PERFORMANCE PORTFOLIO

DECISION SCHEDULE

Friday 14th November 2008

at 3.00 pm

in Committee Room B
Civic Centre, Hartlepool

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

1. **KEY DECISIONS**
   No items

2. **OTHER ITEMS REQUIRING DECISION**
   No items

3. **ITEMS FOR INFORMATION**
   3.1   Viewpoint – Citizen's Panel Results – *Assistant Chief Executive*
   3.2   Corporate Complaints – July to September 2008 – *Assistant Chief Executive*
   3.3   Workforce Development and Workforce Planning – Half-Year Report 2008/09 – *Chief Personnel Officer*
   3.4   Half Yearly Diversity Report – *Chief Personnel Officer*
   3.5   Get on (GO) Local Government Report – *Chief Personnel Officer*
   3.6   Workforce Improvement Challenge – *Chief Personnel Officer*

4. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**
   No items

EXEMPT ITEMS

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

5. OTHER ITEMS REQUIRING DECISION
5.1   Single Status Agreement (Para 4) – *Chief Personnel Officer*

PERFORMANCE PORTFOLIO
Report to Portfolio Holder
14th November 2008

Report of: Assistant Chief Executive

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

SUMMARY

1.0   PURPOSE OF REPORT

1.1.   To inform the Portfolio Holder of the results of the 25th phase of Viewpoint, Hartlepool Borough Council's Citizen's Panel, that was distributed in April 2008.

2.0   SUMMARY OF CONTENTS

2.1   A report of the results from the latest Viewpoint questionnaire that included: night time in Hartlepool town centre; crime and community safety: closed circuit television; and crime and community safety: anti-social behaviour

2.2   Key findings are: Members felt that rubbish or litter lying around and people using or dealing drugs were problems in the town centre due to night time activities. Viewpoint members were positive about CCTV cameras, and thought that Cleveland Police and local businesses should contribute financially to CCTV cameras in Hartlepool. Participants were positive about their local areas. Most thought that their local area is a place where people from different backgrounds get on well together, that overall anti-social behaviour is a not a big problem in their local area, and that they are satisfied with their local area as a place to live.

3.0   RELEVANCE TO PORTFOLIO MEMBER

3.1   The Portfolio Member has responsibility for consultation issues.

4.0   TYPE OF DECISION

4.1   Non-key.

5.0   DECISION MAKING ROUTE

5.1   Portfolio Holder meeting 14th November 2008

6.0   DECISION (S) REQUIRED

6.1   That the results of the survey be noted.

Report of: Assistant Chief Executive

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

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1.   PURPOSE OF REPORT

1.1   To inform the Portfolio Holder of the results from the 25th phase of Viewpoint that was distributed to panel members in April 2008.

2.   BACKGROUND

2.1   Viewpoint, Hartlepool Borough Council's Citizen's Panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.

2.2   The aim of Viewpoint is to ensure the council listens to the community and involves local people in the council's decision making. There are often important issues on which the council needs to consult with the local population and discover what the community's priorities are for the future.

2.3   Each phase of Viewpoint covers various topics and within this phase there were questions on:

   - Night time in Hartlepool town centre
   - Crime and community safety: closed circuit television
   - Crime and community safety: anti-social behaviour

2.4   The results have been reported back to the relevant departments within the council and have been reported back to Viewpoint members via a regular Viewpoint newsletter (**Appendix A**). A copy of the overall report (**Appendix B**) has also been placed in the members' library, in all public libraries across the Borough for public access and has been placed on the council's website.

2.5   Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on over 100 topics. Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we refresh a third of our panel annually, we should have a new panel every three years, and therefore Viewpoint members will not be answering questions they have already answered.

2.6   The Neighbourhood Services Department are the main users of Viewpoint; however all departments have used Viewpoint at some point

since it was launched. Cleveland Police Authority and Cleveland Fire Brigade have also asked questions through Viewpoint as external agencies. See table 2.1 for the breakdown of departmental use of Viewpoint.

Table 2.1   Use of Viewpoint by departments – number of topics covered

	%	(No.)
Neighbourhood Services	39	(46)
Adult and Community Services	19	(22)
Chief Executives Department	18	(21)
Regeneration and Planning Department	18	(21)
External agencies	3	(4)
Children Services	3	(3)
		(N=117)

2.7   This report includes a summary of the main results from the Viewpoint 25 questionnaire. Attached as Appendix A, is the full results report, and attached as Appendix B is the most recent newsletter sent out to panel members.

2.8   As suggested by the Portfolio Holder in the Performance Portfolio meeting on 29th August, the Viewpoint newsletter (Appendix B) has been redesigned to include bullet points, less text, and to make it easier to read.

3.   SUMMARY OF MAIN RESULTS FROM THE LATEST PHASE OF VIEWPOINT

3.1   The latest survey was carried out in April 2008, using a self-completion questionnaire returned via the Royal Mail postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned their questionnaire after a set period of time.

3.2   A questionnaire was sent out to all active members of the panel which, in this instance, equated to 1187 individuals. A response rate of 67 per cent was achieved with 792 questionnaires being returned.

3.3   The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all Viewpoint members complete the questionnaire at each phase. Therefore, to receive a better representative result, the data is weighted slightly by age, gender and geographical location. As a result, even though 792 questionnaires were completed for the 25th

phase of Viewpoint, the results are weighted to represent up to 1200 members.

3.4   A small number of cases (14) were excluded from the sample because they were ineligible, due to either the panel member having moved away from the area or having died. A further group indicated that they no longer wished to participate with Viewpoint, often due to ill health.

3.5   Viewpoint 25 was the sixth citizen panel survey where members were given the option to answer online using the council's e-consultation system: Your Town, Your Say. For Viewpoint 25, 300 members expressed an interest in filling out their surveys online, and 79 members completed their surveys online. The online response rate is expected to increase in subsequent surveys, as we perfect the timetabling of the paper mail out and the email invitation for Viewpoint, and as online Viewpoint surveys become more established. This is part of the development of the council's e-consultation system.

NIGHT TIME IN HARTLEPOOL TOWN CENTRE

3.6   The council wanted to find out more information about how Viewpoint members use Hartlepool town centre late at night, and how safe they felt the town centre was at this time. For the purposes of these questions, we defined the town centre area as York Road, Victoria Road, and Church street areas of Hartlepool. These questions have been repeated from 2005 (VP16b) and so comparisons were made between the two sets of results in the main report. However, results were largely the same in 2008 as they were in previous years.

3.7   We asked Viewpoint members to tell us how often they are in the town centre at night. Overall, three out of ten members are frequently in Hartlepool Town Centre at night time, and a similar number are rarely in the town centre at night time. Four out of ten members are never in Hartlepool town centre at night. Younger Viewpoint members (17 to 24 years) and men were most likely to say they go into Hartlepool town centre after 9pm on a regular basis.

3.8   Viewpoint members were most likely to go to Hartlepool town centre to go to a restaurant or pub. Members felt the number of restaurants and nightclubs in Hartlepool town centre was about right, but felt there were too many pubs, bars and takeaways.

3.9   Members thought that rubbish or litter lying around and people using or dealing drugs were problems in the town centre due to pub or club activity. Members felt these issues had got worse over the past year.

3.10   Viewpoint members said they feel safer when walking around Hartlepool during the day or waiting for public transport or taxis during the day than they do at night time.

3.11 Members thought that less alcohol served to people who are already drunk would be helpful in reducing the problems associated with night time activities in Hartlepool Town Centre. Members also thought that better street cleaning initiatives and a better public transport or taxi service would be helpful.

3.12 Viewpoint members who are regularly in the town centre at night time were more positive about it and were less likely to feel unsafe, than members who are rarely or never in the town centre at night.

CRIME AND COMMUNITY SAFETY: CLOSED CIRCUIT TELEVISION

3.13 The council's Community Safety Team wanted to find out what Viewpoint members thoughts were about Closed Circuit Television Cameras (CCTV).

3.14 The results from these questions were included in the scrutiny investigation of CCTV cameras in Hartlepool.

3.15 We told Viewpoint members how the aim of CCTV is to deter criminal activity, to aid the detection of crime or anti-social behaviour, and to provide reassurance to the people who live, work or visit the places where cameras are. Viewpoint members were asked some questions about CCTV to find out if they support the idea of CCTV, if CCTV makes them feel safer, where Viewpoint members feel CCTV should be sited, and what organisations Viewpoint members feel should contribute financially to help run CCTV cameras in Hartlepool.

3.16 Overall, Viewpoint members were very positive about CCTV cameras, with the majority of Viewpoint members supporting the idea of CCTV cameras generally, supporting the installation of CCTV cameras near their homes, and supporting the introduction of 'talking cameras' to Hartlepool. The majority of Viewpoint members felt that CCTV cameras makes a difference to how safe they feel in Hartlepool and feel that CCTV reduces crime. They thought that Cleveland Police and local businesses should contribute financially to CCTV cameras in Hartlepool, and that CCTV cameras should be sited in areas with high crime levels or areas with high levels of nuisance and anti-social behaviour.

CRIME AND COMMUNITY SAFETY: ANTI-SOCIAL BEHAVIOUR

3.17 The council's Community Safety Team wanted to ask Viewpoint members some questions about how well informed they feel about what is being done to tackle anti-social behaviour in their local area, what they feel are the main anti-social behaviour problems in their local area, and what their local crime and safety concerns are in their local area.

3.18   Overall, Viewpoint members felt they were not very well informed about what is being done to tackle anti-social behaviour in their local area. Viewpoint members thought that parents not taking responsibility for the behaviour of their children was the most prevalent anti-social behaviour problem in their local area, and that speeding traffic was a big crime and community safety concern for their local area.

3.19   However, Viewpoint members were positive about their local areas and told us that their local area is a place where people from different backgrounds get on well together, and, overall, most did not think that anti-social behaviour is a problem or a very big problem in their local area. In fact, eight out of ten Viewpoint members are fairly or very satisfied with their local area as a place to live

4.   FEEDBACK FROM PREVIOUS VIEWPOINT SURVEYS

4.1   One of the main aims of the Viewpoint panel is to provide service departments with useable information to assist in service development and delivery. The Corporate Strategy Division has collected feedback from departments on how Viewpoint results have been used and how they have influenced service provision. This information will be fed back to Viewpoint members to keep them up to date on how their contribution is being used.

4.2   The feedback provided in this report is from consultation topics covered in Viewpoint 22 (August 2007). This feedback has been included in the newsletter which accompanies the questionnaire for Viewpoint 27 which was mailed out in November 2008. The newsletter has been attached as Appendix B.

The Museum of Hartlepool, Viewpoint 22, August 2007

4.3   In August 2007, we asked Viewpoint members some questions about The Museum of Hartlepool. We explained to members how the museum had an amazing opportunity to improve some of the permanent displays on show, and we wanted to find out what they wanted to see included in this display.

4.4   We asked Viewpoint members to tell us which different periods in history and objects they would find most interesting and would like to see included in the new permanent display at the Museum of Hartlepool. Based on these consultation findings, the Museum of Hartlepool plan to display the following collections:

- The Victorians and the British Empire (1800-1900AD)
- Maritime and ships
- Science and industry
- The Saxons and Vikings (400-1000AD)
- The Medieval Period (1000-1600AD)
- The 20th Century
- Military and war

4.5   We then asked members to tell us what they would like to see included in the new permanent display at the Museum of Hartlepool. Based on these consultation findings, the Museum of Hartlepool have decided to incorporate the following into the displays:

- Stories of the important people of the town
- More about the important events of the town
- Reduce the amount of information for people to read
- Have more things for all ages to see and do
- Original objects for people to see
- Replica objects for people to touch when the real thing is too fragile

4.6   Finally, the Museum of Hartlepool plan to review their current marketing strategy to encourage more visitors to the museum. As a first step, the Museum of Hartlepool has rebranded the museum with a new colour logo to compliment the Hartlepool Maritime Experience branding.

Transport - Viewpoint 22, August 2007

4.7   In August 2007, we asked Viewpoint members what they thought would encourage people to use different types of transport rather than the car, and members suggested more information about bus, rail, walking and cycling options. As a result, the Transportation and Traffic team at the council have published a Hartlepool cycling map, which is one of a series of five cycling maps covering the Tees Valley area, providing a lot of information for cyclists. Viewpoint members also said there should be more secure cycle parking to help encourage more people to cycle. This is now being encouraged when planning applications are submitted for new developments.

4.8   Finally, we provided Viewpoint members with the following websites which contain useful information about cycling and alternative travel to the car:

- www.doitbycycle.com
- www.doyoureallyneedit.com
- www.2plustravel.com

5.   RECOMMENDATIONS

5.1   It is recommended that the Portfolio Holder note the results.

View*point* Newsletter

Welcome to the Winter 2008 Viewpoint newsletter

This newsletter includes:

- **Results from Viewpoint 25, which asked you about:**

    ☑ Crime & community safety concerns

    ☑ Anti-social behaviour

    ☑ Closed circuit television

    ☑ Night time in Hartlepool town centre

- **Feedback from the following past Viewpoint topics:**

    ☑ The Museum of Hartlepool

    ☑ Transport

Viewpoint 25, May 2008
Response rate: 67%
Questionnaires returned: 791

- I would like to take this opportunity to say a big thank you for making the time and effort to complete and return this survey.

- As you can see, we had a response rate of 67% with 791 Viewpoint members returning their surveys.

Crime & community safety concerns

- Viewpoint members told us they are concerned about the following things in their local area:

    ☑ Speeding traffic (60%)

    ☑ Lack of safe areas for young children to play (54%)

    ☑ Parking on grass verges and/or pavements (45%)

- Over eight out of 10 Viewpoint members said they are satisfied with their local area as a place to live.

Anti-social behaviour

- Seven out of 10 Viewpoint members feel they are not well informed about what is being done to tackle anti-social behaviour in their local area.

- Viewpoint members were most likely to think that the following were problems in their local area:

    ☑ Parents not taking responsibility for the behaviour of their children (67%)

    ☑ People not treating other people with respect and consideration (63%)

    ☑ Underage drinking (61%)

- Six out of 10 Viewpoint members agreed that their local area is a place where people from different backgrounds get on well together.

- Two-thirds of Viewpoint members do not think that anti-social behaviour is a problem in their local area.

Closed Circuit Television (CCTV)

- Over nine out of 10 Viewpoint members support the idea of CCTV cameras, and over eight out of 10 members would support the installation of a CCTV camera near their home.

  - CCTV cameras have made a difference to how safe Viewpoint members feel.

  - Viewpoint members feel that CCTV cameras have helped reduce crime in Hartlepool.

  - You think Cleveland Police and local businesses should help the council financially towards the cost of CCTV cameras in Hartlepool.

- You also think that CCTV cameras should be sited in areas with high crime levels or areas with high levels of nuisance and anti-social behaviour.

- Viewpoint members would support the introduction of 'talking cameras' in Hartlepool.

Night time in Hartlepool town centre

- Viewpoint members are most likely to go into Hartlepool town centre after 9pm to go to a restaurant (47%) or to go to a pub (36%).

- You thought the number of restaurants and night clubs was about right in Hartlepool town centre, but thought there were too many pubs/bars and takeaways.

- Three-quarters of you feel safe in Hartlepool town centre during the day when walking around or waiting for public transport or taxis.

- However, six out of 10 members feel unsafe when walking around the town centre or waiting for public transport or taxis at night.

- You said the following were problems in the town centre due to pub and/or club activity, and that these things have got worse over the last 12 months:

  - ☑ Rubbish or litter, such as takeaways & bottles

  - ☑ People using or dealing drugs

  - ☑ Rowdiness or fighting in the streets

- We asked you what you thought would be helpful in reducing problems related to evening and late night activities. You said:

  - ☑ Less alcohol served to people already drunk

  - ☑ Better street cleaning initiatives

 - ☑ Better public transport and/or taxi service
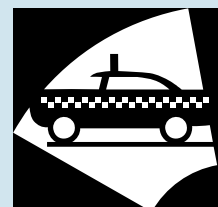
What has happened because of Viewpoint?

- We've asked you questions about a lot of topics over the past couple of years and you may sometimes wonder what happens to the information you give us.

- The following section is to give you some feedback about how the council has used some of the Viewpoint findings.

## The Museum of Hartlepool (Viewpoint 22, August 2007)

- In August 2007, we asked you some questions about museums. The Museum of Hartlepool had an amazing opportunity to improve some of the permanent displays on show, and we wanted to find out what you wanted to see included in this display.

- We asked Viewpoint members to tell us which different periods in history and objects they would find most interesting and would like to see included in the new permanent display at the Museum of Hartlepool. Based on what you told us, the Museum of Hartlepool plan to display the following collections:

  ☑ The Victorians and the British Empire (1800-1900AD)

  ☑ Maritime and ships

  ☑ Science and industry

  ☑ The Saxons and Vikings (400-1000AD)

  ☑ The Medieval Period (1000-1600AD)

  ☑ The 20th Century

  ☑ Military and war

- We then asked you what you would like to see included in the new permanent display at the Museum of Hartlepool. Based on what you told us, the Museum of Hartlepool have decided to incorporate the following into the displays:
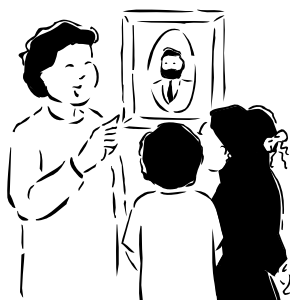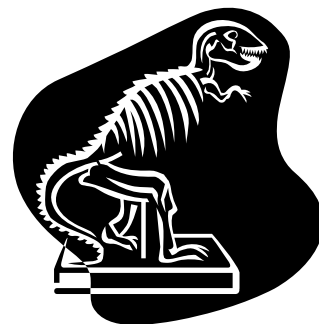
  ☑ Stories of the important people of the town

  ☑ More about the important events of the town

  ☑ Reduce the amount of information for people to read

  ☑ Have more things for all ages to see and do

  ☑ Original objects for people to see

  ☑ Replica objects for people to touch when the real thing is too fragile

- We received so much feedback from the Museums and Heritage service about how they used the information you provided, that it wouldn't all fit in this newsletter! Therefore, we have included all this feedback on the councils e-consultation website: **http://consultation.hartlepool.gov.uk**. Alternatively you can call (01429 523584) or email me: **lisa.anderson@hartlepool.gov.uk** and I will provide you with a copy of this feedback.

