

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO

DECISION SCHEDULE



Tuesday, 19 August 2008

at 9.00 am

in Committee Room B

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 Landfill Tax - *Head of Neighbourhood Management*
- 2.2 Rock Armour Replenishment, Seaton Carew - *Head of Technical Services*
- 2.3 Review Of Household Waste Recycling Centres Within The Tees Valley –
Head of Neighbourhood Management
- 2.4 Piloting Waste Incentive Scheme – *Head of Neighbourhood Management*
- 2.5 Neighbourhood Services Departmental Plan 2008/09 – 1st Quarter Monitoring
Report - *Director of Neighbourhood Services*
- 2.6 Review Of Parking Charges – *Director of Neighbourhood Services*
- 2.7 Neighbourhood Development Officers - *Head of Neighbourhood Management*
- 2.8 Minor Works Proposals, Neighbourhood Consultative Forums – *Head of
Neighbourhood Management*

3. ITEMS FOR INFORMATION

- 3.1 Annual Diversity Report 2007/8 - *Director of Neighbourhood Services*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
19 August 2008



Report of: Head of Neighbourhood Management

Subject: LANDFILL TAX

SUMMARY

1. PURPOSE OF REPORT

The Local Government Association have contacted all local authorities encouraging them to support the LGA's campaign for landfill tax to be returned to local authorities to enable them to invest in recycling facilities needed for the Country to meet EU goals and targets.

The report sets out the effect of this change in Government policy if it occurs and attempts to identify the impact it will have on Hartlepool Borough Council.

2. SUMMARY OF CONTENTS

In March 2007 the Government raised landfill tax by much more than expected with very little notice. Shortly after that announcement the Government indicated it would not be returning landfill tax to Councils to which it had previously committed. As no impact assessment was issued for either of these two policies, the aim of this report is to set out the effect on Hartlepool Borough Council and England.

3. RELEVANCE TO PORTFOLIO MEMBER

Waste management is included within the Portfolio Holder's remit.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Portfolio Holder's meeting on 19 August 2008.

6. DECISION(S) REQUIRED

The Portfolio Holder supports the LGA campaign and writes to Hilary Benn MP asking that landfill tax be returned to local authorities as was promised.

Report of: Head of Neighbourhood Management

Subject: LANDFILL TAX

1. PURPOSE OF REPORT

- 1.1 The Local Government Association have contacted all local authorities encouraging them to support the LGA's campaign for landfill tax to be returned to local authorities to enable them to invest in recycling facilities needed for the Country to meet EU goals and targets.

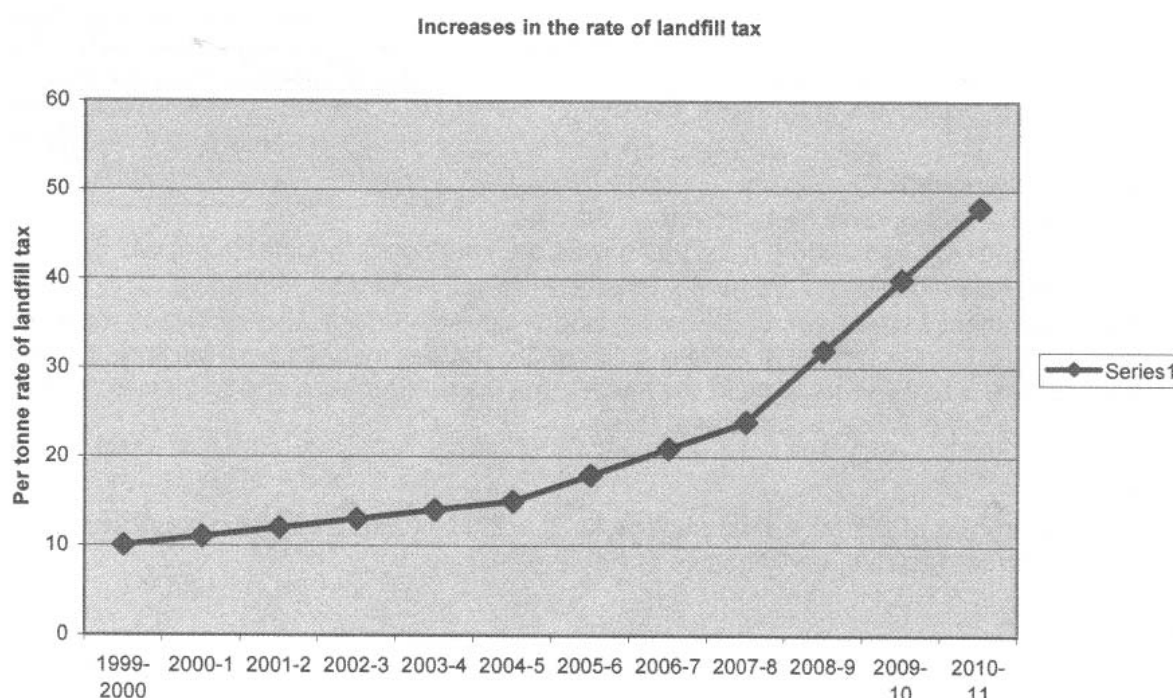
The report sets out the effect of this change in Government policy if it occurs and attempts to identify the impact it will have on Hartlepool Borough Council.

2. BACKGROUND

- 2.1 Landfill tax is tax paid by local authorities for each tonne of waste that is sent to landfill, rather than other options i.e.
- being recycled / composted;
 - being sent for incineration / 'energy from waste' plant;
 - being sent to a pre-treatment facility which reduces the weight and volume of the waste before it is landfilled.
- 2.2 Local authorities bear the cost of landfill tax relating to household waste, while businesses pay the tax in relation to the waste that they send to landfill.
- 2.3 The Government introduced landfill tax in 1996 to encourage local authorities and businesses to switch to more environmentally friendly and sustainable methods of waste disposal. Councils support this objective.
- 2.4 Switching waste away from landfill is a costly and slow process. Developing the necessary recycling and waste treatment facilities requires significant investment and takes time, as does the behavioural change required to increase recycling.
- 2.5 The Local Government Association has argued that landfill tax should not be set at such a level that makes it difficult for Authorities to undertake the necessary investment to achieve this change and that

Authorities should not be subject to unexpected increases in landfill tax for which they do not have time to plan ahead.

- 2.6 Since 1999, the cost of landfill tax has risen via the 'landfill tax escalator' which has increased the rate of landfill tax per tonne on an annual basis. From 1999-2004, the escalator was £1 per tonne; it was increased to £3 per tonne between 2005 - 2008. With effect from 1 April 2008, the escalator is now £8 per tonne.
- 2.7 The chart below tracks the increase in the rate of landfill tax over the last decade:



- 2.8 To ensure that the rising cost of landfill tax did not reduce the funds available to local authorities for investment in alternative means of waste disposal, the Government's stated approach to landfill tax (with the LGA's support) had been to return the revenue collected from the landfill tax to Councils over and above the level of £15 per tonne.
- 2.9 In the Pre-Budget report in 2003, the Government made a commitment that 'increases in the standard rate of landfill tax will be introduced in a way that is revenue neutral to business as a whole and to local Government' and that landfill tax would rise to a 'medium- to long- term rate of £35.'
- 2.10 This commitment was repeated in successive Pre-Budget Reports and Budgets.

3. RECENT CHANGES IN POLICY

- 3.1 Three Government policy changes have significantly increased the

amount of landfill tax local authorities are liable for over the CSR07 period.

- 3.2 The landfill tax escalator was increased from £3 to £8 with effect from April 2008. This increase was announced in May 2007, giving Authorities less than a year to accelerate plans to divert waste away from landfill. Whilst Hartlepool's performance in recycling household waste continues to improve due to the introduction of alternate weekly collections, concerns around the performance of the Energy from Waste Plant at Haverton Hill increased during 2007/08 and 11% of household waste was sent to landfill, 3% up on the previous year due to plant shutdowns. Investment has been funded by the Tees Valley Authorities to improve performance of the plant, but at an increased gate fee.
- 3.3 Government research has shown that waste management costs are increasing at a rate that cannot be absorbed through efficiencies. This was confirmed in Government's Waste Strategy Review Consultation February 2006. "A widespread view in consultation is that current funding arrangements for local authority waste activity are not sustainable. As pressure increases to manage greater quantities of municipal waste in a more sustainable way, requiring significant investment over the next 10 - 15 years, spending pressure will increase in line unless a solution is found.

4. RISK IMPLICATIONS

- 4.1 The combination of new Government policies on landfill means that where we are unable to divert landfill we are liable for significant additional costs for which we will not be reimbursed. We are already seeking to divert waste from landfill as fast as possible, due to the prospect of EU fines if we fail to meet Europe-wide targets on reducing landfill.
- 4.2 By 2009 landfill tax will exceed £32, in 2009 it will be £40 and by 2010 it will be £48.
- 4.3 The per-tonne rate of landfill tax will rise from £32 in 2008-9, £40 in 2009 -10 and £48 in 2010 -11. These steep increases (33%, 25% and 20% respectively) mean that Hartlepool will pay an estimated £224,000 in landfill tax over the next three years, even assuming continued falls in the amount of waste sent to landfill through recycling.
- 4.4 These extra costs will be incurred even though we have successfully increased recycling rates for the same period (32%) in 2007 - 088.
- 4.5 The £8 per tonne increase in landfill tax in 2008-9 has significantly contributed to the overall costs the Council must manage, accounting

for over £32,000 of the increase in the waste disposal budget requirement

- 4.6 If Councils were only required to pay the £15 rate from which any increases were supposed to be revenue neutral, this would free up almost 20% of the increase in the Council Tax requirement for 2008 - 09.

5. CONCLUSION

- 5.1 There is no need to increase the rate of the landfill tax escalator in the short to medium term, as we are already making progress in increasing recycling rates and reducing the amount of waste sent to landfill.
- 5.2 The additional landfill tax burden on Hartlepool Borough Council over the next three years is unlikely to have the desired environmental impact or even any further environmental impact than would have been achieved with the previous lower levels of tax.
- 5.3 Increasing the landfill tax escalator at the same time as changing the policy on returning landfill tax to Councils has the effect of reducing the net funding which goes to Councils in favour of increased central Government revenue. This is being achieved at the expense of Councils and Council Tax payers as landfill tax is putting increasing strain on local services and Council Tax and taking funds away at a time when Councils need the funds to invest in more sustainable waste management.

6. RECOMMENDATIONS

- 6.1 The Portfolio Holder supports the LGA campaign and writes to Hilary Benn MP asking that landfill tax be returned to local authorities as was promised.

7. CONTACT OFFICER

Denise Ogden – Head of Neighbourhood Management
Neighbourhood Services Neighbourhood Management
Hartlepool Borough Council

Telephone Number: 523800

Email: denise.ogden@hartlepool.gov.uk

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder

19 August 2008



Report of: Head of Technical Services

Subject: ROCK ARMOUR REPLENISHMENT, SEATON
CAREW

SUMMARY

1. PURPOSE OF REPORT

To seek confirmation of the action of the formal Engineer to the Contract:

- (a) to fund additional rock armour at Seaton Carew from the coast protection revenue budget in the sum of £87,000;
- (b) to issue a variation order on the existing contract with Seymour Civil Engineering Ltd for the amount of £111,500 on a re-measure basis.

2. SUMMARY OF CONTENTS

This report is required to regularise the contractual situation regarding the approved contract for replenishing the rock armour used for emergency works of wall stabilisation at Seaton Carew.

Once the contract commenced it became apparent that additional rock was required, well in excess of the contract provision. The additional funds needed of £87,000 (above the previous approval of £98,000) are available from the coast protection revenue budget, but authorisation to issue the contract variation order for the increase of £111,500 is required from the Portfolio Holder.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Engineering Consultancy issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

That the Portfolio Holder confirms the Engineer's action.

Report of: Head of Technical Services

Subject: ROCK ARMOUR REPLENISHMENT, SEATON
CAREW

1. PURPOSE OF REPORT

- 1.1 To seek confirmation of the action of the formal Engineer to the Contract:
- (a) to fund additional rock armour at Seaton Carew from the coast protection revenue budget in the sum of £87,000;
 - (b) to issue a variation order on the existing contract with Seymour Civil Engineering Ltd for the amount of £111,500 on a re-measure basis.

2. BACKGROUND

- 2.1 In 2006, and again in 2007 there were significant sea wall breaches at Seaton Carew which also evidenced major beach lowering and exposure of the mass concrete wall foundation which are simply founded on the sand.
- 2.2 This gave rise to serious concerns that the sea would undermine the 4.5m high wall and toppled it over into the sea along with a length of some 300m at the North Shelter frontage.
- 2.3 As a matter of urgency the decision was taken that rock armour was needed to protect the toe and encourage beach retention. This was achieved very quickly by utilising rock armour from a less vulnerable 'fillet' section opposite the Staincliffe Hotel.
- 2.4 The emergency works were successful but it was felt prudent in the long term (given sea level rise) to replenish the weakened fillet area eventually.
- 2.5 In addition, the routine coast protection inspections identified that the profile of the rock armour revetment north of the Stell outfall was lower than when built. This could have been because the rocks had been plucked off by the storms, or, more probably, settlement of the peat beds under the surcharge pressure of the heavy rock armour.

- 2.6 In any event, the net result was the same, in that significant amounts of rock armour were required, and Cabinet approval was therefore sought for funds of £98,000 (see Cabinet Minute 200 of the meeting of 4 February 2008).
- 2.7 The scheme documents were prepared and tendered, and the successful tenderer was Seymour Civil Engineering in the sum of £73,507.
- 2.8 The contract commenced in mid June. However, it became apparent that the fillet and Stell area needed more rock than was available under the existing contract and an additional tonnage of extra rock was required to complete the works.
- 2.9 Negotiation was undertaken with Seymours, who agreed to supply as much rock as available from their original quarry supplier at the same rate as in the contract. Unfortunately the quarry ran out of suitable rock, but the shortfall of 600 tonnes was sourced from an alternative supplier at a slightly higher rate because of additional haulage costs.

3. PROPOSALS

- 3.1 Option 1, terminate the contract leaving parts of the rock revetment vulnerable to damage in heavy seas, and letting a new contract later in the year to complete the works with its associated delays and cost uncertainties.
- 3.2 Option 2, issue a variation order to Seymours to continue the existing contract to complete the works before the winter storms.
- 3.3 In order to expedite the works without further delays, and to avoid cost uncertainty and inevitable additional costs in contract preparation the decision was taken to follow option 2 and lead in more rock armour to complete the task.
- 3.4 Taking this into account it is estimated that the total cost of the works will be £185,000.

4. FINANCIAL CONSIDERATIONS

- 4.1 The original budget of £98k was made available and the tender was let for the sum of £73,507.09.
- 4.2 This left £24,500 in the original budget, still available to fund the total cost of £185k.

- 4.3 The shortfall of £87,000 is available from the coast protection revenue budget.
- 4.4 On this basis, and for the reasons above a site instruction was issued to Seymours to continue to completion.
- 4.5 The rock armour works were finished before the school holidays started.

5. RECOMMENDATIONS

- 5.1 That the Portfolio Holder confirms the action of the formal Engineer to the Contract:
 - (a) to fund additional rock armour at Seaton Carew from the coast protection revenue budget in the sum of £87,000;
 - (b) to issue a variation order on the existing contract with Seymour Civil Engineering Ltd for the amount of £111,500 on a re-measure basis.

6. REASONS FOR RECOMMENDATIONS

- 6.1 In order to carry out the works without incurring delays and additional costs the decision was taken to extend the existing contract to supply as much rock as possible within available budgets.
- 6.2 Authorisation of this decision is required from the Portfolio Holder to regularise the Engineers' decision.

7. BACKGROUND PAPERS

- 7.1 Cabinet report for 4 February 2008, Minute 200.

8. CONTACT OFFICER

Dave Thompson, Principal Engineer (Environmental Issues)
Neighbourhood Services (Technical Services)
Hartlepool Borough Council

Telephone Number: (01429) 523245

Email: dave.thompson@hartlepool.gov.uk

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
19 August 2008



Report of: Head of Neighbourhood Management

Subject: REVIEW OF HOUSEHOLD WASTE RECYCLING
CENTRES WITHIN THE TEES VALLEY

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the review on the position of Household Waste Recycling Centres (HWRC) within the Tees Valley.

To seek approval to tender the salvage, recycling and site supervision of the Burn Road Household Waste Recycling Centre.

2. SUMMARY OF CONTENTS

The report provides a summary of the content of Entec's review regarding the position of the Household Waste Recycling Centres within the Tees Valley. It also comments on the future development of the Burn Road site and seeks authorisation to contract the salvage and recycling contract and to work up a funding package for the sites future development.

3. RELEVANCE TO PORTFOLIO MEMBER

Waste management is included within the Portfolio Holders remit.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio Holder's meeting on 19 August 2008.

6. DECISION(S) REQUIRED

The Portfolio Holder acknowledges the Burn Road site needs to develop and be enhanced to improve recycling performance.

The Portfolio Holder authorises the Head of Neighbourhood Management to tender the salvage and recycling service.

Report of: Head of Neighbourhood Management

Subject: REVIEW OF HOUSEHOLD WASTE RECYCLING CENTRES WITHIN THE TEES VALLEY

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the review on the position of Household Waste Recycling Centres (HWRC) within the Tees Valley.
- 1.2 To seek approval to tender the salvage, recycling and site supervision of the Burn Road Household Waste Recycling Centre.

2. BACKGROUND

- 2.1 Entec were commissioned to review Household Waste Recycling Centres (HWRC's) within the Tees Valley and to carry out a needs assessment to identify whether the current provision of facilities is adequate for current and future needs.
- 2.2 The report includes:
 - A review of current Household Waste Recycling Centres provision within the Tees Valley;
 - An update of the planned Household Waste Recycling Centres provision within the Tees Valley;
 - A needs assessment for additional Household Waste Recycling Centres capacity.
- 2.3 A copy of the review is included in **Appendix 1**. The main points relating to Hartlepool are covered in items 3 and 4 below.
- 2.4 The contract for salvage, recycling and site supervision has been with Foreman Recycling for the last four years. The contract was due to conclude on 31 March 2008. As the review was commissioned during the development of the Tees Valley Joint Waste Management Strategy the decision was taken to extend the existing contract for six months whilst we awaited receipt of the report.

3. CURRENT HOUSEHOLD WASTE RECYCLING CENTRES

- 3.1 There are currently five Household Waste Recycling Centres within the Tees Valley

- 3.2 The table below demonstrates the current licensed capacity of the Household Waste Recycling Centres and the waste input received by these sites in 2006/07. The level of recycling achieved at these sites is also shown within this table.

Table HWRC Licensed Capacity and Input Tonnage

Site	Licensed Capacity	Waste Input 2006/07	Recycling & Composting Rate 2006/07
Dunsdale	25,000	5,320*	56% (excluding rubble)
Warrenby	24,999	6,760*	
Whessoe Road, Darlington	24,999	17,210	50% (excluding rubble)
Burn Road, Hartlepool	24,999	10,410 (excl rubble)	35% (excluding rubble)
Haverton Hill, Billingham	24,999	18,900 (excl rubble)	56% (65% including rubble)

Table notes: Licensed capacity has been determined from the EA's Public Register. Waste input for 2006/07 has been supplied by the Authorities. *The waste tonnage collected at the Dunsdale and Warrenby HWRCs is from the Wardell Armstrong Feasibility Study.

