

# PERFORMANCE PORTFOLIO DECISION SCHEDULE



**Friday 25<sup>th</sup> July 2008**

**at 3.00 pm**

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

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

**1. KEY DECISIONS**

No items

**2. OTHER ITEMS REQUIRING DECISION**

No items

**3. ITEMS FOR INFORMATION**

- 3.1 Corporate Branding Review – *Assistant Chief Executive*
- 3.2 Training and Development Procurement Framework – Update – *Chief Personnel Officer*
- 3.3 Complaints to the Local Government Ombudsman in 2007/08 – *Assistant Chief Executive*
- 3.4 Place Survey 2008-09 – *Assistant Chief Executive*

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

No items

**5. LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006**

**EXEMPT ITEMS**

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006

6. **KEY DECISION**

No items

7. **OTHER ITEMS REQUIRING DECISION**

7.1 Qualification Based Training Applications – *Chief Personnel Officer* (Para 1)

## **PERFORMANCE PORTFOLIO**

Report to Portfolio Holder

25th July 2008



**Report of:** Assistant Chief Executive

**Subject:** CORPORATE BRANDING REVIEW

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### SUMMARY

**1. PURPOSE OF REPORT**

To provide an update of progress in relation to the Corporate Branding Review.

**2. SUMMARY OF CONTENTS**

The report provides details of progress made so far.

**3. RELEVANCE TO PORTFOLIO HOLDER**

This is a Corporate issue and is part of the Portfolio Holder's responsibilities.

**4. TYPE OF DECISION**

Non-key, no decision.

**5. DECISION MAKING ROUTE**

Performance Portfolio Holder only

**6. DECISION(S) REQUIRED**

To note the report.

**Report of:** Assistant Chief Executive

**Subject:** CORPORATE BRANDING REVIEW

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**1. PURPOSE OF REPORT**

1.1 To update the Portfolio Holder on the progress made in respect of the Corporate Branding Review.

**2. BACKGROUND**

2.1 At the last Portfolio Meeting (29 June 2008) when a progress report was given on the Local Government Association's Reputation Campaign, the Portfolio Holder requested an update on the current Branding Review.

2.2 Of the 12 key actions identified in the Reputation Campaign, two relate specifically to branding as follows:-

- Ensure that the Council brand is consistently linked to services
- Adopt a highly visible, strongly branded Council cleaning operation

A cross-departmental group was established to undertake the review which is the first since the current brand was introduced in 1996 when Hartlepool became a unitary authority. The review is not about introducing a new brand, it is about making sure that it is consistently applied and linked to services.

**3. PROGRESS TO DATE**

3.1 The first task of the group was to look at how the current logo was being applied and establish any gaps that exist in the branding guidelines/toolkit. It was felt that there needed to be some minor refinements to the logo design to strengthen its identity and several gaps were identified including electronic communications, presentation material, recruitment advertising and road signage indicating pot hole works.

3.2 The group is also looking into the possibility of having a standard letterhead that can be adapted for the whole of the Council in the interests of efficiency.

- 3.3 Designs to show the minor refinements to the logo will be shown at the meeting.

#### **4. THE NEXT STEPS**

- 4.1 The next step is to produce the toolkit to ensure that the brand is consistently applied throughout the organisation. This will include everything from letterheads and business cards to vehicle livery and signage. The toolkit will be much more extensive than the current one and will include the various gaps identified. It is the intention to put the toolkit on the intranet/internet to ensure easy access and enable people to download logos etc.
- 4.2 It must be emphasised that the implementation will be phased as opportunities become available. The changes to the brand are so subtle and there is no need for departments to be disposing of material with the current logo on. It would however make sense to start to wind down stock levels of items incorporating the existing logo.
- 4.3 Given the length of time since branding was reviewed, it is felt that there is a need to undertake an audit to get a fuller picture of how the brand is being implemented across the board and whether there are any areas which need to be urgently addressed. For example, we know that there are key facilities such as Mill House Leisure Centre that have no external council branding. Also branding that was applied in 1996 to the likes of libraries, schools and community centres may well be now badly defaced or disappeared altogether. This work can be undertaken while the toolkit is being produced. It is hoped both exercises will be completed by the Autumn and we would then look to phase in the branding changes thereafter.