Transport (Viewpoint 22, August 2007)

- We wanted to know what would encourage people to use different types of transport to rather than the car, and you said you thought more information about bus, rail, walking and cycling options would help.

- As a result, the Transportation and Traffic team at the council have published a Hartlepool cycling map, which is one of a series of five cycling maps covering the Tees Valley area, providing a lot of information for cyclists.

- Finally, you thought the council should provide more secure cycle parking to help encourage more people to cycle. This is now being encouraged when planning applications are submitted for new developments.

- The following links might also be of interest to you. They contain useful information about cycling and alternative travel to the car:
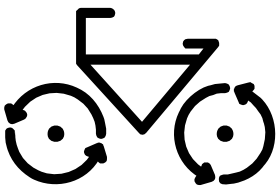
  ☑ **www.doitbycycle,com**

  ☑ **www.doyoureallyneedit.com**

  ☑ **www.2plustravel.com**

e-consultation
Your Town, Your Say
http://consultation.hartlepool.gov.uk

- You are able to fill out your Viewpoint surveys online. All you have to do is let us know your email address.

- You will still receive paper questionnaires, but will have the option of filling them out on paper or online!

- Even if you don't want to fill out your surveys online, why not have a look around the website to see the results, reports and newsletters from past Viewpoints.

- You can also take part in—and see the results from—other consultations. We even have an anonymous **Comments and Queries** consultation where we do our best to upload a response from the council.

Please contact us if…

- You require any more information about this newsletter;

- You would like more detailed results from any of the previous phases of Viewpoint, (full copies are also available online and at all local libraries);

- You think you would like to try filling in your surveys online;

- You have already given us your email address but have changed it;

- You have any questions about Viewpoint or the council's e-consultation system.

My contact information is…

Name: Lisa Anderson

Phone: 01429 523584

Email: lisa.anderson@hartlepool.gov.uk

Website: http://consultation.hartlepool.gov.uk

Please complete the latest questionnaire and return it by 5th December 2008. Your views are important!

Corporate Strategy

HARTLEPOOL
BOROUGH COUNCIL

**25th Viewpoint Survey
Results Report**

**Lisa Anderson
October 2008**

Contents

1. Introduction

Background

1.1 Viewpoint, Hartlepool Borough Council's Citizens' Panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.

1.2 The panel was refreshed in 2007 with one third of the panel being replaced to ensure that each member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. From the returns approximately 1200 local residents, with characteristics matching the profile of the local population, were selected for Viewpoint. The panel members are kept informed of the findings of the Viewpoint project, and what the council is doing in response, via a regular newsletter.

1.3 This report details the results from the latest questionnaire, which was distributed in February 2008.

Aims of Viewpoint

1.4 The aims of the survey are:

- To listen to the community
- To involve local people in the council's decisions and in its policy planning and reviews
- To consult the panel regularly on important local issues
- To discover what are the community priorities for future council activities

1.4 The specific areas covered in this phase of Viewpoint included:

- Night time in Hartlepool town centre
- Crime and community safety: closed circuit television
- Crime and community safety: anti-social behaviour

2. Methodology

2.1 Viewpoint was launched in August 1999 with a recruitment campaign under the original name of Viewpoint 1000. A random sample of 10,000 residents was selected from the electoral register and each resident was sent the self-completion recruitment questionnaire. The recruitment questionnaire was developed to capture all the necessary background information needed to obtain a representative sample of the total population.

2.2 Just under 2,500 people from the 10,000 sample volunteered to take part in Viewpoint 1000 and from this group, the panel of 1,000 was selected to mirror the Hartlepool community as closely as possible. A range of variables was used to produce a balanced sample including gender, age and geographical location.

2.3 The panel is refreshed at regular intervals and in 2007 a third of the panel was refreshed. We sent out over 4,900 recruitment questionnaires to a random selection of people from the edited electoral register, from which we received an adequate number of returns. When the Best Value Performance Indicator (BVPI) survey was carried out in 2003 and in 2006, respondents were asked if they would be interested in taking part in the Viewpoint panel and during this recruitment exercise they were invited to join the refreshed panel. This re-recruitment process helps avoid the problems of drop-out, consultation fatigue and respondents becoming local government "experts". The panel currently stands at approximately 1200 members.

2.4 The setting up of this type of panel gives the authority the advantage of access to a large group of people from across the community who have agreed to be involved in consultation exercises several times a year. The disadvantage that this type of consultation brings is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel members represent the demographic make up of the area and to include all sectors of the community.

2.5 In practice most surveys are weighted as it is rare to achieve samples of population that are perfectly representative of a community. It was therefore decided that the Viewpoint data would be weighted for analysis purposes. The main potential weakness of the survey is differential response rates, because although the full panel is statistically balanced, not all Viewpoint members return the questionnaire at each phase. There is a tendency for certain groups to be less likely to respond than others, for example young male respondents. Therefore, to achieve a better representative result, the data was weighted slightly by age, gender and geographical location. However when the weighted and unweighted results were compared there was very little difference in the overall results and the weighting did not come into effect until small minority groups were examined.

2.6 This survey was carried out in April 2008 using a self-completion questionnaire returned through the postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned the questionnaire after a set period of time.

The sample

2.7 A questionnaire was sent out to all 1187 active members of the panel.

Response rates

2.8 We achieved a response rate of 67.4 per cent. A small number of cases were excluded from the sample because they were ineligible, due to either the panel member having moved house or having died. Some Viewpoint members told us they no longer wished to take part in Viewpoint, often due to ill health or old age. These exclusions resulted in a possible sample of 1173 with a total of 792 questionnaires being returned. See table 2.1 for more information.

Table 2.1   Response rates

	Number of Cases
Total Sample	1187
Unsuitable/Ineligible Cases	14
Total Possible Sample	1173
Completed Questionnaires	**792**
No Response	382
Response Rate	**67.4%**

The report

2.9 All percentages in all tables are rounded to the nearest whole number. In some tables the total number of respondents may be less than the total number of returned questionnaires, due to some respondents not answering particular questions. In some instances the number of responses is greater than 100 per cent due to the fact that respondents have been asked to choose multiple answers.

2.10 Also, as mentioned in paragraph 2.5, the data for Viewpoint surveys are weighted to achieve a better representative result. Therefore, although 792 questionnaires were returned, the weighted data will show a response value up to 1200 participants.

2.11 For some questions, respondents who did not reply to certain questions, or answered "don't know" were excluded from the analysis reported upon here.

3. Key findings

Night time in Hartlepool town centre

3.1 Three out of ten (28%) Viewpoint members are frequently in Hartlepool Town Centre at night time, and a similar number (31%) are rarely in the town centre at night time. Four out of ten members are never in Hartlepool town centre at night.

3.2 The main reason given for not going into the town centre at night was that people had no reason to go there, or they preferred to do other things with their time (73%).

3.3 Viewpoint members were most likely to go to Hartlepool town centre to go to a restaurant (47%) or pub (36%).

3.4 Most Viewpoint members felt the number restaurants and nightclubs in Hartlepool town centre was about right, but felt there were too many pubs, bars and takeaways.

3.5 Members thought that rubbish or litter lying around and people using or dealing drugs were problems in Hartlepool town centre due to pub or club activity. More members felt these issues had got worse over the past year then felt they had improves.

3.6 On their last visit to Hartlepool town centre, two thirds of Viewpoint members told us they saw rubbish or litter lying around that was related to pub or club activity in the evening.

3.7 More Viewpoint members said they feel safe when walking around Hartlepool during the day (73%) or waiting for public transport or taxis during the day (77%) than they do at night time (15%) and 17% respectfully).

3.8 Viewpoint members thought that less alcohol served to people who are already drunk would be helpful in reducing the problems associated with night time activities in Hartlepool Town Centre. Members also thought that better street cleaning initiatives and a better public transport or taxi service would be helpful.

Crime and community safety: closed circuit television

3.9 The majority of Viewpoint members support the idea of CCTV cameras generally, and would support CCTV cameras near their home.

3.10 CCTV cameras have made a difference to how safe over half of Viewpoint members feel.

3.11   Six out of ten Viewpoint members feel that CCTV cameras help reduce crime.

3.12   A third of members feel that CCTV should continue to be provided by Hartlepool Borough Council, and a quarter think the police should provide this service. However, over a third of people weren't sure and felt they needed more information.

3.13   Viewpoint members think that Cleveland police and local businesses should help the council financially to the cost of CCTV cameras in Hartlepool.

3.14   Members think that CCTV cameras should be sited in areas with high crime levels or areas with high levels of nuisance and anti-social behaviour.

3.15   A majority of Viewpoint members would support the introduction of 'talking cameras' in Hartlepool.

Crime and community safety: anti-social behaviour

3.16   Seven out of ten Viewpoint members feel they are not informed well about what is being done to tackle anti-social behaviour in their local area.

3.17   The anti-social behaviour most often seen as a problem in their local area was of parents not taking responsibility for the behaviour of their children.

3.18   Six out of ten Viewpoint members agreed that their local area is a place where people from different backgrounds get on well together.

3.19   Overall, two thirds of Viewpoint members do not think that anti-social behaviour is a problem or a very big problem in their local area.

3.20   Nearly two thirds of Viewpoint members feel that speeding traffic is a crime and community safety concern for their local area.

3.21   Finally, eight out of ten Viewpoint members are satisfied with their local area as a place to live.

4.   Night time in Hartlepool town centre

4.1   The council wanted to find out more information about how Viewpoint members use Hartlepool town centre late at night, and how safe they felt the town centre was at this time. For the purposes of these questions, we defined the town centre area as York Road, Victoria Road, and Church street areas of Hartlepool. These questions have been repeated from 2005 (VP16b) and so comparisons will be made between the two sets of results.

How often Viewpoint members visit Hartlepool town centre

4.2   First of all, we asked Viewpoint members to tell us on average, how often they are in Hartlepool town centre during the night time (after 9pm). Overall, in 2008 over seven out of ten (72%) Viewpoint members said they never or rarely (less than once every six months) go out in Hartlepool during the night time. This is largely the same as responses received in 2005 (67%). See table 4.1 for full results.

Table 4.1   On average, how often are you in Hartlepool town centre during the night time (after 9pm)?

	2008 %	2005 %
3 or more nights a week	2	2
1 to 2 nights a week	9	11
1 to 2 nights a month	18	20
At least once every six months	22	17
At least once a year	10	9
Less than once a year	12	9
Never	28	33
	(N=1175)	**(N=1180)**

4.3   The detailed results show that Viewpoint members aged between 17 and 24 were more likely to be in the town centre after 9pm on a regular basis (59%) (see appendix 2 for the definition of 'frequency in Hartlepool town centre'), than respondents from other age ranges. There has, however, been a reduction in the number of 17 to 24 year olds who are in the town centre after 9pm on a regular basis from 71 per cent in 2005 to 59 per cent in 2008. See chart 4.1 for more information.

4.4   Also, men are more likely to say they go into Hartlepool town centre after 9pm on a regular basis than women (33% and 25% respectfully). Again we can see a reduction in the number of men who are in the town centre after 9pm on a regular basis from 42 per cent in 2005 to 33 per cent in 2008. See chart 4.2 for more information.

Chart 4.1   On average, how often are you in Hartlepool town centre during the night time (after 9pm) – Responses for one to two nights a month or more by age.

Members in town centre after 9pm on a regular basis

	17 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 years +
☐ 2008	59%	45%	35%	19%	20%	7%
■ 2005	71%	45%	40%	30%	21%	7%

Age
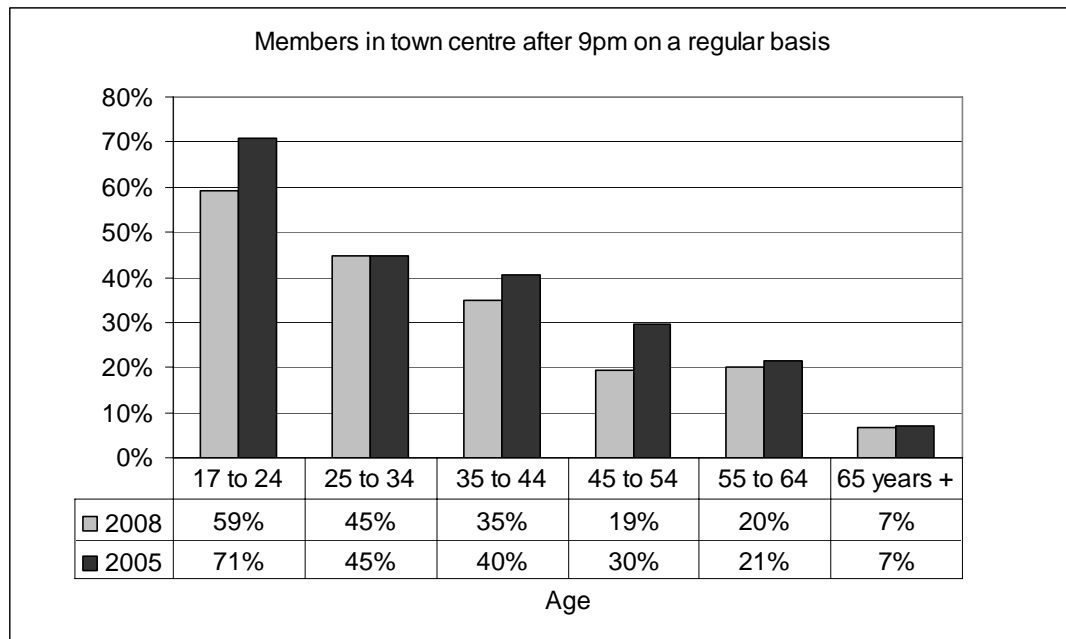
Chart 4.2   On average, how often are you in Hartlepool town centre during the night time (after 9pm) – responses for 1 to 2 nights a month or more by gender.

Members in town centre after 9pm on a regular basis

	Men	Women
☐ 2008	33%	25%
■ 2005	42%	26%
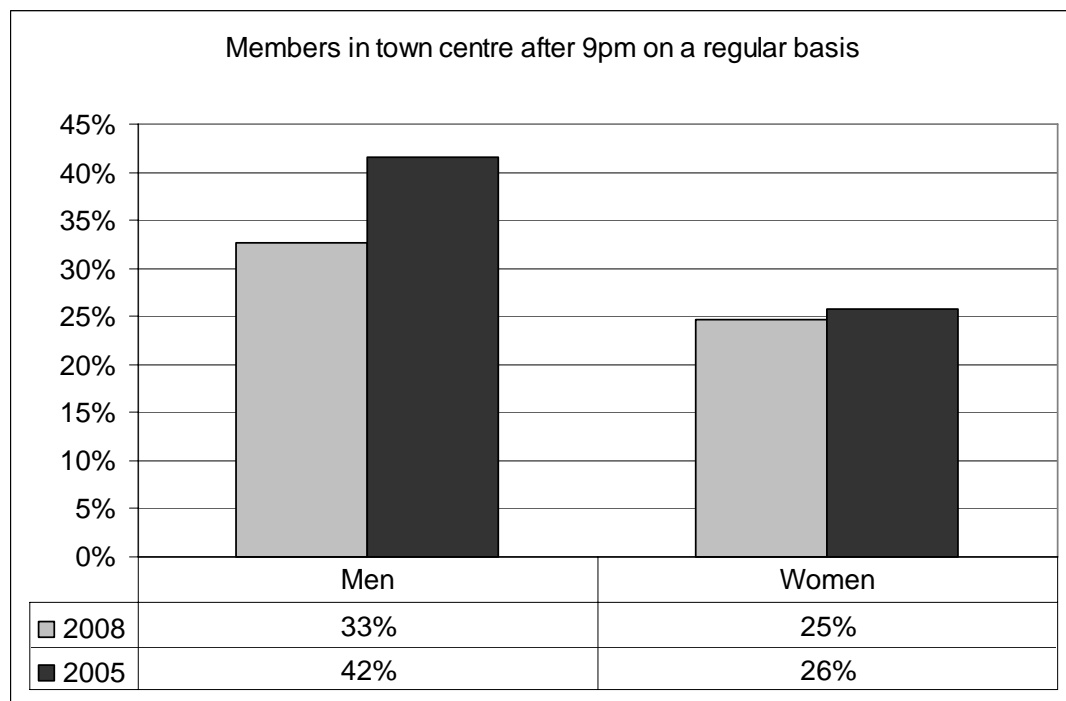
Why members do not visit the town centre at night

4.5 We asked Viewpoint members to tell us why they never or rarely go out in Hartlepool town centre during the night time, and Viewpoint members told us the same in 2008 as they said in 2005. Viewpoint members said they prefer to do other things with their time or they have no reason to go into the town centre at night (73% in 2008 and 75% in 2005). Viewpoint members also said they do not go into Hartlepool town centre during the night time as they do not feel safe in the town centre at night (31% in 2008 and 33% in 2005) or that they prefer to be home from the town centre before 9pm (18% in 2008 and 24% in 2005). See table 4.2 for more information.