- 3.3 Recent work by Network Recycle has identified the national average of projected recycling rates at Household Waste Recycling Centres for England of 44.9% and 50.8% for 2005/06 and 2007/08 respectively (excluding inert waste). The levels of recycling achieved at the Tees Valley sites are therefore similar to the national average with the exception of the Burn Road site within Hartlepool.
- 3.4 The Tees Valley Authorities currently ban commercial waste producers from their Household Waste Recycling Centres and utilise a range of different approaches to enforce this.
- 3.5 Hartlepool Borough Council provides permits to allow unmarked vans less than 2 metres in height to access their site to deposit household waste. Each permit entitles the user to a maximum of six trips per year. Commercial vehicles are not allowed to use the site.

4 HARTLEPOOL HWRC NEEDS ASSESSMENT

- 4.1 A needs assessment was carried out as part of the review and identified that in 2003 there was on average 6.10 Household Waste Recycling Centres per Authority within England, with a UK average of 5.41 per Authority. This compares to one Household Waste Recycling Centre within each of the Tees Valley Authorities, with Middlesbrough Borough Council being the exception.
- 4.2 This is well below the English and UK average and may indicate a need for additional Household Waste Recycling Centre capacity within each of the Authorities. However, this indicator should be considered with caution as there is significant variability between Authorities in terms of population and

land area. Government guidance suggests one HWRC per 100,000 head of population; Hartlepool Borough Council complies with Government guidance.

- 4.3 The review recommends Hartlepool Council should consider expanding the current Household Waste Recycling Centre to improve the levels of recycling. Although the Burn Road site was developed in line with Best Practice in 2000/01 it has a relatively poor recycling performance. This may be partly due to the introduction of Alternate Weekly Collections which has resulted in a reduction in the amount of green waste deposited at the site and an increase in the amount of residual waste.
- 4.4 The extension of the Burn Road site would allow the Council to provide additional recycling containers for current and new materials. It is anticipated that there will be a continued pressure on Authorities to provide facilities for separate collection of additional materials, as has been seen recently with the introduction of the Waste Electrical and Electronic Equipment (WEEE) Regulations. The extension of the site would also improve access for householders to skips during busy periods and may assist site personnel in managing the site and encouraging recycling.
- 4.5 The levels of residual waste coming to the site has increased with the introduction of the new recycling service, primarily in the form of increased black bagged waste. The Council's Implementation Plan identifies a need to encourage householders to reduce their levels of black bagged waste through participation in the kerbside recycling service and the use of the recycling facilities provided at the Household Waste Recycling Centre.
- 4.6 The Council currently provides a free bulky waste collection service to householders. Our Implementation Plan identifies that this service may be improved in future to increase the amount of refuse and recycling that is diverted from this waste stream.

5. SALVAGE & RECYCLING CONTRACT

- 5.1 Consultation with the Authority's Planning Section identified that the current Household Waste Recycling Centre provision within Hartlepool is considered appropriate, and has the benefits of a good central location with easy access. The Tees Valley Joint Waste Management Strategy and Hartlepool's associated Implementation Plan identifies the feasibility of developing an additional Household Waste Recycling Centre.
- 5.2 The contract for the salvage, recycling and site supervision of the HWRC in Burn Road was scheduled to cease on 31 March 2008. As we were awaiting the results of Entec's review a six month extension was granted. The current contractor, Foreman Recycling, has expressed a desire to continue operating the site; however, it is felt that in order to ensure the Council continues to provide value for money services the contract should be tendered.
- 5.3 The Council's procurement policy advocates that where contracts can be

procured across the Tees Valley in partnership with other Authorities this should be progressed. Stockton and Middlesbrough Borough Councils share a HWRC at Haverton Hill, which is operated by SITA.

- 5.4 Redcar & Cleveland Borough Council has three HWRC sites which are currently operated by J & B Recycling and they have expressed an interest to work in partnership with Hartlepool to jointly procure a contract. The contract will be specific to the requirements of each Authority and will provide for contractors to tender for:

- a) Hartlepool Borough Council sites only;
- b) Redcar Borough Council sites only; and
- c) Both Hartlepool Borough Council and Redcar Borough Council

- 5.5 It is anticipated the new contract would commence 1 April 2009, and a further six month extension would be provided to the existing contractor in the short term.

- 5.6 Consideration will be given to the in-house team carrying out this operation.

6. RISK IMPLICATIONS

- 6.1 The development of the Burn Road HWRC will assist the Authority in reaching the Government's national waste strategy targets for recycling and composting household waste, which are 40% by 2010, 45% by 2015 and 50% by 2020.

7. FINANCIAL CONSIDERATION

- 7.1 The Waste Infrastructure Capital Grant (WICG) replaced the Waste Performance and Efficiency Grant (WPEG) from April 2008/09. The grant is being made available to upper tier Authorities outside London over the three years to 2010/11 in recognition of the pressure to invest in front end infrastructure, such as recycling and composting facilities, in order to increase the diversion of biodegradable municipal waste from landfill and help England meet both its share of challenging targets under the EU Landfill Directives and its commitment to reduce carbon emission by at least 60% by 2050.

- 7.2 The WICG allocation for Hartlepool is:

2008/09	2009/10	2010/11
£160,556	£160,414	£59,050

- 7.3 As such the additional costs required by the local Authority to develop the HWRC have been identified. It is anticipated the salvage and recycling tender contract will increase when put out to tender, however, the full costs will not be realised until the tenders are received in December.

8. LEGAL CONSIDERATIONS

- 8.1 The Authority has a duty to provide a Household Waste Recycling Centre to the residents of Hartlepool.
- 8.2 A waste management licence is required to operate the site which is granted by the Environment Agency. The site is visited on a weekly basis, failure to comply with the licence conditions could close the facility to the public.
- 8.3 To operate the site the Authority and contractor who operate the site on our behalf have to employ persons with a 'Certificate of Technical Compliance' qualification.

9. EQUALITY & DIVERSITY CONSIDERATIONS

- 9.1 Equality and diversity is a consideration in the running of the site included in the divisions INRA are actions to ensure members of the public are not discriminated against.

10. STAFF CONSIDERATIONS

- 10.1 This will be dependent upon the outcome of the service tender. The Council currently employs two Drivers to transport the waste to their various disposal outlets, one of whom works in the Council's Waste Transfer Station next door to the HWRC.
- 10.2 We employ a Supervisor to oversee the management of the site. If the current contractor is not successful in winning the contract, staff implications will be their responsibility.
- 10.3 There are no TUPE issues to be considered at this point.

11. ASSET MANAGEMENT

The Household Waste Recycling Centre is a Council asset and as such the future development and maintenance will be considered by SCRAPT in collaboration with the Service Manager.

12. SECTION 17

- 12.1 We have received a spate of break-ins on the site, often materials are stolen and we have had small fires in skips started out of opening hours, which have resulted in the Police and Fire Brigade attending the site.
- 12.2 We are currently installing security fencing around the boundary of the site to prevent future break-ins and fires.

- 12.3 CCTV will be installed as part of the development. This will also protect staff who can be threatened by the public, albeit on rare occasions, mainly when businesses attempt to enter the site.

13. CONCLUSION

- 13.1 There is not a clear need for an additional facility with Hartlepool Borough Council from the comparison against Best Practice provision and minimal requirements.
- 13.2 It is anticipated that should the Authority consider an additional HWRC this site would serve the north of the borough as this is the area currently seeing the greatest level of growth in terms of new housing. However, the timescales for the provision of a new site are considered likely to be beyond the timeframes of both the Minerals and Waste Development Plan and the Joint Waste Management Strategy.
- 13.3 The current poor recycling performance at the Burn Road site may be the result of a number of issues which are beyond the scope of this report. However, Entec agreed that the expansion of the current site and the provision of facilities for the separate collection of new and additional materials should greatly assist in improving this recycling rate. The extension of the site may also ease the pressure during busy periods and assist in the management of the site, including the ability of the site personnel to encourage householders to separate their waste.
- 13.4 The contract for the salvage and recycling of waste materials for the Burn Road site needs to be tendered this financial year.

14. RECOMMENDATIONS

- 14.1 The Portfolio Holder acknowledges receipt of the ENTEC Review document (**Appendix 1**).
- 14.2 The Portfolio Holder acknowledges the Burn Road site needs to develop and be enhanced to improve recycling performance and authorises the Head of Neighbourhood Management design the development of this site to be funded by the WICG monies and the Merseyside LATs agreement for 2009/10.
- 14.3 The Portfolio Holder authorises the Head of Neighbourhood Management to tender the service and include an in-house bid.

15. BACKGROUND PAPERS

- 15.1 Review of Household Waste Recycling Centres within the Tees Valley, June 2008.

15.2 The Authorities' Salvage & Recycling Contract 2004 – 2008.

16. CONTACT OFFICER

16.1 Denise Ogden – Head of Neighbourhood Management
Neighbourhood Services Neighbourhood Management
Hartlepool Borough Council

Telephone Number: 523800

Email: denise.ogden@hartlepool.gov.uk

Tees Valley Joint Strategy Unit

Household Waste Recycling Centres

Review of Household Waste Recycling
Centres within the Tees Valley

June 2008



Entec

Creating the environment for business

Copyright and Non-Disclosure Notice

The contents and layout of this report are subject to copyright owned by Entec (© Entec UK Limited 2008) save to the extent that copyright has been legally assigned by us to another party or is used by Entec under licence. To the extent that we own the copyright in this report, it may not be copied or used without our prior written agreement for any purpose other than the purpose indicated in this report.

The methodology (if any) contained in this report is provided to you in confidence and must not be disclosed or copied to third parties without the prior written agreement of Entec. Disclosure of that information may constitute an actionable breach of confidence or may otherwise prejudice our commercial interests. Any third party who obtains access to this report by any means will, in any event, be subject to the Third Party Disclaimer set out below.

Third-Party Disclaimer

Any disclosure of this report to a third-party is subject to this disclaimer. The report was prepared by Entec at the instruction of, and for use by, our client named on the front of the report. It does not in any way constitute advice to any third-party who is able to access it by any means. Entec excludes to the fullest extent lawfully permitted all liability whatsoever for any loss or damage howsoever arising from reliance on the contents of this report. We do not however exclude our liability (if any) for personal injury or death resulting from our negligence, for fraud or any other matter in relation to which we cannot legally exclude liability.

Document Revisions

No.	Details	Date
1	Draft Report for Comments	06/05/08
2	Second Draft Report for Comment	20/05/08
3	Final Report	18/06/08




Report for

Dr Andrew Craig,
Tees Valley Joint Strategy Unit
PO Box 199
Melrose House
Melrose Street
Middlesbrough
TS1 2XF

Main Contributors

Alison Brown
David Mackay

Issued by


.....
Alison Brown

Approved by


.....
David Mackay

Entec UK Limited

Doherty Innovation Centre
Pentlands Science Park
Bush Loan, Penicuik,
Midlothian EH26 0PZ
Scotland
Tel: +44 (0) 131 445 6112
Fax: +44 (0) 131 445 6113

Doc Reg No. 22641-CE03

h:\projects\wm-220\22641 tees valley hwrc\project\c000\final hwrc
report.doc

Tees Valley Joint Strategy Unit

Household Waste Recycling Centres

Review of Household Waste Recycling Centres
within the Tees Valley

June 2008

Entec UK Limited



Certificate No. FS 13881



Certificate No. EMS 69090

In accordance with an environmentally responsible approach,
this document is printed on recycled paper produced from 100%
post-consumer waste, or on ECF (elemental chlorine free) paper





Creating the environment for business



Contents

1.	Introduction	1
1.1	Aims and Objectives	1
2.	Current HWRC Arrangements	3
2.1	Introduction	3
2.2	Number and Location of Facilities	3
2.3	Current HWRC Capacity	5
2.4	HWRC Trade and Permit Policies	6
2.5	Other Waste Services	6
3.	Planned HWRC Capacity	9
3.1	Introduction	9
3.2	Business Recycling Project at Warrenby	9
3.3	South Tees Eco Park (STEP)	9
4.	Needs Assessment	11
4.1	Introduction	11
4.2	Best Practice	11
4.2.1	Introduction	11
4.2.2	Number of Sites within an Individual Authority	11
4.2.3	Number of Sites Compared to Land Area	12
4.2.4	Drive Time to HWRCs	14
4.2.5	Number of Sites Compared to Population	14
4.2.6	Number of Sites Based on Available Tonnage	16
4.3	Review of Previous Work	17
4.3.1	Tees Valley Joint Waste Management Strategy	17
4.3.2	STEP Project	17
4.3.3	Stockton on Tees	19
4.4	Implementation Plans	19
4.4.1	Darlington	19
4.4.2	Hartlepool	20
4.4.3	Middlesbrough	21
4.4.4	Redcar and Cleveland	21



4.4.5	Stockton on Tees	21
4.5	Interviews Waste Planning Officers	22
4.5.1	Darlington Borough Council	22
4.5.2	Hartlepool Borough Council	22
4.5.3	Middlesbrough Borough Council	22
4.5.4	Redcar and Cleveland Borough Council	23
4.5.5	Stockton on Tees Borough Council	23
5.	Conclusions and Recommendations	25
5.1	Conclusions	25
5.1.1	Summary of Best Practice Review	25
5.2	Discussions with Waste and Planning Officers	26
5.3	Summary of Other Documents	27
5.4	Recommendations	27
Table 2.1	HWRC Licensed Capacity and Input Tonnage	5
Table 2.2	Tees Valley Waste Services	7
Table 4.1	Provision of CA Sites per Land Area in the UK	12
Table 4.2	Provision of CA Sites per Land Area in the Tees Valley	13
Table 4.3	Calculated Maximum Drive Time Distances	14
Table 4.4	Provision of CA Sites per Head of Population in the Tees Valley	15
Table 4.5	Provision of CA Sites per Head of Population in the UK	15
Table 4.6	Tees Valley Licensed Site Capacity and Waste Input	16
Table 4.7	Summary of Current and Projected HWRC Waste Arisings	18
Table 5.1	Summary of HWRC Review Against Best Practice	25
Figure 2.1	Location of HWRC within the Tees Valley	4



1. Introduction

1.1 Aims and Objectives

This report has been produced to review the position with regards to Household Waste Recycling Centres (HWRCs) within the Tees Valley and carry out a needs assessment to identify whether the current provision of facilities is adequate for current and future needs.

This report includes:

- A review of current HWRC provision within the Tees Valley;
- An update of the planned HWRC provision within the Tees Valley;
- A Needs Assessment for additional HWRC capacity:
 - Review of previous documents;
 - Review of Implementation Plan documents that form part of the Tees Valley Joint Waste Management Strategy (JWMS) and interviews with waste officers;
 - Comparison with Best Practice;
 - Discussion with planning officers.

It is intended that this document will link with the Tees Valley Minerals and Waste Development Plan (MWDP) process.





Creating the environment for business



2. Current HWRC Arrangements

2.1 Introduction

This chapter sets out the current HWRC arrangements within the Tees Valley. In particular this identifies the current number and location, management arrangements and capacity of these facilities.

The 5 Tees Valley Authorities are classed as either Largely Urban or Other Urban by the Department for the Environment, Food and Rural Affairs (Defra) by their LA classification scheme¹. These are defined as follows:

- Large Urban – Districts with either 50,000 people or 50% of their population in one of 17 urban areas with a population of between 25,000 and 75,000;
- Other Urban – Districts with fewer than 37,000 people or less than 26% of their population in rural settlements and larger market towns.

DBC and HBC are classed as ‘Other Urban’ and SBC, MBC and RCBC are classed as ‘Large Urban’. However, Entec understand that RCBC is more appropriately described as urban/rural mix due to a large population residing within rural areas. Entec has therefore assumed that DBC, HBC and RCBC are urban/rural mix and the other Authorities are mostly urban. These definitions are used later within the review against Best Practice.

2.2 Number and Location of Facilities

There are currently five HWRCs within the Tees Valley. These facilities are located as identified within Figure 2.1 below.

¹ <http://www.defra.gov.uk/rural/ruralstats/rural-definition.htm>



Figure 2.1 Location of HWRC within the Tees Valley



Figure Notes: This figure has been provided by the Tees Valley Joint Strategy Unit

The HWRCs within the Tees Valley are as follows;

- One HWRC within Darlington Borough Council (DBC) located at Whessoe Road to the north of Darlington and currently operated on behalf of the council by Premier Waste. Although this contract will cease as the operations are transferred to the new waste management provider for the whole of the Authority's waste stream from April 2009. This site was recently upgraded;
- One HWRC within Hartlepool Borough Council (HBC), located centrally at Burn Road. This site is currently operated by Foreman Recycling and was upgraded in 2002/03. The contract for the operation of this site was recently extended but is due to cease in December 2008;
- Two HWRCs within Redcar and Cleveland Borough Council (RCBC):
 - One HWRC is located at Warrenby and is sited alongside the Transfer Station facilities. This site was upgraded in 2007 and is operated by J&B Recycling on behalf of the council. The Warrenby site is open in the afternoons (from 13.00 until 17.00 in the winter or until 19.00 in the summer) and all day at the weekends;



- The other HWRC is the Dunsdale or Carlin Howe site located near Guisborough and which was newly opened in 2004. The Dunsdale site is open in the mornings (from 08.00 until 12.30) and all day at the weekends;
- These sites are operated by J&B Recycling on behalf of RCBC. This arrangement is not currently under contract.
- The remaining HWRC is located in Billingham and is available for residents of both Stockton on Tees and Middlesbrough Borough Council (MBC). This site is operated by Sita and is located beside the Haverton Hill EfW facility. The historic allocation is assumed to be 55% SBC and 45% by MBC. The contract for the operation of this site is with Sita Tees Valley and is in place until 2020 alongside the residual waste treatment contract.

2.3 Current HWRC Capacity

Table 2.1 shows the current licensed capacity of the HWRC sites and the waste input received by these sites in 2006/07. The level of recycling achieved at these sites is also shown within this table. Recent work by Network Recycle² has identified the national average of projected recycling rates at HWRC facilities provided by Local Authorities within England through a questionnaire. This report projected levels of recycling at HWRCs for England of 44.9%, 48.2% and 50.8% for 2005/06, 2006/07 and 2007/08 respectively (excluding inert waste). The levels of recycling achieved at the Tees Valley sites are therefore similar to the national average with the exception of the Burn Road site within Hartlepool.

Table 2.1 HWRC Licensed Capacity and Input Tonnage

Site	Licensed Capacity	Waste Input 2006/07	Recycling & Composting Rate 2006/07
Dunsdale	25,000	5,320*	56% (excluding rubble)
Warrenby	24,999	6,760*	
Whessoe Road, Darlington	24,999	17,210	50% (excluding rubble)
Burn Road, Hartlepool	24,999	10,410 (excl rubble)	35% (excluding rubble)
Haverton Hill, Billingham	24,999	18,900 (excl rubble)	56% (65% including rubble)

Table notes: Licensed capacity has been determined from the EA's Public Register. Waste Input for 2006/07 has been supplied by the Authorities. * The waste tonnage collected at the Dunsdale and Warrenby HWRCs is from the Wardell Armstrong Feasibility Study.

