i)	Bus services running on time - The percentage of non-frequent scheduled services on time	New Indicator			85.6%	86.7%	87.8%	Mike Blair
NI 178(ii)	Bus services running on time - Excess waiting time for frequent services		New Indicator		1.25%	1.25%	1.25%	Mike Blair



PI	I PLD escription		Previous Outturn Current Performance 2007/8			Future Targets			
Reference	T T B GGG (I paid)	2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer	
NI 182	Satisfaction of businesses with local authority regulation services	New Indicator			Baseline t	Sylvia Pinkney			
NI 183	Impact of local authority regulatory services on the fair trading environment	New Indicator			Baseline t	Sylvia Pinkney			
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	New Indicator			93%	94%	95%	Sylvia Pinkney	
NI 185	CO2 reduction from Local Authority operation	New Indicator			Baseline t	Sylvia Tempest			
NI 186	Per capita reduction in CO2 emissions in the LA area		New Indicator		-3.75%	-7.5%	-11.25%	Sylvia Tempest	



PI	PI Description	Previous Outturn		Current Performance 2007/8		Future Targets		
Reference	T T Bookinpuon	2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer
NI 188	Adapting to climate change	New Indicator			Level 1	Level 2	Level 3	Sylvia Tempest
NI 189	Flood and coastal erosion risk management		New Indicator		Baseline t	Alan Coulson		
NI 191	Residual household waste per household	New Indicator			720kg	718kg	715kg	Colin Ogden
NI 192	Household waste recycled and composted	27.62%	31%	32.12%	35%	39%	42%	Colin Ogden
NI 193	Percentage of municipal waste land filled	10.5%	10%	11.67%	8%	7%	6%	Colin Ogden



PI	PI Description	Previous Outturn	Current Peri 2007		Future Targets			Responsible
Reference		2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer
NI 194	Level of air quality - reduction in Nox and primary PM10 emissions through local authority's estate and operations		New Indicator		Baseline t	o be establish	ed 2008/9	Sylvia Tempest
NI 195 (i)	Improved street and environmental cleanliness (litter) (BVPI 199a – part)	18.6%	Not Set Previously combined	11.1%	14.5%	14%	13%	Albert Cope
NI 195 (ii)	Improved street and environmental cleanliness (detritus) (BVPI 199a – part)	15.4%	Target 11% Outturn 8.8%	6.4%	8.5%	8%	8%	Albert Cope
NI 195 (iii)	Improved street and environmental cleanliness (graffiti) (BVPI 199b)	2.4%	2%	1.2%	2%	2%	2%	Albert Cope
NI 195 (iv)	Improved street and environmental cleanliness (fly posting) (BVPI 199c)	0.1%	0.0%	0.0%	0%	0%	0%	Albert Cope



PI	PI Description	Previous Outturn		Current Performance 2007/8		Future Targets		
Reference		2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer
NI 196	Improved street and environmental cleanliness – (fly tipping) (BVPI 199d) (*Targets for 2008/9 onward based on the revised scoring system)	Level 4	Level 3	Level 4	Level 2*	Level 2*	Level 2*	Craig Thelwell
NI 198a(i)	Children travelling to school - mode of travel usually used (Primary school – Cars)	New Indicator			35.6%	34.8%	34%	Mike Blair
NI 198a(ii)	Children travelling to school - mode of travel usually used (Primary school – Car Share)		New Indicator		0.9%	1%	1.1%	Mike Blair
NI 198a(iii)	Children travelling to school - mode of travel usually used (Primary school – Public Transport)	New Indicator			2.6%	2.8%	3%	Mike Blair
NI 198a(iv)	Children travelling to school - mode of travel usually used (Primary school – Walking)		New Indicator		60%	60.3%	60.6%	Mike Blair



PI	PI Description	Previous Outturn	Current Per 2007			Responsible		
Reference	T T Becompact	2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer
NI 198a(v)	Children travelling to school - mode of travel usually used (Primary school – Cycling)	New Indicator			0.6%	0.8%	1%	Mike Blair
NI 198a(vi)	Children travelling to school - mode of travel usually used (Primary school – Other)	New Indicator			0.2%	0.2%	0.2%	Mike Blair
NI 198b(i)	Children travelling to school - mode of travel usually used (Secondary school – Car)	New Indicator			16.8%	16%	15.2%	Mike Blair
NI 198b(ii)	Children travelling to school - mode of travel usually used (Secondary school – Car Share)	New Indicator			1.7%	1.8%	1.9%	Mike Blair
NI 198b(iii)	Children travelling to school - mode of travel usually used (Secondary school – Public Transport)		New Indicator		25.3%	25.5%	25.7%	Mike Blair



PI	PI Description	Previous Outturn		Current Performance 2007/8		Future Targets		
Reference		2006/7	Target	Outturn	2008/09	2009/10	2010/11	Officer
NI 198b(iv)	Children travelling to school - mode of travel usually used (Secondary school – Walking)		New Indicator		55%	55.3%	55.6%	Mike Blair
NI 198b(v)	Children travelling to school - mode of travel usually used (Secondary school – Cycling)	New Indicator			1.1%	1.3%	1.5%	Mike Blair
NI 198b(vi)	Children travelling to school - mode of travel usually used (Secondary school – Other)	New Indicator			0.1%	0.1%	0.1%	Mike Blair
EST SI11	The percentage of buildings which are used by the public in which all public areas are suitable for, and accessible to, disabled people (BV 156)	29.63%	38%	34%	38%	42%	46%	Keith Lucas
NSD P005	Percentage of the total tonnage of household waste arisings that have been used to recover heat, power and other energy sources (BVPI 82c(i))	62.36%	62%	56.73%	59%%	58%	54%	Colin Ogden