Table 4.2   If you never or rarely go out in Hartlepool town centre during the night time (after 9pm) why is this?

	2008 %	2005 %
I prefer to do other things with my time / have no reason to go there	73	75
I don't feel safe in Hartlepool town centre late at night	31	33
I prefer to be home from the town centre before 9pm	18	24
There's not enough to do after 9pm in the town centre area	7	8
There's not enough public transport or taxis	4	3
Age / poor health / disability (suggested in the 'other' category in 2008 and 2005)	2	2
No answer	2	1
Other	1	1
Don't know	#	2
Too many drunks around (suggested in the 'other' category in 2005)	-	1
	(N=847)	(N=806)

\# = Less than 0.5%
- = No response

4.6 Surprisingly, the detailed results show that men were more likely than women to say they don't feel safe in Hartlepool town centre during the night time (35% and 27% respectively). This is a change from in 2005, when women were more likely than men to say they did not feel safe in the town centre late at night (35% and 29% respectively). Also, as in 2005, women were more likely than men to say they prefer to be at home before 9pm (20% and 14% respectively in 2008, compared to 27% and 20% respectively in 2005).

Reasons for visiting Hartlepool town centre

4.7   We asked Viewpoint members to think back to the last time they were in Hartlepool town centre after 9pm, and to recall what the purpose of their visit was. In 2008, as in 2005, Viewpoint members were most likely to say they were in Hartlepool town centre during the night time to go to a restaurant (47% and 45% respectively) or to go to a pub (36% and 43% respectively). See table 4.3 for more information.

Table 4.3   Thinking back to the last time you were in Hartlepool town centre during the night time (after 9pm) what was the purpose of your visit?

	2008 %	2005 %
To go to a restaurant	47	45
To go to a pub	36	43
To go to a nightclub	12	10
To go to a takeaway	9	10
Can't remember	8	8
No answer	6	9
To visit friends or family	5	7
Other	5	6
To go to work	3	4
To go to the bingo	3	3
	(N=1200)	(N=1200)

4.8   Viewpoint members who are frequently in Hartlepool town centre at night were most likely to be there to go to a pub (60%), compared to Viewpoint members who are rarely in the town centre at night (44%).

4.9   In 2008, the detailed results show that Viewpoint members aged between 17 and 24 were more likely to be in the town centre at night to go to a nightclub (57%) or a pub (40%).Viewpoint members aged between 25 and 34 were more likely to say they go into Hartlepool town centre after 9pm to go to a pub (62%).

Amenities in Hartlepool town centre

4.10 We then asked Viewpoint members how they feel about the number of amenities located in Hartlepool town centre. Overall, in 2008 Viewpoint members felt there are too many takeaways (67%) and pubs or bars (62%) in Hartlepool town centre, but felt the number of restaurants (77%) and nightclubs (49%) was about right. See table 4.4 for more information.

Table 4.4   How do you feel about the number of the following amenities located in Hartlepool town centre?

	Too many %	About right %	Too few %
Restaurants	6	77	17
Pubs and bars	62	36	2
Takeaways	67	33	1
Nightclubs	38	49	12

4.11 We will now look at each of the amenities in more detail, comparing the 2008 results with results obtained in 2005.

Restaurants

4.12 In both 2005 and 2008 over three quarters of Viewpoint members thought the number of restaurants in the town centre was about right. However, two out of ten Viewpoint members felt that there are too few restaurants in Hartlepool town centre. See table 4.5 for more information.

Table 4.5   How do you feel about the number of restaurants located in Hartlepool town centre?

	2008 %	2005 %
Too many	6	5
About right	77	77
Too few	17	18
	(N=1081)	(N=1078)

4.13 Viewpoint members with children (see appendix 2 for the full definition of members with children) were twice as likely to think there are too few restaurants in Hartlepool town centre than Viewpoint members without children (24% and 13% respectively).

Pubs and bars

4.14 In 2008, six out of ten (62%) Viewpoint members felt there were too many pubs and bars in Hartlepool town centre, and a third (36%) felt the number was about right. These are similar to the results obtained in 2005.

Table 4.6   How do you feel about the number of pubs and bars located in Hartlepool town centre?

	2008 %	2005 %
Too many	62	66
About right	36	33
Too few	2	1
	(N=1098)	(N=1121)

4.15 Viewpoint members who are frequently in the town centre at night time were less likely to think there are too many pubs in the town centre (41%) than Viewpoint members who are rarely (60%) or never (80%) in the town centre at night time. In 2008 the detailed results show that women were more likely to think there are too many pubs and clubs in Hartlepool town centre then men (69% and 55% respectfully). Also, older Viewpoint members were more likely to think there are too many pubs and clubs in the town centre than younger Viewpoint members. This was true in 2008 and in 2005. See chart 4.3 for more information.

Chart 4.3   How do you feel about the number of pubs and bars located in Hartlepool town centre. Results for 'too many' by age for 2008 and 2005.

Viewpoint members who feel there are too many pubs and clubs in Hartlepool town centre

	17 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 years +
2008	36%	47%	56%	66%	78%	84%
2005	30%	50%	55%	78%	81%	93%

Age
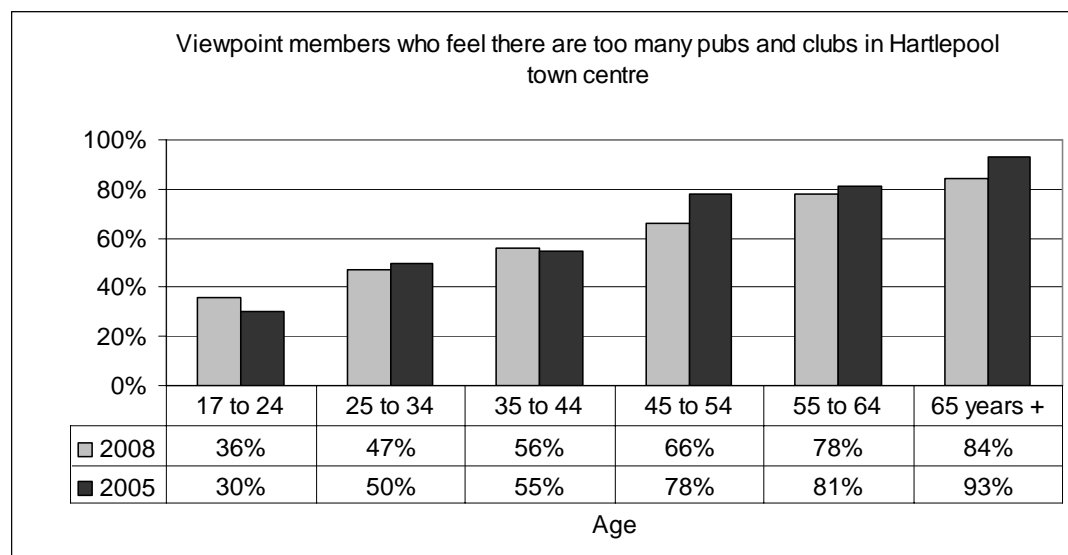
Takeaways

4.16   The number of people who feel there are too many takeaways in Hartlepool town centre has increased from 55 per cent on 2005 to 67 per cent in 2008. See table 4.7 for more information.

Table 4.7   How do you feel about the number of takeaways located in Hartlepool town centre?

	2008 %	2005 %
Too many	67	55
About right	33	45
Too few	1	1
	(N=1163)	**(N=998)**

4.17   Viewpoint members who are frequently in the town centre at night time were less likely to think there are too many takeaways in the town centre (55%) than members who are rarely (67%) or never (76%) in the town centre at night time. Viewpoint members who live in Central Hartlepool were more likely to say there are too many takeaways in Hartlepool town centre (71%), than respondents from South (68%) or North (60%) areas of Hartlepool

Nightclubs

4.18   In 2008 the majority of Viewpoint members felt the number of nightclubs in Hartlepool town centre was about right (49%). However, four out of ten members thought there were too many nightclubs in Hartlepool town centre. See table 4.8 for more information.

Table 4.8   How do you feel about the number of nightclubs located in Hartlepool town centre?

	2008 %	2005 %
Too many	38	46
About right	49	45
Too few	12	8
	(N=894)	**(N=995)**

4.19   Viewpoint members who are frequently in the town centre at night time were less likely to think there are too many nightclubs in the town centre (17%) than members who are rarely (35%) or never (61%) in the town centre at night time. Also, the majority of older Viewpoint members feel there are too many nightclubs in Hartlepool town centre (76% for members aged 65 years plus). This is compared to 20% for members aged between 17 and 24.

Problems in Hartlepool town centre

4.20 We asked Viewpoint members to tell us what they think are problems in Hartlepool town centre due to pub or club activity after 9pm, and we then asked them to tell us if they think these problems had got better, stayed the same, or got worse over the past year.

4.21 Overall, Viewpoint members were most likely to think that rubbish or litter lying around, people using or dealing drugs and rowdiness or fighting in the streets were problems in Hartlepool town centre after 9pm due to pub or club activity. See table 4.9 for more information.

Table 4.9 **To what extent do you think the following issues are a problem in Hartlepool town centre due to pub or club activity after 9pm?**

	Problem %	Not a problem %
Rubbish or litter lying around	93	7
People using or dealing drugs	85	16
Rowdiness or fighting in the street	83	17
People urinating or vomiting in public places	82	19
Vandalism, graffiti or damage to property	74	26
Town centre feels threatening or unsafe	72	29
Noise from people leaving pubs and clubs	68	32
Noise from local pubs and clubs	49	51

4.22 Viewpoint members were most likely to think that the majority of issues had stayed the same over the past year, but did think that people using or dealing drugs had got worse over the past 12 months. See table 4.10 for more information.

Table 4.10   Over the last 12 months, would you say that these problems have improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?

	Improved %	Remained the same %	Got worse %
People using or dealing drugs	5	50	45
Rowdiness or fighting in the street	7	55	38
Rubbish or litter lying around	6	59	35
People urinating or vomiting in public places	6	63	31
Town centre feels threatening or unsafe	4	38	28
Vandalism, graffiti or damage to property	7	70	23
Noise from people leaving pubs and clubs	6	79	16
Noise from local pubs and clubs	7	85	8

4.23 Overall, Viewpoint members who are frequently in the town centre at night time tended to have a more positive attitude to each of the various problems that could be related to pub or club activity at night time. They were less likely to think issues were a problem or had got worse in the past 12 months than Viewpoint members who rarely or never visited the town centre at night time. Also, older Viewpoint members tended to have a more negative impression of the town centre at night time, by thinking various issues are a problem in the town centre and that things have got worse over the past 12 months.

4.24 We will now look at each of these problems that could be related to pub or club activity at night time in more detail. The results from 2008 will be compared to the results obtained from 2005.

Noise from local pubs and clubs

4.25   We asked Viewpoint members to tell us how much of a problem they think noise from local pubs and clubs is in Hartlepool town centre due to pub or club activity at night time. Overall, in 2008 half (49%) of Viewpoint members thought this was a problem, and half (51%) did not think this was a problem. These results are largely the same as those received in 2005. See table 4.11 for more information.

Table 4.11   To what extent do you think noise from local pubs and clubs is a problem in Hartlepool town centre due to pub or club activity after 9pm?

	2008 %	2005 %
A very big problem	14	18
A fairly big problem	35	35
Not a very big problem	43	40
Not a problem at all	8	7
	(N=950)	**(N=934)**

4.26   Viewpoint members who are frequently in the town centre at night time were less likely to think that this is a problem (27%), than members who are rarely (53%) or never (68%) in the town centre at night. Also, older Viewpoint members were more likely to think that this is a problem due to pub or club activity after 9pm. Overall, three quarters (76%) of Viewpoint members aged 65 years and over thought that this was a problem, compared to a quarter (25%) of members aged between 17 and 24.

4.27   We then asked Viewpoint members to tell us if they think that noise from local pubs or clubs has improved, remained the same or got worse in Hartlepool town centre over the past year. Overall, in 2008 eight out of ten Viewpoint members thought this problem had remained the same in the past year. The results are similar to those received in 2005. See table 4.12 for more information.

Table 4.12   Over the last 12 months, would you say that noise from local pubs and clubs has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?

	2008 %	2005 %
Improved	7	5
Remained the same	85	81
Got worse	8	15
	(N=767)	**(N=737)**

4.28 Viewpoint members who are frequently in the town centre at night time were more likely to think this problem had improved over the past year (12%) than respondents who are rarely (1%) or never (6%) in the town centre at night. Also, older Viewpoint members (65 years plus) were more inclined to think this problem had got worse over the past 12 months than younger Viewpoint members (17 to 24%) (13% and 3% respectfully).

Noise from people leaving pubs and clubs

4.29 We then asked Viewpoint members to tell us if they think noise from people leaving pubs or clubs is a problem in Hartlepool town centre due to pub or club activity after 9pm. Overall, seven out of ten (68%) Viewpoint members thought this was a problem. Results are similar to those received in 2005. See table 4.13 for more information.

Table 4.13   To what extent do you think noise from people leaving pubs and clubs is a problem in Hartlepool town centre due to pub or club activity after 9pm?

	2008 %	2005 %
A very big problem	26	30
A fairly big problem	42	42
Not a very big problem	27	25
Not a problem at all	5	4
	(N=957)	(N=959)

4.30 Viewpoint members who are frequently in the town centre at night were less likely to think that this was a problem (50%) than respondents who are rarely (76%) or never (81%) in the town centre at night. Also, Viewpoint members from Central Hartlepool were more likely to think this is a problem than respondents from South or North areas of Hartlepool (74%, 66%, and 64% respectively). Finally, women were more likely to find this a problem then men (73% and 63% respectfully).

4.31 In 2008, eight out of ten (79%) Viewpoint members thought that the level of noise from people leaving pubs or clubs had remained the same over the past year. Again, results are largely similar to those received in 2005, although there has been a reduction in the number of people who think this problem has got worse from 22 per cent in 2005 to 16 per cent in 2008. See table 4.14 for more information.

Table 4.14 Over the last 12 months, would you say that noise from people leaving pubs and clubs has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?

	2008 %	2005 %
Improved	6	3
Remained the same	79	75
Got worse	16	22
	(N=775)	(N=742)

4.32   Again, Viewpoint members who are frequently in the town centre at night time were less likely to think this problem had got worse (8%) than respondents who are rarely (17%) or never (25%) in the town centre at night time. Also, older Viewpoint members (65 years plus) were more inclined to think this problem had got worse over the past 12 months than younger Viewpoint members (17 to 24 years) (19% and 9% respectfully).

Rubbish or litter lying around (e.g. takeaways and bottles)

4.33   The majority (93%) of participants thought that rubbish or litter lying around due to pub or club activity is a problem in the town centre. The results are similar to those received in 2005. See table 4.15 for more information.

Table 4.15 To what extent do you think rubbish or litter lying around is a problem in Hartlepool town centre due to pub or club activity after 9pm?

	2008 %	2005 %
A very big problem	54	56
A fairly big problem	39	38
Not a very big problem	6	5
Not a problem at all	1	1
	(N=1102)	(N=1111)

4.34   Viewpoint members from Central Hartlepool were more likely to think this is a problem (95%) than respondents living in South (92%) or North (91%) areas of Hartlepool.

4.35   Three out of five Viewpoint members felt this problem had remained the same over the past year. There has been a slight improvement on the results obtained in 2005. In 2005, four out of ten (41%) Viewpoint members thought this problem had got worse over the past year. This has reduced to 35 per cent in 2008. See table 4.16 for more information.

Table 4.16   **Over the last 12 months, would you say that rubbish or litter lying around has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)**?

	2008 %	2005 %
Improved	6	6
Remained the same	59	53
Got worse	35	41
	(N=916)	(N=904)

4.36   Viewpoint members from Central Hartlepool were slightly more likely to think this problem had got worse over the past 12 months (38%) than respondents from South (35%) or North (31%) areas of Hartlepool.

Vandalism, graffiti or damage to property

4.37   Three quarters (74%) of Viewpoint members thought that vandalism, graffiti or damage to property due to pub or club activity after 9pm is a problem in Hartlepool town centre. Results are similar to those received in 2005, although less Viewpoint members now feel that this issue is a very big problem (30%) than they did in 2005 (39%). See table 4.17 for more information.

Table 4.17   **To what extent do you think vandalism, graffiti or damage to property is a problem in Hartlepool town centre due to pub or club activity after 9pm?**

	2008 %	2005 %
A very big problem	30	39
A fairly big problem	44	38
Not a very big problem	24	22
Not a problem at all	2	1
	(N=986)	(N=1017)

4.38   Two thirds (66%) of Viewpoint members who are frequently in the town centre at night time thought this was a problem in Hartlepool town centre, compared to eight out of ten members who are rarely (77%) or never (79%) in the town centre at night. Also, older Viewpoint members (65 years plus) were more likely to think that vandalism, graffiti or damage to property is a problem in Hartlepool town centre due to pub or club activity than younger Viewpoint members (25 to 34 years) (83% and 68% respectfully).

4.39 In 2008, seven out of ten (70%) Viewpoint members thought this problem has remained the same over the past year. Results are similar to those received in 2005. See table 4.18 for more information.

Table 4.18 Over the last 12 months, would you say vandalism, graffiti or damage to property has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?