² 'Projected HWRC Performance and Improvements in England, 2005 to 2008' Network Recycling, January 2006.



2.4 HWRC Trade and Permit Policies

The Tees Valley Authorities currently all ban commercial waste producers from their HWRCs and utilise a range of different approaches to enforce this.

DBC does not allow access to commercial waste producers. Residents can access the site using vans and trailers as long as these do not have any commercial branding on the vehicles. Details of vans may be logged on entry to the site to allow for monitoring of site usage where suspicions may arise of illegal use of the site by commercial waste producers.

HBC also provide permits to allow unmarked vans less than 2 metres in height to access their site to deposit household waste. Each permit entitles the user to a maximum of six trips per year. Commercial vehicles are not allowed to use the site.

The Billingham HWRC is not open to commercial vehicles or traders. Residents wishing to use vans or two axle trailers are restricted in terms of the number of site visits they can make on an annual basis. They are able to make 12 visits within one year, with a maximum of three visits within a week. Vehicles used must be free from commercial branding.

RCBC introduced from April 2006 a system whereby RCBC residents must produce a driving licence and vehicle registration prior to accessing a site. All vans, pick-ups and cars with trailers require a permit prior to accessing the sites for the disposal of household waste. This permit allows a maximum of twelve visits in a twelve month period. A height restriction is also in place at the two sites, allowing vans no larger than a standard Transit size van into each site.

2.5 Other Waste Services

Table 2.2 summarises the other waste services provided by the Tees Valley Authorities. These are of particular interest due to the interaction of all waste services provided and their potential to influence the amount and types of waste that are deposited by householders at HWRCs.



Table 2.2 Tees Valley Waste Services

Authority	Kerbside Residual Collection	Kerbside Recycling Collection	Kerbside Garden Waste Collection	Trade Waste Service	Bring Sites	Bulky Waste Collections
Darlington	Every week through a black bag scheme	Fortnightly paper, glass, cans, plastics and textile collection	Separate chargeable green waste collection on request	Residual trade waste service	18 bring sites throughout DBC collected 800t 06/07	Chargeable service
Hartlepool	Every fortnight with a wheeled bin	Fortnightly paper, glass, can, textile, cardboard and plastic collection	Fortnightly garden waste collection in wheeled bins	Residual trade waste service	28 bring sites throughout HBC collected 700t 06/07	Free service
Middlesbrough	Every week with a wheeled bin	Fortnightly paper, glass, can and textile collection	Fortnightly garden waste collection in bags	No trade waste service provided	12 bring sites throughout MBC collected 711t 06/07	Free service
Redcar and Cleveland	Every fortnight with a wheeled bin	Fortnightly paper, glass, cans, cardboard, plastic and textile recycling	Fortnightly garden waste collection with a wheeled bin	Residual trade waste service	18 bring sites throughout RCBC collected 900 tonnes in 06/07	Free single service and chargeable multiple items service. Community 'Clean Up' operations.
Stockton on Tees	Every week with a wheeled bin	Fortnightly paper, glass, cans and battery recycling	Fortnightly garden waste collection in sacks	Residual trade waste service	48 bring sites within SBC and mini bring facilities for multi-occupancy premises. These collected 1800 tonnes in 06/07	Chargeable service and free Community Skip Programme

Table notes: This information was collected by Entec through the Joint Waste Management Strategy development process





3. Planned HWRC Capacity

3.1 Introduction

The partner Local Authorities have advised that two proposals or projects are currently under consideration. These sites are:

- A business recycling project based at the current Warrenby site;
- A new HWRC based at the South Tees Eco-Park (STEP).

3.2 Business Recycling Project at Warrenby

Redcar and Cleveland Borough Council (RCBC) has received funding from a number of sources, including Defra's Business Resource Efficiency and Waste (BREW) fund, to extend the current Warrenby HWRC site to provide facilities to encourage the recycling of business waste streams. This facility received match funding from J&B Recycling who will operate the site on behalf of RCBC for an initial period of 4 years. This site will provide an 800m² building and new weighbridge facility at Warrenby to encourage the recycling of various materials, which RCBC anticipate will include timber, metal, glass, gypsum, construction and demolition waste, packaging etc. This facility is expected to be open by the 1st July 2008.

3.3 South Tees Eco Park (STEP)

Entec has been provided with an early draft copy of the feasibility study³ carried out on behalf of Renew Tees Valley Ltd. (RTV) and its partners for the proposed South Tees Eco-Park (STEP). The study concentrates on the feasibility of the provision of a public and commercial Civic Amenity Site with Building Materials Re-use Facility (BMRF). The STEP facility will have an anchor tenant in Graphite Resources Ltd. that will provide a 300,000 tonnes per year steam autoclave facility supported by a number of tenants that may have a direct or indirect link with this facility. The facility will be located on the former steelworks site at Grangetown in RCBC. The feasibility of this site has been demonstrated by Wardell Armstrong through an Electoral Ward Methodology. This report is discussed again in Section 4.3.2.

³ Renew Tees Valley 'Feasibility study for Public and Commercial Civic Amenity Site with Building Materials Re-Use Facility'. Wardell Armstrong, January 2008 (draft).





4. Needs Assessment

4.1 Introduction

The main aim of this project is to identify the need for additional HWRC capacity within the Tees Valley. This need has been identified through:

- A review of current arrangements against best practice identified in NACAS report;
- Interviews with waste management staff through Implementation Plan development carried out in October and November 2007 by Entec;
- Interviews with Local Authority waste planning officers carried out in April 2008;
- A review of previous work carried out on behalf of Local Authorities.

4.2 Best Practice

4.2.1 Introduction

The NACAS report states that additional HWRCs may be provided where:

- There is poor geographical provision – the average catchment's radii should be less than 7 miles, however, the provision of sites should not exceed 3.62 sites per 100,000 population;
- There is poor provision per head of population – the minimum provision should be 0.696 sites per 100,000 head of population;
- The throughput on a site is too high – in excess of 17,500 tonnes per site.

4.2.2 Number of Sites within an Individual Authority

This section compares the current HWRC capacity against the best practice capacity as identified through the National Assessment of Civic Amenity Sites report⁴ (hereafter referred to as the NACAS report). The first tool used by the NACAS report to identify the current practice with regards to the provision of HWRCs is the number of sites within an individual Authority.

⁴ National Assessment of Civic Amenity Sites report, Network Recycling, 2004.



The NACAS report identified that in 2003 there was on average 6.10 HWRCs per Authority within England, with a UK average of 5.41 per Authority. This compares to 1 HWRC within each of the Tees Valley Authorities, with MBC and SBC sharing 1 HWRC, with the exception of RCBC which currently has 2 sites and is considering the feasibility of a third in partnership with MBC. This is well below the English and UK average and may indicate a need for additional HWRC capacity within each of the Authorities. However, this indicator should be used with caution as there is significant variability between Authorities in terms of population and land area. These two indicators are explored further in the following sections.

4.2.3 Number of Sites Compared to Land Area

The NACAS report has identified that HWRCs should have a catchment radii of less than 7 miles, and where the radii is in excess of this would indicate a requirement for increased provision. NACAS has also carried out work to identify average catchment radii, the results of which are shown in Table 4.1. This shows the average land area per CA site and the average radius of each CA site. The radius for Scottish and Welsh sites will reflect the rural nature of these regions.

Table 4.1 Provision of CA Sites per Land Area in the UK

Region	Land Area, Square Miles	No. CA Sites	Average Land Area per CA Site, Square Miles	Nominal Radius of each CA Site, Miles
England	50,302	714	70	4.7
Wales	8,005	75	107	5.8
Scotland	30,086	160	188	7.7
N. Ireland	5,017	116	43	3.7
UK TOTAL (or Combined Average)	93,409	1,065	88	5.3

Table notes: Source NACAS Report 2004.

Table 4.2 below shows the calculated average provision of CA sites within the individual Authorities of the Tees Valley and the Tees Valley average based on Authority area.



Table 4.2 Provision of CA Sites per Land Area in the Tees Valley

Authority	Land Area, Square Miles	No. CA Sites	Average Land Area per CA Site, Square Miles	Nominal Radius of each CA Site, Miles
Darlington	76 ⁵	1	76	4.92
Hartlepool	36 ⁶	1	36	3.39
Redcar and Cleveland	95 ⁷	2	47.5	3.89
Middlesbrough and Stockton on Tees*	100 ⁸ + ⁹	1	100	5.64
TEES VALLEY TOTAL (or Combined Average)	307	5	51.9	4.46

Table notes: * MBC and SBC currently share one HWRC site. Entec has calculated the radius of the site based on one shared facility within the area.

Comparing the results to the national average and based on the average land area served by sites and the radius of sites, the Tees Valley as a whole is around the English average and is below the UK average. The provision of one joint facility for MBC and SBC is above both the English and UK average.

However, comparing the average radius for the Tees Valley Authorities with the English average radius in urban Authorities (2.8 miles) shows a significant shortfall compared to the national average.

The NACAS study highlights some of the drawbacks of using geographical radii to identify need:

- Assumes an idealised situation with Authorities with regular topographical shapes and an even distribution of HWRCs;
- Assumes an idealised situation where population densities are regularly distributed throughout an Authority area.

⁵ http://en.wikipedia.org/wiki/Darlington_%28borough%29

⁶ http://en.wikipedia.org/wiki/Hartlepool_%28borough%29

⁷ http://en.wikipedia.org/wiki/Redcar_and_Cleveland

⁸ http://en.wikipedia.org/wiki/Middlesbrough_%28borough%29

⁹ http://en.wikipedia.org/wiki/Stockton-on-Tees_%28borough%29



If these factors are taken into account, alongside the average radius calculated for MBC and SBC, the provision of one HWRC in the North East corner of SBC and on the MBC boundary emphasises the potential shortage of capacity for these Authorities.

4.2.4 Drive Time to HWRCs

The NACAS report also recommends calculating drive times for Local Authority residents to their nearest HWRC. Twenty to thirty minutes are usually considered acceptable drive times for rural or ‘mixed’ rural and urban Authorities and for urban Authorities ten to twenty minutes are acceptable. Entec has used the AA Route Planner software, available online, to identify maximum drive times to HWRCs from areas of population within each of the Authority areas. Table 4.3 shows the drive times calculated for a number of locations to the HWRC within each of the Authority areas.

Table 4.3 Calculated Maximum Drive Time Distances

Authority	Starting Location	HWRC Location	Calculated Drive Time*
Darlington	Brafferton	DL3 0XE	8 minutes
	Middleton St. George	DL3 0XE	15 minutes
	Piercebridge	DL3 0XE	17 minutes
Hartlepool	Greatham	TS25 1PL	7 minutes
	Elwick	TS25 1PL	14 minutes
	Hartlepool Headland	TS25 1PL	9 minutes
Middlesbrough	Nunthorpe	TS23 1PY	16 minutes
Redcar and Cleveland	Loftus	TS14 6RG (assumed serves South of RCBC)	19 minutes
	Loftus	TS10 5AW (assumed to serve North of RCBC)	26 minutes
Stockton on Tees	Hilton, Yarm	TS23 1PY	21 minutes
	Stillington	TS23 1PY	26 minutes

Table Notes: Drive Time is calculated using the online AA Route Planner software

The main population centres are within 10-20 minutes guideline for urban areas, with the exception of Yarm.

4.2.5 Number of Sites Compared to Population

The NACAS report identifies that the minimum provision should be 0.696 sites per 100,000 head of population. Table 4.4 below shows the calculated average provision of CA sites within the individual Authorities of the Tees



Valley and the Tees Valley average based on population. This shows that compared to the minimum HWRC requirement MBC and SBC do not currently have sufficient HWRC capacity.

Table 4.4 Provision of CA Sites per Head of Population in the Tees Valley

Region	Population	No. CA Sites	Average no. of CA Sites per 100,000 Inhabitants	Average no. Inhabitants per CA Site
Darlington	99,200	1	1.01	99,200
Hartlepool	90,000	1	1.11	90,000
Middlesbrough	137,600	1	0.73	137,600
		0.5	0.36	275,200
Redcar and Cleveland	138,600	2	1.44	69,300
Stockton on Tees	189,100	1	0.52	189,100
		0.5	0.26	378,200
TEES VALLEY TOTAL (or Combined Average)	652,100	5	0.77	130,420

Table notes: Population statistics from the Tees Valley Joint Strategy Unit

Table 4.5 below is replicated from the NACAS report and shows the average provision of CA sites within the UK per head of population. This shows that all of the Tees Valley Authorities provide fewer sites per 1000 inhabitants than the UK and English average.

Table 4.5 Provision of CA Sites per Head of Population in the UK

Region	Population	No. CA Sites	Average no. of CA Site per 100,000 Inhabitants	Average no. Inhabitants per CA Site
England	49,138,831	714	1.45	68,966
Wales	2,903,085	75	2.58	38,760
Scotland	5,062,011	160	3.16	31,646
N. Ireland	1,685,267	116	6.88	14,535
UK TOTAL (or combined average)	58,789,194	1,065	1.81	55,249

Table notes: Source¹



4.2.6 Number of Sites Based on Available Tonnage

The NACAS study also suggests additional HWRC capacity may be required where throughput on a site is too high. A high throughput on a site may indicate additional need, as the throughput to the site may restrict the ability to manage the site and segregate and recycle wastes accepted at the site. The study suggests that where throughput on a site is in excess of 17,250 tonnes additional sites may be required. The site licensed capacity figures and the waste input for 2006/07 for the sites within the Tees Valley Authorities are shown in Table 4.6 below.

Table 4.6 Tees Valley Licensed Site Capacity and Waste Input

Authority	Site	Licensed Capacity per CA Site	Waste Input 2006/07	Waste Input 2007/08
Darlington	Whessoe Road	24,999	17,210	
Hartlepool	Burn Road	16,000	10,410 (excl rubble)	11,680** (excl rubble)
Redcar and Cleveland	Warrenby	24,999	6,760*	
	Dunsdale	25,000	5,320*	
Middlesbrough and Stockton on Tees	Billingham	24,999	18,900 (excl rubble)	
TEES VALLEY TOTAL (or Combined Average)		95,996	58,605	

Table notes: Licensed capacity has been determined from the EA's Public Register. Waste Input for 2006/07 has been supplied by the Authorities. * The waste tonnage collected at the Dunsdale and Warrenby HWRCs is from the Wardell Armstrong Feasibility Study. ** Waste input figures have been provided for 2007/08 for HBC to identify the impact of AWC on the amount of waste deposited at the site. These figures have been provided by HBC and have not yet been verified by Defra.

The Billingham site which is provided for residents of MBC and SBC has both a licensed capacity and an annual waste input in excess of the recommended 17,250 tonnes. The Whessoe Road site in Darlington is close to the NACAS recommended threshold with regards to waste input (only 40 tonnes below the recommended throughput for sites) indicating that there may be a need for an additional site within Darlington. The other sites are below this threshold in terms of waste input, although the Dunsdale and Warrenby sites both exceed this threshold this in terms of licensed capacity. Entec understand that this may also cover Transfer Station functions as well as the HWRC.

The NACAS report also identified the average HWRC tonnage as a guide to the average levels of HWRC provision. The average tonnage within England is identified as 9,049 tonnes and the UK average is approximately 7,000 tonnes. Table 4.6 shows that the Tees Valley Authorities, with the exception of the smaller sites within Redcar and Cleveland, have waste inputs in excess of both the English and the UK average.



4.3 Review of Previous Work

4.3.1 Tees Valley Joint Waste Management Strategy

All of the Authorities have committed to reviewing the provision of bring sites within the actions of the JWMS in order to improve the service provided to householders. It is anticipated that this review will result in a more strategic overview of the current provision of facilities and will result in the Authorities providing or indeed removing bring sites. Changes to bring site provision may result in changes to the levels of waste taken to HWRCs. Until the outcome of this review process is known, it is difficult to anticipate the likely affect on HWRC demand. However, as bring sites normally collect a limited range of materials, this affect may be somewhat limited. The NACAS report finds that:

- Authorities with a bring site density of less than 36 bring sites per 100,000 inhabitants have an average CA waste arising of 136kg per inhabitant per year;
- Authorities with a bring site density of higher than 36 bring sites per 100,000 inhabitants have an average CA waste arising of 128kg per inhabitant per year.

The Authorities are also committed to seeking ways to enable trade waste producers to have increased access to recycling facilities. Entec understand that this may be through allowing access to HWRCs, rather than through the introduction of trade waste recycling collections. The relevant action from the JWMS is ‘We will continue to ensure that Value for Money trade waste services are available and maximise trade waste recycling. We will investigate the potential to develop services at Household Waste Recycling Centres and other suitable locations that allow for deposits of trade waste at an appropriate charge’.

4.3.2 STEP Project

RCBC and MBC have commissioned Wardell Armstrong to identify the feasibility of developing a HWRC on the STEP facility for the use of both RCBC and MBC residents. This report also identifies that some 15,440 Middlesbrough residents may currently use the North Yorkshire County Council Stokesley site which is discussed again in Section 5.4.

Of particular interest to this project is that in addition to identifying the feasibility of a new facility, this report has determined the projected waste to individual HWRC sites if the proposed STEP facility is opened. The actual throughput and expected throughput of the sites is shown in Table 4.7.



Table 4.7 Summary of Current and Projected HWRC Waste Arisings

Site	Throughput 2006	Expected Throughput
Billingham	11,016	6,481
Warrenby	6,756	5,050
Dunsdale	5,321	3,256
STEP	0	6,323
All	23,093	21,110

Table notes: Source Wardell Armstrong report 'Feasibility Study for Public and Commercial civic Amenity Site with Building Materials Re-use Facility'.

The expected throughput to the STEP facility and the affected HWRCs was calculated by Wardell Armstrong through identification of the catchment areas of the sites, the population within these catchment areas and a predicted average waste arisings (or input) per head of 81kg. The changes in expected throughput have been calculated, as it has been assumed that there will be a reduction in the catchment size of the facilities and therefore the number of users with the development of the new site at the STEP facility. The calculated expected throughput of the STEP facility has in turn been used with the assumed waste composition and the likely capture rates to identify the size of containers required for the separate collection of materials.

The results of this part of the study are somewhat surprising, although it should be remembered that these results are currently in draft, as previously identified. In particular, the reduction in the overall throughput of all the sites, even though there is an additional site seems unusual. The NACAS study has identified that an increase in HWRC density increases the amount of HWRC waste arisings per inhabitant. This effect is attributed to both easier access to facilities and greater public awareness of HWRC waste and recycling facilities. Assuming that this affect would be recognised by the provision of an additional site within the Tees Valley, it is difficult to justify an overall reduction in the amount of waste that is collected through HWRC facilities.

It is of note that the predicted average waste arisings of 81kg per head used to calculate the likely tonnage accepted at the new STEP site is considerably lower than the national average calculated by NACAS for both rural and urban populations. The NACAS study finds that rural populations deliver 156kg per head to HWRCs and urban populations deliver 120kg per head. The effect of potentially underestimating the levels of waste that may be taken by householders to HWRCs could result in the identification of a reduced capacity requirement for a site.