#### **5. RECOMMENDATION**

That the Portfolio Holder:

- a) notes the report.

#### **6. CONTACT OFFICER**

Alastair Rae, Public Relations Officer, telephone 523510.

**PERFORMANCE MANAGEMENT PORTFOLIO**

Report to Portfolio Holder

25<sup>th</sup> July 2008



**Report of:** Chief Personnel Officer

**Subject:** TRAINING AND DEVELOPMENT  
PROCUREMENT FRAMEWORK - UPDATE

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## SUMMARY

### 1.0 PURPOSE OF REPORT

To update the Portfolio Holder on the progress made regarding the procurement of training and development and to provide feedback from the consultation event held on 1<sup>st</sup> July 2008 with prospective suppliers.

### 2.0 SUMMARY OF CONTENTS

The report provides an update on the progress made to date.

### 3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Training and Development.

### 4.0 TYPE OF DECISION

Non key.

### 5.0 DECISION MAKING ROUTE

Portfolio Holder only.

### 6.0 DECISION(S) REQUIRED

The Portfolio Holder is requested to note the report.

**Report of:** Chief Personnel Officer

**Subject:** TRAINING AND DEVELOPMENT  
PROCUREMENT FRAMEWORK - UPDATE

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## 1. PURPOSE OF REPORT

To update the Portfolio Holder on the progress made regarding the procurement of training and development and to provide feedback from the consultation event held on 1<sup>st</sup> July 2008 with prospective suppliers.

## 2. BACKGROUND

2.1 At your meeting on the 27<sup>th</sup> June 2008, the proposed procurement of training and development activity for the period 2009-2013 was considered and agreed. A further report was requested by the Portfolio Holder to provide feedback on the consultation event which was held on the 1<sup>st</sup> July 2008 with prospective suppliers and also an update on the proposed timescale and arrangements.

## 3. CONSULTATION EVENT

3.1 Using the Council's finance system, the corporate workforce development team were able to identify all the organisations that had been paid for training related activity in the last 12 months. This highlighted that there were 389 current suppliers of training and development to the Council.

3.2 All the suppliers were subsequently invited to the consultation event and a copy of the information which was sent out is attached as **Appendix 1**.

3.3 The event was attended by over 80 organisations. A further 25 were unable to attend and requested further information once it became available. Since the event, dedicated web pages have been set up on the Council's website containing all the information circulated at the event and all providers have been notified of this.

3.4 Feedback from the event has been very positive and there has been a lot of interest generated in this procurement activity already, before any official notification is published in the public domain.

3.5 The general comments made around the event and the approach taken to consult with prospective supplier has been received well. Attendees have provided feedback and many of the comments are similar and

use wording such as “it is refreshing to see a Local Authority taking an approach like this” and “welcome the opportunity to create innovative ways to develop your workforce.”

- 3.6 During the event, there was an opportunity for attendees to break into groups to consider a series of questions around the proposed procurement exercise. These questions are detailed on page 2 of Appendix 1.
- 3.7 All the feedback was captured onto flip charts and will now be used to shape the specification of the tender documents. There was a lot of debate around the “draft training catalogue” and the “lots” in which different subject areas had been split into. This feedback has already been considered and will result in a different approach to the final specification of the invitation to tender. The “lots” will be more flexible, rather than prescriptive, ensuring that any new activities required over the lifetime of the framework agreement can be accommodated without compromising the arrangements in place.
- 3.8 There will be ongoing monitoring of the contract to ensure that high quality and performance is achieved and maintained. Where concerns are identified these will be raised with the provider and an opportunity will be given to address these in accordance with contract conditions.
- 3.9 The 4 year term of the contract was welcomed. Attendees felt that this was a realistic period in which a partnership could be formed and a good understanding of the Council’s needs could be gained. It is also a cost effective approach considering the amount of work required to procure a contract of this size and the preparations involved in the process, not just for the Council but also for those organisations who would have to put a substantial amount of work into producing tenders – especially small organisations who could spend a number of weeks preparing their submission. A longer term contract provides opportunities for greater efficiencies as short term contracts are likely to still incur premium rates from suppliers with less opportunity for discounts being obtained.
- 3.10 There was interest from the smaller providers regarding setting up larger consortiums. As a result, the Council’s Economic Development Team are considering running workshops for those interested parties around how consortiums operate and how to go about establishing one. Once arranged, this information will also be shared with all who attended.