	2008 %	2005 %
Improved	7	7
Remained the same	70	67
Got worse	23	26
	(N=824)	**(N=807)**

4.40 Viewpoint members who are frequently in the town centre at night time were less likely to think this problem had got worse (185) than respondents who are rarely (23%) or never (29%) in the town centre at night time.

People using or dealing drugs

4.41 In 2008, over eight out of ten (84%) Viewpoint members felt that people using or dealing drugs was a problem in Hartlepool town centre after 9pm due to pub or club activity. Again, results are similar to those received in 2005. See table 4.19 for more information.

Table 4.19 To what extent do you think people using or dealing drugs is a problem in Hartlepool town centre due to pub or club activity after 9pm?

	2008 %	2005 %
A very big problem	52	55
A fairly big problem	33	33
Not a very big problem	14	12
Not a problem at all	2	#
	(N=876)	**(N=916)**

= Less than 0.5%

4.42 Viewpoint members who are frequently in the town centre at night time were less likely to think this is a problem in Hartlepool town centre (70%) than members who are rarely (89%) or never (92%) in the town centre at night. Also, older Viewpoint members (65 years plus) were more likely to think that this was a problem in Hartlepool town centre than younger members (17 to 24 years) (95% and 66% respectfully).

4.43   In 2008, half (50%) of Viewpoint members felt this problem has remained the same in the past year and just under half (45%) felt this problem had got worse. This is a slight improvement on 2005 responses where 50 per cent of members felt the problem had got worse in the previous 12 months.

Table 4.20   Over the last 12 months, would you say people using or dealing drugs has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?

	2008 %	2005 %
Improved	5	4
Remained the same	50	46
Got worse	45	50
	(N=723)	(N=703)

4.44   Viewpoint members from South areas of Hartlepool were more likely to think this problem had got worse (50%) over the past 12 months than Viewpoint members from Central (43%) or North (43%) areas of Hartlepool.

People urinating or vomiting in public places

4.45   Eight out of ten (82%) Viewpoint members thought that people urinating or vomiting in public places was a problem in Hartlepool town centre due to pub or club activity after 9pm. This is similar to responses received in 2005, although there has been a small reduction in the proportion of people who feel this was a very big problem from 45 per cent in 2005 to 40 per cent in 2008. See table 4.21 for more information.

Table 4.21   To what extent do you people urinating or vomiting in public places is a problem in Hartlepool town centre due to pub or club activity after 9pm?

	2008 %	2005 %
A very big problem	40	45
A fairly big problem	42	41
Not a very big problem	18	14
Not a problem at all	1	#
	(N=991)	(N=1015)

4.46   Viewpoint members who are frequently in the town centre at night time were less likely to think this is a problem (73%) than respondents who are rarely (83%) or never (87%) in the town centre at night time. Also, Viewpoint members from Central Hartlepool were slightly more likely to think that this was a problem (85%) than respondents from South (81%) or North (79%) areas of Hartlepool.

4.47   In 2008, six out of ten (63%) Viewpoint members felt this problem had remained the same in the past year, and three out of ten (31%) felt the problem had got worse over the past year. Results are similar to those received in 2005. See table 4.22 for more information.

Table 4.22   Over the last 12 months, would you say people urinating or vomiting in public places has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?

	2008 %	2005 %
Improved	6	4
Remained the same	63	64
Got worse	31	32
	(N=802)	(N=789)

4.48   Viewpoint members who are frequently in the town centre at night time were less likely to think this problem had got worse over the past 12 months (25%) than respondents who are rarely (35%) or never (35%) in the town centre at night time.

Town centre feeling threatening or unsafe

4.49   In 2008, seven out of ten Viewpoint members thought the town centre feeling threatening or unsafe is a problem in Hartlepool town centre due to pub or club activity after 9pm. Results are similar to those received in 2005. See table 4.23 for more information.

Table 4.23   To what extent do you think the town centre feeling threatening or unsafe is a problem in Hartlepool town centre due to pub or club activity after 9pm?

	2008 %	2005 %
A very big problem	34	38
A fairly big problem	38	36
Not a very big problem	25	23
Not a problem at all	4	4
	(N=1109)	(N=1020)

4.50   Viewpoint members who are frequently in the town centre at night time were less likely to think the town centre feeling threatening or unsafe is a problem in Hartlepool town centre (56%) than respondents who are rarely (69%) or never (89%) in the town centre at night time. Older Viewpoint members (65 years plus) were more likely to say this is a problem than younger Viewpoint members (17 to 24 years) (89% and 52% respectfully).

4.51   In 2008, seven out of ten (68%) Viewpoint members felt this problem had remained the same in the past year. There has been a slight improvement on the number of people who felt this problem had got worse over the previous 12 months from 33 per cent in 2005 to 28 per cent in 2008. See table 4.24 for more information.

Table 4.24   Over the last 12 months, would you say the town centre feeling threatening or unsafe has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?

	2008 %	2005 %
Improved	4	3
Remained the same	68	63
Got worse	28	33
	(N=855)	(N=801)

4.52   Viewpoint members from Central Hartlepool were less likely to feel this problem had got worse in Hartlepool town centre over the past year (23%) than members from South (28%) or North (34%) areas of Hartlepool.

Rowdiness or fighting in the streets

4.53   Eight out of ten (83%) Viewpoint members thought that rowdiness or fighting in the streets was a problem in Hartlepool town centre due to pub or club activity after 9pm. This is similar to responses received in 2005. See table 4.25 for more information.

Table 4.25   **To what extent do you think rowdiness or fighting in the streets is a problem in Hartlepool town centre due to pub or club activity after 9pm?**

	2008 %	2005 %
A very big problem	42	44
A fairly big problem	41	40
Not a very big problem	15	16
Not a problem at all	2	#
	(N=1022)	(N=1010)

= Less than 0.5%

4.54   Viewpoint members who are frequently in the town centre at night time were less likely to think this was a problem (74%) than members who are rarely (85%) or never (90%) in the town centre at night time. Also, Viewpoint members living in North areas of Hartlepool were more likely to think this is a problem (88%) than Viewpoint members living in South (83%) or Central (80%) areas of Hartlepool.

4.55   In 2008, over half (55%) of Viewpoint members thought this problem had remained the same over the past year and four out of ten (38%) members though the problem had got worse. There has been a slight reduction in the number of Viewpoint members who think this problem has got worse over the past year from 42% in 2005 to 38% in 2008. See table 4.26 for more information.

Table 4.26   **Over the last 12 months, would you say rowdiness or fighting in the streets has improved, got worse or remained the same in Hartlepool town centre during the evenings (after 9pm)?**

	2008 %	2005 %
Improved	7	4
Remained the same	55	55
Got worse	38	42
	(N=842)	(N=800)

4.56   Viewpoint members who are frequently in the town centre at night time were less likely to think this problem had got worse over the past year (30%) than respondents who are rarely (42%) or never (43%) in the town centre at night time. Also, Viewpoint members from North areas of Hartlepool were more likely to think that this problem had got worse over the past year (44%) than members from South (34%) or Central (35%) areas of Hartlepool.

Experiencing these problems in Hartlepool town centre

4.57   We asked Viewpoint members to tell us if they had observed or experienced any of the problems associated with pub or club activity in Hartlepool town centre on their last visit. Two thirds (66%) of Viewpoint members said they had seen rubbish or litter lying around on their last visit to the town centre in the evening. Results are largely the same as those received in 2005. See table 4.27 for more information.

Table 4.27   On your last visit to Hartlepool town centre in the evening (after 9pm), did you experience or observe any of the following?

	2008 %	2005 %
Rubbish or litter lying around	66	66
Noise from people leaving pubs and clubs	45	48
Rowdiness or fighting in the street	38	36
People urinating or vomiting in public places	36	36
Town centre feels threatening or unsafe	36	31
Noise from local pubs and clubs	35	42
Vandalism, graffiti or damage to property	21	20
People using or dealing drugs	17	17
None of the above	9	9
Other	5	1
No answer	8	14
	(N=1200)	**(N=1200)**

4.58   Viewpoint members who are frequently in the town centre at night were more likely to say they have experienced or observed people urinating or vomiting in public places (47%) and graffiti or damage to property (26%) than members who are rarely in the town centre (34% and 18% respectfully). However, Viewpoint members who are frequently in the town centre at night were less likely to say they have experienced or observed that the town centre feels threatening or unsafe (32%) than respondents who are rarely in the town centre (38%).

Feeling safe in Hartlepool town centre

4.59   We wanted to find out how safe people felt when walking around the town centre during the day and at night, or when waiting for public transport and taxis during the day and at night. Overall, Viewpoint members said they feel safer when walking around Hartlepool during the day or waiting for public transport or taxis during the day, then they do at night time.

How safe members feel walking around the town centre during the day

4.60 First of all, we asked Viewpoint members to tell us how safe they feel when walking around Hartlepool town centre during the day. Over seven out of ten (73%) Viewpoint members said they felt either safe or very safe when walking around Hartlepool town centre during the day. Results are similar to those received in 2005, although there has been a move away from people feeling very safe in 2005 to feeling just safe in 2008. See chart 4.4 for more information.

Chart 4.4   How safe do you feel walking around Hartlepool town centre during the DAY?

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
2008	21%	52%	23%	4%	1%
2005	27%	43%	26%	4%	1%
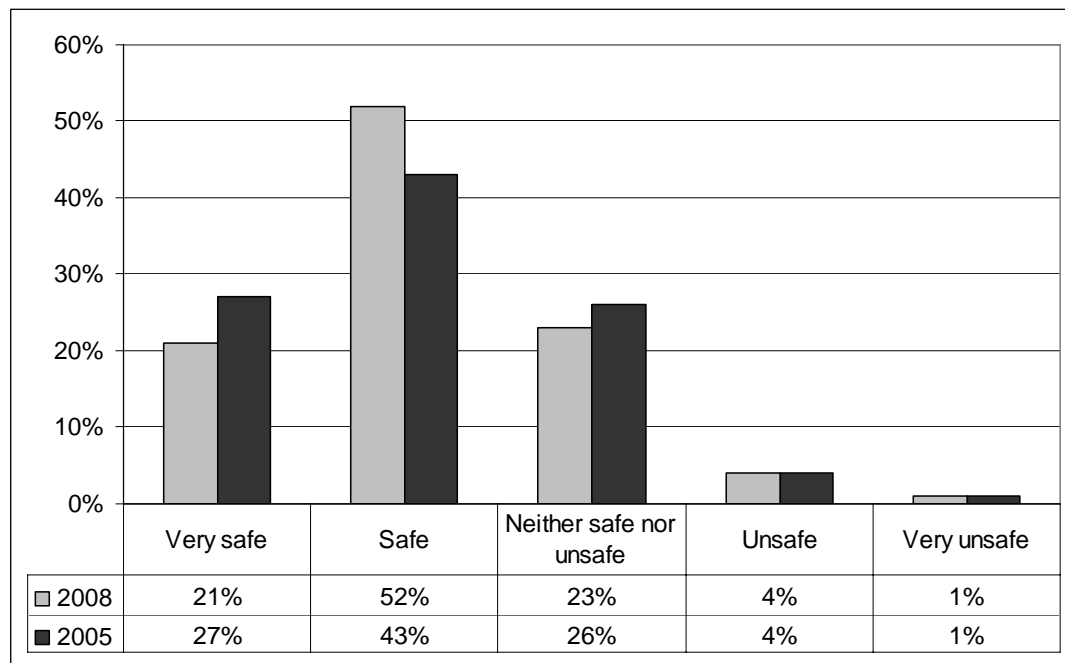
4.61 The detailed results show that Viewpoint members who frequently visit the town centre at night time were more likely to say they feel safe or very safe in Hartlepool town centre during the day (85%), than respondents who rarely (74%) or never (63%) visit the town centre at night. Also, Viewpoint members from Central Hartlepool were more likely to feel safe or very safe when walking around the town centre during the day (76%), than respondents from South (69%) or North 72%) areas of Hartlepool.

How safe members feel walking around the town centre at night

4.62   We then asked Viewpoint members how safe they feel when walking around Hartlepool town centre after dark. Only 15 per cent of Viewpoint members said they feel safe or very safe walking around Hartlepool town centre after dark, and 56 per cent said they feel unsafe or very unsafe. These results are similar to those received in 2005, although there has been a small move away from people saying they feel neither safe nor unsafe in 2005 to saying they feel unsafe or very unsafe in 2008. See chart 4.5 for more information.

Chart 4.5   How safe do you feel walking around Hartlepool town centre after DARK?

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
2008	2%	13%	29%	37%	19%
2005	3%	13%	33%	36%	16%
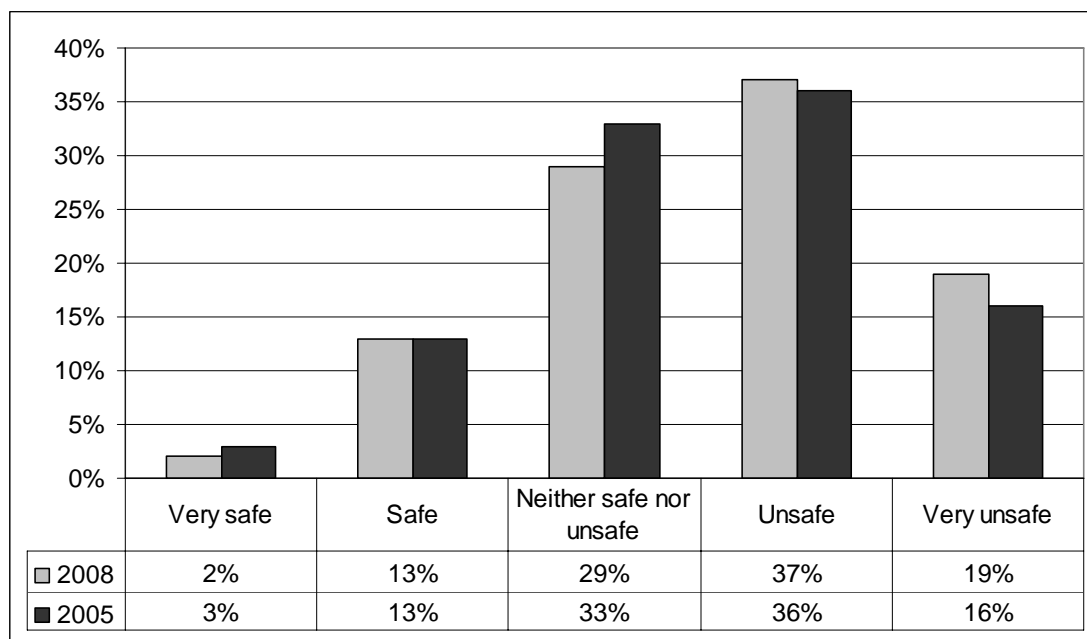
4.63   Viewpoint members who frequently visit the town centre after dark were more likely to say they feel safe or very safe (30%) than Viewpoint members who rarely (11%) or never (7%) visit the town centre at night. Also, men were more likely to say they feel safe or very safe in Hartlepool town centre after dark than women (22% and 9% respectfully). Finally, younger Viewpoint members (17 to 24 years) were more likely to say they feel safe in the town centre after dark than older Viewpoint members (65 years plus) (19% and 3% respectfully).

How safe members feel waiting for public transport or taxis during the day

4.64   Next, we asked Viewpoint members how safe they feel waiting for public
       transport or taxis during the day. Overall, three quarters (77%) of Viewpoint
       members said they feel safe or very safe when waiting for public transport or
       taxis during the day. This is an increase from 71 per cent in 2005. There has
       been a small move away from Viewpoint members saying they feel neither
       safe nor unsafe in 2005 to members saying they feel safe in 2008. See chart
       4.6 for more information.

**Chart 4.6   How safe do you feel waiting for public transport or taxis
                in Hartlepool town centre during the DAY?**

|	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
2008	25%	52%	19%	4%	1%
2005	26%	45%	23%	5%	1%
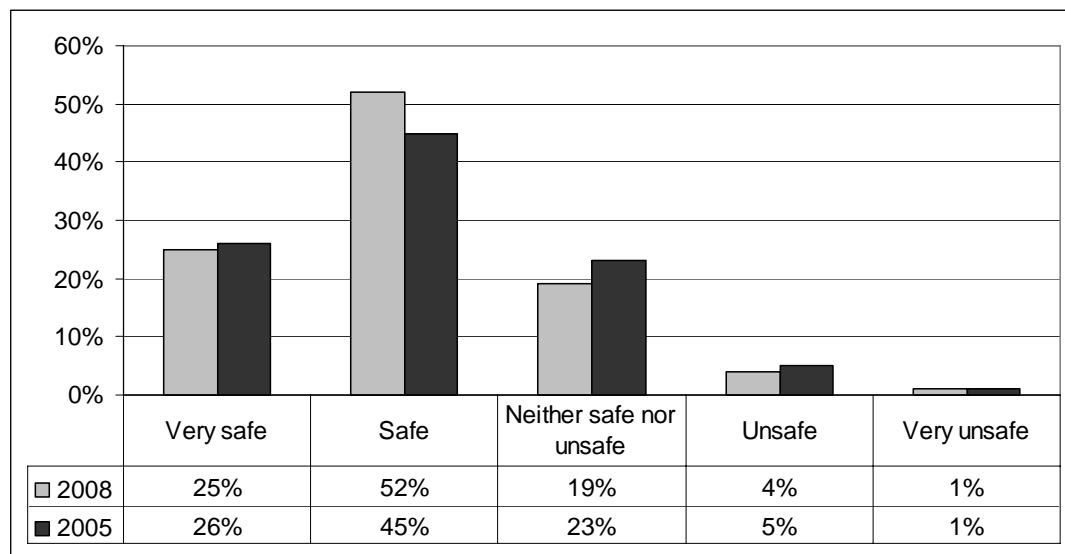
4.65   Again, the detailed results show that Viewpoint members who frequently
       visit the town at night were more likely to say they feel safe or very safe in
       the town centre (89%) than Viewpoint members who rarely (73%) or never
       (69%) visit the town centre at night.