PI Reference	PI Description	Previous Outturn 2006/7	Current Performance 2007/8		Future Targets			Responsible
			Target	Outturn	2008/09	2009/10	2010/11	Officer
NSD P023	The average number of days taken to repair a street lighting fault, which is under the control of the local authority (BVPI 215 a)	1.49 days	1.6 days	1.01days	1.2days	1.2days	1.2days	Bob Golightly
NSD P034	Total number of Abandoned Vehicles removed.	New Indicator		Baseline to be established 2008/9			lan Burton	

Budget Information



Listed below is a summary of the main budget changes for Department in 2008/09

Budget Change	Value £000
Pressures	1376
Savings	(108)
Efficiencies	(360)
Total	908

Detailed below is a summary of the key budget decisions for 2008/9, along with a description of the implications on services.

Division / Service	Type of budget change	Description of budget pressure / saving / efficiency	Value in 2008/09 £'000	Value in 2009/10 £'000	Description of impact on service delivery of budget decision
Neighbourhood Management Environment	Budget Pressure	Increase in refuse, recycling and kerbside collection costs. Increased landfill tax and stagnant LATS market. Grounds maintenance cost increase due to longer cutting seasons.	584	584	Additional monies were received for • Provision of an extra refuse and recycling collection round due to the continued development of the town. • increased landfill tax • increased recycling

Budget Information



Division / Service	Type of budget change	Description of budget pressure / saving / efficiency	Value in 2008/09 £'000	Value in 2009/10 £'000	Description of impact on service delivery of budget decision
					 improved grass cutting improved street cleansing supporting beautification programme
Procurement & Property Services Property Services	Budget Pressure	New energy management and legionella management regulations along with reduced rent income from Windsor offices have resulted in the budget pressure	187	187	The additional budget will ensure legislation in respect of legionella, gas and energy management is complied with. Additional rental on offices will now be covered.
Public Protection Consumer Service	Efficiency	Restructuring of licensing service and removal of senior management post.	(60.5)	(60.5)	Responsibilities of the Senior Management post will be taken on by Head of Procurement and Property Services
Technical Services Car Parking	Budget Pressure	Increased service charge for shopping centre car parks and an amount to cover lower than expected income from parking fines and car parking charges.	153	153	Additional funding to maintain service at current levels and meet additional duties imposed through the traffic Management Act 2004, implement from the 1 st April 2008.

Budget Information



Division / Service	Type of budget change	Description of budget pressure / saving / efficiency	Value in 2008/09 £'000		Description of impact on service delivery of budget decision
Technical Services Engineering Consultancy	Budget Pressure	Coastal Protection	250	250	Assist in the ongoing maintenance of the coastal protection infrastructure.

Appendix A



Service Plans supporting this Document
Shown below are the service plans supporting this document with the sections contributing to them listed.

Division / Service Plan	Lead Officer / Contact Number	Areas covered		
Neighbourhood Management				
 Catering Clean & Green Client Services Waste Management Neighbourhood Enforcement Highway Services Neighbourhood Management 	Doreen Wilkinson (3850) Albert Cope (3811) John Brownhill (3807) Colin Ogden (3806) Craig Thelwell (3370) Paul Mitchinson (3706) David Frame (3034) Claire Clark (855560) Karen Oliver (3860)	Horticulture, Street Cleansing, Public Conveniences, Refuse Collection & Recycling, Environmental Action, Community Wardens, Street Lighting, Road & Footpath Repairs, Area Based Services, School and Civic Catering, Building Cleaning, Plant & Vehicle Training, Schools Horticulture, Civic attendants		
Technical Services				
Engineering Consultancy Traffic & Transportation Transport Services	Alan Coulson (3242) Mike Blair (3252) Jayne Brown (3526)	Civil and Structural Engineering, Environmental Issues (including coastal protection, contaminated land and land drainage), Safety Camera Partnership, Road Safety, Project Management, Traffic, Transportation, Car Parking, Traffic Management, Asset Management, Workshop, Vehicle Procurement, Welfare Transport, Vehicle Hire		

Appendix A



Emergency Planning		
Emergency Planning	Denis Hampson (01642 221121)	Plan produced by Cleveland Emergency Planning Unit covering the four local authorities of the former county of Cleveland
Organisational Development		
 Finance & business Development Service Development Finance & Admin (Leadbitter Bldgs) Finance & Admin (Hanson House) Logistics 	Keith Smith (3104) Carol Davis (3853) Ursula Larkin (3238) Sue Ayre (3574) Fred Davison (3813)	Finance Support; Information and Communication Technology, Admin Support, Workforce Development, Performance Management, Customer Services, Depot, Stores and Security Services
Procurement & Property Services		
Building Management & MaintenanceBuilding ConsultancyProperty & Asset Management	Albert Williams (3396) Colin Bolton (3399) Keith Lucas (3237)	Maintenance and Management of Public Buildings, Architects, M&E, QS Services, Valuation, Estates and Property Management
Public Protection		
Environmental StandardsConsumer Services	Sylvia Tempest (3316) Sylvia Pinkney (3315)	Pollution, Noise, Pest Control, Environmental Stewardship, Open Markets, Health Promotion, Cemeteries and Crematorium, Food Standards and Safety, Infectious Disease, Health & Safety at Work, Animal Health, Port Health, Water Quality, Trading Standards, Licensing

NEIGHBOURHOOD & COMMUNITIES PORTFOLIO

Report to Portfolio Holder 30 June 2008



Report of: Head of Neighbourhood Management

Subject: PROGRESS ON KERBSIDE RECYCLING

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of actions taken to address concerns recently expressed by Elected Members at Council.