#### **4. ARRANGEMENTS & TIMESCALES**

- 4.1 The consultation event proved that even without partnership arrangements with other authorities, Hartlepool Borough Council alone still has a significant offering to make with this procurement exercise.



- 4.2 The timescales for each stage of the procurement process are as detailed in **Appendix 2**. Contract Scrutiny Panel has scheduled the opening of tenders into their meeting on the 17<sup>th</sup> November 2008 and a further report regarding the successful tenders will be presented to their meeting on the 15<sup>th</sup> December 2008 following the evaluation exercise.
- 4.3 The official notification to the European market will be placed in the OJEU on the 21<sup>st</sup> July 2008; following this, advertisements will also be placed in the Hartlepool Mail, People Management (the professional magazine of the Chartered Institute of Personnel and Development) and will also be placed on the Council's website.
- 4.4 Pre-qualification questionnaires (PQQ's) will be available for download only and will be the standard PQQ that the Council uses as part of the harmonised documents suite. This ensures that the Council does not incur any unnecessary costs in relation to printing and postage.
- 4.5 To avoid any risk of external challenge, the external specialist engaged to support this process will withdraw his services before the PQQ Stage.

## **5. RECOMMENDATION**

- 5.1 That the Portfolio Holder notes the content of the report.

## **6. CONTACT OFFICER**

Lucy Armstrong  
Corporate Workforce Development Manager  
01429 523476  
[lucy.armstrong@hartlepool.gov.uk](mailto:lucy.armstrong@hartlepool.gov.uk)

### Appendices-

- 1 – Letter to prospective suppliers inviting them to consultation event  
2 – Indicative timetable for procurement activity

## Appendix 1 – information sent to potential supplier of T&D

Dear Sir/Madam

Hartlepool Borough Council is seeking to establish a framework agreement for the provision of training and development services between April 2009 and March 2013. The purpose of this agreement is to select a range of training and development providers, who can be drawn on by the authority over the period of the agreement by individual departments within the council.

The aim of the agreement will be to ensure that we have identified a range of organisations who are able to provide high quality services which are 'fit for purpose' and which clearly represent value for money.

You are invited to attend a provider consultation event which will take place on Tuesday 1<sup>st</sup> July 2008, between 10am – 2pm at the Borough Hall, Hartlepool. The purpose of this event is to enable providers to help shape the direction of the authority's training and development offering for the next 4 years. Please see the attached agenda.

I should be grateful if you would confirm your attendance by registering at [www.hartlepool.gov.uk/trainingprocurementframework](http://www.hartlepool.gov.uk/trainingprocurementframework) by Wednesday 25th June 2008. Places are limited to 1 representative per organisation.

Please note; we will be unable to accommodate any provider who has not confirmed their attendance prior to the event taking place. We look forward to seeing you on 1<sup>st</sup> July.

Yours faithfully



Lucy Armstrong Msc. MCMI  
Workforce Development Manager



## TRAINING & DEVELOPMENT FRAMEWORK

### PROCUREMENT PROVIDER CONSULTATION EVENT 1<sup>ST</sup> JULY 2008

#### AGENDA

- 1015 Registration and Coffee
- 1045 Welcome and Introduction
- 1050 Framework Agreement - The Future of Training & Development in Hartlepool Borough Council
- 1105 A New Way of Working – Forging a long term partnership with key providers
- 1115 The Procurement Process:
- An Overview
  - Timetable
- 1125 Group Discussion
- 1225 Questions & Answers
- 1300 Close and Lunch

#### Group Discussion Topics

- Review the procurement lots provided and identify any subject areas or training courses which you feel are missing and the value these would bring to the partnership;
- How do you think the delivery of training and development should be evaluated, in terms of impact, over the period of the contract?
- How should delivery be quality assured?
- How do you think the partnership will be able to demonstrate value for money (VfM) over the period of the contract? What opportunities exist to deliver efficiency savings?
- How do we ensure that the new approach to training and development embraces best practice not only at the establishment of the framework agreement, but throughout its duration;
- How do we ensure that the approach to the design and delivery of training and development within Hartlepool addresses the needs of a diverse workforce.