This report does not intend to revisit the work carried out by Wardell Armstrong and has been unable to review all of the calculations carried out, but Entec consider that their current methodology could significantly underestimate the levels of waste that may be delivered both to the new and current HWRCs within the Tees Valley. However, Entec agree with the general findings that a new HWRC to be shared by MBC and RCBC would help to meet the need for an additional facility.



4.3.3 Stockton on Tees

In December 2005 ERM produced a report on behalf of Stockton on Tees 'Siting and Feasibility Assessment for a New Civic Amenity Facility in Stockton on Tees'. This project identified the need for an additional site within Stockton on Tees based on;

- The findings of interviews with site users;
- Constraints to the current Haverton Hill site.

ERM carried out a survey of users of the Haverton Hill site. Of particular interest is the distances travelled by users to the site. Almost two thirds of the respondents travelled under five miles to the site, with the majority of the remainder of the users travelling between 5 and 10 miles, with only a couple of respondents travelling more than this. This survey also identified that the location of the site was a significant influence in the choice of the site by users.

ERM also took the opportunity to ask respondents whether they would find a new site in the south of the borough beneficial and whether they would use it. 31% of respondents replied 'yes' and 8% of respondents replied 'possibly' to whether they would use an alternative site. This measure is a rather crude identifier of need, as those who are currently using the site are predominantly located within 5 miles of the site and would therefore not utilise an alternative site. However, it does give an indication of how many users may be diverted from Haverton Hill to an alternative site, which may ease the problems of congestion at this site.

This report identified that large queues can build up at the Haverton Hill site at weekends, and that these may extend to half a mile down the road. This report also quoted that the Haverton Hill site is visited by approximately 24,000 private vehicles per month and up to 200 vehicles per hour at peak periods. The results of ERM's survey found a maximum of 153 vehicles in one hour, although this was carried out during a weekday and is quite likely to be exceeded at weekends.

4.4 Implementation Plans

4.4.1 Darlington

Darlington BC did not identify within their Implementation Plan any need for additional HWRC capacity within the borough. Their only action within the Implementation Plan refers to the letting of the contract to operate the site, and with this the requirement to attain higher levels of recycling from the facility, including recycling recovered from the residual waste stream.

The Implementation Plan includes a commitment to carry out an operational review of current kerbside collection services. Changes to the current kerbside collection service may affect the amount of waste that may be delivered to the HWRC site. In particular, the NACAS report has recognised that the provision of a wheeled bin can reduce



the amount of waste that is delivered to a HWRC, as individuals use this container for larger items that may have previously been taken to a HWRC. The study found that where no wheeled bins are provided by an Authority an average waste arisings of 146kg per inhabitant are delivered to HWRCs. Where wheeled bins are provided to 50% or more of a population this figure reduces to 131kgs.

The provision of a kerbside green waste collection service may also influence the amount of waste that is taken by householders to HWRCs. However, NACAS found through this study that in many cases the provision of kerbside green waste collections increased, rather than reduced the amount of material that is delivered to HWRCs. This is counter-intuitive and NACAS argued that this was as the provision of additional services increases the use of all Authority services and increases understanding in general waste and recycling issues. Entec understand that this conclusion was caveated by a lack of data and inconclusive due to a lack of evidence.

DBC currently provide a chargeable bulky waste collection service to householders. Within the Implementation Plan DBC has committed to making the booking of appointments through the bulky waste collection service easier, including taking bookings online. The improvements to this service may divert some bulky items from the HWRC to this service.

4.4.2 Hartlepool

HBC has an action within their Implementation Plan of identifying the feasibility of developing an additional HWRC to the north of the borough to continue to serve HBC's growing population. However, HBC are primarily interested in expanding the current HWRC to improve the levels of recycling. Although the Burn Road site has been recently redeveloped in line with best practice it has a relatively poor recycling performance. This may be partly due to the introduction of Alternate Weekly Collections which has resulted in a reduction in the amount of green waste deposited at the site and an increase in the amount of residual waste.

The extension of the Burn Road site would allow HBC to provide additional recycling containers for current and new materials. HBC anticipate that there will be a continued pressure on Authorities to provide facilities for the separate collection of additional materials, as has been seen recently with the introduction of the Waste Electrical and Electronic Equipment (WEEE) Regulations. The extension of the site would also improve access for householders to skips during busy periods and may assist site personnel in managing the site and encouraging recycling. HBC are also interested in utilising the shed that is located at the back of the adjacent Transfer Station for both the sorting of bulky wastes and as a reuse facility and wish to explore the potential of working with partners in the Community and Voluntary Sector (CVS).

As previously stated, the levels of residual waste to the site has increased with the introduction of the new recycling service, primarily in the form of increased black bagged waste. HBC has therefore included an action within their Implementation Plan to work on site to encourage householders to reduce their levels of back bagged waste through participation in the kerbside recycling services and using the additional recycling facilities provided at the HWRC.



HBC currently provide a free bulky waste collection service to householders. Their Implementation Plan identifies that this service may be improved in future to increase the amount of reuse and recycling that is diverted from this waste stream. No other changes to this service are currently being considered by HBC and therefore there is unlikely to be an affect on the amount of waste taken by householders to the HWRC.

HBC will continue to review the materials that are collected from householders at the kerbside, but no significant changes that would affect the levels of waste to the HWRC are anticipated.

4.4.3 Middlesbrough

MBC has committed to working with their neighbouring Authorities to identify the feasibility of establishing an additional HWRC with the aim of improving local accessibility to such sites. They identify the establishment of additional sites as a way to allow them to increase the recycling rate achieved from the household waste stream.

MBC's Implementation Plan identifies that they will continue to provide a weekly collection of residual waste 'at this time'. The Authority are committed to making operational changes to the current kerbside collection service to simplify the services currently provided to householders in terms of collection days. This plan also commits to the continued provision of a free bulky waste collection service with future changes concentrating on recovering and recycling material from this waste stream. Therefore there are no planned changes to the waste service that will impact on the amount of waste that is delivered by householders to HWRCs within MBC.

4.4.4 Redcar and Cleveland

Redcar and Cleveland BC has committed to working with Middlesbrough BC to explore the possibility of a shared HWRC within Redcar and Cleveland. This is currently being progressed through the STEP project.

RCBC plan to carry out an operational review of the current services provided to householders in terms of their kerbside collection service. Changes to this service may affect the levels of waste that are delivered by householders to HWRCs within RCBC.

RCBC provide free bulky waste collections for single items up to a maximum of three collections per annum, with a charge applicable for multiple items. Future changes will concentrate on increasing the levels of recovery and recycling from this waste stream. These changes are not anticipated to affect the levels of waste delivered or capacity required in terms of HWRCs.

4.4.5 Stockton on Tees

Stockton on Tees BC has committed to continue to work with their planners to identify suitable sites for the development of an additional HWRC within SBC. The Authority has also stated that they will work with the other partner Authorities within the Tees Valley to identify the potential for partnership working within this area.



SBC are committed to carrying out an operational review of their kerbside collection services. They will provide a plastics and cardboard kerbside recycling service to all householders. Changes to the services provided to householders may affect the levels of waste delivered by householders to the HWRC. The new recycling service may reduce the levels of recyclate taken to the current site. However, research by NACAS has indicated that the provision of additional kerbside recycling services may increase HWRC usage. It is considered that this may be due to the affect of increased awareness of waste and recycling issues by householders and a greater public willingness to recycle. As mentioned previously, any changes to the frequency of residual waste collections would have the greatest effect on levels of waste taken to HWRCs.

SBC currently provide a chargeable bulky waste collection service and a free community skip service. The bulky waste collection service will be improved to increase levels of recycling and recovery from this waste stream but no other changes are proposed. SBC has indicated that they will remove the free community skip service as it is recognised that this is a considerable source of residual waste and may be abused by trade waste producers. The removal of this service may divert additional waste to the HWRC as an alternative free service for bulky wastes.

4.5 Interviews Waste Planning Officers

4.5.1 Darlington Borough Council

A discussion with Brendan Boyle at DBC has indicated that there are currently no aspirations for the development of additional HWRC capacity within the Authority area. The current Whessoe Road facility was expanded in 2005 and the layout has been improved which has increased the efficiency at this site.

4.5.2 Hartlepool Borough Council

Discussions with Tom Britcliffe at HBC identified that the current HWRC provision within Hartlepool is considered appropriate, and has the benefits of a good central location with easy access. On a backdrop of predicted population growth, after a period of decline, consideration is given to the development of an additional site within the long term. It is anticipated that this site would serve the north of the borough as this is the area currently seeing the greatest level of growth in terms of new housing. However, the timescales for the provision of a new site are considered likely to be beyond the timeframes of both the MWDP and the JWMS.

4.5.3 Middlesbrough Borough Council

Discussions with Paul Clarke at MBC did not identify any further service requirements with regards to additional HWRC provision within the council area.



4.5.4 Redcar and Cleveland Borough Council

Discussions with Alex Conti at RCBC confirmed that current initiatives with regards to HWRC provision are concentrated on the new STEP facility and the planned improvements to the Warrenby site. There are currently no plans for additional facility provision, although Alex advised that the MWDP process had identified a number of potentially suitable sites for future developments, including HWRCs.

4.5.5 Stockton on Tees Borough Council

Discussions with Rosemary Young from SBC confirmed that the proposed Bowesfield site identified in the MWDP is no longer deliverable. This site therefore needs to be removed from the allocated sites list within the MWDP. There is still an aspiration within SBC to develop an additional HWRC within the southern part of the borough. However, no potential sites have been identified by the Authority and there is no structured timetable for identifying and developing a potential site.





5. Conclusions and Recommendations

5.1 Conclusions

5.1.1 Summary of Best Practice Review

The NACAS report includes a number of different methodologies for assessing best practice in terms of HWRC provision. Entec has utilised these different methodologies to assess whether there is a need for additional HWRC provision within each of the Authority areas within the Tees Valley. Table 5.1 summarises the findings of these different techniques showing where each of the Authorities does not meet best practice requirements.

Table 5.1 Summary of HWRC Review Against Best Practice

Local Authority	Methodology					
	Number of Sites	Catchment Radii (national average)	Catchment Radii (urban average)	Drive Time	Population	Available Tonnage
Darlington*	✗	✗	✗	✓	✓	✓
Hartlepool*	✗	✓	✗	✓	✓	✓
Middlesbrough	✗	✗	✗	✓	✗	✗
Redcar and Cleveland*	✗	✓	✗	✓	✓	✓
Stockton on Tees	✗	✗	✗	✗	✗	✗

Table notes: * DBC, HBC and RCBC assumed to be urban/ rural mix whereas MBC and SBC are assumed to be mainly urban.

Table 5.1 shows a range of results depending on the technique chosen to assess whether individual Authorities are providing sufficient HWRC capacity for householders. There are caveats with each of the techniques utilised to assess best practice, so looking at a range of results may prove more useful.

The range of results indicates that DBC may currently be providing sufficient HWRC capacity, with the exception of the techniques looking at the catchment radii and the number of sites. The urban catchment radii is not considered a useful technique for DBC which has a rural/ urban mix. The number of sites indicator is rather weak as it does not consider the size of the Authority or the population. The catchment radii indicator on its own is not sufficient to recommend additional site capacity within DBC as the average catchment is not above the 7 mile threshold recommended by the NACAS report for the provision of additional facilities.



The results for assessing provision in HBC tend to indicate that there is adequate provision within HBC in terms of HWRC capacity. The urban catchment radii indicator may not be suitable for HBC, as this Authority is termed 'Other Urban' Authority by Defra, which Entec has assumed equates to Urban/Rural mix. The number of sites indicator is not sufficient on its own to identify demand, due to the constraints of this methodology.

The results for MBC all appear to indicate that there is currently inadequate provision of HWRCs within the Authority, with the exception of the drive time indicator. It is recognised that MBC are currently working with RCBC to identify the feasibility of developing a joint HWRC on the proposed STEP facility. The provision of an additional site therefore appears to be in line with the need.

RCBC results show that there may currently be adequate provision of sites with all indicators, with the exception of the number of sites and the urban catchment radii, comparing well with best practice. As RCBC is considered to be a mixed urban/ rural Authority comparison with the urban catchment may not be appropriate and the number of sites indicator is weak on its own.

Although the argument for need of an additional site within RCBC may not be easily made Entec is aware that a significant amount of work has been carried out on behalf of the Authority to identify whether an additional facility is feasible. The feasibility of developing the additional STEP facility has been partially demonstrated by Wardell Armstrong through their report using an electoral ward methodology although the viability of this site is still to be confirmed through a detailed financial business case. This report has also demonstrated the potential benefits for local residents in terms reduced catchment size and has calculated the potential tonnage that may be delivered to a new site and the effects on other neighbouring facilities.

SBC results show the clearest need for an additional site, with each of the indicators showing that the current provision does not meet current Best Practice or required minimal provision.

5.2 Discussions with Waste and Planning Officers

Entec discussed the potential for additional HWRC capacity with waste officers within each of the Authorities through the development of Implementation Plans as part of the JWMS process. This found that all of the Authorities, with the exception of DBC have plans or aspirations to develop additional HWRCs. Discussions with planning officers agreed with these findings.

In addition to the identification through the Implementation Plan process, regarding the requirement for additional HWRC capacity, a number of other commitments from the Authorities may impact on the future need for additional sites. In particular, the potential for changes to kerbside collection services may affect the demand for facilities at HWRCs; this may be of particular importance where they may result in changes to the frequency of residual waste collections or the introduction of new recycling services.



5.3 Summary of Other Documents

In addition to assessing the current provision of sites against 'Best Practice' and minimum requirements, Entec has reviewed a range of documents and spoken to Local Authority officers to further inform the identification of need.

The Tees Valley JWMS makes a number of commitments that may influence the requirement for additional sites. In particular the commitment to provide facilities for trade waste producers to enable them to manage and recycle their waste may influence need, especially as it is anticipated that the Authorities may consider delivering on this commitment through the provision of access for trade waste producers to HWRCs. This may increase the demand on current facilities and increase the need for additional sites.

Recent reports by ERM and Wardell Armstrong have both identified that the development of an additional site within SBC and the proposed joint facility for RCBC and MBC are possibly feasible.

5.4 Recommendations

Entec recommend that a site search is carried out for an additional HWRC for SBC within the south of the borough. This is in line with:

- The need identified through comparison with 'Best Practice' and minimum requirements;
- Need identified through the Implementation Plan process and discussions with planning officers;
- The need identified through previous work carried out on behalf on SBC by ERM, with particular reference to the heavy usage at the current Billingham facility.

Based on the comparison with Best Practice it is unlikely that DBC will require an additional facility within the timescale of the TV JWMS or the TV MWDP.

The planned provision of an additional HWRC at the STEP facility for residents of RCBC and MBC is in line with identified need for MBC and the feasibility study carried out on behalf of the Authorities by Wardell Armstrong. However, Entec recommend that the work carried out by Wardell Armstrong to identify the required capacity of the new STEP facility and the likely impact on other HWRCs is reviewed, as the assumed reduction in levels of waste to HWRC is difficult to justify compared to the research finding by NACAS that additional sites result in additional waste collected through HWRCs.

If the planned STEP facility does not get developed the need for an additional site to serve the residents of MBC should still be met through the provision of an additional site, or access to an additional site. The need for an additional site to serve RCBC can not be proved through comparison with Best Practice, although Entec recognise that the feasibility of developing an additional site has been demonstrated by Wardell Armstrong.



Alternatively the provision of additional HWRC capacity for MBC may be delivered through access to the North Yorkshire County Council (CC) Stokesley site, to the south of the Authority areas. This would require formal arrangements to be put in place for joint working and funding arrangements. As previously mentioned, the Wardell Armstrong report identifies that some 15,440 Middlesbrough residents may currently use the Stokesley site. North Yorkshire CC introduced measures from April 2008 to limit the size and types of vehicles that may access the site through a registration system. The impact of these changes may result in reduced access to the site by residents of other Authority areas. MBC should initiate discussions with North Yorkshire CC to explore options for joint working, or to understand how changes to current access arrangements may impact on current users of the site which in turn would increase demand for a new site. Formalising arrangements would allow the Authorities to advertise and encourage use of the site for the southern part of the borough and may meet their identified needs without substantial investment and within a shorter timescale.

There is not a clear need for an additional facility within HBC from the comparison against Best Practice provision and minimal requirements. However, Entec understand that HBC is interested in developing an additional facility over the longer term, based on assumed growth within the Authority area. Where this aspiration is the provision of an additional facility prior to 2020, HBC may wish to carry out a site search to assist in the process of identifying a suitable site and including this within the MWDP to assist in the planning process.

The current poor recycling performance at the Burn Road site within HBC may be the result of a number of issues which are beyond the scope of this report. However, Entec agree that the expansion of the current site and the provision of facilities for the separate collection of new and additional materials should greatly assist in improving this recycling rate. The extension of the site may also ease the pressure during busy periods and assist in the management of the site including the ability of the site personnel to encourage householders to separate their waste. The extension of the current site alongside other best practice measures that are set out within chapter 3 of the NACAS report may result in a significant increase in the performance of this site.



NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
19 August 2008



Report of: Head of Neighbourhood Management

Subject: PILOTING WASTE INCENTIVE SCHEME

SUMMARY

1. PURPOSE OF REPORT

To inform the portfolio holder that the Government has included powers in the Climate Change Bill to enable up to five English local authorities to pilot waste incentive schemes.

2. SUMMARY OF CONTENTS

The report provides details of Defra's latest initiative to encourage householders to recycle and reduce the amount of household waste they produce. The Government is looking for five local authorities to pilot waste incentive schemes.

The report provides information as to what an incentive scheme is and what it aims to do.

3. RELEVANCE TO PORTFOLIO MEMBER

Waste management is included in the Portfolio Holders remit.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 19 August 2008.

6. DECISION(S) REQUIRED

Hartlepool has undergone significant changes to its waste collection service over the past 24 months and it is recognised residents need time for the changes to be embedded.

The Council should continue to keep a watchful eye on waste incentive scheme pilots taking place across England.

We should not put ourselves forward for a pilot due to the reasons mentioned above.

Report of: Head of Neighbourhood Management

Subject: PILOTING WASTE INCENTIVE SCHEME

1. PURPOSE OF REPORT

- 1.1 To inform the portfolio holder that the Government has included powers into the Climate Change Bill to enable up five English local authorities to pilot waste incentive schemes.

2. BACKGROUND

- 2.1 The Government's national waste strategy sets out an ambitious path for local authorities to take in order to meet challenging carbon and waste targets. To drive up good performance in household waste even further it was felt that new measures were needed.
- 2.2 Charging for waste has had a strong impact on performance when introduced overseas and people now accept it in those Countries as a normal part of life.
- 2.3 New legislation in the Climate Change Bill allows, for the first time, up to five pilot authorities in England to trial specific charge and rebate powers for household waste. The legislation also contains provisions for groups that may be unduly disadvantaged by a scheme and considers measures for having a good recycling service and fly tipping prevention strategy in place.
- 2.4 Hartlepool provides a comprehensive waste management service to its residents through alternate weekly collections, a free bulky waste collection scheme, recycling bring centres and the household waste recycling centre on Bum Road.
- 2.5 Recycling and composting performance continues to improve (see table below).