2. SUMMARY OF CONTENTS

Update of actions which have / are currently being undertaken to improve the operation of the kerbside recycling operation.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Waste Management.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on the 30th June 2008.

6. DECISION(S) REQUIRED

The Portfolio Holder notes the report and advises on what further actions he wishes to take.

1

Report of: Head of Neighbourhood Management

Subject: PROGRESS ON KERBSIDE RECYCLING

1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of actions taken to address concems recently expressed by Elected Members at Council.

2. BACKGROUND

- 2.1 At the last Portfolio Holder's meeting on 22 April 2008, a report was presented advising on the actions to be undertaken following concerns expressed at the Neighbourhood Services Scrutiny Forum regarding the performance of the kerbside recycling contractor.
- 2.2 The report identified various issues recognised as areas for improvement, some of which could be carried out with immediate effect, whilst others would be investigated and carried out during the financial year.
- 2.3 A further report was presented to the last Portfolio Holder meeting but because the Portfolio Holder was away on business the Mayor agreed to note the report and refer it to this meeting.

3. RECENT ACTIVITY

- 3.1 Two meetings have been held with the contractor, Abitibi Bowater, with local and national representatives, to discuss the specific issues expressed by Councillors. Immediate disciplinary action has been taken regarding the incident of abusive language and the contractor has spoken with every member of staff, on more than one occasion, advising on the standard of performance Hartlepool Borough Council demands from its contractors.
- 3.2 The following actions have been taken:
 - Staff have been wamed about the use of abusive language when at work.
 - Staff have been instructed to take greater care when emptying blue boxes into slave boxes and to clean up any spillage.

- New larger slave boxes have been introduced.
- Netting will be installed on the side of the trucks to prevent cans, bottles and paper from falling from the stillages.
- The flat wagon operation will only be used in back street areas.
- Supervision will be introduced.
- Noman Bowstead and the Ward Supervisor will separately drive round each street following collections, carry out ad hoc inspections and call into the Waste Management Section to advise what problems, if any, had been encountered and what actions have been undertaken to reduce them.

4 RISK & FINANCIAL CONSIDERATIONS

- 4.1 The choice of containers provided to residents for recycling was, as you will recall, a matter of debate, one of the reasons being spillage from the blue box and bag. Information has been collated regarding different receptacles, lids and hats for the blue boxes which require investment.
- 4.2 When alternate weekly collection was first considered as a means of increasing recycling and reaching government targets, it was recognised the choice of containers would be a matter of concern, due to the variety of property types in Hartlepool. As such a number of local authorities were visited throughout the country. Some authorities operate three or four wheeled bins, others seven different containers, one for each different recyclate. The decision to operate with the blue box, bag, poly bag and two wheeled bins was taken by Members as the best route available, not only from a financial perspective, but also logistically.
- 4.3 The paper industry will not accept paper for recycling which has been mixed with other materials. The recycling of glass brings with it inherent health and safety concerns and again if mixed in a wheeled bin or larger container, where breakage can occur, impacts on the product. Not all properties have a garden, so there is no need for a second wheeled bin and cardboard and plastic can be collected together, as they are easily separated at the final outlet
- 4.4 Abitibi Bowater are fully aware of the Council's concerns regarding recent performance and have given reassurances that they take the matter seriously and apologise for the concern caused to residents and elected members.
- 4.5 A further meeting is arranged for 11 June 2008.

5. RECOMMENDATIONS

5.1 The Portfolio Holder notes the report and advises on what further actions he wishes to take.

6. CONTACT OFFICER

Denise Ogden Head of Neighbourhood Management Neighbourhood Services (Neighbourhood Management) Hartlepool Borough Council

Telephone Number: 523201

Email: denise.ogden@hartlepool.gov.uk

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder 30 June 2008



Report of: Head of Technical Services

Subject: SUPPORTED BUS TENDERS 2008-2009

SUMMARY

1. PURPOSE OF REPORT

To advise on the extension of the current Supported Bus contract for a period of one year and seek approval for minor alterations to two of the services contained therein.

2. SUMMARY OF CONTENTS

Brief history and details of existing contract and reasons for extended .period.

3. RELEVANCE TO PORTFOLIO MEMBER

Transport is the responsibility of the Portfolio Holder.

4. TYPE OF DECISION

Non-Key.

5. DECISION MAKING ROUTE

Neighbourhood and Communities Portfolio on 16 July 2007.

6. DECISION(S) REQUIRED

That the extension of the current contract for the Supported Bus Services for a period of one year be noted and that the minor alterations to two of the services be approved.

Report of: Head of Technical Services

Subject: SUPPORTED BUS TENDERS 2008-2009

1. PURPOSE OF REPORT

1.1 To advise on the extension of the current Supported Bus contract for a period of one year and seek approval for minor alterations to two of the services contained therein.

2. BACKGROUND

- The Council provides financial support to a number of bus services. This includes "socially necessary" bus services, which would not otherwise be provided on a commercial basis. These services provide access to education, employment and health facilities and are a vital element in complementing Hartlepool's commercial bus network.
- 2.2 The bulk of the supported bus contracts consist of one large block tender. A block tender is a group of contracts provided at a discounted price. The current block contract was last tendered in 2007 and is due to end on 23 August 2008. A list of services included in the current block contract is provided in **Table 1** below.