**APPENDIX 2 -  
TRAINING & DEVELOPMENT FRAMEWORK AGREEMENT  
PROCUREMENT TIMETABLE**

Stage	Procurement Activity	By When
1	Provider consultation event	1 <sup>st</sup> July
2	Publish OJEU notice	21 <sup>st</sup> July
3	Request to participate including the despatch of Pre-qualification Questionnaires (PQQs)	21 <sup>st</sup> July to 29 <sup>th</sup> August
4	PQQ return deadline	5 <sup>th</sup> September
5	Short-listing of providers to receive an Invitation to Tender (ITT)	8 <sup>th</sup> to 29 <sup>th</sup> September
6	ITTs sent to short-listed Providers	30 <sup>th</sup> September
7	ITTs returned to Hartlepool Borough Council	14 <sup>th</sup> November
8	Tender evaluation and supplier selection	17 <sup>th</sup> November – 4 <sup>th</sup> December
9	All tendering suppliers informed of outcomes	5 <sup>th</sup> December
10	Cooling off period	6 <sup>th</sup> December – 15 <sup>th</sup> December
11	Contract discussion and signing	16 <sup>th</sup> December – 27 <sup>th</sup> February 2009
12	Framework agreement starts	1 <sup>st</sup> April 2009

## PERFORMANCE PORTFOLIO

Report to Portfolio Holder

25<sup>th</sup> July 2008



**Report of:** Assistant Chief Executive

**Subject:** COMPLAINTS TO THE LOCAL GOVERNMENT  
OMBUDSMAN IN 2007/08

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### SUMMARY

#### 1. PURPOSE OF REPORT

To report to the Portfolio Holder on the annual letter from the Local Government Ombudsman.

#### 2. SUMMARY OF CONTENTS

The report covers the Local Government Ombudsman's Annual Letter reviewing complaints received about Hartlepool Borough Council in 2007/08.

#### 3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

#### 4. TYPE OF DECISION

Non-key

#### 5. DECISION MAKING ROUTE

Portfolio Holder meeting on 25<sup>th</sup> July 2008

#### 6. DECISION(S) REQUIRED

That the report be noted.

**Report of:** Assistant Chief Executive

**Subject:** COMPLAINTS TO THE LOCAL GOVERNMENT  
OMBUDSMAN IN 2007/08

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## 1. PURPOSE OF REPORT

To report to the Portfolio Holder on the content of the Local Government Ombudsman's Annual Letter which reviews the complaints made against the authority in 2007/08.

## 2. BACKGROUND

The Local Government Ombudsman provides an independent, impartial investigation of complaints against local authorities where complainants remain dissatisfied with their local Council's actions or failure to act.

The Local Government Ombudsman (LGO) reports complaints performance to local authorities annually. All councils receive an annual letter from the LGO which details:

- the complaints received by the Ombudsman and the outcome of her investigations;
- comments on the Council's performance; and
- comments on liaison arrangements with the Council.

The details of complaints handled in 2007/08 with comparative figures for 2005/06 and 2006/07 are provided in Appendix 1, as is the full text of the Ombudsman's Annual Letter.

## 3. ANNUAL LETTER FROM THE LOCAL GOVERNMENT OMBUDSMAN – 2007/08

### Complaints received

Overall, the number of complaints received by the Ombudsman has increased slightly to 29 in 2007/08 from 24 in 2006/07. The largest groups of complaints were about transport and highways (10) and about planning issues (10).

The increase in complaints has been most marked in the area of transport and highways where complaints increased from 5 in 2006/07 to 10 in 2007/08. It should be noted that 5 out of 10 of these complaints were in connection with the Mounston Close/alleygates issue that created a large increase in corporate complaints in 2006/07.

### Complaints decisions

The Ombudsman made decisions about 31 complaints in 2007/08. In 11 cases, the Ombudsman chose not to investigate the complaints because they

were deemed to be premature. They were referred back to the Council for local investigation. Complainants still have the option to complain again to the Ombudsman if they are unhappy with the outcome of the Council's investigation and 3 of these complaints have indeed been re-submitted. A further 3 complaints were judged to be outside the Ombudsman's jurisdiction, giving a total of 17 complaints that were actually investigated in 2007/08, as compared with 16 investigations in 2006/07.