	2005/06	2006/07	2007/08	Q1 2008/09
Recycling household waste	13.84%	17.03%	19.49%	19.03%
Composting household waste	7.81%	10.67%	12.63%	19.72%
Total performance	21%	27%	32.93%	39.04%

3. WASTE INCENTIVE SCHEMES

- 3.1 Defra research suggests that some schemes could increase recycling and composting to around 55%, reduce residual waste by up to 39% and save local authorities up to £18 per household per year.

What is a financial incentive scheme?

- A financial incentive scheme is a tool for local authorities to use to encourage householders to cut down on what they throw away.
- For the first time it would allow for charges to be made for the amount of residual waste put out.
- Money collected as charges would then be used to pay rebates to those households who throw away the least waste.
- If wanted, any charges and rewards can be linked to council tax bills.

What can incentive schemes do?

- Drive up recycling performance. Modelling shows that the best schemes increase recycling to around 55% and reduce residual waste by 39%.
- Save carbon - every 1% increase in recycling = 143,000 tonnes of CO2 saved.
- Save money - up to £18 per household per year depending on the type of scheme
- Help tackle a particular local problem with recycling.
- Fund rewards for good performance.

- 3.2 Defra are asking local authorities to come forward to pilot a waste incentive scheme, commencing April 2009. Defra has up to £4.5m to support the pilots over the next three years.
- 3.3 The pilots will have to look to provide real environmental benefits and provide Defra with high quality data on the impacts of waste incentive schemes in England.
- 3.4 Defra will gather evidence from the pilots and report back to Parliament and the public. The legislation allows the Government to roll out the powers to all local authorities in England in the future.
- 3.5 A fact sheet for local authorities on this initiative is included as **Appendix 1**.
- 3.6 Local authorities are expected to design their own schemes within the new powers on what will fit best with existing systems and the needs and circumstances of the local population. There is wide scope for flexibility; local authorities can check for example how and for how long their scheme would operate, the level of incentive to be set, whether or not charges or rebates would be shown on council tax bills and which areas and households within the Authority would be covered by the scheme.

4. CONCLUSION

- 4.1 Hartlepool has undergone significant changes to its waste collection service over the past 24 months and it is recognised residents need time for the changes to be embedded.

5. RECOMMENDATIONS

- 5.1 The Authority should continue to keep a watchful eye on waste incentive scheme pilots taking place across England, but we should not put ourselves forward as a pilot.

6. CONTACT OFFICER

- 6.1 Denise Ogden – Head of Neighbourhood Management
Neighbourhood Services
Hartlepool Borough Council

Telephone Number: (01429) 523201
Email: denise.ogden@hartlepool.gov.uk

Department for Environment, Food and Rural Affairs

Financial Incentives for Waste Management: Factsheet for Local Authorities, June 2008

The Climate Change Bill

Powers to pilot waste incentive schemes in up to 5 local authority areas are contained in the Climate Change Bill. The Bill is currently being debated in Parliament and should come into force by the end of the year, allowing pilots to start from Spring 2009. For more information on what's in the Bill, please go to

<http://www.defra.gov.uk/environment/climatechange/uk/legislation/index.htm>

What is a financial incentive scheme?

- A financial incentive scheme is a tool for local authorities to use to encourage householders to cut down on what they throw away.
- For the first time it would allow for charges to be made for the amount of residual waste put out.
- Money collected as charges would then be used to pay rebates to those households who throw away the least waste
- If wanted, any charges and rewards can be linked to council tax bills

For more information, see

<http://www.defra.gov.uk/environment/waste/strategy/incentives/index.htm>

What can incentive schemes do?

- Drive up recycling performance. Modelling shows that the best schemes, increase recycling to around 55% and reduce residual waste by 39%
- Save carbon - every 1% increase in recycling = 143,000 tonnes of CO₂ saved
- Save money – up to £18 per household per year depending on the type of scheme
- Help tackle a particular local problem with recycling
- Fund rewards for good performance

For more information, see the report on 'Modelling the impact of household charging for waste in England' on the left hand link

Waste Strategy 2007 clearly set an ambitious path for us all to take in order to meet increasingly challengingly carbon and waste targets. To drive up good performance on household waste even further it was felt that new measures were needed. Looking overseas, it is obvious that charging for waste has had a strong impact on performance in most major developed countries, and people in those countries accept it as a normal everyday part of life. In the UK as well, recent polls show that two thirds of people would prefer a system that gives financial rewards for recycling.¹

¹ An IPSOS Mori poll found that 64% of people would support their council operating a system whereby you pay a reduced council tax rate and then get charged directly for the amount of household rubbish you produce, so that the more you recycle the less you would pay.

New legislation in the Climate Change Bill allows for the first time up to 5 pilot authorities in England to trial specific charge-and-rebate powers for household waste. Over 80% of respondents to the Government's consultation supported this move. The legislation also contains provisions for groups that may be unduly disadvantaged by a scheme and considers measures for having a good recycling service and fly-tipping prevention strategy in place.

Interested authorities will need to apply to the Secretary of State to be selected as a pilot. It is hoped that pilots would begin from 2009/10. Defra has made £4.5 million available over three years to support these pilots.

Lessons learnt from the pilots will be taken back to Parliament and the Government will then make a decision on whether to roll out these powers more widely so that other councils in England, if they want to, could set up their own scheme.

How do I find out more?

Go to our website listed above, look at the draft guidance published there, or come and speak to us or your local government office. Please email waste.incentives@defra.gsi.gov.uk

Frequently Asked Questions

	Question	Answer
1	Do pilots have to cover the whole of a local authority area?	No. The designation order will cover the whole authority area but the authority can limit the scheme to only part of the area, or some of the households.
2	Does the scheme have to be the same throughout the pilot?	No. An authority can vary the scheme it runs. Changes might be made, for example to reflect different collection systems.
3	Can one pilot cover more than one authority?	No, for the pilot phase it would not be possible to run a single pilot which covered two or more local authorities.
4	How will schemes work?	<p>One approach would be to have a rebate only scheme where those who produce less non-recycled, 'black bag' waste would receive a financial reward, or rebate. Building on this, in other schemes, those who produce most waste could also have to pay more. Recycling would continue to be collected free of charge.</p> <p>Local authorities would be free to design their own scheme, within the parameters of legislation. However, some examples of different types of scheme are weight based, bin-volume based, sack based and frequency based schemes.</p> <p>For further details, please see the following factsheet on Defra's website: http://www.defra.gov.uk/environment/waste/strategy/factsheets/incentives.htm</p>

Appendix 1

5	Will authorities be required to roll out incentive schemes?	No. This is purely a voluntary initiative. No one will be forced to come forward as a pilot. If the powers are rolled out more widely after the pilot stage, authorities will remain free to use the powers if they think it is right for their area.
6	What should the level of rebates/ incentive charges be?	This will be for the local authorities to decide in coming forward with their own proposals for pilot schemes and will be based on what they think will be effective in incentivising residents to reduce and recycle their waste. Evidence from abroad suggests that an incentive of around £50 can be effective in changing behaviour.
7	Can administrative costs be met out of the revenue raised?	No, the whole sum of money authorities collect from residents through the scheme must be returned through rebates to households producing less waste. However, evidence suggests that costs could be funded out of the savings the local authorities will make as a result of taking less waste through for disposal. Savings could be up to £18 per household per year. The Government has also made available up to £4.5m to support the pilots.
8	How will savings be distributed in two tier areas?	This would be a matter for the WDA and WCA to agree between themselves. But where local authorities wishing to run pilots are in a two-tier area, we will be asking them to provide details in their proposal of any financial arrangements with the waste disposal authority.
9	The legislation talks about pilots needing to have a 'good' recycling service in place. What does this mean?	The legislation states that it is a recycling service that meets the standards set out in guidance, which we have published in draft form, for comment. Ultimately, the recycling service should give residents in the scheme sufficient opportunity to reduce their residual ('black bag') waste by recycling it instead.
10	Will charges be applied to CA sites?	No. CA sites will not be covered by the new powers. However, we recognise that this is an important area for gathering more information from the pilots
11	How will the Secretary of State decide which authorities should run pilots?	This is covered in draft guidance on application and designation, which we have published for informal comment. Key criteria are likely to include legislative compliance, operational feasibility, positive environmental and economic outcomes, and a good variety of pilots in terms of scheme type and location. At the same time we will need to ensure that the level set by the criteria is not disproportionately burdensome to authorities.
12	How long will pilots run for?	There is no set time period for piloting. The key thing is that they should run for as long as it is necessary to get good quality evidence. We welcome authorities coming forward with their own suggestions for saying how long this should be.
13	What is WRAP's role in the pilots?	WRAP have a role to play in providing practical support to local authorities considering or implementing pilot incentive schemes.

NEIGHBOURHOODS & COMMUNITIES PORTFOLIO

Report to Portfolio Holder
19 August 2008



Report of: Director of Neighbourhood Services

Subject: **NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2008/09 – 1ST
QUARTER MONITORING REPORT**

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Neighbourhood Services Departmental Plan 2008/09 to the end of the first quarter of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Neighbourhood Services Departmental Plan 2008/09 and the outturns to the end of the first quarter, of key performance indicators.

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 19th August 2008.

6. DECISION REQUIRED

The Portfolio Holder is requested to:

- Approve the change to the action milestone
- Note the achievement of key actions and outturns of performance indicators

Report of: Director of Neighbourhood Services

Subject: **NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2008/09 – 1ST
QUARTER MONITORING REPORT**

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Neighbourhood Services Departmental Plan 2008/09 and the progress of key performance indicators for the year.

2. BACKGROUND

- 2.1 The Neighbourhood and Communities Portfolio Holder agreed the Neighbourhood Services Departmental Plan in May 2008.
- 2.2 The Portfolio Holder for Neighbourhood & Communities has responsibility for the Neighbourhood Services Departmental Plan.
- 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 From April 2008, the Department for Communities and Local Government replaced the Best Value Performance Indicators (BVPI), previously measure with a set of new National Indicators (NI).
- 2.6 Each section within the department produces a Service Plan, detailing the key tasks and issues facing them in the coming year. Each plan contains actions, detailing how each individual section contributes to the key tasks and priorities contained within the Neighbourhood Services Departmental plan and ultimately those of the Corporate plan.

3. FIRST QUARTER PERFORMANCE

- 3.1 This section looks in detail at how the Neighbourhood Services Department has performed in relation to the key actions and performance indicators that were included in the Neighbourhood Services Departmental Plan 2008/09 and which the Portfolio Holder has responsibility.

- 3.2 On a quarterly basis officers from across the department are asked, to provide an update on progress against every action contained in the performance plans and, where appropriate, every performance indicator.
- 3.3 A number of the newly introduced National Indicators have not previously been measured and therefore no data exists to set targets for this year. The targets for these indicators have been identified in the update report as (BE) Baseline to be Established.
- 3.4 Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action 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 be meet target
Green	- Action/PI target achieved
BE	- Baseline to be Established

- 3.5 Within the Neighbourhood Services Departmental Plan there are a total of 65 Actions and 42 Performance Indicators identified for which the Neighbourhood and Communities Portfolio Holder has responsibility. Table 1, below, summarises the progress made, to the 30th June 2008, towards achieving these actions and performance indicators.

Table 1 – Neighbourhood Services progress summary

	Departmental Plan	
	Actions	PIs
Green	8	-
Amber	56	17
Red	1	2
Annual	-	16
BE	-	4
Total	65	42

- 3.6 8 of the actions for with the Portfolio Holder has responsibility have been completed within target, with a further 56 identified as expecting to achieve target
- 3.7 One action has been identified as not expected to achieve target. The evaluation of the neighbourhood community forum review is due in September, which will feed into the draft strategy. We will then have to

consult on the strategy, as such the deadline of September is not realistic.

Ref	Action	Milestone	Comment
NSD043	Produce neighbourhood management strategy for the authority	Sept 08	Work has commenced on the development of a neighbourhood management strategy for the authority, areas for development include linkage to the LSP, looking at how Neighbourhood managers are driving/delivering the council's neighbourhood renewal agenda, and community engagement.

3.8 The Portfolio Holder is asked to approve a change in the due date for this action from September 2008, to December 2008.

3.9 A number of actions have been completed to date within the Neighbourhood Services Departmental Plan for which the Portfolio Holder has responsibility including:-

- The setting up of a reassurance task group
- The production of a strategy for land for local affordable housing

3.10 It can also be seen that 17 of the Performance Indicators have been highlighted as expected to achieve target. A further 16 indicators have been highlighted as being collected on an annual basis and therefore no updates are available for those at present, along with 7 indicators where it has not been possible to set a target this year.

3.11 The remaining 2 performance indicators are being reported as not expected to achieve target. These are detailed in the table below.

Ref	Action	Target	Comment
NI47	People killed or seriously injured in road traffic accidents	38.4%	Information relates to accidents which occur during previous years. Outturn when final figures are available to calculate are expected to be above target set
NI48	Children killed or seriously injured in road traffic accidents	7.4%	

4. RECOMMENDATIONS

4.1 The Portfolio Holder is requested to:

- Approve the change to the action milestone
- Note the progress made against the key actions and indicators

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
19 August 2008



Report of: Director of Neighbourhood Services

Subject: REVIEW OF PARKING CHARGES

SUMMARY

1. PURPOSE OF REPORT

To examine and review the current level of permit and pay and display parking charges.

2. SUMMARY OF CONTENTS

This report proposes changes to the existing pay and display parking tariffs together with business and commuter permits and season ticket costs. In addition the report examines the possibility of introducing a Sunday charge for parking.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic related issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holders meeting on 19 August 2008.

6. DECISION(S) REQUIRED

- a) To approve the new charge increases with effect from October 2008 as outlined within this report
- b) To consider the introduction of a Sunday parking charge.
- c) To approve the trial of “free parking after 4.00 pm” at Multi Storey and Marks and Spencer’s Eastside Car Parks

Report of: Director of Neighbourhood Services

Subject: REVIEW OF PARKING CHARGES

1. PURPOSE OF REPORT

- 1.1 To review the current parking and permit charges and consider introducing a Sunday parking charge.

2. BACKGROUND

- 2.1 The Parking Service Section currently enforces Traffic Regulation Orders under the Traffic Management Act 2004. The legislation changed in May 2008 from The Road Traffic Act 1994 and a team of 12 Civil Enforcement Officers (Parking) patrol on street and off street parking controlled restrictions.

- 2.2 There are over 1800 pay and display controlled off street car park spaces, 54 on street pay and display bays and a further 750 unregulated parking spaces.

- 2.3 Parking charges reflect the demand for usage around the town centre and tariff controls ensure a turnover of vehicles when required. The parking areas are currently structured into the following 5 bands:

1) Short stay - (being up to 4 hours). Such sites generally support shoppers and visitors and encourage a turnover of vehicles to provide convenient available parking spaces close to the shops and amenities.

2) Express parking – Such sites provide a low short stay parking tariff and longer stays are discouraged by an increasing higher charge rate. Sites are located close to commercial activities such as banks/building societies where the duration of the stay tends not to exceed 2 hours.

3) Leisure – Mill House requires regular parking availability and serves a high turnover of visitors throughout the day. Parking charges are set to coincide with the parking stay required to use the facilities.

4) Long stay – All day parking provision required by commuters. Sites usually offer both a daily charge rate and discounted permit parking for regular users.

- 5) Mixed use – allows both long and short stay parking provision.
- 2.4 The majority of pay and display parking spaces tend to be in or around the commercial shopping centre of the town and fall within the short stay parking category. Usage figures have however been in decline over the last 24 months, partly as a result of the current economic climate and partly as an indication of the differing transportation modes now been used by the public. The number of vehicular activities taking place within the sites has fallen from 1.25 Million in 2004/05 to 1 Million in 2007/08. This trend appears to be reflected nationally.
- 2.5 New on street pay and display parking sites have also recently been created to the East of Stockton Road. The combination of 36 long stay pay and display spaces on Tower Street and 18 short stay on Whitby Street, together with the creation of several commuter and business controlled permit areas have help manage parking in the area. Concern has been expressed that further loss of bays from the impending closure of Albert Street and Royal Vaults Car Parks would exacerbate the already congested parking area. Efforts will now be concentrated on tackling the remaining vehicles that constantly park on the grass verge areas and illegally cross the public highway. Although usage is at present only tentative, enquiries are ongoing and the scheme has in general been well received. However the balance of long/ short stay and permit/ payment parking will be reviewed and will be subject to further amendment to best meet demand.
- 2.6 New parking payment methods were also introduced in June 2008, allowing parking fees to be made by mobile phone. The scheme was introduced in all the Tees Valley Councils allowing a greater choice of payment method and a more convenient alternative to the traditional cash payment.
- 2.7 The Parking Services Section is expected to recover £1,414,815 this financial year. The revenue recovered allows the section to be self financing, but also supports a number of central services. Failure to recover such an income level would create a budget pressure.
- 2.8 The anticipated downturn in vehicle activity within the pay and display car parks together with the escalating running costs is likely to see the service make a projected revenue under recovery.
- 2.9 The current parking tariff charges in use in Hartlepool are shown **Appendix A**.
- 2.10 A breakdown of the parking charges of our neighbouring authorities are shown as **Appendix B**.

- 2.11 Tariff charges were last increased in October 2007 when the charge increase was intended to remain for an 18 – 24 month period. The current projected income recovery and general reduction in usage have however caused a further review of the charge earlier than anticipated in order to highlight the obvious budget pressure the service is likely to face.
- 2.12 The Management of Middleton Grange Shopping Centre (MGSC) have raised several areas of concern in relation to central parking provision and charges particularly in relation to the effect the current charge has on potential visitors using the centre during 4pm - 6pm. Visitor numbers are in decline during this period and the parking charge has been cited as a possible reason for this noticeable downturn in visitors. The current charge penalises drivers requiring a relatively short stay visit by having to pay for a minimal 2 hours parking. MGSC has therefore requested if a more appealing charge could be introduced to encourage visitors during this period.
- 2.13 In addition the lease agreement between the MGSC and HBC requires all the car parks are open during the hours of trading. Although this has not been a problem on the open surface car parks, the Multi Storey and Basement car parks are required to be opened and manned by HBC staff. During the normal working week this has not proven problematic however on a Sunday this has caused the Multi Storey Car Park to remain close.
- 2.14 Traditionally a parking charge has only been required Monday-Saturday. The Officers employment hours coincide with the core hours of enforcement and as a consequence Sunday is not a normal working day for the parking enforcement staff. However MGSC have in recent years, established and developed a significant number of visitors to the Centre, the success of which has partly been achieved on the strength of “free parking on Sundays”.
- 2.15 When the original lease was agreed between HBC and MGSC, no Sunday trading took place however the inclusion of Sunday enforcement would create additional overheads and unplanned budget pressures in terms of salary costs. If the Multi Storey Car Park were to be opened to coincide with the Sunday trading hours of the MGSC, there would be a requirement for parking staff to be present. Although the remaining surface car parks are only enforced Monday – Saturday 8 am – 6 pm they are accessible 24 hour per day 7 days per week. Allowing these sites to be used during this period does increase the running costs and maintenance costs of the sites, places HBC in a position of responsibility for all the users and creates further expense in terms of additional running costs for a 7 day period instead of 6. The possibility of charging for parking over the Sunday period should therefore be considered.