Table 1 - Hartlepool Supported Bus Contracts

Contract Number	Service		
	Number	Route	
D07001	516/517/524	Tesco – High Tunstall - Elwick – Dalton Piercy	
D07002	527	Greatham - Fens Estate - Town Centre - ASDA	
W07003	980	Middlegate – Town Centre – Brenda Road - Tofts Farm Industrial Estate	
U07004	3A	Marina – West Park	
U07005	15	Marina – Town Centre – Owton Manor – Seaton Lane	
U07006	1	Hartlepool – Seaton Carew – Port Clarence - Middlesbrough	
U07007	6/12	Fens - Middlegate	
M07008	1/1A	Hartlepool – Seaton Carew – Port Clarence - Middlesbrough	
M07009	3	Fens Hotel – Town Centre – Historic Quay – Throston Grange – Bishop Cuthbert	
M07010	6	Clavering – Hart Station – Brus Arms – Town Centre – South Fens	
M07011	7/7A	Middlegate – Town Centre – Owton Manor	
M07012	12	Middlegate – Town Centre – Seaton Carew	
S07013	822	Seaton Carew – Manor/Brierton School	
S07014	823	Middlegate – St Hild's School	
S07015	824	Town Centre – High Tunstall School	
S07016	826	Throston Grange – English Martyrs School	
S07017	828/829	Seaton Carew - English Martyrs School	

- 2.3 At the Neighbourhood and Communities Portfolio on 16 July 2007 details of the tendering results relating to supported bus service contracts were presented and approved.
- 2.4 The contracts were awarded for a period of one year with an option to extend for further periods of between one and three years.
- 2.5 This decision was made in order to support the development of the Integrated Transport Unit (ITU) and support future demand. Both the Children's and Adult Service transport provision is undergoing a significant review. This further extension will allow alterations to be given further consideration and rationalise all supported transport services for the public, schools, etc., through a combined tender process.
- 2.6 It is anticipated that work will be completed for the 2009/10 period onwards.
- 2.7 The contract is currently split between three operators, Stagecoach, Arriva and Veolia, the largest element however is held by Stagecoach.
- 2.8 A meeting has been held with Stagecoach Management to discuss the proposed extension and they have requested the following alterations to be made to the existing contract details:
- Service 822 This service currently runs between Manor College of Technology and Seaton Carew and leaves Manor College at 15:37 hours. Due to the introduction of a new fleet of low floor buses, which have a slightly lower capacity than the existing fleet, Stagecoach will have difficulties in terms of the utilisation of commercial buses for this run, at this time. This being the case they have requested that the departure time be put back by approximately five minutes, which would mean that they could use the same vehicle from an earlier school run, thus keeping costs down. Manor College of Technology have indicated that they do not have any problems with the services being put back by five minutes.
- Service 980 This service runs between Tofts Farm Industrial Estate and Middlegate on the Headland. Stagecoach has requested that the 15:35 service, on Fridays only, be withdrawn. The reason for this is due to the very low patronage figures (less than two on average) and the availability of buses, for the same reason detailed above.

3. PROPOSALS

In order for the existing contracts to be extended for a further period the bus operators must have sufficient time to notify the Traffic Commissioner accordingly to register the routes.

3.2 For the services to be able to continue beyond 23 August 2008 this notice must be in place by 27 June 2008 (56 days). It should be noted however that the new school year will commence on 1 September, giving an additional week for noticing purposes.

4. RISK IMPLICATIONS

4.1 Although the Traffic Commissioner requires 56 days notice to register and de-register services special dispensation can be requested for shorter periods. With support from the Council this is usually accepted, however should it not be it will not be possible to commence the school services by 1 September, when the schools return for the new year.

5. FINANCIAL CONSIDERATIONS

- 5.1 Negotiations have taken place with Stagecoach and Arriva and agreed increases of 6.5% and 5.9% respectively have been accepted. At the time of writing negotiations were still ongoing with Veolia and an update as to the agreed up lift will be given at the meeting.
- 5.2 These increases can be met through existing budgets for supported buses for the 2008-09 financial year, as the contract falls between two financial years.

6. LEGAL CONSIDERATIONS

6.1 The tender accepted in 2007 for the supported bus contract included an option to extend for periods of between one and three years and thus an extension complies with the Council's procurement rules

7. EQUALITY AND DIVERSITY CONSIDERATIONS

7.1 Stagecoach have recently invested over £2 million on 19 new low floor buses in Hartlepool to enhance access for disabled passengers.

8. RECOMMENDATIONS

- 8.1 Approval to be granted for the extension of the current support bus contract for a period of one year from 24 August 2008 to 23 August 2009 with the following alterations:
 - Service 822 from Manor College of Technology to Seaton Carew departure time be adjusted from between 5-8 minutes later than its current departure time of 15:37

- Service 980 on Friday afternoons 15:35 run to be removed from contract

9. REASONS FOR RECOMMENDATIONS

9.1 To allow rationalisation of all supported transport arrangements over the next 12 months through the Integrated Transport Unit

10. CONTACT OFFICER

10.1 Mike Blair- Transportation and Traffic Manager Neighbourhood Services (Technical Services) Hartlepool Borough Council

Telephone Number: 5232

Email: mike.blair@hartlepool.gov.uk

NEIGHBOURHOOD & COMMUNITIES PORTFOLIO

Report to Portfolio Holder 30 June 2008



Report of: Head of Neighbourhood Management

Subject: DOMOMITE BEACH – DOG EXCLUSION

ORDER

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the outcome of further public consultations carried out in relation to the 'Dogs Exclusion Order', which applies to the Dolomite Beach on the Headland.
- 1.2 To make a minor amendment to the Dog Control Orders approved at a meeting of the Neighbourhoods & Communities Portfolio Holder on 22 April 2008.