### **Formal reports by the Ombudsman**

In cases where the authority has been found to have committed maladministration, the Ombudsman issues a formal report about the complaint. In 2007/08 as in 2006/07, no critical reports were issued against the Council.

### **Local settlements**

Three complaints were settled locally by the Council agreeing to take action to deal with a complaint without need for further investigation. For example, the Council agreed to compensate a complainant because a building had been built too close to the complainant's property and was built too high and also to cover legal costs. The Council also undertook to review the processes concerned with the enforcement of planning conditions.

### **Complaints handling**

Councils are asked to respond to initial enquiries from the Ombudsman within 28 days. The average for Hartlepool's responses in 2007/08 was 26 days which is similar to the average response times for 2006/07 and 2005/06. The Ombudsman commented favourably on this high level of performance.

### **Recommendations from the Ombudsman**

This third Annual Letter from the Local Government Ombudsman is generally positive and does not highlight any areas of concern or make any recommendations for action.

## **4. RECOMMENDATIONS**

That the report be noted.

## **5. BACKGROUND PAPERS**

Annual Letters from the Local Government Ombudsman 2005/06 & 2006/07

## **6. CONTACT OFFICER**

**Liz Crookston, Principal Strategy & Research Officer,  
Chief Executive's Department, Corporate Strategy Division  
Hartlepool Borough Council  
Tel No: (01429) 523041 Email: [liz.crookston@hartlepool.gov.uk](mailto:liz.crookston@hartlepool.gov.uk)**

## PERFORMANCE PORTFOLIO

Report to Portfolio Holder

25<sup>th</sup> July 2008



**Report of:** Assistant Chief Executive

**Subject:** PLACE SURVEY 2008-09

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### SUMMARY

#### 1. PURPOSE OF REPORT

To report to the Portfolio Holder on plans to carry out the Place Survey 2008, as instructed by the Department of Communities and Local Government.

#### 2. SUMMARY OF CONTENTS

The report outlines plans being made to collect data for the measurement of 19 attitudinal National Indicators through a large scale survey of Hartlepool residents.

#### 3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

#### 4. TYPE OF DECISION

Non-key

#### 5. DECISION MAKING ROUTE

Portfolio Holder meeting on 25<sup>th</sup> July 2008.

#### 6. DECISION(S) REQUIRED

That the report be noted.



**Report of:** Assistant Chief Executive

**Subject:** PLACE SURVEY 2008-09

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## **1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of plans being made to collect data for the measurement of nineteen attitudinal National Indicators through a large scale survey of Hartlepool residents.

## **2. BACKGROUND**

- 2.1 In 2000, 2003 and 2006, the council was required by central government to carry out a range of surveys to collect satisfaction data for Best Value Performance Indicators (BVPIs). In 2006, the surveys were:

- General Satisfaction survey – Hartlepool residents;
- Library PLUS survey – library users;
- Planning survey – users of planning application service;
- Benefits survey – claimants of housing and council tax benefits

- 2.2 In 2006, these surveys collected information for a total of 24 Best Value Performance Indicators/parts of indicators.

## **3. THE PLACE SURVEY**

- 3.1 In 2008, the BVPI surveys will be replaced by what the government has called the “Place Survey” which will collect information for nineteen National Indicators (NIs). (See Appendix 1). The survey focuses on what Hartlepool is like as a place to live and on local public services generally rather than concentrating on specific local authority services, as has been the case in previous surveys.
- 3.2 Of the twenty four survey based indicators collected in 2006, only one is now a National Indicator. However, for some of the new NIs, there will be comparative data from previous years, e.g. some of the questions that collect data for the anti-social behaviour NIs were asked in 2006 and 2003. Other comparative data will also be available for some of the former attitudinal BVPIs which have been retained as part of the authority’s own indicator set. Some of these are still covered in the Place Survey, even though they are not National Indicators. Plans have been put in place by departments to collect data for those local, attitudinal PIs which are not included in the Place Survey, e.g. through the Viewpoint citizens panel.