- 2.16 Although in general the Parking Services Team would not currently work Sundays as part of the normal working week, HBC does have a responsibility to enforce several on street parking restrictions which are applicable during this period. At present any enforcement carried out is very much on an ad-hoc basis dependant on demand; however a change to the working hours would allow for an improvement to this area of service provision and the ability to react to cases of parking contraventions over a 7 day period.
- 2.17 The changes to the current staffing rota system could not however be supported by the present number of Civil Enforcement Officers and the inclusion of the additional hours would require the recruitment of at least one, possibly two additional Parking Patrol Officers.

3. PROPOSALS

- 3.1 **Appendix C** shows the proposed revision to the current parking charges for both on and off street parking sites. It is expected that the introduction of such a charge would recover and additional £144,000 over the six remaining months of this financial year and a projected £288,000 over the 12 month period of the 2009/2010 financial year.
- 3.2 Although the proposal is an unfortunate necessity, failure to address the projected income deficit will result in a departmental budget pressure.
- 3.3 However in order to address the concerns of the commercial sector, and particularly those business who depend on the public parking provision, it is proposed to suspend any tariff charges after 4pm at both the Multi Storey and Marks and Spencer's Eastside Car Parks on an experimental basis and monitor the impact and effect this has on both visitor numbers and trade. Consideration can then be given to extending the provision to other sites depending on the success or otherwise.
- 3.4 In order to address the current imbalance of short and long stay parking provision and to compensate for the impending closure of Royal Vaults and loss of Albert Street Car Park, the current all day parking charge currently available on level 4 of the Multi Storey Car Park will be extended to Level 3 allowing long stay parking to an additional 120 spaces.
- 3.5 The opening of the car parks on Sundays will result in a further operating cost increase and for this reason a fixed parking charge of either 50p or £1 per day would be required. It is envisaged that 400 or 200 pay and display tickets will be required to be purchased in order for the scheme to be cost effective depending on which charge were to be adopted.

- 3.6 Recent surveys have shown that approximately 1000 parking spaces are currently regularly occupied on Sundays. Results have however shown that the surface car parks close to MGSC have available parking spaces and there is no immediate requirement to open the Multi Storey Car Park to meet demand.
- 3.7 Sunday charging / enforcement would require a contractual change to the Civil Enforcement Officers employment conditions, and in order to provide an effective enforcement programme this would necessitate the recruitment of at least one additional officer. Although it is envisaged that the employment costs of an additional member of staff would be predominantly met from the likely increase in Penalty Charge Notices issued, the hourly cost of employment on Sundays would need to be met from any parking revenue generated from the Sunday charge.
- 3.8 The enforcement of on street parking contraventions on Sundays would however meet a demand from the public who regularly request the services of Civil Enforcement Officers to deal with parking complaints / contraventions over this period.

4. RISK IMPLICATIONS

- 4.1 **Parking charge increase** - Any cost increase is likely to be unpopular particularly in this current economic climate. Vehicle activity is already in decline and any charge increase may have a further detrimental effect, at least in the short term, on usage. A significant continuation of declining vehicle activity would have a further impact on anticipated revenue income and could lead to a further budget pressure.
- 4.2 **Sunday charges** - The introduction of Sunday charge may have a detrimental impact on the level of visitors to MGSC. Businesses have built up a steady number of visitors over this period and a charge may either discourage visitors or displace parking into unregulated “free parking” spaces such as nearby residential streets or unregulated on street locations. A moderate charge may be accepted on a convenience factor, although there would be a risk that the number of transactions required, particularly if the Multi Storey Car Park is opened and manned, would not cover the operating costs.

4.3 FINANCIAL CONSIDERATIONS

- 4.4 **Parking charge increase** – Without a pay and display / permit parking charge increase the Section will not recover the anticipated income. This will place a budget pressure on the Department. The proposed charge increases look to address the projected under

recovery this year, and address the long term requirements of the following 12 months.

- 4.5 **Sunday charges** - The introduction of a charge for parking on Sunday has many associated cost implications. There is a risk that the income recovered may not cover the establishment or additional employment costs. However should there be a proven requirement for HBC to open the Multi Storey and Basement Car parks (as per the current lease agreement with MGSC) then a minimal charge should be considered as it would contribute to the additional cost HBC would incur.

4.6 **LEGAL REQUIREMENTS**

- 4.7 Any change to the pay and display parking charges and / or the creation of a Sunday parking charge would need to be created and advertised as part of a formal Legal Order. Any objections would need to be considered by this Portfolio Holder before any revised charge could be enforced.

4.8 **STAFF CONSIDERATIONS**

- 4.9 **Sunday Parking Charge** – As already described in this report, it would not be possible for the current team of 12 Civil Enforcement Officers to be able to provide an effective enforcement coverage for a seven day period, and as a result at least one additional officer would need to be recruited. The change would also require an amendment to the existing officers working contracts so that a Sunday was paid at an enhanced rate in accordance with any condition of service.

- 4.10 **Pay and display Permit charge increases** - There would be no direct staff implication in relation to a revised charge, other than many HBC staff are contracted permit holders/ pay and display parking users and they, like any other member of the public, would be required to pay the increased charge.

4.11 **ASSET MANAGEMENT CONSIDERATIONS**

- 4.12 **Sunday parking charge-** The car parks are an asset to HBC which do incur a substantial repair and maintenance cost. At present although no parking charge is made, the free use of the parking spaces, adds to the operating costs of the site, contributes to a more rapid deterioration of the surface and markings, places HBC in legal position of responsibility for any of the car park users and adds to the running cost for a period of 7 days instead of 6. Although free Sunday Parking is a distinct advantage and forms part of MGSC's marketing strategy to encourage visitors on Sundays, HBC subsidises the use of

the parking bays by not enforcing any restrictions or making a parking charge even though there are some on-costs in terms of liability, maintenance, litter clearance and lighting. This cost has always been viewed as a means of supporting the local economy and encouraging the regeneration of the town centre.

5. RECOMMENDATIONS

- 5.1 That the proposed increase of pay and display / permit parking costs as set out in **Appendix C** of this report be approved, with effect from 1 October 2008.
- 5.2 That the current legal agreement between HBC and MGSC be reviewed with a view to reaching agreement with MGSC to exclude the opening of the Multi Storey Car Park on Sundays. If however there is a necessity for the premises to be opened, then a £1 Sunday parking charge should be introduced to cover the additional associated costs.
- 5.3 That a free parking concession after 4.00 pm be established at the Multi Storey and Marks and Spencer's car parks and trialled on an experimental basis and its effectiveness monitored.

6. REASONS FOR RECOMMENDATIONS

- 6.1 To avoid budget pressure as a result of the under recovery of parking revenue.
- 6.2 A Sunday parking charge would likely damage established trade and it is difficult to gauge if there is a demand. However the additional cost of opening the Multi Storey Car Park would place an unexpected financial burden on the service and in such circumstances a Sunday charge would be a necessary requirement to offset the additional staffing and maintenance costs.

7. CONTACT OFFICER

- 7.1 Philip Hepburn, Parking Services Manger
Neighbourhood Services (Technical Services)
Hartlepool Borough Council

Telephone Number: 01429 523258
Email: Philip.hepbum@hartlepool.gov.uk

Current pay and display / permit charges

Car Park	Number of bays	Current charge
Short stay		
Waldon Street	200	£1.20 < 2 hours
West side	180	£1.70 < 3 hours
Open Market	8	£2.20 < 4 hours
Marks and Spencer's (east side)	169	£5.00 > 4 hours
Basement	135	
Multi Storey	311	
Multi Storey long stay	72	£2.20
Express parking		
Roker Street	106	50p < 30 mins
Gainford Street	32	80p < 1 hour
		£1.20 < 2 hours
		£1.70 < 3 hours
		£2.20 < 4 hours
		£5.00 > 4 hours
Long stay		
Eden Street	40	£1.20 < 2 hours
Albert Street	71	£2.20 > 2 hours
Leisure facilities		
Mill House		
Short stay	110	50p < 1.5 hours
		£1.20 < 2 hours
		£1.70 < 3 hours
		£2.20 < 4 hours
		£5.00 > 4 hours
Long stay	32	£2.20 all day
Mixed use		
Dover Street	106	50p < 1.5 hours
		£1.20 < 2 hours
		£1.70 < 3 hours
		£2.20 < 4 hours

On Street pay and display		
Tower street	36	£1.20 < 2 hours £2.20 > 2 hours
Whitby Street	18	£1.20 < 2 hours £1.70 < 3 hours £2.20 < 4 hours £5.00 > 4 hours
Permit costs		
Business permits		£280 per anum
Off Street Commuter permits (dedicated bay)		£280 per anum
On street Commuter permits		£170 per annum

Comparative charges - neighbouring authorities

	Short Stay	Long Stay	Permit / Season tickets
Middlesbrough	£1.60 - 2 hours £1.60 per hour thereafter	£2.70 all day	£162 - 3 months £324 - 6 months £648 - 12 months
Redcar & Cleveland	60p - 1 hour £1.20 - 2 hours £1.00 per hour thereafter	60p - 1 hour £1.20 - 2 hours £2.50 all day	Not known
Stockton-on-Tees	£1 - 2 hours £1 - per hour thereafter	£2.20 all day	£40 - 1 month £115 -3 months £205 - 6 months £385 - 12 month
Darlington	80p - £1.00 per hour	£4.00 all day	£57.5 per month £690 per annum

Car Park	Number of bays	Proposed charge
Short stay		
Waldon Street	200	£1.40 < 2 hours
West side	180	£1.90 < 3 hours
Open Market	8	£2.40 < 4 hours
Marks and Spencer's (east side)	169	£5.00 > 4 hours
Basement	135	
Multi Storey	191	
Multi Storey long stay	192	£2.40
Express parking		
Roker Street	106	70p < 30 mins
Gainford Street	32	90p < 1 hour
		£1.40 < 2 hours
		£1.90 < 3 hours
		£2.40 < 4 hours
		£5.00 > 4 hours
Long stay		
Eden Street	40	£1.40 < 2 hours
Albert Street	71	£2.40 > 2 hours
Leisure facilities		
Mill House		
Short stay	110	70p < 1.5 hours
		£1.40 < 2 hours
		£1.90 < 3 hours
		£2.40 < 4 hours
		£5.00 > 4 hours
Long stay	32	£2.40 all day
Mixed use		
Dover Street	106	70p < 1.5 hours
		£1.40 < 2 hours
		£1.90 < 3 hours
		£2.40 < 4 hours

On Street pay and display		
Tower street	36	£1.40 < 2 hours £2.40 > 2 hours
Whitby Street	18	£1.40 < 2 hours £1.90 < 3 hours £2.40 < 4 hours £5.00 > 4 hours
Permit costs		
Business permits		£310 per anum
Off Street Commuter permits (dedicated bay)		£310 per anum
On street Commuter permits		£190 per anum

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
19 August 2008



Report of: Head of Neighbourhood Management

Subject: NEIGHBOURHOOD DEVELOPMENT
OFFICERS

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of work and projects the Neighbourhood Development Officers have been involved in during 2007/08 and the planned activities for the coming year.

2. SUMMARY OF CONTENTS

The report provides some examples of the work Neighbourhood Development Officers are carrying out in building capacity in communities.

3. RELEVANCE TO PORTFOLIO MEMBER

Neighbourhood Management is included within the Portfolio Holders remit.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 19 August 2008.

6. DECISION(S) REQUIRED

The Portfolio Holder endorses the work undertaken during 2007/08 and notes the content of the report.

Report of: Head of Neighbourhood Management

Subject: NEIGHBOURHOOD DEVELOPMENT
OFFICERS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of work and projects the Neighbourhood Development Officers have been involved in during 2007/08 and the planned activities for the coming year.

2. BACKGROUND

- 2.1 Neighbourhood Development Officers were first employed in July 2006 to support Neighbourhood Managers in building capacity of residents and assist them in implementing Neighbourhood Action Plans. They work closely with Resident Representatives and resident groups across the town enabling residents to plan events and activities, working with them on a variety of projects.
- 2.2 Neighbourhood Development Officers help with:
- Publicising NAP meetings and encouraging resident involvement, monitoring of NAP progress and assisting with the development of the NAP prioritisation exercise and Community Conferences in each area. Regular attendance at Forum meetings and minute taking duties from May 2008.
 - Advise community / voluntary groups as to funding streams available and assisting in bids to relevant funders.
 - Participate in the Pre Hartlepool LSP Joint Resident Representative meeting, taking residents issues and concerns to the appropriate officers and outside agencies in order to give updates of issues raised to the next meeting. An Action Plan has been drawn up so that Resident Representatives can see progress and completion of issues at each meeting.
 - Assist these groups with funding applications, action plans, training needs, constitutions, running of meetings and appropriate paperwork and systems to run effectively.

3. NEW RESIDENT GROUPS

- 3.1 Neighbourhood Development Officers have assisted in setting up new

Residents Groups in Oxford Road, Friends of North Cemetery, Owton Dance group, Rossmere Residents Group and The Home and Away Club based in the Jutland Road / Seaton Lane area of Rossmere.

- 3.2 An example of the work of one of the groups work is Home and Away club which aims to raise awareness of environmental issues in the area and encourage a respect for the area by taking part in litter picks and recycling, as a reward for this these families will be taken on trips during the summer months. Each family contributes £1 per week towards the cost of these trips, we currently have 75 families signed up to the club, equating to 210 children and young people.

4. HEALTHY COMMUNITIES

- 4.1 Neighbourhood Development Officers are actively involved in the Healthy Communities Collaborative Project to raise awareness of health issues across the Neighbourhood Action Plan areas. The promotion of the health bus gives residents the opportunity to receive health checks on the bus in their neighbourhood.
- 4.2 They were involved in a town-wide event held at Middleton Grange Shopping Centre on 14 February to coincide with the Valentines Day event (look after your heart) where representatives from PCT Health Trainers, Sports Development, Connected Care, Smoking Cessation and many more agencies offered informal information to residents. Over 1000 people were given information at this event. Blood pressure checks were also available with many residents taking up the opportunity to have checks done and to find out more about the signs of high or low blood pressure and what they could do about it.
- 4.3 The Central Neighbourhood Development Officer was involved in the planning and delivery of a Health Day event in Burbank on 18 March offering a wide range of services from the Primary Care Trust along with Complementary Therapies and a variety of exercise classes. 46 residents attended this event and were asked their views on the services they would like to see provided at their Community Centre.
- 4.4 They work in partnership with Community Network, organise inter-generational activities and events at Jutland Road Community Centre and Rossmere Community Building, for all age groups, including arts and crafts, healthy eating advice, stilt walking, community safety, fire safety and fun with food.

5. YOUTH ENGAGEMENT

- 5.1 Neighbourhood Development Officers assist in the setting up and running of the Neighbourhood Action Plan Youth Forums which encourage young people to be part of the decision making process

within the Neighbourhood Action Plan areas, working closely with youth workers in each area to encourage young people to attend. To date Youth Forums have been established in West View / King Oswy, Dyke House / Stranton Grange, Owton, Rossmere, the Headland and Burbank.

- 5.2 Each NAP Forum has allocated a small budget to the young people to spend on projects identified as a priority within their own NAP areas. Some funding was allocated from the Neighbourhood Policing South Joint Action Group budget this financial year for young people in Owton and Rossmere to purchase promotional items and T-shirts to advertise the Forum at organised events throughout the summer. This funding will be pursued in all areas in the coming year.
- 5.3 Production and regular updates of two activity booklets, one for children and young people and one for adults, to advertise clubs and activities in the South area. These booklets are distributed to all centres and groups in the area. The young people's booklet is used by the Community Policing and Anti Social Behaviour Teams when they are out and about meet across young people, in order to inform them of activities in which they could be partaking rather than being out on the streets

6. NEIGHBOURHOOD POLICING

- 6.1 Neighbourhood Development Officers are involved in Police Visual Audits and actively promote them to encourage resident participation in Neighbourhood Policing.
- 6.2 The North NDO helped to coordinate various agencies to address antisocial behaviour issues in the Clavering area, arranging drop in sessions for residents to look at the problems and raise awareness of activities that were already available for young people in the area.
- 6.3 A Junior Wardens Scheme in the New Deal for Communities NAP area working on Community Safety initiatives has recently been nominated for a Shrievalty Award. A Celebration event was held on 23 April, for Junior Wardens and their parents with the High Sheriff of Durham.

7. ENVIRONMENT

- 7.1 The South Neighbourhood Development Officer supports The Friends of Rossmere Park with their summer carnival, ghost walk and carols by candlelight events.
- 7.2 The three NDOs arrange workshops at Stranton Nursery to encourage residents and resident groups, who have received funding

from Pride in Hartlepool, to come along and replant their hanging baskets at a subsidised cost.

- 7.3 Throston Living Streets Project. The North NDO works with the Development Worker from Living Streets to encourage residents and young people to become involved in improving their community. Engaging with residents association, youth project and school council. The youths are represented at the associations meetings and residents invited to a pie and peas event at the youth centre. They hope to organise an inter-generational skillshare sessions in the coming year.
- 7.4 Neighbourhood Development Officers take part in Marine Watch, encouraging groups to attend the one day activity to collect and log items washed up on Seaton beach as part of Marine Watch in conjunction with Pride in Hartlepool.

8. PLANS FOR FORTH COMING YEAR

- 8.1 To set up further residents groups in areas where they are limited or non existent and to continue to support existing groups.
- 8.2 To work with Hartlepool Community Network in devising and developing a comprehensive training programme for newly elected Resident Representatives in Hartlepool.
- 8.3 Recruitment of more young people to the Neighbourhood Action Plan Youth Forums and to seek additional funding for projects and activities young people feel are important to them as identified in the Neighbourhood Action Plan documents.
- 8.4 Continue to develop the Healthy Communities Collaborative.

9. CONCLUSION

- 9.1 The Neighbourhood Development Officers achievements contribute significantly to providing support and assistance to all Council departments, external agencies and local community groups and residents in Hartlepool. They also work closely with Community Network in the capacity building role of Resident Representatives and residents across the town helping to develop and implement the Council's Community Strategy.

10. RECOMMENDATIONS

- 10.1 The Portfolio Holder acknowledges the contribution the Neighbourhood Development Officers make in building capacity in the

community and in implementing Neighbourhood Action Plans.

11. CONTACT OFFICER

Denise Ogden – Head of Neighbourhood Management
Neighbourhood Services Neighbourhood Management
Hartlepool Borough Council

Telephone Number: (01429) 523800
Email: denise.ogden@hartlepool.gov.uk

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
19 August 2008



Report of: Head of Neighbourhood Management

Subject: MINOR WORKS PROPOSALS,
NEIGHBOURHOOD CONSULTATIVE
FORUMS

SUMMARY

1. PURPOSE OF REPORT

To consider recommendations of the Neighbourhood Consultative Forums in respect of Minor Works funding.