2. SUMMARY OF CONTENTS

2.1 The report summarises the results of a meeting between residents and members of the Headland Town Council to find common ground on the issue of banning dogs from the Dolomite Beach.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Holder has responsibility for environmental enforcement

1

4. TYPE OF DECISION

4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

5.1 To Portfolio meeting on 30 June 2008.

6. DECISION(S) REQUIRED

- 6.1 That the Portfolio Holder reconsiders his decision to place a Dogs Exclusion Order on the Dolomite Beach and removes the same as a minor amendment to the approved schedule.
- 6.2 That the Portfolio Holder reviews the situation after one year and determines at that time whether it is appropriate for dogs to be exercised on the Dolomite Beach.

Report of: Head of Neighbourhood Services

Subject: DOLOMITE BEACH – DOG EXCLUSION

ORDER

1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of the outcome of further public consultations carried out in relation to the 'Dogs Exclusion Order', which applies to the Dolomite Beach on the Headland.

1.3 To make a minor amendment to the Dog Control Orders approved at a meeting of the Neighbourhoods & Communities Portfolio Holder on 22 April 2008.

2. BACKGROUND

2.1 At a meeting of the Neighbourhoods & Communities Portfolio Holder on 22 April 2008, the Portfolio Holder approved the Orders as detailed in the report. However, the Portfolio Holder requested that officers arrange a meeting between residents and members of the Headland Town Council in order to find common ground on the issue of banning dogs from the Dolomite Beach.

3. FURTHER CONSULTATION

- 3.1 The Neighbourhood Action Manager attended a meeting of the Headland Town Council on the 27 May 2008, to debate the issue of banning dogs from the Dolomite Beach; however the meeting was poorly attended by both the residents and Headland Town Council members alike.
- 3.2 Despite the poor attendance, a long debate ensued which raised arguments for and against the banning of dogs. During the debate, very little progress was made although a democratic 'show of hands' confirmed that attendees were marginally in favour of the ban.
- 3.3 Since the meeting on the 27 May, the Neighbourhood Action Manager has received further strong representation from aggrieved members of the public who have reiterated their earlier message that 'the Dolomite Beach has always been a free beach to exercise dogs and responsible owners would like to keep it so and maintain a level of cleanliness'.

4. CONCLUSION

- 4.1 It is apparent that despite an understanding of the Council's reasons for banning dogs, local residents have always strongly opposed the Exclusion Order.
- 4.2 At a meeting of the Headland Town Council on the 27 May, a democratic 'show of hands' proved attendees were marginal in favour of the ban. However, the meeting was badly publicised and few members of the public turned out to express their opinions. In view of this, a true consensus of local feeling could not be established.
- 4.3 The process of introducing Dog Control Orders across the town is presently on hold, pending the outcome of the further consultations over the Dolomite Beach. A continued delay will impact upon the Council's strategic objectives aimed at reducing the town-wide nuisance caused by irresponsible dog owners.

5. PROPOSALS

- 5.1 The Dolomite Beach can be removed from the Dogs Exclusion Order schedule under a minor amendment to the approved Orders. An enforcement campaign by the Neighbourhood Action Team, including careful monitoring, will be carried out for a period of one year. After one year, a review of the enforcement activities taken by the Neighbourhood Action Team will be carried out, and the impact of dogs being allowed on the beach will be assessed.
- 5.2 A subsequent report will be prepared for the Portfolio Holder who can then determine whether or not a Dogs Exclusion Order should apply to the Dolomite Beach.

6. **RECOMMENDATION**

- 6.2 That the Portfolio Holder reconsiders his decision to place a Dogs Exclusion Order on the Dolomite Beach and removes the same as a minor amendment to the approved schedule.
- 6.2 That the Portfolio Holder reviews the situation after one year and determines at that time whether it is appropriate for dogs to be exercised on the Dolomite Beach.

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO





Report of: Head of Technical Services

Subject: LOCAL SAFETY SCHEMES

SUMMARY

1. PURPOSE OF REPORT

1.1 To report the list of potential safety schemes following a review of updated road casualty data (**Appendix 1**).

2. SUMMARY OF CONTENTS

2.1 The report details the updated list, based on road casualty data for the years 2005, 06 and 07.

3. RELEVANCE TO PORTFOLIO HOLDER

3.1 The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

4.1 Non key.

5. DECISION MAKING ROUTE

5.1 This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

6.1 That the updated safety scheme list be approved and that schemes be developed for the top 2 locations on the list, A689 (West of Sapper's Corner) and Catcote Road (Elwick Road - Brierton Lane). Detailed proposals to be reported to a future meeting.

Report of: Head of Technical Services

Subject: LOCAL SAFETY SCHEMES

1. PURPOSE OF REPORT

1.1 To report the list of potential safety schemes following a review of updated road casualty data (**Appendix 1**).

2. BACKGROUND

- 2.1 Safety schemes are prioritised primarily on the basis of the number of accidents, followed by the level of speeding recorded during surveys.
- 2.2 Additional sites are assessed on a regular basis, and any found to have a casualty problem or high speeds recorded during surveys are reported to Portfolio seeking approval to be added to the list at the appropriate position.
- 2.3 Due to the increasing number of locations where schemes have been requested, the list reported is now to be limited to the top 20 sites.