How safe members feel waiting for public transport or taxis at night

4.66 Finally, we asked Viewpoint members to tell us how safe they feel when waiting for public transport or taxis after dark. Only seventeen per cent of Viewpoint members said they feel either safe or very safe when waiting for public transport or taxis in Hartlepool town centre after dark. 57 per cent said they feel either unsafe or very unsafe. There has been a move away from people saying they feel neither safe nor unsafe in 2005 to people saying they feel either unsafe or very unsafe in 2008. See chart 4.7 for more information.

Chart 4.7 How safe do you feel waiting for public transport or taxis in Hartlepool town centre during after DARK?

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
2008	3%	14%	26%	36%	21%
2005	3%	14%	34%	33%	16%
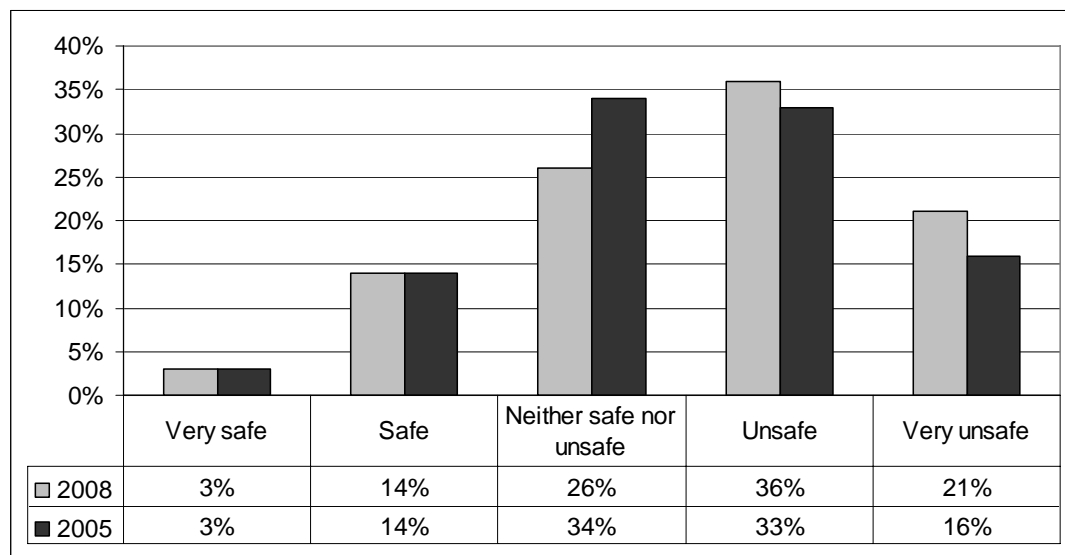
4.67 Women were more likely to say they feel unsafe or very unsafe while waiting for public transport or taxis after dark (68%) than men (45%). Also, members who are regularly in the town centre at night time were again more likely to say they feel safe or very safe in Hartlepool town centre after dark (29%) than Viewpoint members who rarely (15%) or never (8%) visit the town centre at night.

Reducing problems related to late night activities

4.68   We asked Viewpoint members to tell us how helpful they think different measures would be in reducing problems related to evening or late night activities.

4.69   Overall, Viewpoint members thought that less alcohol served to people already drunk would help reduce the problems related to evening or late night activities. Also, members thought that better street cleaning initiatives and a better transport or taxi service would help. See table 4.28 for more information.

Table 4.28   How helpful do you think the following measures would be in reducing problems related to evening and late night activities

	Helpful %	Not helpful %
Less alcohol served to people already drunk	95	3
Better street cleaning initiatives	84	7
Better public transport and taxi service	79	8
More door staff in pubs and clubs	71	14
Careful planning of pub and club closing hours so people don't all leave at the same time	70	21
More alternative late night activities	69	16
Fewer pubs and clubs	60	24
Shorter opening hours	54	26
Longer opening hours	13	69
More pubs and clubs	7	73

4.70   We will now look at each of these different measures individually, including looking at the detailed results and comparing the results obtained in 2008 with results obtained in 2005.

Careful planning of pub and club closing hours

4.71   Seven out of ten (70%) Viewpoint members thought that careful planning of pub and club closing hours so people don't all leave at the same time would be helpful in reducing problems related to night time activities. This is similar to the results obtained in 2005. See table 4.29 for more information.

Table 4.29   How helpful do you think careful planning of pub and club closing hours would be in reducing problems related to evening or late night activities

	2008 %	2005 %
Very helpful	34	36
Fairly helpful	36	33
Not helpful at all	23	19
Not sure	7	12
	(N=1130)	(N=1110)

4.72   Older Viewpoint members (65 years plus) were more likely to think this method would be very helpful in reducing the problems related to night time activities (52%) than respondents from any other age group (between 29% and 36%).

Longer opening hours

4.73   Only 13 per cent of Viewpoint members felt that longer opening hours would be helpful in reducing problems related to night time activities. The majority (74%) felt this would not be helpful at all. There has been an increase in the proportion of Viewpoint members saying this measure would be not helpful at all from 63 per cent in 2005 to 74 per cent in 2008. See table 4.30 for more information.

Table 4.30   How helpful do you think longer opening hours would be in reducing problems related to evening or late night activities

	2008 %	2005 %
Very helpful	4	6
Fairly helpful	9	14
Not helpful at all	74	63
Not sure	13	17
	(N=1119)	(N=1037)

4.74   Viewpoint members who frequently visit the town centre at night time were most likely to think longer opening hours would help reduce the problems associated with late night activities (24%) than members who rarely (12%) or never (6%) visit the town centre at night time. Also, men were twice as likely to think this method would be helpful (19%) than women (8%).

Shorter opening hours

4.75   There has been an increase in the proportion of Viewpoint members who think shorter opening hours would be helpful in reducing problems related to evening and late night activities from 44 per cent in 2005 to 54 per cent in 2008. However, in both 2005 and 2008 a fifth of Viewpoint members were not sure if this measure would be helpful or not. See table 4.31 for more information.

Table 4.31   How helpful do you think shorter opening hours would be in reducing problems related to evening or late night activities

	2008 %	2005 %
Very helpful	27	20
Fairly helpful	27	24
Not helpful at all	28	35
Not sure	18	21
	(N=1148)	(N=1060)

4.76   Viewpoint members who are frequently in the town centre at night time were less likely to think that shorter opening hours would be helpful in reducing the problems associated with late night activities (37%) than members who are rarely (54%) or never (65%) in Hartlepool town centre at night time.

More door staff in pubs and clubs

4.77   Seven out of ten (71%) Viewpoint members thought that more door staff in pubs and clubs would be helpful in reducing the problems related to evening or late night activities. The results are largely the same as those received in 2005. See table 4.32 for more information.

Table 4.32   How helpful do you think more door staff in pubs or clubs would be in reducing problems related to evening or late night activities

	2008 %	2005 %
Very helpful	24	23
Fairly helpful	47	45
Not helpful at all	15	17
Not sure	14	16
	(N=1128)	(N=1049)

4.78 Viewpoint members from North areas of Hartlepool were less likely to think this measure would be helpful in reducing problems related to night time activities (66%) than respondents from South (74%) or Central (72%) areas of Hartlepool.

Less alcohol served to people already drunk

4.79 The majority (95%) of Viewpoint members thought that less alcohol served to people who are already drunk would be helpful in reducing problems associated with evening or late night activities. The results are largely the same as those received in 2005. See table 4.33 for more information.

Table 4.33   How helpful do you think less alcohol served to people already drunk would be in reducing problems related to evening or late night activities

	2008 %	2005 %
Very helpful	80	76
Fairly helpful	15	19
Not helpful at all	3	3
Not sure	2	3
	(N=1166)	(N=1153)

Fewer pubs and clubs

4.80 Three out of five (60%) Viewpoint members thought that fewer pubs and clubs would be helpful in reducing problems related to evening or late night activities. A quarter (25%) of Viewpoint members thought this measure would not be helpful at all. Results are largely similar to those received in 2005, although there has been a small move away from people thinking this method would be very helpful in 2005 to it being fairly helpful in 2008. See table 4.34 for more information.

Table 4.34   How helpful do you think fewer pubs or clubs would be in reducing problems related to evening or late night activities

	2008 %	2005 %
Very helpful	35	39
Fairly helpful	25	21
Not helpful at all	25	26
Not sure	14	14
	(N=1146)	(N=1103)

4.81   Viewpoint members who are frequently in the town centre at night time were less likely to think this method would be helpful in reducing problems related to night time activities (44%) than members who are rarely (60%) or never (73%) in the town centre at night. Also, older Viewpoint members (65 years plus) were more likely to think this method would be helpful (78%) than younger Viewpoint members (17 to 24 years) (41%).

More pubs and clubs

4.82   Only seven per cent of Viewpoint members thought the introduction of more pubs and clubs would be helpful in reducing the problems associated with late night activities. Eight out of ten (78%) Viewpoint members did not think this method would be helpful at all. Results are largely the same as those received in 2005, although there has been a small increase in the proportion of people who think this method will be not helpful at all from 73 per cent in 2005 to 78 per cent in 2008. See table 4.35 for more information.

Table 4.35   How helpful do you think more pubs or clubs would be in reducing problems related to evening or late night activities

	2008 %	2005 %
Very helpful	2	3
Fairly helpful	5	7
Not helpful at all	78	73
Not sure	14	17
	(N=1121)	(N=1007)

4.83   Viewpoint members who are frequently in the town centre were slightly more likely to think more pubs and clubs would be helpful in reducing problems related to evening or late night activities (13%) than members who are rarely (5%) or never (5%) in the town centre at night.

More alternative late night activities

4.84   Seven out of ten (69%) Viewpoint members thought that more alternative late night activities would be helpful in reducing problems associated with current late night activities in Hartlepool town centre. Results are largely the same as those received in 2005, although there has been a move away from people thinking this method would be very helpful in 2005 to them thinking it would be fairly helpful in 2008. See table 4.36 for more information.

Table 4.36 **How helpful do you think more alternative late night activities would be in reducing problems related to evening or late night activities**

	2008 %	2005 %
Very helpful	28	33
Fairly helpful	41	38
Not helpful at all	17	16
Not sure	14	14
	(N=1138)	(N=1090)

4.85   Viewpoint members who are frequently in the town centre were more likely to think that more late night activities would be helpful in reducing problems related to current evening or late night activities (76%) than members who are rarely (68%) or never (64%) in the town centre at night. Also, Viewpoint members with children were more likely to think this would help (73%) than members without children (66%).

Better street cleaning initiatives

4.86   The majority (84%) of Viewpoint members felt that better street cleaning initiatives would be a helpful measure in reducing problems related to evening or late night activities in Hartlepool town centre. Results are largely the same as those received in 2008, although there has been a small move away from people thinking this method would be fairly helpful in 2005 to them thinking it would be very helpful in 2008. See table 4.37 for more information.

Table 4.37 **How helpful do you think better street cleaning initiatives would be in reducing problems related to evening or late night activities**

	2008 %	2005 %
Very helpful	45	41
Fairly helpful	39	43
Not helpful at all	8	8
Not sure	8	8
	(N=1150)	(N=1093)

4.87   People living in Central Hartlepool were slightly more likely to think better street cleaning initiatives would be helpful in reducing problems related to night time activities (88%) than members from South (82%) or North (84%) areas of Hartlepool.

Better public transport or taxi services

4.88   Eight out of ten (79%) Viewpoint members thought that better public
transport or taxi services would be helpful in reducing the problems
associated with evening or late night activities in Hartlepool town centre.
Results are largely the same as those received in 2005, although there has
been a move away from people thinking this method would be very helpful in
2005 to people thinking it would be fairy helpful in 2008. See table 4.38 for
more information.

**Table 4.38   How helpful do you think better public transport or taxi
services would be in reducing problems related to
evening or late night activities**

	2008 %	2005 %
Very helpful	38	44
Fairly helpful	41	40
Not helpful at all	8	6
Not sure	12	10
	(N=1142)	(N=1084)

4.89   Viewpoint members who are frequently in the town centre at night time were
slightly more likely to think that a better public transport or taxi service would
be helpful in reducing the problems related to night time activities (86%)
than members who are rarely (80%) or never (73%) in the town centre at
night time.

Any other thoughts or comments

4.90   Finally, we asked Viewpoint members to let us know any other thoughts or comments they have about night time activities in Hartlepool town centre. Overall, 299 comments were received in 2008. Viewpoint members were more likely to say there is a need for more police on the streets (65 comments) and that Hartlepool has too much of a drinking culture (60 comments). See table 4.39 for more information.

Table 4.39   Please let us know any other thoughts or comments you might have about night time activities in Hartlepool town centre.

	2008	**2005**
Need more police on the streets	(65)	(38)
Too much alcohol / drinking culture	(60)	-
Too much underage drinking	(27)	(10)
Too much anti-social behaviour	(25)	-
Should be more family activities	(20)	-
Violent / feel unsafe at night	(20)	-
It's a good night out	(16)	-
More public transport / taxis available	(8)	-
Pubs stay open / serve alcohol too late	(8)	-
Other	(50)	(15)
	(N=299)	**(N=63)**

- = no response

5.   Crime and community safety: closed circuit television

5.1   The council's Community Safety Team wanted to find out what Viewpoint members thoughts were about Closed Circuit Television Cameras (CCTV).

5.2   We told Viewpoint members how the aim of Closed Circuit Television (CCTV) is to deter criminal activity, to aid the detection of crime or anti-social behaviour, and to provide reassurance to the people who live, work or visit the places where cameras are. CCTV cameras help the police and other partners, such as the council and fire brigade in their work to reduce and prevent crime and anti-social behaviour.

5.3   Viewpoint members were asked some questions about CCTV to find out if they support the idea of CCTV, if CCTV makes them feel safer, where Viewpoint members feel CCTV should be sited, and what organisations Viewpoint members feel should contribute financially to help run CCTV cameras in Hartlepool.

5.4   Overall, Viewpoint members were very positive about CCTV cameras, with the majority of Viewpoint members supporting the idea of CCTV cameras generally, supporting the installation of CCTV cameras near their homes, and supporting the introduction of 'talking cameras' to Hartlepool. The majority of Viewpoint members felt that CCTV cameras makes a difference to how safe they feel in Hartlepool and feel that CCTV has reduced the amount of crime in the area. Viewpoint members thought that Cleveland Police and local businesses should contribute financially to CCTV cameras in Hartlepool.

Supporting CCTV

5.5 First of all, we asked Viewpoint members if they supported the idea of CCTV cameras, and the vast majority (93%) said yes, they did support the idea of CCTV cameras.

- Yes   -   93 per cent   (1078 respondents)
- No   -   7 per cent   (82 respondents)

5.6 Next, we asked Viewpoint members if they would support the installation of a CCTV camera near their home and the majority (83%) said yes, they would support the installation of a CCTV camera near their home.

- Yes   -   83 per cent   (920 respondents)
- No   -   17 per cent   (184 respondents)

CCTV and feeling safe

5.7 We asked Viewpoint members if CCTV cameras have made a difference as to how safe they feel when in the town centre or in other areas with CCTV.

5.8 Overall, just over half of Viewpoint members said that CCTV cameras have made a difference to how safe they feel both in the town centre (53%) and in other areas with CCTV (52%), and just under half said that CCTV has made no difference at all to how safe they feel (46% and 48% respectively). Only one per cent of Viewpoint members said they feel less safe. See table 5.1 for more information.

Table 5.1   Have CCTV cameras made any difference as to how safe you feel when you are:
a) In the town centre
b) In other areas with CCTV

	a) In the town centre	b) In other areas with CCTV
Feel safer	53%	51%
Makes no difference at all	46%	48%
Feel less safe	1%	1%
	(N=1082)	(N=1001)

5.9 The detailed results show that women were more likely to say they feel safer in the town centre (57%) or in other areas with CCTV (54%) than men (49% and 48% respectively).

CCTV cameras and reducing crime

5.10 Next, we asked Viewpoint members to tell us if they think CCTV cameras reduce the amount of crime in the town centre or in other areas with CCTV. Overall, six out of ten Viewpoint members felt that CCTV cameras reduce the amount of crime in the town centre (62%) and in other areas with CCTV (61%). See table 5.2 for more information.

Table 5.2   Do you feel that CCTV cameras reduce the amount of crime in the following areas:
a) In the town centre
b) In other areas with CCTV

	a) In the town centre	b) In other areas with CCTV
Yes, reduces crime	62%	61%
No, does not reduce crime	38%	39%
	(N=944)	**(N=866)**

5.11 Again, the detailed results show that women were more likely to think CCTV cameras have reduced the amount of crime in the town centre (66%) or in other areas with CCTV (65%) than men (59% and 58% respectively).

Running CCTV cameras

5.12 We wanted to know if Viewpoint members think the CCTV monitoring service should continue to be provided by the council or if another agency should provide the service. Overall, responses were mixed, with 38 per cent of Viewpoint members saying they would need more information to make a judgement about this issue. A third (33%) of Viewpoint members thought the service should be provided by the local council and a quarter (25%) thought the police should provide the CCTV monitoring service. See table 5.3 for more information.

Table 5.3   Do you believe that the CCTV monitoring service should continue to be provided by the council or should another agency provide the service?