2. SUMMARY OF CONTENTS

List of Minor Works proposals.

3. RELEVANCE TO PORTFOLIO MEMBER

Recommendations of spend on Minor Works Schemes must be confirmed by the Portfolio Holder for Neighbourhood and Communities.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Recommendations of Neighbourhood Consultative Forums to Neighbourhood and Communities Portfolio.

6. DECISION(S) REQUIRED

To agree the recommendations of the Neighbourhood Consultative Forums in respect of Minor Works proposals.

Report of: Head of Neighbourhood Management

Subject: MINOR WORKS PROPOSALS,
NEIGHBOURHOOD CONSULTATIVE
FORUMS

1. PURPOSE OF REPORT

- 1.1 To consider recommendations of the Neighbourhood Consultative Forums in respect of Minor Works funding.

2. BACKGROUND

- 2.1 The last cycle of Neighbourhood Consultative Forums recommended the following for approval: -

3. PROPOSALS

3.1 North Neighbourhood Consultative Forum

3.1.1 St Hilda Ward – Hazelwood Rise - Trees and Bollards

This scheme includes the planting of eight trees in the grassed area in Graham Street at the rear of the Co-operative building, and provide five bollards to be fitted at the top of Hazelwood Rise at the Durham Street end to restrict vehicles driving over footpaths and grass verges in the area.

The total cost of this scheme is **£4,850**.

3.1.2 St Hilda Ward – Steps at the rear of St Mary Street

Local residents have made a number of requests for the steps at the rear of St Mary Street to be made more user friendly, also for a small section of the wall to be removed to improve the overall appearance of the area. The full scheme includes the reconstruction of the steps, part removal of a derelict wall, some additional footpath and the provision of a hand rail to the side of the steps.

The total cost of this scheme is **£4,460**.

3.1.3 St Hilda Ward – Prissick Street Parking

Improve parking at the rear of No. 2 Prissick Street leading to St Hilda Chare, which will involve the removal of the grass verge and infill with tarmac to provide an area where vehicles can park and provide additional bollards to prevent overriding on the footpath.

Total cost of this scheme is **£9,000**.

3.1.4 Hart Ward Coast Road Steps

Improvements to be made to the five sets of steps that lead from the Coast Road down to Dorchester Drive, Miller Crescent and Fulthorpe Avenue, and installation of a hand rail to one side of each of the five sets of steps to enable people to go up and down the steps more freely.

Total cost of this scheme is **£3,000**.

3.1.5 Dyke House Ward – Allerton Close Environmental Improvements

A number of improvements have been highlighted in and around Allerton Close area: -

- removal of all Birds Beak fencing from grassed areas, most of which are damaged;
- removal of railings between Allerton and Brecongill Close and replace with dropped down bollards to improve access for horticultural vehicles;
- removal of some shrubs on the estate in certain areas and additional planting in other areas.

Total cost of this scheme is **£3,400**.

3.1.6 St Hilda Ward – West View Road Verge Works

To complete the verge works programme that commenced in the last financial year in the West View Road area. A further 120 metres of grass verge to be removed and replaced with tarmac outside of properties from Nos. 259 – 305. In addition to the grass verges being removed it is proposed that we plant nine trees with protective cages in this area. The trees will provide assisted drainage, and will complement existing trees on the opposite side of the road.

Total cost of this scheme is **£11,550**.

3.1.7 Throston Ward – Throston Allotments Scheme

There has been a recent spate of anti-social behaviour around the allotment site resulting in existing wooden fencing being repaired on a

number of occasions but still remains vulnerable to vandalism, fire and theft. The North Neighbourhood Consultative Forum has approved a grant of £7,000 towards the £19,000 required to install security fencing alongside the boundary, adjacent to Wiltshire Way and the car park area of the site.

Total contribution towards this scheme is **£7,000**.

3.1.8 Various Wards - Pride in Hartlepool

Pride in Hartlepool work throughout the town and a contribution of £5,000 is requested to enable the continued Community Environment Improvements Projects within schools and alongside residents.

Total contribution towards this scheme is **£5,000**.

3.1.9 Various Wards – Dropped Crossings

The Dropped Crossings Strategy was introduced to all three Forums in 2001/02. Since this time each Forum has continued to commit the sum of £3,500 toward the ongoing rolling programme to provide dropped crossings throughout the town. To enable the rolling programme to progress as planned, it is required that the North Forum allocate £3,500 as a continuing commitment to this strategy.

Total contribution towards this scheme is **£3,500**.

3.2 Central Neighbourhood Consultative forum

3.2.1 Park Ward – Elwick Road Zebra Crossing

Last year the Central Neighbourhood Forum agreed to support a request to improve pedestrian safety on Elwick Road through the installation of a zebra crossing close to the junction of Park Drive. The crossing will serve pedestrians living in the locality, those travelling to and from the local schools, and users of Ward Jackson Park. The estimated cost of the scheme is £45,000. It is anticipated that there will be a £30,000 contribution from the Local Transport Plan. The Forum approved a contribution of £15,000 towards this scheme.

Total contribution towards this scheme is **£15,000**.

3.2.2 Park Ward – Ward Jackson Part CCTV and Lighting

It is proposed that we install lighting and CCTV in the park to deter criminal damage, promote reassurance, and facilitate increased usage of the 'Place in the Park' as a community facility. The total estimated cost of the scheme is £20,850. A contribution of £3,000 has been approved by the Portfolio Holder for Culture and Leisure, and an application to the Grants Committee for £12,850 of Section 17

Community Safety Funding is pending. The Forum approved the £5,000 that is needed to allow the scheme to go ahead.

Total contribution towards this scheme is **£5,000**.

3.2.3 Park Ward – Cresswell Road Lighting

Following a survey undertaken by the Street Lighting Engineer into lighting levels, and the condition of existing columns, Cresswell Road has been identified as the most in need of improvement in this area. This proposal therefore involves the installation of six new columns and lanterns in the Cresswell Road area of Park Ward.

Total cost of this scheme is **£5,000**.

3.2.4 Rift House Ward – Macaulay Road Parking Provision

Residents and Ward Councillors have requested this particular scheme to improve environmental quality and address ongoing problems with poor car parking provision in Rift House Ward. The proposed scheme will remove a stretch of badly damaged grassed verge on Macaulay Road opposite numbers 1-15 and replace it with tarmac hard standing.

Total cost of this scheme is **£5,460**.

3.2.5 Rift House Ward – Bennett Road Parking Provision

Similar Macaulay Road this scheme aims to improve environmental quality and increase car parking provision in the Rift House Ward through the removal of some badly damaged grassed verge areas which require reconstructing in tarmac. The scheme will improve the aesthetics of the area and provide hard standing for parking.

Total cost of this scheme is **£6,086**.

3.2.6 Rift House Ward - Masfield Road Pedestrian Access

Residents have identified a problem with pedestrian access to the highway on the grassed area between numbers 43 - 61 Masfield Road. This scheme will introduce a number of small cross paths to aid pedestrian access from pathway to highway.

Total cost of this scheme is **£345**.

3.2.7 Rift House Ward - Browning Avenue Parking Provision

The need for improved parking facilities outside of the flats on Browning Avenue has been identified by residents of the Rift House Ward and Ward Councillors. The scheme will create 8 -10 car parking

spaces and improve environmental quality through the removal of the grass verge. The total cost of this scheme is £20,000, and Housing Hartlepool has agreed a contribution of £10,000 towards this scheme.

Total contribution towards this scheme is **£10,000**.

3.2.8 Stranton Ward - Newhaven Court Parking Provision

Following concerns raised by residents, Ward Councillors have identified that the entrance to a parking facility servicing Newhaven Court is inadequate. This proposed scheme therefore involves increasing the width of the vehicle entrance to the parking facility in question.

Total cost of this scheme is **£1,425**.

3.2.9 Stranton Ward - Burbank Alleygate Scheme

This scheme involves a proposal to gate the rear alleyway running between Burbank Street and Ward Jackson School. The alleyway is currently used as a rat run and is an area where drug litter is frequently discarded. Residents have therefore requested that the area is gated to reclaim the land for community use and create a safe play area.

Total cost of this scheme is **£5,400**.

3.2.10 Burn Valley Ward - Alston Street Parking Provision

Residents and Ward Councillors of Burn Valley Ward have requested the removal of a second flower bed on Alston Street to provide additional parking and improve the aesthetics of the area.

Total estimated cost of this scheme is **£4,000**.

3.2.11 Burn Valley Ward - Colwyn Road

This scheme will address an unsightly landscaped area on Colwyn Road and limited parking in this particular part of the Burn Valley Ward. The scheme has been requested by residents and Ward Councillors following a recent visual audit. It involves the removal of the landscaped area and creation of 3 car parking bays.

Total cost of this scheme is **£8,800**.

3.2.12 Elwick Ward - Hart Parish Council – Saxon Church

As part of their ongoing work to restore the Saxon Church at Hart Village, the local Parish Council have been successful in a bid to the National Lottery for funding to resurface the car parking area attached

to the Church. The car park is well used by both visitors to the attraction and by staff and visitors to the adjacent local school. The estimated cost of resurfacing the car park is £120,000. However there is a shortfall in funding of £12,000. The Forum is to contribute £3,000 towards this scheme it being anticipated that contributions from the local school and the Parish Council itself will enable the proposed scheme to go ahead.

Total contribution towards this scheme is **£3,000**.

3.2.13 Elwick Parish Council – Church Steps

This scheme involves the reconstruction of the village church steps which are in a poor state of repair. The total cost of the scheme is estimated at £800 and the Forum has approved a contribution of £400 to enable the repairs to go ahead.

Total contribution towards this scheme is **£400**.

3.2.14 Various Wards - Pride in Hartlepool

Pride in Hartlepool work throughout the town and a contribution of £5,000 is requested to enable the continued Community Environment Improvements Projects within schools and alongside residents.

Total contribution towards this scheme is **£5,000**.

3.2.15 Various Wards – Dropped Crossings

The Dropped Crossings Strategy was introduced to all three Forums in 2001/02. Since this time each Forum has continued to commit the sum of £3,500 toward the ongoing rolling programme to provide dropped crossings throughout the town. To enable the rolling programme to progress as planned, it is required that the Central Forum allocate £3,500 as a continuing commitment to this strategy.

Total contribution towards this scheme is **£3,500**.

3.3 South Neighbourhood Consultative Forum

3.3.1 Verge Re-instatement with Bitmac

It is proposed to replace grass verges with tarmac hard standing to improve aesthetics and parking congestion within the areas listed below. The cost of these schemes is £38,750. A contribution from Housing Hartlepool of £10,000 has been received and the South Forum agreed the outstanding £28,750.

- i) Rossmere Ward
Dundee Road - £4,100

Challoner Road - £1,150;

- ii) Fens Ward
Inverness Road - £1,150
- iii) Greatham Ward
Path near Hill View - £6,320
- iv) Seaton Ward
Danby Grove - £2,150
- v) Owton Ward
Wynard Road - £1,450
Lanark Road - £5,400
Elgin Road - £4,600
Fordyce Road - £1,330
Monkton Road - £3,000
Maxwell Road - £4,100
Loch Grove - £2,450
Lindsay Road - £1,550

The total contribution towards these schemes is **£28,750**.

3.3.2 Fens Ward – Retford Grove Shrub Replacement

A gradual degeneration in the quality of the flowerbed in Retford Grove has led to a proposal to renovate the flowerbed by planting evergreen shrubs. It is proposed to:

- remove the existing plants;
- cultivate the area;
- add top soil;
- application of tree and shrub planting compost;
- laying of plant through geotextile plant membrane;
- supply and planting with evergreen low growing shrubs such as Hebe “Champagne” with and edging of Lavandula “Munstead” and two Phormium tenax “Variegata” as specimen “dot” plants.

The total cost of this scheme is **£1,225**.

3.3.3 Various Wards – Dropped Crossings

The Dropped Crossings Strategy was introduced to all three Forums in 2001/02. Since this time each Forum has continued to commit the sum of £3,500 toward the ongoing rolling programme to provide dropped crossings throughout the town. To enable the rolling programme to progress as planned, it is required that the South Forum allocate £3,500 as a continuing commitment to this strategy.

Total contribution towards this scheme is **£3,500**.

4. FINANCIAL IMPLICATIONS

- 4.1 To promote the flexibility of capital developments the Council uses unsupported borrowing to provide each Neighbourhood Forum with funding of £52,000 for the financial year 2008/09. The overall allocation is appraised against the Council's capital project evaluation criteria and each individual project is subject to an appraisal / prioritisation.
- 4.2 In addition to address forum priorities £20,000 has been allocated for highways related schemes and a further £15,000 has been allocated to specifically address the issues concerning grass verge re-instatement.

5. RECOMMENDATIONS

- 5.1 Recommendations of Neighbourhood Consultative Forums to Neighbourhood and Communities Portfolio.

6. REASONS FOR RECOMMENDATIONS

- 6.1 To improve the environment within each of the Neighbourhood Forum areas.

7. 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
19 August 2008



Report of: Director of Neighbourhood Services

Subject: ANNUAL DIVERSITY REPORT 2007/8

SUMMARY

1. PURPOSE OF REPORT

To provide the Portfolio Holder with an update on diversity actions completed in 2007/2008 and to provide an overview of key diversity issues for 2008/2009.

2. SUMMARY OF CONTENTS

The report includes an analysis of key achievements and the approach to Diversity in 2008/2009, which is more mainstreamed by being linked to the Business Planning Process. The report also highlights some of the key activities to be undertaken next year.

3. RELEVANCE TO PORTFOLIO MEMBER

Diversity is a major stream of activity.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Neighbourhood and Communities Portfolio – 19 August 2008

6. DECISION(S) REQUIRED

Portfolio Holder is requested to note the contents of this report.

Report of: Director of Neighbourhood Services

Subject: ANNUAL DIVERSITY REPORT 2007/8

1. PURPOSE OF REPORT

- 1.1 To provide the Portfolio Holder with an update on diversity actions completed in 2007/2008, and to provide an overview of key diversity issues for 2008/2009.

2. BACKGROUND

- 2.1 Diversity issues are of paramount importance to the provision of services, which are fully inclusive, and are provided equally to all sections of the community.
- 2.2 The Council aims to develop an inclusive society and is committed to ensuring all council services are accessible and their provision is free from prejudice and unlawful discrimination and sensitive to the needs of all local communities.
- 2.3 Neighbourhood Services are contributing to the self-assessment process following the declaration by the Council to pursue achieving the Level 3 Equality Standard for Local Government. The department continues to fully participate in the corporate Diversity Steering Group, and has a well established Diversity Working Group to ensure Diversity issues are fully addressed in the department, Diversity issues are reported on a quarterly basis to the Departmental Management Team.
- 2.4 The department is contributing to the development of the Equality and Diversity Scheme 2008-2011.
- 2.5 The department's training programme includes a variety of diversity training and development opportunities for staff to ensure they have the skills and understanding to carry out their role.
- 2.6 Consultation on a range of issues including Stranton Nursery, Community Transport, Healthy Eating, Recycling, Parking Enforcement, Road Safety, Neighbourhood Action Plans and access to Spion Kop occurred during 2007/2008.

3. KEY ACTIONS AND ACHIEVEMENTS 2008/2009

- 3.1 **Appendix A** provides a summary of the key achievements, and actions completed in 2007/2008, this is extracted from the Corporate Annual Diversity Report.

4. ISSUES AND ACTONS 2007/2008

- 4.1 In order to ensure diversity issues are fully mainstreamed Diversity issues have been included within the service planning process for 2008/2009. .
- 4.2 Equality Impact Assessments have been carried out in all areas of the department. The assessment process enables departments to assess their services and functions every three years and update this assessment on an annual basis.
- 4.3 The actions identified through the assessment process are included in the Service Plans and brought together in the Departmental Equality and Diversity Plan attached at **Appendix B**.

5. RECOMMENDATIONS

- 5.1 Portfolio Holder is requested to note the contents of this report.

6. CONTACT OFFICER

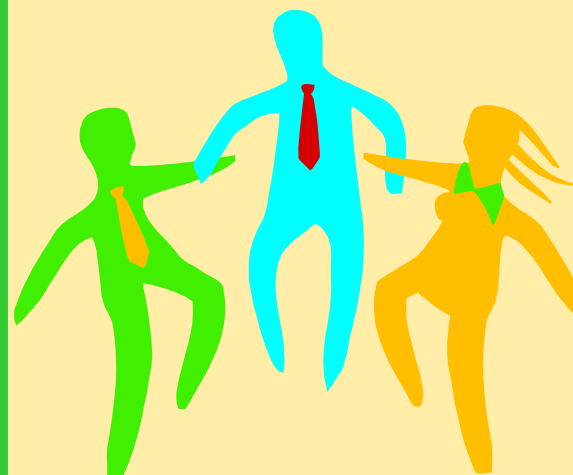
Carol Davis, Service Development Manager
Neighbourhood Services
Tel: 01429 523853
Email: Carol.davis@hartlepool.gov.uk

Key diversity objectives set in 2007/08	Progress made
<ul style="list-style-type: none"> • To consult with Talking With Communities (TWC) on all services provided at Stranton Nursery. Also to consult on pictorial calling cards • Introduce a system to provide assistance to those residents in need of help with bulky waste collection. Consult with organisations who can provide assistance for residents and enter into contract • Dial a ride user group to be established. • Raise awareness of community transport services with carers through day service consultation process. • Equality monitoring questions to be included on noise monitoring and evaluation forms. • Evaluate the effectiveness of current hackney carriage / private hire vehicles licensing policy in relation to disabled access. • Alternative access to Spion Kop to be considered. • Include diversity training into the induction for catering and building cleaning staff. 	<ul style="list-style-type: none"> • Consulted with TWC. Calling card to be developed 08/09 • Provider was identified but unfortunately no longer operates. New provider to be sought 08/09. • User group set up and meeting regularly. • Community Transport INRA critically challenged by stakeholder group. Recommendations fed into service plan for 2008/09. • Monitoring introduced. • The council's licensing policy has been amended to encourage more disabled access vehicles to be added to the fleet. • Consultation and plans drawn up - awaiting funding opportunities for work to be completed. • New induction procedure introduced which includes diversity training, used by catering and building cleaning.