3. PROPOSALS

- 3.1 The Council is required to demonstrate to the Department for Transport that schemes are focused primarily on casualty reduction, in order to give the best possible opportunity of meeting the 2010 casualty targets.
- The list can be subjective where locations have similar accident records, so in general a points system is used of 3 points for a fatal accident, 2 points for a serious accident and 1 point for a slight accident. This is consistent with the need to reduce fatal and serious accidents by a greater level against future targets.
- 3.3 The scheme at the top of the list is the A689 (west of Sapper's Corner), therefore a scheme should be developed for implementation this financial year.
- 3.4 The second scheme on the list is Catcote Road (Elwick Road Brierton Lane). This obviously includes the section of road outside of English Martyrs School, where a serious accident took place last year. Some measures have already been implemented on this section of

Catcote Road (Vehicle Activated Signs), however, it is proposed to enhance this by the introduction of other appropriate measures this year.

4. FINANCIAL IMPLICATIONS

- 4.1 Both schemes would be funded by the Local Transport Plan.
- 4.2 Other safety schemes are also developed in partnership with Neighbourhood Action Plans, New Deal for Communities and Neighbourhood Forums wherever possible.

5. RECOMMENDATION

5.1 That the updated safety scheme list be approved, along with the development of schemes for the A689 and Catcote Road. The detailed scheme proposals will be reported to a future Portfolio meeting.

6. REASONS FOR RECOMMENDATION

6.1 The two sites (the A689 and Catcote Road) are the ones with the worst accident records in Hartlepool, and, therefore, have been selected to have safety schemes developed.

7. BACKGROUND PAPERS

7.1 Appendix 1 – Safety Scheme List.

8. CONTACT OFFICER

Peter Frost – Traffic Team Leader Neighbourhood Services (Technical Services) Hartlepool Borough Council

Telephone Number: 523200

Email: Peter.frost@hartlepool.gov.uk

LOCATION	No. OF x ACCIDENTS	SPEEDS* RECORDED	SPECIAL CIRCUMSTANCES	PRIORITY
A689 (West of Sapper's Corner)	1 fatal 1 serious 14 slight			1
Catcote Road (Elwick Rd – Brierton Lane)	2 serious 11 slight		Schools.	2
A689 (Brenda Road – Rossmere Way)	2 serious 10 slight			3
King Oswy Drive	3 serious 4 slight	34.6mph	Excludes areas in front of schools as schemes now implemented.	4
Victoria Road (York Rd – A689)	1 serious 9 slight	N/A	High pedestrian usage.	5
A179 (A19 – Hart Lane r/a)	2 serious 6 slight			6
Easington Road (West View Rd – King Oswy Drive)	2 serious 5 slight	49mph. (40mph limit)	Safety Camera Partnership complaint site.	7
Grange Rd (Wooler Rd – York Rd)	1 serious 6 slight			8
Hart Lane (Dunston Road – Merlin Way)	8 slight			9
Owton Manor Lane/ Wynyard Rd (Kilmarnock Rd – Kilmarnock Rd)	6 slight	33mph		10
Front Street, Greatham	1 serious 3 slight	32.4mph		11
Holdforth Road	1 serious 2 slight	34mph	Petition received for pedestrian crossing facility.	12
The Front, Seaton (Elizabeth Way- Warrior Drive)	4 slight			13
Marlowe Road	4 slight	35.6mph		14
Winterbottom Ave/ Miers Ave	4 slight	35.4mph		15
Westbrooke Avenue	2 slight	37.7mph		16

LOCATION	No. OF x ACCIDENTS	SPEEDS* RECORDED	SPECIAL CIRCUMSTANCES	PRIORITY
Chester Road (Jesmond Rd – Thornhill Gdns)	2 slight	37mph		17
Clifton Avenue	2 slight	35.8mph		18
Caledonian Road	2 slight	32.2mph		19
Elwick village	1 slight	37mph		20

x Accidents over the previous 3 years.
 * Figures are 85th percentile speeds – The speed at which 85% of traffic is travelling at or below.

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder 30 June 2008



Report of: Head of Technical Services

Subject: WESTBOURNE ROAD – TRAFFIC REGULATION

ORDER

SUMMARY

1. PURPOSE OF REPORT

1.1 To report two objections to the introduction of two small sections of double yellow lines around a junction in Westbourne Road.

2. SUMMARY OF CONTENTS

2.1 This report details the information collected in relation to the introduction of the double yellow lines.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

4.1 Non key decision.

5. DECISION MAKING ROUTE

5.1 This is an executive decision by the Portfolio Holder.

6. DECISION REQUIRED

6.1 That the Traffic Regulation Order outlined in the report be approved.

Report of: Head of Technical Services

Subject: WESTBOURNE ROAD – TRAFFIC REGULATION

ORDER

1. PURPOSE OF REPORT

1.1 To report two objections to the introduction of two small sections of double yellow lines around a junction in Westbourne Road (**Appendix 1**).

2. BACKGROUND

2.1 Following several objections to the proposed area of double yellow lines in Westbourne Road, it was determined that some of the residents were unsure of the exact extent of the lines. Therefore, a letter and plan was sent to the objector's indicating the proposed lines and asking them if they still wished to object to the scheme. As a result of this, two people requested that their objections still be considered (**Appendices 2 and 3**).