	%	(No.)
Don't know, would need more information to make a judgement	38	(452)
Yes, it should be provided by the local council	33	(391)
No, it should be provided by the police	25	(300)
No, it should be provided by a private agency	3	(30)
No answer	2	(26)
		(N=1200)

5.13 Viewpoint members in North areas of Hartlepool were more likely to think this service should be provided by the council (35%) or by the police (29%) than residents from South (30% and 23% respectfully) or Central (33% and 23% respectfully) areas of Hartlepool.

Financial contributions

5.14 We told Viewpoint members how currently Hartlepool Borough Council provides most of the money to run CCTV cameras in public places such as car parks and town centre areas. We wanted to know if Viewpoint members thought any other organisations should contribute financially to help run CCTV cameras in Hartlepool.

5.15 Six out of ten (58%) Viewpoint members thought that Cleveland Police should contribute financially to help run CCTV cameras in Hartlepool, and just over half (55%) thought that businesses in the area should contribute. See table 5.4 for more information.

Table 5.4 **Do you think any of the following organisations should contribute financially to help run CCTV cameras in Hartlepool?**

	%	(No.)
Cleveland Police	58	(699)
Business in the area	55	(664)
Environment Agency	26	(314)
Fire Brigade	14	(171)
Don't know	13	(154)
None of these	7	(80)
No answer	3	(35)
Other	1	(15)
Central Government (suggested in the 'other' category)	1	(9)
	(N=1200)	

5.16 Viewpoint members from Central Hartlepool were more likely to think that businesses in the area should contribute financially to help run CCTV cameras in Hartlepool (60%) than members from South (56%) or North (49%) areas of Hartlepool.

5.17 We asked Viewpoint members to tell us how they think the council could find more money if they needed to, to help run CCTV cameras or provide more CCTV cameras in areas of Hartlepool with high levels of crime or anti-social behaviour.

5.18 Six out of ten (60%) Viewpoint members thought the council should ask local businesses and other organisations to contribute financially to the cost of CCTV cameras. Just under half (47%) thought the council should remove existing cameras from some areas and put them in areas with higher levels of crime or anti-social behaviour, and 44 per cent thought that the council should earn income from running other organisations cameras for them (e.g. schools, hospitals, and business sites). The option of increasing Council Tax to raise more money for CCTV cameras received the lowest response with only two per cent. See table 5.5 for more information.

Table 5.5 **If the council needed to find more money to help run CCTV cameras or provide more CCTV cameras in areas of Hartlepool with high levels of crime or anti-social behaviour, how do you think the council should do this?**

	%	(No.)
Ask local businesses and other organisations to contribute financially	60	720
Remove existing cameras from some areas and put them in areas with higher levels of crime or anti-social behaviour	47	558
Earn income from running other organisation's cameras for them (e.g. schools, hospitals, and business sites)	44	524
Earn income from car parking charges	13	154
Cut down on costs by reducing the number of CCTV cameras in Hartlepool	6	70
Don't know	5	63
None of the above	3	34
No answer	3	33
Other	3	30
Increase Council Tax	2	21
	(N=1200)	

Where should CCTV cameras be sited?

5.19 We asked Viewpoint members to tell us where they think CCTV cameras should be sited. Two thirds (66%) of Viewpoint members thought that CCTV cameras should be sited in areas with high crime levels or areas with high levels of nuisance and anti-social behaviour. Six out of ten (61%) members thought CCTV cameras should be sited in town centre areas with pubs and clubs. See table 5.6 for more information.

Table 5.6   Where do you think CCTV cameras should be sited?

	%	(No.)
Areas with high crime levels	66	796
Areas with high levels of nuisance and anti-social behaviour	66	791
Town centre areas with pubs and clubs	61	734
Car parks	46	547
Town centre shopping areas	39	473
Out of town shopping parades (such as Catcote Road or King Oswy shops,)	38	457
Public spaces such as parks, cemeteries and children's play areas	32	386
No answer	19	221
Residential streets	11	134
Visitor attractions (e.g. Maritime experience)	6	76
Industrial estates	5	57
Other	1	11
	(N=1200)	

5.20 Viewpoint members from Central Hartlepool were more likely to think CCTV cameras should be cited in town centre areas with pubs and clubs (65%) than respondents from South (58%) or North (60%) areas of Hartlepool.

Talking cameras

5.21 We told Viewpoint members that there are 'talking cameras' in Middlesbrough town centre, where the person monitoring a camera can inform a member of the public they have been recorded committing an illegal or anti-social act (e.g. dropping litter or allowing their dog to foul). We wanted to know if Viewpoint members would support the introduction of 'talking cameras' in Hartlepool, and eight out of ten members said yes, they would support this.

- Yes   -   80 per cent   (814 respondents)
- No   -   20 per cent   (205 respondents)

5.22 Women were more likely to say they would support the introduction of 'talking cameras' in Hartlepool than men (87% and 72% respectfully).

Other thoughts and comments about CCTV

5.23 Finally, we asked Viewpoint members to tell us about any other thoughts or comments they have about CCTV cameras in Hartlepool. In total, 237 comments were received. Overall, Viewpoint members thought that CCTV is good and there should be more CCTV cameras (47 comments). Some members said the council should ensure proper maintenance of CCTV and make sure they all work (36 comments) and some members thought that CCTV cameras were an invasion of privacy (34 comments). See table 5.7 for more information.

Table 5.7   Please use the space below to let us know if you have any other thought or comments about CCTV cameras in Hartlepool

	No. of comments
CCTV is good/should be more	47
Ensure proper maintenance/make sure they all work	36
Think they are an invasion of privacy	34
Ensure that they are bring monitored	26
Only results in more problems where no CCTV	13
Should have more police on the streets	12
Make sure they are visible	11
Not sure whether they are worthwhile or not	11
Ensure they are used for crimes, not spying	7
Pointless/ don't do any good	7
Change their locations	5
Other	28
Total number of comments	**237**

6.   Crime and community safety: anti-social behaviour

6.1   The council's Community Safety Team wanted to ask Viewpoint members some questions about how well informed they feel about what is being done to tackle anti-social behaviour in their local area, what they feel are the main anti-social behaviour problems in their local area, and what their local crime and safety concerns are in their local area.

6.2   Overall, Viewpoint members felt they were not very well informed about what is being done to tackle anti-social behaviour in their local area. Viewpoint members thought that parents not taking responsibility for the behaviour of their children was an anti-social behaviour problem in their local area, and that speeding traffic was a crime and community safety concern for their local area.

6.3   However, Viewpoint members were positive about their local areas and told us that their local area is a place where people from different backgrounds get on well together, and did not think that anti-social behaviour is a problem or a very big problem in their local area. In fact, eight out of ten Viewpoint members are fairly or very satisfied with their local area as a place to live.

Informing Viewpoint members about tackling anti-social behaviour

6.4   We asked Viewpoint members to tell us how well informed they feel they are about what is being done to tackle anti-social behaviour in their local area. The majority (70%) of Viewpoint members feel they are not informed about what is being done to tackle anti-social behaviour in their local area.

- Very well informed   -   4 per cent   (40 respondents)
- Fairly well informed   -   26 per cent   (295 respondents)
- Not very well informed   -   51 per cent   (589 respondents)
- Not at all well informed   -   19 per cent   (221 respondents)

6.5   Viewpoint members from North areas of Hartlepool were slightly more likely to say they are not informed about what is being done to tackle anti-social behaviour in their local area (74%) than respondents from South (70%) or Central (69%) areas of Hartlepool. Also, younger Viewpoint members (17 and 24 years) were more likely to feel they are not informed about what is being done to tackle anti-social behaviour in their local area (81%) than older Viewpoint members (65 years plus) (35%).

Local anti-social behaviour problems

6.6　Next, we asked Viewpoint members to tell us how much of a problem various anti-social behaviour acts are in their local area.

6.7　Overall, Viewpoint members were most likely to think that parents not taking responsibility for the behaviour of their children was a problem in their local area (67%). Members also thought that people not treating other people with respect and consideration was a problem (63%) as well as underage drinking (61%). Viewpoint members were least likely to think that abandoned or burnt out cars was a problem in their local area. See table 6.1 for more information.

Table 6.1　　**Thinking about your local area, how much of a problem do you think are…?**

	A Problem %	Not a problem %
Parents not taking responsibility for the behaviour of their children	67	33
People not treating other people with respect and consideration	63	37
Underage drinking	61	39
Rubbish and litter lying around	60	40
Teenagers hanging around on the streets	56	45
People using or dealing drugs	44	56
People being drunk or rowdy in public places	37	64
Vandalism, graffiti and other deliberate damage to property or vehicles	36	65
Noisy neighbours or loud parties	20	80
Abandoned or burnt out cars	8	92

6.8　We will now look at each of these anti-social behaviour acts individually and examine the detailed results.

Parents not taking responsibility for the behaviour of their children (N=1156)

6.9   Viewpoint members were most likely to say that parents not taking responsibility for the behaviour of their children was a problem in their local area (67%), and a third (33%) said this was not a problem in their local area.

- A very big problem   -   38 per cent   (441 respondents)
- A fairly big problem   -   29 per cent   (333 respondents)
- Not a very big problem   -   23 per cent   (268 respondents)
- Not a problem at all   -   10 per cent   (114 respondents)

6.10   Viewpoint members from North areas of Hartlepool were more likely to say that parents not taking responsibility for the behaviour of their children was a problem in their local area (76%) than members from South (63%) or Central (63%) areas of Hartlepool.

People not treating other people with respect and consideration (N=1150)

6.11   Two thirds (63%) of Viewpoint members thought that people not treating other people with respect and consideration was a problem in their local area, and over a third (37%) said this was not a problem in their local area.

- A very big problem   -   33 per cent   (382 respondents)
- A fairly big problem   -   30 per cent   (341 respondents)
- Not a very big problem   -   24 per cent   (275 respondents)
- Not a problem at all   -   13 per cent   (152 respondents)

6.12   Viewpoint members from North areas of Hartlepool were more likely to say that people not treating other people with respect and consideration was a problem in their local area (71%) than members from South (58%) or Central (60%) areas of Hartlepool.

Noisy neighbours or loud parties (N=1128)

6.13   One in five (20%) Viewpoint members found noisy neighbours or loud parties a problem in their local area. The majority (80%) said this was not a problem in their local area.

- A very big problem   -   8 per cent   (86 respondents)
- A fairly big problem   -   12 per cent   (136 respondents)
- Not a very big problem   -   48 per cent   (545 respondents)
- Not a problem at all   -   32 per cent   (361 respondents)

6.14 Viewpoint members from South areas of Hartlepool were least likely to say that noisy neighbours or loud parties was a problem in their local area (15%) than respondents from Central (22%) or North (22%) areas of Hartlepool.

Teenagers hanging around on the streets (N=1150)

6.15 Over half (56%) of Viewpoint members felt that teenagers hanging around on the streets was a problem in their local area. Three out of ten (31%) members did not think this was a very big problem in their local area.

- A very big problem   -   26 per cent   (299 respondents)
- A fairly big problem   -   30 per cent   (343 respondents)
- Not a very big problem   -   31 per cent   (352 respondents)
- Not a problem at all   -   14 per cent   (155 respondents)

6.16 Viewpoint members from North areas of Hartlepool were more likely to say that teenagers hanging around on the streets was a problem in their local area (65%) than members from South (52%) or Central (51%) areas of Hartlepool. Also, members with a disability were more likely to think this is a problem in their local area (70%) than members without a disability (54%).

Rubbish and litter lying around (N=1159)

6.17 Three out of five (60%) Viewpoint members thought that rubbish and litter lying around was a problem in their local area, and a third (32%) said this was not a very big problem in their local area.

- A very big problem   -   27 per cent   (312 respondents)
- A fairly big problem   -   33 per cent   (381 respondents)
- Not a very big problem   -   32 per cent   (369 respondents)
- Not a problem at all   -   8 per cent   (96 respondents)

6.18 Viewpoint members from South areas of Hartlepool were least likely to say that rubbish and litter lying around was a problem in their local area (50%) than respondents from Central (66%) or North (62%) areas of Hartlepool. Again, Viewpoint members with a disability were more likely to think this is a problem (68%) than members without a disability (58%).

People being drunk or rowdy in public places (N=1121)

6.19 Over a third (37%) of Viewpoint members thought that people being drunk or rowdy in public places was a problem in their local area. Two thirds (64%) said this was not a problem in their local area.

- A very big problem - 15 per cent (164 respondents)
- A fairly big problem - 22 per cent (244 respondents)
- Not a very big problem - 40 per cent (446 respondents)
- Not a problem at all - 24 per cent (267 respondents)

6.20 Viewpoint members from DE socio economic group (see appendix 2 for definition of socio economic groups) were more likely to think that people being drunk or rowdy in public places was a problem in their local area (47%) than members from AB (30%), C1 (33%) and C2 (36%) socio economic groups. Also, members with a disability were more likely to think this is a problem in their local area (47%) than members without a disability (34%).

Abandoned or burnt out cars (N=1086)

6.21 Viewpoint members were least likely to say abandoned or burnt out cars is a problem in their local area (8%). The majority (92%) said this was not a problem in their local area.

- A very big problem - 3 per cent (33 respondents)
- A fairly big problem - 5 per cent (51 respondents)
- Not a very big problem - 31 per cent (336 respondents)
- Not a problem at all - 61 per cent (666 respondents)

6.22 Viewpoint members with a disability were more likely to think that abandoned or burnt out cars was a problem in their local area (16%) than members without a disability (6%).

Vandalism, graffiti and other deliberate damage to property or vehicles (N=1135)

6.23 A third (36%) of Viewpoint members thought that vandalism, graffiti and other deliberate damage to property or vehicles was a problem in their local area. Two thirds (65%) said this was not a problem in their local area.

- A very big problem - 11 per cent (128 respondents)
- A fairly big problem - 25 per cent (278 respondents)
- Not a very big problem - 37 per cent (415 respondents)
- Not a problem at all - 28 per cent (315 respondents)

6.24 Viewpoint members from South areas of Hartlepool were least likely to say that vandalism, graffiti and other deliberate damage to property or vehicles was a problem in their local area (29%) than respondents from Central (38%) or North (39%) areas of Hartlepool.

People using or dealing drugs (N=953)

6.25 Under half (44%) of Viewpoint members said that people using or dealing drugs was a problem in their local area, and over half (56%) said this was not a problem in their local area.

- A very big problem - 24 per cent (227 respondents)
- A fairly big problem - 20 per cent (191 respondents)
- Not a very big problem - 25 per cent (240 respondents)
- Not a problem at all - 31 per cent (294 respondents)

6.26 Viewpoint members from North areas of Hartlepool were slightly more likely to say that people using or dealing drugs was a problem in their local area (47%) than members from South (44%) or Central (41%) areas of Hartlepool.

Underage drinking (N=1083)

6.27 Six out of ten (61%) Viewpoint members said that underage drinking is a problem in their local area and four out of ten (39%) said this was not a problem in their local area.

- A very big problem - 33 per cent (352 respondents)
- A fairly big problem - 28 per cent (305 respondents)
- Not a very big problem - 24 per cent (262 respondents)
- Not a problem at all - 15 per cent (163 respondents)

6.28 Viewpoint members from Central areas of Hartlepool were least likely to say that underage drinking was a problem in their local area (54%) than respondents from South (62%) or North (68%) areas of Hartlepool. Again, Viewpoint members with a disability are more likely to perceive this to be a problem in their local area (70%) than members without a disability (59%).

People from different backgrounds getting on well together

6.29 We asked Viewpoint members to tell us to what extent they feel their local area is a place where people from different backgrounds get on well together.

6.30 This question was asked in the 2006/07 Best Value Performance Indicator (BVPI) General Household Survey. It is important to note that direct comparisons between the results obtained from Viewpoint and the results obtained from the BVPI survey should be made cautiously as the methodology behind the two surveys are different.

6.31 Overall, in there has been an increase in the number of people who think their local area is a place where people from different backgrounds get on well together from 55 per cent in 2006 to 62 per cent in 2008. See table 6.2 for more information.

Table 6.2 **To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

	2008 %	2006 %
Definitely agree	12	6
Tend to agree	50	49
Tend to disagree	15	13
Definitely disagree	6	4
Too few people in local area	4	12
All the same background	13	17
	(N=942)	(N=705)

6.32 Viewpoint members from North areas of Hartlepool were less likely to agree that their local area is a place where people from different backgrounds get on well together (57%) than members from South (62%) or Central (65%) areas of Hartlepool. Also, members with a disability were more likely to agree with this statement (69%) than members without a disability (60%).

Anti-social behaviour and your local area

6.33 Next, we asked Viewpoint members to tell us to how much of a problem they feel anti-social behaviour is in their local area.

6.34 Overall, a third (34%) of Viewpoint members thought that anti-social behaviour was a problem in their local area, and two thirds (66%) said they did not feel that anti-social behaviour was a problem in their local area. See table 6.3 for more information.

Table 6.3   Overall, how much of a problem would you say anti-social behaviour is in your local area?

	%	(No.)
A very big problem	8	(95)
A fairly big problem	26	(297)
Not a very big problem	52	(605)
Not a problem at all	14	(163)
	(N=1060)	

6.35 Viewpoint members from North areas of Hartlepool were more likely to think that anti-social behaviour is a problem in their local area (40%) than members from South (28%) and Central (33%) areas of Hartlepool.

Crime and community safety concerns

6.36 We asked Viewpoint members to tell us how concerned they were about various crime and community safety issues in their local area. Overall, members said they were concerned about speeding traffic (60%) and a lack of safe areas for young children to play (54%). See table 6.4 for more information.