<ul style="list-style-type: none"> • Investigate alternate ways of identifying and informing hearing impaired persons of ongoing incident. • Continue work with the Cleveland Multi-Faith; work with key community leaders to provide advice and assistance. • Work with advocacy groups to identify alternate methods of contact. • Include consideration of equality in the Officers Guide to Procurement and Include equality in procurement as part of LMDP • Implement equality aspects of the Officers Guide to Procurement in all new & renewed contracts and include equality requirement(s) in all new and renewed contracts • Incorporate equality requirements into Standard Contract Documents 	<ul style="list-style-type: none"> • Investigations show this to be a national issue requiring long term solutions. Results have been fed into the Identifying Vulnerable People work-stream which will continue throughout 2008. • Good liaison has been maintained with Cleveland Multi Faith Group. Work with the Voluntary Sector, Fire Brigade Advocates and some Community Groups has also created avenues to promote greater awareness of emergency planning issue. • Working with various groups and health community to produce new strategies to identify vulnerable people. Humanitarian Assistance Centre Group to establish a database of agencies having knowledge of vulnerable people. This will occur during 08-09. • Considerations re equality included in Section 2.17 - Equality & Diversity Issues & embedded throughout guidance, and included in LMDP procurement module. • Officers Guide to Procurement includes equality aspects and requires Procuring Officer to include equality requirement for equality in all new & renewed contracts. • NE set of Harmonised Contract Documents include equality requirements (agreed by procurement & equality officers on a NE basis), and have been adopted, are now used by HBC
--	---

<ul style="list-style-type: none"> • Develop guidance on identifying, setting and monitoring equality targets and objectives in service delivery and employment and incorporate into the Officers Guide for Procurement. Use monitoring reports provided by contractors/suppliers/providers etc to assess progress in achieving equality objectives and targets in service delivery and employment via contract management • Communicate equality requirements in Council contracts to current and potential contractors / suppliers / providers etc. 	<ul style="list-style-type: none"> • Guidance on identifying, setting and monitoring equality targets & objectives in service delivery & employment has been incorporated into the Officers Guide to Procurement. Includes requirement for Procuring Officers to carry out 'equality' related contract management. • Article on the 'equality requirements in Council contracts' published in 'Enterprising Hartlepool' magazine.
---	---

Neighbourhood Services



Neighbourhood Services Departmental Equality Plan

2008/09

Contents

Introduction	3
Structure	4
Links	5
Monitoring and Reporting	6
Action plan	
Part 1	7
Part 2	8

Introduction

Neighbourhood Services are committed to mainstreaming equality and diversity throughout the department. We aim to provide appropriate services to meet the needs of the diverse community and are committed to the principles set out in the Council's Equality and Diversity Policy.

This plan has been prepared by the department's Diversity Working Group (DWG) and sets out the diversity objectives and targets necessary to enhance equality and diversity arrangements and mainstream into all our activities.

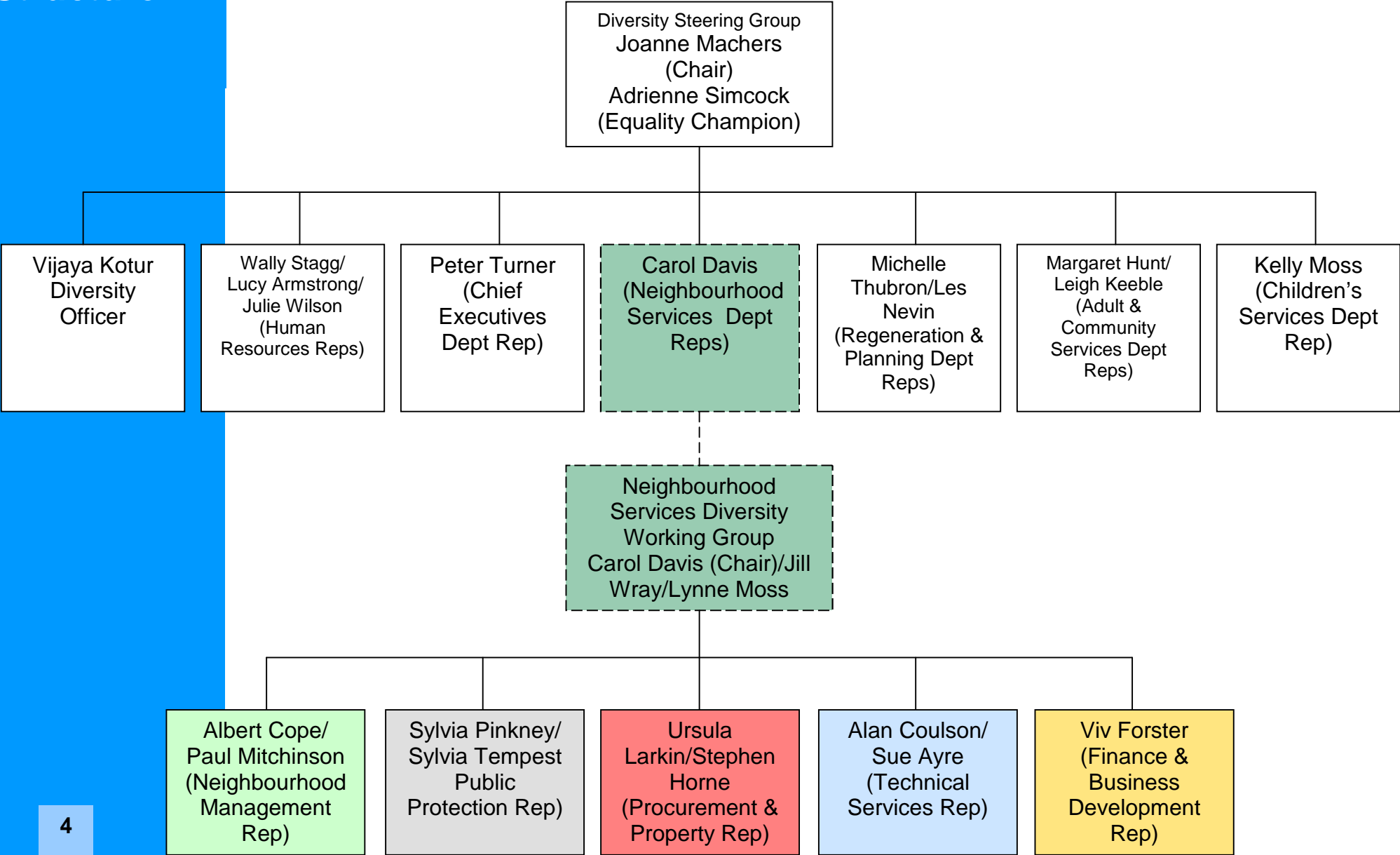
Part One sets out actions included in the departmental plan

Part Two sets out actions and targets set as a result of Impact Needs Assessments (these actions are also included in the relevant service plans).

Our Key Priorities for 2008/09 are

- To implement actions required to achieve level 4 of the Equality Standard for Local Government.
- Improve our INRA process and further develop diversity objectives and targets within our service plans.

Diversity Groups Structure

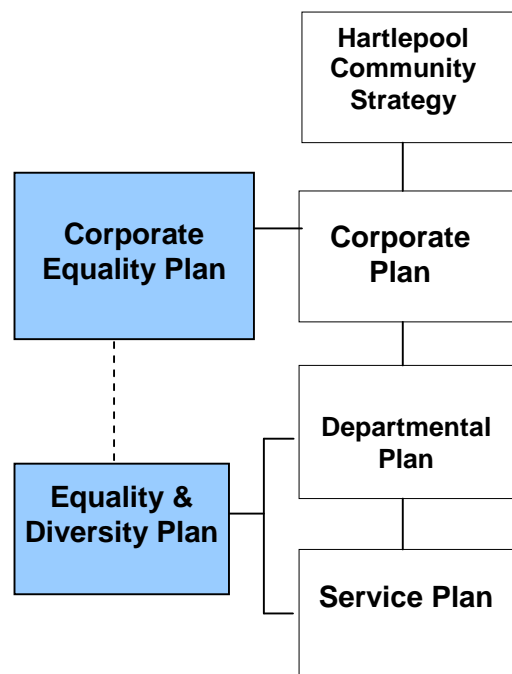


The Corporate Plan identifies diversity actions linked to the 7 Community Strategy aims (also adopted by the Council) as well as specific diversity actions as part of the Organisational Development arrangements.

Neighbourhood Services Departmental Plan supports the corporate plan and includes the following Neighbourhood Services Equality Objectives, which provide the basis for the actions identified in this plan.

- Agree INRA review programme with DMT
- Agree DIA programme with DMT
- Include actions identified from INRA's/DIA's in service plans
- DWG review diversity monitoring across department and report recommendations to DMT
- Prepare for external validation
- Link equality pi's and actions to Covalent
- Undertake DIA review
- Undertake INRA review

This plan sets out how we intend to meet these objectives.



Monitoring and Reporting

The Department's Diversity Working Group will monitor and present quarterly progress reports to both Neighbourhood Services DMT and the Corporate Diversity Steering Group.

An Annual Diversity report is published each year and six monthly progress reports on equality and diversity are made to the Performance Management Portfolio Holder.

This plan will be monitored and reviewed throughout the year and any proposed changes to targets or actions will be presented to DMT for their consideration and also reported to the DSG.

-

PART ONE

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA048 Implement NS Departmental equality and diversity plan				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA222	Agree INRA review programme with DMT	Apr-09	Carol Davis	
NSDA223	Agree DIA programme with DMT	Apr-09	Carol Davis	
NSDA224	Include actions identified from INRA's/DIA's in service plans	Mar-09	Carol Davis	
NSDA225	DWG review diversity monitoring across department and report recommendations to DMT	Sep-08	Carol Davis	
NSDA226	Prepare for external validation	Dec-08	Carol Davis	
NSDA227	Link equality pi's and actions to Covalent	Jun-08	Lynne Moss	
NSDA228	Undertake DIA review	Mar-09	Carol Davis	
NSDA402	Undertake INRA review	Mar-09	Carol Davis	

PART TWO

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA229	Undertake DIA review of Neighbourhood Enforcement in relation to the payment of fixed penalty notices	Jul-08	Craig Thelwell	
NSDA230	Undertake DIA review of Business Licences and Street Trading in relation to information provided to businesses and members of the public	Sep-08	Sylvia Pinkney	
NSDA231	Undertake DIA review of Environmental Health in relation to information and service request.	Sep-08	Sylvia Pinkney	
NSDA232	Undertake DIA assessment for Pest Control in relation to information and service request	Sep-08	Sylvia Tempest	
NSDA233	Undertake DIA review of Car Parking (Business Parking) in relation to Information, Service Request, Service Completion and Payments.	Dec-08	Phil Hepburn	
NSDA235	undertake 08/09 programme of schemes to improve access to buildings	Mar-09	Albert Williams	
NSDA236	Liaise with Hartlepool Connect with regards to surveying diversity of callers with Highway Asset Management queries	Dec-08	Mike Blair	
NSDA237	Complete a section specific Induction pack. All new staff to receive formal induction including a section on Equality and Diversity.	Dec-08	Albert Williams	

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA238	Implement an all-ethnic groups road safety strategy	Jun-08	Paul Watson	
NSDA239	Compare annual data of the full Under 16 Child Road Safety Audit	Jan-09	Paul Watson	
NSDA240	Provide a programme of road safety education and training to children wheelchair users.	Mar-09	Paul Watson	
NSDA241	Provide a programme of road safety activities aimed at children and young adults with special education needs.	Mar-09	Paul Watson	
NSDA244	Explore opportunities for allowing carers to travel free of charge with disabled pass holders.	Dec-08	Mike Blair	
NSDA245	Explore the opportunities for concessionary travel for young people.	Dec-08	Mike Blair	
NSDA246	Liaise with Adult and Community services to explore the opportunity for the use of travel tokens.	Dec-08	Mike Blair	
NSDA247	Work with key groups and responders e.g.multi faith and support groups, to identify vulnerable people/groups. This will then lead to more effective ways of communicating and caring for vulnerable people in the event of an emergency	Mar-09	Denis Hampson	
NSDA248	Develop Food Co-op registration of interest form to include monitoring of diversity.	Sep-08	Emma Thompson	

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA249	Map areas of current Food co-op schemes and other fruit and veg outlets – compare with community profiles to be obtained from Corporate Strategy	Sep-08	Emma Thompson	
NSDA250	Review enquiries re Food Co-ops from Black and Minority Ethnic group and reasons for no take up. Look at how the scheme could be reasonably adapted and delivered if this group is interested in delivering a Fruit and Vegetable Bag scheme	Sep-08	Emma Thompson	
NSDA251	Ensure that information is provided within the fruit and vegetable bag scheme leaflets on how to request leaflets in various languages and on the translation service	Sep-08	Emma Thompson	
NSDA252	Review design of Calling Cards for Horticultural deliveries	Dec-08	Albert Cope	
NSDA253	Ensure all staff (new and existing) are inducted using the new induction process to raise equality awareness within the horticultural section.	Mar-09	Albert Cope	
NSDA254	Design a multi language leaflet that explains what is going to happen in an enforcement situation	Dec-08	Craig Thelwell	
NSDA255	Consider how enforcement section can introduce equalities monitoring	Dec-08	Craig Thelwell	
NSDA256	Undertake a survey in order to establish the diversity and views of traders attending the open markets.	Sep-08	Adrian Hurst	

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA257	Update the current Market Regulations, in particular the sections that deal with diversity issues.	Mar-09	Sylvia Tempest	
NSDA258	Clear cluttered walkways in markets as priority to ensure access for all	Mar-09	Adrian Hurst	
NSDA259	Larger print and standard language translation statement to be issued to ensure clearer notification of standard penalty charges and correspondence	Jun-08	Phil Hepburn	
NSDA260	Inclusion of diversity training as part of recruitment training and personal development training for parking attendants (to be provided by external trainer)	Ongoing – March 09	Phil Hepburn	
NSDA261	Increase availability of wider/ disabled bays. Review bay layouts as new / refurbished schemes are considered	Ongoing – March 09	Phil Hepburn	
NSDA262	Develop/ publicise policy document to be published on internet to increase public understanding of procedures concerning appeals / representation	Dec-08	Phi Hepburn	
NSDA263	Carryout survey of car park users to assess public views of service including equality monitoring.	Dec-08	Phil Hepburn	
NSDA264	Consider ways of improving the way bus users are informed when a supported bus service is to be withdrawn	Dec-09	Mike Blair	

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA265	Investigate improved links between Hartlepool Hospital and North Tees Hospital	Dec-09	Mike Blair	
NSDA266	Consult with relevant groups re: current provision of disabled access vehicles	Nov-08	Ian Harrison	
NSDA267	Investigate how drivers without proof of their criminal history (eg from outside the UK) may apply for a taxi drivers licence	Jun-08	Ian Harrison	
NSDA268	Investigate demand and feasibility of promotion of 'women only' taxis	Nov-08	Ian Harrison	
NSDA269	Workshop manager to organise registration for workshop staff to complete diversity e-learning course	Jun-08	John Quinn	
NSDA270	Ensure registered staff complete diversity e-learning course	Dec-08	John Quinn	
NSDA271	Discuss workshop access with Workshop Management and Logistics Manager (security and safety)	Dec-08	John Quinn	
NSDA272	Ensure members of staff registered onto e-learning diversity course complete their training	Dec-08	Keith Lucas	
NSDA273	Identify members of the section that need to be put forward to undertake the E learning Package (Diversity) as highlighted in the Section Training Plan.	Jun-08	Alan Coulson	

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA274	Ensure members of staff are registered onto e-learning diversity package and complete course	Dec-08	Alan Coulson	
NSDA275	Monitor complaints regarding assisted collections to identify any adverse impact	Dec-08	Trish Maxwell	
NSDA276	Introduce equality monitoring at Household Waste Recycling Centre	Oct-08	Steve Rayner	
NSDA277	Introduce equality monitoring during compost giveaway	Oct-08	Fiona Srogi	
NSDA278	Ensure that specific areas of land in cemeteries and crematoriums are identified for use by residents of varying religious beliefs.	Jun-08	Sylvia Tempest	
NSDA279	Ensure that membership of the Fairtrade Town Steering Group includes representation from Young People – make contact with Young Co-operatives	Jun-08	Sylvia Tempest	
NSDA280	Seek funding to enable identified works (disability access) in Spion Kop to be implemented	Mar-09	Helen Beaman	
NSDA281	Investigate feasibility of diversity monitoring within trading standards	Nov-08	Sylvia Pinkney	
NSDA283	Investigate sources of information to understand ethnic make up of client groups (i.e. what information is already recorded and available through other departments)	Nov-08	Sylvia Pinkney	

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA284	Liaise with Police and Community Safety to identify sources of data identifying issues within trading standards relating to children and the elderly.	Aug-08	Michael Welsh	
NSDA285	Implement new taxi licensing policy to increase opportunities for the licensing of wheelchair accessible taxis	Sep-08	Ian Harrison	
NSDA286	Provide a network of dropped crossings to footways to enable access for disabled highway users	Mar-09	Jon Wright	
NSDA287	Formally liaise with the Hartlepool Access Group and (within budgetary limits) act upon their concerns regarding potentially hazardous aspects of the highway.	monthly	Jon Wright	
NSDA288	The 24 remaining members of staff requiring training have been identified for workplace e-learning on equality and diversity issues. Logon ID's are to be acquired and a programme of 2 per week will be developed to complete the training by October.	Oct-08	Paul Mitchinson	
NSDA289	Introduce new selection procedures for contractor's inclusion on select list.	Jun-08	Colin Bolton	
NSDA290	Ensure that all Building Consultancy officers that were registered for the e learning diversity course during 07/08 complete corporate their training.	Sep-08	Colin Bolton	
NSDA291	Commission 08/09 programme of schemes to improve access to buildings	Jun-08	Keith Lucas	

Corporate Plan Outcome: Freedom from discrimination or harassment				
Departmental Plan Outcome: SCA19 - Enhance equality and diversity arrangements and mainstream into all council service activities				
Service Plan Outcome: NSDA080 Enhance equality and diversity arrangements and mainstream into all neighbourhood services activities				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA292	Review all written communication and leaflets to ensure they provide contact information for users to obtain access to alternative formats and include fax number.	Dec-08	Jayne Brown	
NSDA293	Review the need for minicom facilities	Dec-08	Jayne Brown	
NSDA294	Increase advertising of the Dial a Ride service – consider carer organisations amongst others.	Dec-08	Jayne Brown	
NSDA295	Review Dial a ride policy to include definition of carer	Mar-09	Jayne Brown	
NSDA296	Include in the next round of customer satisfaction surveys a section about peoples vehicle accessibility needs for Dial a ride	Dec-08	Jayne Brown	
NSDA297	Include in the Dial a Ride Meeting invitation letter contact information for users who have any special requirements eg. Sign language/language translation etc	Aug-08	Jayne Brown	
NSDA298	Evaluate diversity document to obtain further information of people with a disability in Hartlepool to identify any unmet needs	Dec-08	Jayne Brown	
NSDA400	Consult with organisations who can provide assistance with collection of bulky waste and enter into contract	Mar-09	Fiona Srogi	07/08 action NS75.23 C/F
NSDA401	Communicate equality requirements IN Council contracts to current and potential contractors/suppliers/providers etc	Sep-08	Mic Bannister	07/08 action HR181 C/F

Corporate Plan Outcome: To empower local people to have a greater voice and influence over local decision making and the delivery of services				
Departmental Plan Outcome: SCA05 Improve and co-ordinate Public Engagement with all sectors of the community acting on feedback				
Service Plan Outcome: NSDA045 Review Neighbourhood Consultative Forums				
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSDA218	Ensure suitable venues for Neighbourhood Forums comply with DDA	Sep-08	Clare Clark	
NSDA219	Identify any gaps in under representation in Neighbourhood Forums as highlighted by the outcome of the diversity monitoring questionnaire	Sep-08	Karen Oliver	
NSDA242	To further develop young peoples involvement in the consultative process of Neighbourhood Forums	Mar-09	David Frame	