3. PROPOSALS

- 3.1 The proposal to introduce these lines was devised because the residents of 42 48 Westbourne Road are having great difficulty in getting in/out of the road leading to their properties. A site visit identified that vehicles are parking very close to this junction and sometimes on the radii, which causes significant visibility problems for motorists leaving the side road.
- The proposed lines have been kept to a minimum to prevent loss of parking in Westboume Road but at the same time, improve visibility and road safety at this junction. The lines would cover the corner radii only, and not extend onto the straight stretch, so there should be no parking spaces lost.
- The objections relate to perceived loss of parking, however as detailed in 2.3 above, the lines have been kept to a minimum in order to prevent this.

4. FINANCIAL CONSIDERATIONS

4.1 The required signing and lining works would be funded from the Council's traffic management budget.

5. RECOMMENDATION

5.1 That the Traffic Regulation Order outlined in the report be approved.

6. REASONS FOR RECOMMENDATIONS

To improve visibility for vehicles entering Westbourne Road at this point, whilst minimising the loss of parking space.

7. BACKGROUND PAPERS

7.1 Appendix 1 – Location plan, showing proposed yellow lines. Appendices 2 & 3 – Objections submitted from residents.

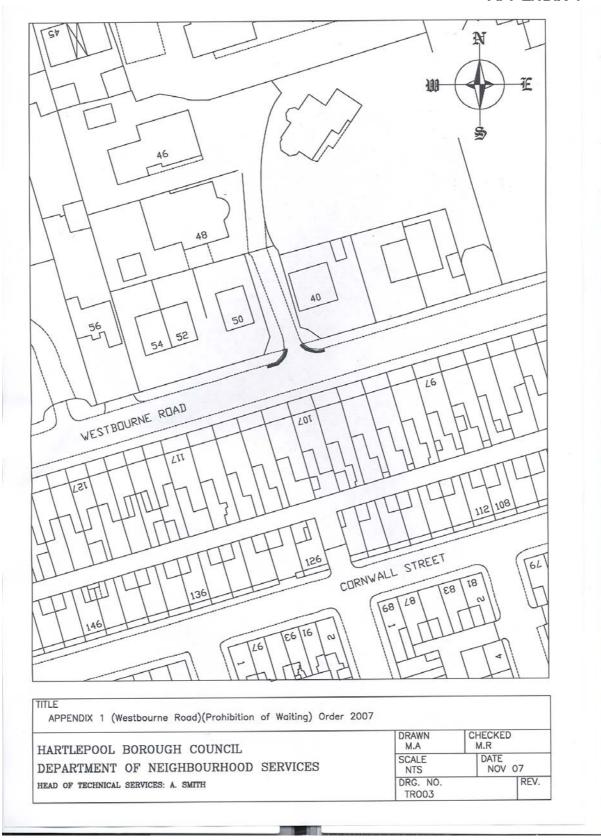
8. CONTACT OFFICER

Mark Reed – Traffic Technician Neighbourhood Services (Technical Services) Hartlepool Borough Council

Telephone Number: 523580

Email: Mark.reed@hartlepool.gov.uk

APPENDIX 1



APPENDIX 2

Our Ref:

MR/TM/TR120

Your Ref:

Contact Officer:

Mark Reed Direct Line (01429) 523580 Bryan Hanson House Hanson Square Hartlepool TS24 7BT

Tel: 01429 266522 Fax: 01429 523599 DX60669 Hartlepool-1



BOROUGH COUNCIL

22 April 2008

Westbourne Road Hartlepool

Dear

Proposed Yellow Lines in Westbourne Road

I am writing in reply to your objection to the proposed small section of double yellow lines in Westbourne Road. Several residents of Westbourne Road are not sure of the extent of these lines and the minimal distance these lines are on Westbourne Road and in addition to this little impact it will have on parking around this area. I have therefore attached a plan showing you the proposed lines.

If you wish for objection to still stand and still be considered could you please put your comments in the stamped addressed envelope provided.

Yours sincerely

M Reed

Traffic Technician

I Still STAND BY MY DRIGWAL LETTER AND STONGLY OBJECT

YOUR HALF BAKED PROPOSALS. THIS COUNCIL HAS CAUSED ANOUCH

PARKING PROBLEMS

WITHOUT ADDING

27.4.08



Customer Service Excellence in Waste Management and Street Cleaning P:\Typing\Letters\T&RS\Mark Reed\8586.doc



APPENDIX 3

Westbourne Road Hartlepool TS25 5Rb

29th April 2008

Dear Mr Reed

Thank you for your letter of 22nd April. After careful consideration we would like our objection to the proposed yellow lines on Westbourne Road to stand.

I was aware of the extent of the proposed lines as the diagram was outside my front door, but I thank you for the reminder.

It would not take much more than 'minimal impact' to disrupt parking in Westbourne Road as space is at a premium. If the lines are going to make that little a difference then what justification is there for having them at all? Where the lines extend into the private driveway there is no possibility of cars parking anyway.

We feel that the whole proposal is a waste of valuable resources and completely unjustified.

Yours sincerely

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO

Report To Portfolio Holder 30 June 2008



Report of: Director of Regeneration and Planning Services

Subject: REGENERATION AND PLANNING SERVICES

DEPARTMENTAL PLAN 2007/08 - QUARTER 4

MONITORING REPORT

SUMMARY

1.0 PURPOSE OF REPORT

To inform Portfolio Holder of the progress made against Regeneration and Planning Services Departmental Plan 2007/08 in the final quarter of the year.

2.0 SUMMARY OF CONTENTS

The report shows details of progress against Housing Services actions contained in the Departmental Plan and the final quarter outturn of key performance indicators.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for performance management issues in relation to the housing functions within the Regeneration and Planning Services Departmental Plan.