Table 6.4   How concerned are you about the following in your local area?

	Concerned %	Not concerned %
Speeding traffic	60	40
Lack of safe areas for young children to play	54	47
Parking on grass verges or pavements	45	55
Lack or community or resident groups	34	66
Empty or boarded up properties	23	77
Overgrown gardens	15	85

6.37 The detailed results show that older Viewpoint members (65 years plus) were more likely to be concerned about the various crime and community safety issues, as were members with a disability.

6.38 We will now look at each of these crime and community safety concerns individually and examine the detailed results.

Parking on grass verges or pavements (N=1147)

6.39 Just under half (45%) of Viewpoint members said they were concerned about people parking on grass verges or pavements in their local area, and just over half (55%) said they were not concerned about this.

- Very concerned - 22 per cent (257 respondents)
- Fairly concerned - 22 per cent (257 respondents)
- Not very concerned - 33 per cent (379 respondents)
- Not at all concerned - 22 per cent (254 respondents)

6.40 The detailed results show that Viewpoint members from Central areas of Hartlepool were least likely to be concerned about this crime and community safety issue (37%) than members from South (52%) or North (48%) areas of Hartlepool. Also, older Viewpoint members (65 years plus) were more likely to be concerned about this issue (61%) than younger Viewpoint members (25 to 34 years) (33%). Finally, Viewpoint members with a disability were more concerned about people parking on grass verges or pavements (60%) than members without a disability (42%).

Overgrown gardens (N=1128)

6.41 Viewpoint members were least likely to tell us they were concerned about overgrown gardens (15%), and 85 per cent of Viewpoint members said they were not concerned about this crime and community safety issue.

- Very concerned - 5 per cent (51 respondents)
- Fairly concerned - 10 per cent (115 respondents)
- Not very concerned - 44 per cent (497 respondents)
- Not at all concerned - 41 per cent (465 respondents)

6.42 Viewpoint members from North areas of Hartlepool were slightly more likely to tell us they are concerned about overgrown gardens in their local area (19%) than members from South (12%) or Central (14%) areas of Hartlepool. Also, older Viewpoint members (65 years plus) were more concerned about this issue (23%) than younger Viewpoint members (25 to 34 years) (8%). Finally, Viewpoint members with a disability were more likely to be concerned about this issue (24%) then members without a disability.

Empty or boarded up properties (N=1109)

6.43 A quarter of Viewpoint members (23%) said they were concerned about empty or boarded up properties in their local area. However, the majority (48%) said they were not at all concerned about this crime and community safety issue.

- Very concerned - 9 per cent (98 respondents)
- Fairly concerned - 14 per cent (160 respondents)
- Not very concerned - 29 per cent (320 respondents)
- Not at all concerned - 48 per cent (531 respondents)

6.44 The detailed results show that Viewpoint members from Central Hartlepool were more likely to be concerned about empty or boarded up properties (30%) than members from South (16%) or North (22%) areas of Hartlepool.

Lack of safe areas for young children to play (N=1115)

6.45 Over half (54%) of Viewpoint members said they were concerned about the lack of safe areas for young children to play, and just under half (47%) said they were not concerned about this issue.

- Very concerned - 18 per cent (196 respondents)
- Fairly concerned - 36 per cent (401 respondents)
- Not very concerned - 24 per cent (267 respondents)
- Not at all concerned - 23 per cent (251 respondents)

6.46 Viewpoint members from North areas of Hartlepool were more likely to be concerned about this issue (62%) than members from South (53%) or Central (48%) areas of Hartlepool. Also, members with children were more likely to be concerned about this issue (59%) than members without children (50%).

Lack of community or resident groups (N=1078)

6.47 A third (34%) of Viewpoint members said they were concerned about the lack of community or resident groups in their local area, and two thirds (66%) said they were not concerned about this

- Very concerned - 8 per cent (90 respondents)
- Fairly concerned - 26 per cent (278 respondents)
- Not very concerned - 39 per cent (421 respondents)
- Not at all concerned - 27 per cent (289 respondents)

6.48 Older Viewpoint members (65 years plus) were more likely to be concerned about the lack of community or resident groups in their local area (39%) than younger Viewpoint members (17 to 24 years) (26%). Viewpoint members with a disability were also more likely to be concerned about this (46%) than members without a disability (32%)

Speeding traffic (N=1153)

6.49 Viewpoint members were most likely to say they are concerned about speeding traffic in their local area (60%), than any other crime and community safety concern.

- Very concerned   -   28 per cent   (318 respondents)
- Fairly concerned   -   33 per cent   (374 respondents)
- Not very concerned   -   26 per cent   (296 respondents)
- Not at all concerned   -   14 per cent   (165 respondents)

6.50 Older Viewpoint members (65 years plus) were more likely to be concerned about this crime and community safety issue (73%) than younger Viewpoint members (25 to 35 years) (49%). Also, Viewpoint members with a disability were more likely to say they are concerned about speeding traffic (69%) than members without a disability (58%).

Satisfaction with place to live

6.51 Finally, we asked Viewpoint members to tell us how satisfied or dissatisfied they are with their local area as a place to live.

6.52 This question was asked in the 2006/07 BVPI General Household Survey. Again, it must be noted that direct comparisons between the results obtained from Viewpoint and the results obtained from the BVPI survey should be made cautiously as the methodology behind the two surveys are different.

6.53 Overall, in there has been an increase in the number of people who are satisfied with their local area as a place to live from 66 per cent in 2006 to 81 per cent in 2008. There has been a move away from people saying they are neither satisfied not dissatisfied in 2006 to them saying they are very satisfied in 2008. See table 6.5 for more information.

Table 6.5 **Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

	2008 %	2006 %
Very satisfied	29	9
Fairly satisfied	53	57
Neither satisfied not dissatisfied	12	22
Fairly dissatisfied	5	9
Very dissatisfied	2	3
	(N=1173)	(N=951)

6.54 Viewpoint members from North areas of Hartlepool were least likely to say they are satisfied with their local area as a place to live (76%) than members from South (84%) or Central (84%) areas of Hartlepool. Also, older Viewpoint members (65 years plus) were more likely to say they are satisfied with their local area as a place to live (94%) than younger Viewpoint members (25 to 34 years) (71%). Finally, Viewpoint members with children were less likely to be satisfied (76%) than members without children (85%).

Appendix 1: Background information on respondents

Table A1 Age of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
17 to 24	11	(134)	6	(49)
25 to 34	16	(197)	9	(71)
35 to 44	20	(238)	20	(155)
45 to 54	18	(211)	21	(166)
55 to 64	14	(165)	17	(137)
65 years plus	21	(255)	27	(212)
No answer	-	-	#	(2)
Total	**100**	**(1200)**	**100**	**(792)**

\# = less than 0.5%
- = no response

Table A2 Sex of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Female	53	(634)	57	(448)
Male	47	(566)	43	(344)
Total	**100**	**(1200)**	**100**	**(792)**

Table A3 Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
North	32	(382)	30	(234)
Central	38	(457)	41	(321)
South	30	(361)	30	(237)
Total	**100**	**(1200)**	**100**	**(792)**

Table A4   Economic activity of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Employed full-time	43	(513)	38	(302)
Employed part-time	10	(119)	11	(84)
Self employed	4	(43)	4	(30)
Full-time education	8	(92)	5	(36)
Unemployed	4	(46)	3	(25)
Permanently sick or disabled	4	(50)	5	(39)
Retired	22	(269)	28	(221)
Other (inc. housewife/husband)	6	(66)	7	(52)
No answer	-	-	#	(3)
Total	**100**	**(1200)**	**100**	**(792)**

= less than 0.5%
- = no response

Table A5   Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
No car	19	(228)	17	(136)
One or more car	81	(968)	82	(652)
No answer	#	4	#	4
Total	**100**	**(1200)**	**100**	**(792)**

Table A6   Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Yes – disabled	16	(189)	18	(142)
No – not disabled	84	(1004)	81	(642)
No answer	1	7	1	(8)
Total	**100**	**(1200)**	**100**	**(792)**

Table A8   Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
AB	22	(264)	22	(178)
C1	29	(344)	28	(220)
C2	24	(288)	25	(197)
DE	18	(215)	18	(142)
Don't Know / No Answer	7	(89)	7	(55)
Total	**100**	**(1200)**	**100**	**(792)**

Appendix 2:   Category definitions

Social Economic Group Definitions:

Social group		Occupation of Chief wage earner
A	Upper middle class	Higher managerial, administrative or professional
B	Middle class	Intermediate managerial, administrative or professional
C1	Lower middle class	Intermediate or clerical and junior managerial, administrative or professional
C2	Skilled working class	Skilled manual workers
D	Working class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	Long term unemployed (6plus months), State pensioners, etc. with no earnings, Casual workers and those without a regular income

Children in household:

Children in household	Children under the age of 18 living in the household

Working and not working definitions:

Working	Full or part time or self employed
Not working	Full time education, unemployed, sick or disabled, retired or looking after the home

Frequency of being in Hartlepool town centre at night time

Frequency	Includes the following options from Qu1. of VP26	%
Frequently	Three or more nights a week One to two nights a week One to two nights a month	28
Rarely	At least once every six months At least once a year	31
Never	Less than once a year Never	41

View*point*

**Viewpoint
Your Views are Important**

This latest Viewpoint questionnaire seeks your views on a variety of local issues. It aims to find out what you and others from across the community think about these matters so that we can take your views into account when making decisions that affect your daily life. The questionnaire should only take about 10 to 15 minutes to complete. The issues covered this time include:

**Night Time in Hartlepool Town Centre
Crime & Community Safety**

There are no right or wrong answers to any of the questions; we just want to find out what you think of our services and other important issues that affect your daily lives. If you can't complete a question or feel you don't want to answer a particular question, don't worry, just leave it blank and move on to the next one.

When you have completed the questionnaire please return it to us in the enclosed reply paid envelope, no stamp required, by **16th May 2008**

We will look at what the Viewpoint members say and the Council's response in the next Viewpoint Newsletter, which you receive with your next Viewpoint questionnaire.

All the information you provide is confidential and we will never pass your name or address to any other organisation. What's more, if at any time you wish to leave Viewpoint, for whatever reason, simply let us know.

If you require any further information, need a large print questionnaire or any help filling it in then please contact:

**Lisa Anderson
Hartlepool Borough Council,
Civic Centre, Hartlepool, TS24 8AY
Telephone: (direct line) 01429 523584,
Email: lisa.anderson@hartlepool.gov.uk**

**VP25, 67% response rate, 792 completed questionnaires
(results are weighted up to 1200)**

 # = Less than 0.5%; - = No responses; * excluded from calculations

View*point*

Remember, you can now fill out this survey on-line!

If you think you would like to try this please contact me and let me know your email address in the space provided below. You can also use this space to let me know if you have given us your email address, but have changed it. You will still receive your paper questionnaires, but will have the option of filling them out on paper or online!

To have a look around our online consultation site, **'Your Town, Your Say'** go to: **http://consultation.hartlepool.gov.uk**

My email address is: -

_____

Night Time in Hartlepool Town Centre

The Council would like to understand more about how often you use the town centre late at night. The Council would also like to know your views and opinions on how safe you find the town centre at this time. Your responses will help the Council to assess the impact of the changes in alcohol licensing regulations that came into effect in 2005. When we refer to Hartlepool town centre what we mean is the York Road, Victoria Road and Church Street areas.

If you would like any further information on this topic please contact Ian Harrison on (01429) 523349 or via e-mail ian.harrison@hartlepool.gov.uk

1. **On average, how often are you in the Hartlepool Town Centre during the night time (after 9pm)?** (PLEASE TICK ONE BOX ONLY)

3 or more nights a week	2%	GOTO Q3
1-2 nights a week	9%	GOTO Q3
1-2 nights a month	18%	GOTO Q3
At least once every six months	22%	GOTO Q2
At least once a year	10%	GOTO Q2
Less than once a year	12%	GOTO Q2
Never	28%	GOTO Q2
Don't know	*	GOTO Q2

View*point*

2. **If you never or rarely go out in Hartlepool Town Centre during the night time (after 9pm) why is this?** (PLEASE TICK ALL THAT APPLY) (N = 847)

There's not enough to do after 9pm in the town centre area	7%
There's not enough public transport / taxis	4%
I don't feel safe in Hartlepool town centre late at night	31%
I prefer to be home from the town centre before 9pm	18%
I prefer to do other things with my time/have no reason to go there	73%
Don't know	#
Other (please specify_____)	1%
Poor health / disabillity	1%
Old age	1%
No answer	2%

3. **Thinking back to the last time you were in Hartlepool Town Centre during the night time (after 9pm) what was the purpose of your visit?** (PLEASE TICK ALL THAT APPLY)

To go to a restaurant	47%
To go to a pub	36%
To go to a takeaway	9%
To go to a night-club	12%
To go to the bingo	3%
To visit friends / family	5%
To go to work	3%
Can't remember	8%
Other (please specify_____)	5%
No answer	6%

4. **How do you feel about the number of the following amenities located in Hartlepool Town Centre?** (PLEASE TICK ONE BOX ON EACH LINE)

		Too many	About right	Too few	Don't know
a)	Restaurants	6%	77%	17%	*
b)	Pubs/bars	62%	36%	2%	*
c)	Takeaways	67%	33%	1%	*
d)	Night clubs	38%	49%	12%	*

Viewpoint

5. **To what extent do you think the following issues are a problem in Hartlepool Town Centre due to pub/club activity after 9pm?** (PLEASE TICK ONE BOX ON EACH LINE)

		A very big problem %	A fairly big problem %	Not a very big problem %	Not a problem at all %	Don't know
a)	Noise from local pubs/clubs	14	35	43	8	*
b)	Noise from people leaving pubs/clubs	26	42	27	5	*
c)	Rubbish or litter lying around (e.g. takeaways and bottles)	54	39	6	1	*
d)	Vandalism, graffiti or damage to property	30	44	24	2	*
e)	People using or dealing drugs	52	33	14	2	*
f)	People urinating or vomiting in public places	40	42	18	1	*
g)	Town centre feels threatening or unsafe	34	38	25	4	*
h)	Rowdiness or fighting in the streets	42	41	15	2	*

6. **Over the last 12 months, would you say that these problems have improved, got worse, or remained the same in Hartlepool Town Centre during the evenings (after 9pm)?** (PLEASE TICK ONE BOX ON EACH LINE)

		Improved %	Remained the same %	Got worse %	Don't know %
a)	Noise from local pubs / clubs	7	85	8	*
b)	Noise from people leaving pubs/ clubs	6	79	16	*
c)	Rubbish or litter lying around (e.g. takeaways and bottles)	6	59	35	*
d)	Vandalism, graffiti or damage to property	7	70	23	*
e)	People using or dealing drugs	5	50	45	*
f)	People urinating or vomiting in public places	6	63	31	*
g)	Town centre feels threatening or unsafe	4	68	28	*
h)	Rowdiness or fighting in the streets	7	55	38	*

7. **On your last visit to Hartlepool Town Centre in the evenings (after 9pm) did you experience or observe any of the following?** (PLEASE TICK ALL THAT APPLY)

Noise from local pubs / clubs	35%
Noise from people leaving pubs/ clubs	45%
Rubbish or litter lying around (e.g. takeaways and bottles)	66%
Vandalism, graffiti or damage to property	21%
People using or dealing drugs	17%
People urinating or vomiting in public places	36%
Town centre feels threatening or unsafe	36%
Rowdiness or fighting in the streets	38%
None of the above	9%
Other (please specify_____)	5%
No answer	8%

8. **How safe do you feel walking around Hartlepool Town Centre during the DAY?** (PLEASE TICK ONE BOX ONLY)

Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
21%	52%	23%	4%	1%	*

9. **How safe do you feel walking around Hartlepool Town Centre after DARK?**

Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
2%	13%	29%	37%	19%	*

10. **How safe do you feel waiting for public transport/taxis in Hartlepool Town Centre during the DAY?**

Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
25%	52%	19%	4%	1%	*

11. **How safe do you feel waiting for public transport/taxis in Hartlepool Town Centre after DARK?**

Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
3%	14%	26%	36%	21%	*

Viewpoint

12. How helpful do you think the following measures would be in reducing problems related to evening/late night activities? (PLEASE TICK ONE BOX ON EACH LINE)

		Very helpful %	Fairly helpful %	Not helpful at all %	Not sure %	No answer %
a)	Careful planning of pub/club closing hours so people don't all leave at the same time	32	34	21	7	6
b)	Longer opening hours	4	8	69	12	7
c)	Shorter opening hours	26	26	26	18	4
d)	More door staff in pubs/clubs	22	45	14	13	6
e)	Less alcohol served to people already drunk	78	14	3	2	3
f)	Fewer pubs/clubs	34	24	24	13	5
g)	More pubs/clubs	2	5	73	13	7
h)	More alternative late night activities	27	39	16	14	5
i)	Better street cleaning initiatives	44	38	7	7	4
j)	Better public transport / taxi services	36	39	8	12	5

13. Please use the space below to let us know any other thoughts or comments you might have about night time activities in Hartlepool Town Centre? (No. of comments)

Need more police on the streets	65
Too much alcohol / drinking culture	60
Too much underage drinking	27
Too much anti-social behaviour	25
Should be more family activities	20
Violent / feel unsafe at night	20
Is a good night out	16
More public transport / taxi available	8
Pubs stay open / serve alcohol till too late	8
Other	50

CEX1263P

Viewpoint

Crime & Community Safety

The Council's Community Safety Team works closely with the Police and others, on a range of initiatives and problems, as well as delivering specific community safety services, such as CCTV, and security patrols. They also offer advice, staff a number of Community Police offices and manage a range of grant awarding schemes. We would like to find out your thoughts on community safety, including what you think about CCTV cameras, your perception of anti-social behaviour and your crime and community safety concerns.