## **4. PLANNING THE PLACE SURVEY**

- 4.1 The content, methodology and questionnaire for the Place Survey have been closely defined by the Department of Communities and Local Government. The Audit Commission will be overseeing the surveys and ensuring that the guidance provided in the Place Survey manual is followed. The survey must be carried out by postal questionnaire and a minimum of 1,100 completed responses must be

received to ensure a acceptable level of statistical reliability. The authority will be supplied with a list of addresses drawn from the Postcode Address File from which to sample. Two reminders will be sent to non-responders to maximise the response rate. Arrangements will also be in place to assist people who may have problems completing questionnaires, for instance through the provision of large print questionnaires or questionnaires in languages other than English, as well as the offer of assistance to fill in the questionnaire and a telephone help number in case of queries or problems.

- 4.2 A partner company is currently being sought to carry out the mailing out of letters, questionnaires and reminders; receipt of completed questionnaires; and the data processing of the completed survey questionnaires. The analysis and writing of a final report will be carried out in house by HBC staff.

## 5. TIMETABLE

- 5.1 The outline timetable for the survey, as stipulated by the Department of Communities and Local Government, is as follows:

	<b>Complete by:</b>
Sampling	Early August 2008
Commence fieldwork	29 <sup>th</sup> September 2008
Complete fieldwork	19 <sup>th</sup> December 2008
Submit data to Audit Commission	30 <sup>th</sup> January 2009

- 5.2 The submitted survey data will be verified by the Audit Commission and then weighted so that it presents a representative profile of Hartlepool resident's views. The Audit Commission has not given a date by which the authority should receive the verified and weighted data so that it can be analysed, written up and used by departments and elected members to assess the authority's performance. Headline results for the National Indicators will be reported to the Portfolio Holder as soon as they become available and a detailed report of the survey findings will be provided when analysis has been completed.

## 4. RECOMMENDATIONS

That the report be noted.

### BACKGROUND PAPERS

Place Survey – Manual, Department of Communities and Local Government, June 2008.

### CONTACT OFFICER

Liz Crookston, Principal Strategy & Research Officer,  
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Hartlepool Borough Council

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**APPENDIX 1 – PLACE SURVEY INDICATORS**

<b>INDICATOR</b>	
<b>ADULT &amp; COMMUNITY SERVICES</b>	
<b>NI 138</b>	Satisfaction of people over 65 yrs with both home and neighbourhood
<b>NI 139</b>	Extent to which older people receive the support they need to live independently at home
<b>CHIEF EXECUTIVE'S</b>	
<b>NI 1</b>	People from different backgrounds getting on well together
<b>NI 2</b>	People feeling that they belong to their neighbourhood
<b>NI 3</b>	Civic participation in the local area
<b>NI 4</b>	People feeling that they can influence decisions in their locality
<b>NI 5</b>	Satisfaction with local area as a place to live
<b>NI 6</b>	Participation in regular volunteering
<b>NI 119</b>	Self reported measure of people's overall health & well being
<b>NI 137</b>	Healthy life expectancy at age 65 (same question as for NI 119)
<b>NI 140</b>	Fair treatment by local services
<b>CHILDREN'S SERVICES</b>	
No NI's in Place Survey	
<b>NEIGHBOURHOOD SERVICES</b>	
<b>NI 37</b>	Awareness of civil protection arrangements in local area
<b>REGENERATION &amp; PLANNING SERVICES</b>	
<b>NI 17</b>	Perceptions of anti-social behaviour – how much of a problem are
<b>a.</b>	Noisy neighbours or loud parties
<b>b.</b>	Teenagers hanging around in the street
<b>c.</b>	Rubbish or litter lying around
<b>d.</b>	Vandalism or graffiti etc
<b>e.</b>	People using or dealing drugs
<b>f.</b>	People being drunk or rowdy in public places
<b>g.</b>	Abandoned or burnt out cars
<b>NI 21</b>	Dealing with local concerns about anti-social behaviour by council & police
<b>NI 22</b>	Perceptions of parents taking responsibility for behaviour of their children
<b>NI 23</b>	People in local area treating each other with respect and consideration
<b>NI 27</b>	Understanding of local concerns about anti-soc behaviour & crime by council & police
<b>NI 41</b>	Perceptions of drunk or rowdy behaviour as a problem (Same ques'n as NI 17f)
<b>NI 42</b>	Perceptions of drug use or drug dealing as a problem (Same ques'n as NI 17e)