4.0 TYPE OF DECISION

Non key.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

Progress against actions and indicators be noted.

Report of: Director of Regeneration and Planning Services

Subject: REGENERATION AND PLANNING SERVICES

DEPARTMENTAL PLAN 2007/08 - QUARTER 4

MONITORING REPORT

1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of the progress made against key actions identified in the Regeneration and Planning Departmental Plan 2007/08 and the progress of relevant performance indicators for the period up to 31 March 2008.

2. BACKGROUND

- 2.1 The Portfolio Holder for Neighbourhoods and Communities has responsibility for Housing Services within the Regeneration and Planning Departmental Plan.
- 2.2 The Regeneration and Planning Departmental Plan 2007/08 sets out the key tasks and issues along with an Action Plan to show what is to be achieved by the department in the year.
- 2.3 The Council's electronic performance management database is used for collecting and analysing performance in relation to both the Corporate Plan and the five Departmental Plans.
- 2.4 Where appropriate more detailed service plans are also produced detailing how each individual section contributes to the key tasks and priorities contained within the Regeneration and Planning Departmental Plan and ultimately those of the Corporate Plan. These plans are managed within the department.

3. FOURTH QUARTER PERFORMANCE

- 3.1 This section looks in detail at how Regeneration and Planning Services has performed in relation to the key actions and performance indicators that were included within the Departmental Plan for 2007/08.
- 3.2 On a quarterly basis, officers from across the department are asked, via the Performance Management database, to provide an update on

- progress against every action contained in the performance plan and where appropriate, every performance indicator.
- 3.3 Officers are asked to provide a short commentary explaining progress made to date and asked to 'traffic light' each section based on whether or not the action will be, or has been, completed by the target date set out in the plans. The traffic light system is:-

RED	Action / PI not expected to meet target
AMBER	Action / PI expected to meet target
GREEN Action / PI target achieved	

3.4 Within Regeneration and Planning Services Departmental Plan, there are a total of 17 actions and 17 performance indicators assigned to this portfolio. Table 1 below summarises the progress as at 31 March 2008 towards achieving these actions and performance indicators:-

Table 1 - Regeneration and Planning progress summary

	De partmental Plan		
	Actions	Pls	
Green/Achieved	17 (100.0%)	14 (88.9%)	
Red/Not Achieved	0 (0.0%)	3 (11.1%)	
Total	17 (100.0%)	17 (100.0%)	

3.5 All actions contained in the plan were completed during 2007/08. Three 'red rated' performance indicators exist at year end, one of which has previously been reported to portfolio holder. Details in relation to the two remaining indicators that were not achieved are set out in Table 2 below.

Table 2 – Performance Indicator not on target

Ref	Action	Target	Outturn	Comment
HSG DPI2	Percentage of Landlord Registration Scheme properties inspected which met the management standard	80%	69%	A higher level of properties not meeting the scheme standards were found in the final quarter of the year leading to the annual target not being met. Improvement plans have been
HSG DPI3	Percentage of Landlord Registration Scheme properties inspected which met the condition standard		69%	provided to meet the management and condition standards set

3.6 Among the targets exceeded this year by the service were those for resolving complaints relating to housing and public health and for licensing of Houses in Multiple Occupation. In addition the Housing Advice Team was successful in supporting clients to manage their new tenancies.

4. RECOMMENDATION

4.1 That the progress against key actions and the final quarter outturn of performance indicators is noted.

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder 30 June 2008



Report of: Head of Neighbourhood Management

Subject: ELECTION OF RESIDENT

REPRESENTATIVES

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the results of the recent resident representative elections.

1

2. SUMMARY OF CONTENTS

A list of successful candidates.

3. RELEVANCE TO PORTFOLIO MEMBER

It is a neighbourhood issue.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 30 June 2008.

6. DECISION(S) REQUIRED

That the Portfolio Holder notes the report.

Report of: Head of Neighbourhood Management

Subject: ELECTION OF RESIDENT

REPRESENTATIVES

1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of the results of the recent resident representative elections.

2. BACKGROUND

2.1 A list of successful candidates.

3. PROPOSALS

- 3.1 Following the recent elections for resident representatives the following people have been duly elected resident representatives for the North, Central and South Neighbourhood Consultative Forums:
- 3.2 North Neighbourhood Consultative Forum

Mr John Cambridge

Mr John Lynch

Mrs Mary Power

Mrs Linda Shields

Mr Bob Steel

Mrs Joan Steel

Mrs Maureen Waller

One vacancy

3.3 Central Neighbourhood Consultative Forum

Mr Bob Farrow

Ms Belinda Buckley

Mr Ted Jackson

Ms Jean Kennedy

Mrs Evelyn Leck

Mr Alan Lloyd

Ms Brenda Loynes

Mr Chris Akers-Belcher

Mr Brian McBean

Mrs Liz Carroll

3.4 South Neighbourhood Consultative Forum

Ms Sally Vokes Mrs Mary Green Ms Rose Kennedy Mrs Iris Ryder Mr Mike Ward Two vacancies

4. RECOMMENDATIONS

The Portfolio Holder notes the report.

5. REASONS FOR THE RECOMMENDATIONS

The report is for information.

6. BACKGROUND PAPERS

6.1 None.

5. CONTACT OFFICER

Denise Ogden Head of Neighbourhood Management Neighbourhood Services (Neighbourhood Management) Hartlepool Borough Council

Telephone Number: 523201

Email: denise.oqden@hartlepool.qov.uk