If you would like any further information on this topic please call Alison Mawson (01429) 284342 or e-mail alison.mawson@hartlepool.gov.uk.

Closed Circuit Television (CCTV)

The aim of Closed Circuit Television, or CCTV as it is more commonly known, is to deter criminal activity, to aid the detection of crime or anti-social behaviour, and to provide reassurance to the people who live, work or visit the places where cameras are. CCTV cameras help the Police and other partners, such as the Council and Fire Brigade, in their work to reduce and prevent crime and anti-social behaviour.

14.   Generally, do you support the idea of CCTV cameras? (PLEASE TICK ONE BOX ONLY)

Yes	93%
No	7%
Don't know	*

15.   Would you support the installation of a CCTV camera near your home?

Yes	83%
No	17%
Don't know	*

16.   Have CCTV cameras made any difference as to how safe you feel when you are:
   a) **In the town centre**   (PLEASE TICK ONE BOX IN EACH COLUMN)
   b) **In other areas with CCTV**

	a) In the town centre	b) In other areas with CCTV
Feel safer	53%	51%
Makes no difference at all	46%	48%
Feel less safe	1%	1%
Don't know	*	*

17.   Do you feel that CCTV cameras reduce the amount of crime in the following areas:
   a) **In the town centre**   (PLEASE TICK ONE BOX IN EACH COLUMN)
   b) **In other areas with CCTV**

	a) In the town centre	b) In other areas with CCTV
Yes, reduces crime	62%	61%
No, does not reduce crime	38%	39%
Don't know	*	*

CEX1263P

Viewpoint

Running CCTV Cameras

18. **Do you believe that the CCTV monitoring service should continue to be provided by the Council or should another agency provide the service?** (PLEASE TICK ONE BOX ONLY)

Yes, it should be provided by the local council	33%
No, it should be provided by the police	25%
No, it should be provided by a private agency	3%
Don't know, would need more information to make a judgement	38%
No answer	2%

Currently, Hartlepool Borough Council provides most of the money to run CCTV cameras in public places such as car parks and town centre areas.

19. **Do you think any of the following organisations should contribute financially to help run CCTV cameras in Hartlepool?** (PLEASE TICK ALL THAT APPLY)

Cleveland Police	58%
Fire Brigade	14%
Business in the area	55%
Environment Agency	26%
None of these	7%
Don't know	13%
Other (Please specify_____)	1%
Central Government	1%
No answer	3%

20. **If the Council needed to find more money to help run CCTV cameras or provide more CCTV cameras in areas of Hartlepool with high levels of crime or anti-social behaviour, how do you think the Council should do this?** (PLEASE TICK ALL THAT APPLY)

Cut down on costs by reducing the number of CCTV cameras in Hartlepool	6%
Remove existing cameras from some areas and put them in areas with higher levels of crime or anti-social behaviour	47%
Earn income from running other organisation's cameras for them (e.g. schools, hospitals, & business sites)	44%
Earn income from car parking charges	13%
Increase Council Tax	2%
Ask local businesses and other organisations to contribute financially	60%
None of the above	3%
Don't know	5%
Other (Please specify_____)	3%
No answer	3%

21. **Where do you think CCTV cameras should be sited?**
(PLEASE TICK UP TO <u>FIVE</u> BOXES)

Town centre shopping areas	39%
Town centre areas with pubs and clubs	61%
Car parks	46%
Out of town shopping parades (such as Catcote Road or King Oswy shops,)	38%
Residential streets	11%
Visitor attractions (e.g. Maritime experience)	6%
Areas with high crime levels	66%
Areas with high levels of nuisance and anti-social behaviour	66%
Public spaces such as parks, cemeteries and children's play areas	32%
Industrial estates	5%
Other (Please specify_____)	1%
No answer	19%

In Middlesbrough town centre, there are 'talking cameras', where the person monitoring a camera can inform a member of the public they have been recorded committing an illegal or anti-social act (e.g. dropping litter or allowing their dog to foul).

22. **Would you support the introduction of 'talking cameras' in Hartlepool?**

Yes	80%
No	20%
Don't know	*

23. **Please use the space below to let us know if you have any other thought or comments about CCTV cameras in Hartlepool. (No. of comments)**

CCTV is good/should be more	47
Ensure proper maintenance/make sure they all work	36
Think they are an invasion of privacy	34
Ensure that they are bring monitored	26
Only results in more problems where no CCTV	13
Should have more police on the streets	12
Make sure they are visible	11
Not sure whether they are worthwhile or not	11
Ensure they are used for crimes, not spying	7
Pointless/ don't do any good	7
Change their locations	5
Other	28

<u>**Views on Anti-social Behaviour**</u>

24. **How well informed do you feel you are about what is being done to tackle anti-social behaviour in your local area?** (PLEASE TICK ONE BOX ONLY)

Very well informed	Fairly well informed	Not very well informed	Not at all well informed	Don't know
4%	26%	51%	19%	*

Viewpoint

25. Thinking about your local area, how much of a problem do you think are…?
(PLEASE TICK ONE BOX ON EACH LINE)

		A very big problem %	A fairly big problem %	Not a very big problem %	Not a problem at all %	Don't know
a)	Parents not taking responsibility for the behaviour of their children	38	29	23	10	*
b)	People not treating other people with respect and consideration	33	30	34	13	*
c)	Noisy neighbours or loud parties	8	12	48	32	*
d)	Teenagers hanging around on the streets	26	30	31	14	*
e)	Rubbish and litter lying around	27	33	32	8	*
f)	People being drunk or rowdy in public places	15	22	40	24	*
g)	Abandoned or burnt out cars	3	5	31	61	*
h)	Vandalism, graffiti and other deliberate damage to property or vehicles	11	25	37	28	*
i)	People using or dealing drugs	24	20	25	31	*
j)	Underage drinking	33	28	24	15	*

26. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? (PLEASE TICK ONE BOX ONLY)

Definitely agree	12%
Tend to agree	50%
Tend to disagree	15%
Definitely disagree	6%
Don't know	*
Too few people in local area	4%
All the same background	13%

27. Overall, how much of a problem would you say anti-social behaviour is in your local area?

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
8%	26%	52%	14%	*

CEX1263P

Viewpoint

Crime & Community Safety Concerns

28. **How concerned are you about the following <u>in your local area</u>?**
(PLEASE TICK ONE BOX ON EACH LINE)

		Very concerned %	Fairly concerned %	Not very concerned %	Not at all concerned %	Don't know
a)	Parking on grass verges / pavements	22	22	33	22	*
b)	Overgrown gardens	5	10	44	41	*
c)	Empty or boarded up properties	9	14	29	48	*
d)	Lack of safe areas for young children to play	18	36	24	23	*
e)	Lack of community / resident groups	8	26	39	27	*
f)	Speeding traffic	28	33	26	14	*

29. **Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
29%	53%	12%	5%	2%	*

And finally……………

Please use the space below to suggest any subjects that you would like to see covered in future Viewpoint surveys or any further comments you would like to make about Viewpoint in general. (No. of comments)

Local car parking	28	More for children/youth facilities	12
Litter / lack of street cleaning	26	Traffic congestion	12
Traffic calming / reduce speed of traffic	21	High level of Council Tax	11
Poor condition of roads	19	Poor condition of pavements	9
Dog fouling	17	Viewpoint is good	5
Anti-social behaviour	16	Other	122

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 16th May 2008

View*point*

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यक्ता हो तो हमसे संपर्क करें

(Hindi)

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن نقوم بالاتصال بنا.

(Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

(Bengali)

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

(Cantonese)

ئەگەر دەتەوى ئەم بەلگەيەت بە زمانيكى كە يا بە فۆرميكى كە ھەبى، يا پيويستت بە موتەرجيم ھەيە، تكايە پەيوەندىمان پيوە بكە

(Kurdish)

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

(Polish)

یہ دستاویزا گرآپ کوکسی دیگرزبان یادیگرشکل میں درکارہو، یااگرآپ کوترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجیے۔

(Urdu)

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│              PERFORMANCE PORTFOLIO                    │
│              Report to Portfolio Holder               │
│                 14ᵗʰ November 2008                    │
│                                                       │
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Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – JULY TO SEPTEMBER
                    2008

SUMMARY

1.   PURPOSE OF REPORT

To report to the Portfolio Holder on corporate complaints performance for the second quarter of 2008/9.

2.   SUMMARY OF CONTENTS

The report covers performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the second quarter of 2008/09. A total of 38 formal complaints was received in the quarter. Eighty four percent of these were responded to within authority deadlines. More than half the complaints were upheld fully or in part.

3.   RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

4.   TYPE OF DECISION

Non-key

5.   DECISION MAKING ROUTE

Portfolio Holder meeting on 14ᵗʰ November 2008

6.   DECISION(S) REQUIRED

That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – JULY TO SEPTEMBER 2008

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1.   PURPOSE OF REPORT

1.1   To report to the Portfolio Holder on corporate complaints performance for the second quarter of 2008/9.

2.   FORMAL COMPLAINTS INFORMATION – April – June 2008

2.1   In the second quarter of 2008/09, a total of 34 formal corporate complaints were recorded by departments and 4 social care complaints. The Neighbourhood Services Department dealt with 25 of these complaints – 17 of them being on the same issue of the closure of Falcon Rd. The Adult and Community Services Department dealt with 5 corporate complaints and 1 social care complaint and the Children's Services Department dealt with 3 social care complaints. The Regeneration & Planning Services Department had three corporate complaints and the Chief Executive's Department dealt with one corporate complaint. In the first quarter of this year, 15 formal complaints were recorded. Setting to one side the group of 17 complaints about one issues, the scale of complaints in Quarter 2 is similar to that recorded in Quarter 1. (See Appendix 1 for detailed figures)

2.2   The social care complaints received by the Adult & Community Services and Children's Services Departments are dealt with under statutory procedures which differ from the corporate procedure in terms of time scales and investigative process. However, for the sake of completeness, basic statistics on numbers of complaints received are included in this report.

Meeting deadlines

2.3   The corporate complaints procedure has a deadline of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. For social care complaints, deadlines vary depending on the level of the complaint - within 10 working days for the Local Resolution stage, 25 working days for the Formal Investigation stage and 30 working days for the Complaint Review Panel stage. There is scope for extending the social care deadlines should this become necessary. Prompt investigation is always a priority for all types of complaints, but in some cases the complexity of a complaint and/or the number of people to be contacted during the investigation can mean that the deadline cannot be met. In the second quarter of 2008/09, the deadline was met in 84 percent of cases. This is an improvement on the figure of 73 percent of investigations completed within the deadline, for the first quarter of this year.

Outcomes of complaints investigations

2.4   When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether or not the authority has been at fault and hence whether the complaint is upheld fully, in part or not upheld. In the second quarter of 2008/09, 3 complaints (8%) were fully upheld and 20 cases (53%) were partly upheld. This compares with the figures for the first quarter of 2008/09 of 1 case (7%) fully upheld and 3 cases (20%) partly upheld. The 20 cases partly upheld in the second quarter include the 17 complaints about the Falcon Rd closure. One element of the Falcon Rd complaints was about the lack of notification of a Portfolio Holder meeting. This element of the complaints was upheld while the other elements of these complaints were not upheld.

Remedies for complaints

2.5   Departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In some cases, a remedy can put a complainant in the position they would have been in but for the Council's error, e.g. the refund of rent to an allotment holder unable to use their plot due to council delays or a meeting to resolve a problem. In other cases, a direct remedy of this sort is not possible but apologies have been given, and explanations provided as to how the problem arose and of the action taken to prevent the problem recurring.

Learning from complaints

2.6   Complaints can provide useful information on how a service is performing and what problems are being experienced by service users. Departments provide information on what lessons have been learnt from the complaints that they have received and what actions have been taken to prevent their recurrence. In the second quarter of 2008/09, wherever possible, departments have taken action on complaints. For example, in one service a new electronic system for logging enquiries has been implemented. Other areas have reviewed the way services are organised and provided staff training or made sure that staff are provided with all the relevant information in order to provide a good service.

3.   RECOMMENDATIONS

That the report be noted.

4.   BACKGROUND PAPERS

Corporate Complaints - April to June 2008 - Report to the Performance Management Portfolio Holder, 26th September 2008.

Hartlepool Borough Council Corporate Complaints Procedure 2008.

5.   CONTACT OFFICER

Liz Crookston, Principal Strategy & Research Officer,
Chief Executive's Department, Corporate Strategy Division
Hartlepool Borough Council

Tel No: (01429) 523041.   Email: liz.crookston@hartlepool.gov.uk

APPENDIX 1 – COMPLAINTS MONITORING – July 1st – September 30th 2008
(Q1 – April to June 2008; **Q2 – July to Sept 2008**)

| | NUMBER | | MEETING DEADLINES | | | | OUTCOMES | | | | | |
| | Total no. of complaints | | Reported on within deadline | | Reported outside deadline | | Not upheld | | Upheld in part | | Upheld | |
	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2
CHIEF EXECUTIVE'S												
Corporate Strategy	-	-	-	-	-	-	-	-	-	-	-	-
Finance	3	-	3	-	-	-	2	-	-	-	1	-
Human Resources	2	1	-	1	2	-	2	1	-		-	
Legal	-	-	-	-	-	-	-		-		-	
TOTAL FOR CHIEF EXEC'S	5	**1**	3	**1**	2	**-**	4	**1**	-	**-**	1	**-**
ADULT & COMMUNITY SERVICES												
Corporate complaints	2	5	2	4	-	1	1	4	1	-	-	1
Social Care complaints	2	1	1	1	1	-	-	1	2	-	-	-
TOTAL FOR ADULT & COMM SERVICES	4	**6**	3	**5**	1	**1**	1	**5**	3	**-**	**-**	**1**
CHILDREN'S SERVICES												
Corporate complaints	-	-	-	-	-	-	-	-	-	-	-	-
Social Care complaints	1	3	1	2	-	1	1	2	-	1	-	-
TOTAL FOR CHILDREN'S SERVICES	1	**3**	1	**2**	-	**1**	1	**2**	-	**1**	-	-
REGENERATION & PLANNING SERVICES	-	**3**	-	**1**	-	**2**	-	**2**	-	**1**	-	**-**
NEIGHBOURHOOD SERVICES	5	**25**	4	**23**	1	**2**	5	**5**	-	**18**	-	**2**
TOTAL NUMBER OF COMPLAINTS	15	**38**	11	**32**	4	**6**	11	**15**	3	**20**	1	**3**
			73%	**84%**	27%	**16%**	73%	**39%**	20%	**53%**	7%	**8%**

PERFORMANCE PORTFOLIO Report to Portfolio Holder 14 November 2008	

Report of: Chief Personnel Officer

Subject: WORKFORCE DEVELOPMENT & WORKFORCE PLANNING – HALF- YEAR REPORT 2008/09

_____

1.   **PURPOSE OF REPORT**

To advise the Portfolio Holder of the progress made during the first 6 months of 2008/9 and planned future actions in 2008/9 in respect of the Workforce Development and Workforce Planning corporate activities.

2.   **SUMMARY OF CONTENTS**

The report provides details of progress made and planned future actions in respect of the Workforce Development and Workforce Planning corporate activities.

3.   **RELEVANCE TO PORTFOLIO MEMBER**

Corporate issues.

4.   **TYPE OF DECISION**

Non-key decision.

5.   **DECISION MAKING ROUTE**

Portfolio Holder only.

6.   **DECISION(S) REQUIRED**

Noting of the report.

Report of :   Chief Personnel Officer

Subject: WORKFORCE DEVELOPMENT & WORKFORCE PLANNING –
                   HALF-YEAR REPORT 2008/9

_____

1.   PURPOSE OF REPORT

1.1   To advise the Portfolio Holder of the progress made during the first six months of
        2008/9 and planned future actions in 2008/9 in respect of the Workforce
        Development and Workforce Planning corporate activities.

2.   BACKGROUND

2.1   In April 2007, Hartlepool BC launched its updated Workforce Development Strategy
        covering the period 2007-2012. The HBC Workforce Development Strategy has
        four key objectives directly linked to the Council's People Strategy, each with a
        number of specific supporting actions. The four objectives are:

        1. Develop & Promote Active, Visible and Effective Leadership
        2. Continually Improve What We Do
        3. Develop the Skills of the Workforce
        4. Effectively Use Resources and Invest in the Future

2.2   In November 2007, the Local Government Association (LGA), the Improvement
        and Development Agency (IDeA) and Local Government Employers (LGE) worked
        together to supersede the 2005 workforce strategy and produced the Local
        Government Workforce Strategy 2007, "*Local Government, the place to be, the
        place to work.*" This national strategy sets out five strategic priorities and the table
        below shows the national strategies and which local plans / strategies address
        these national objectives.

National Workforce Strategy Strategic Priorities	Hartlepool BC Strategies
Organisational Development	Corporate Plan / Workforce Development Strategy
Leadership Development	Workforce Development Strategy
Skill Development	Workforce Development Strategy
Recruitment & Retention	People Strategy
Pay and Rewards	People Strategy

2.3   The impact of this new strategy on our current arrangements will be significant.
        Based upon the new objectives and performance measures it will be necessary to
        review our strategy to bring it in line with the new strategy and review our current

strategic and operational workforce development and workforce planning arrangements. A separate report is being presented at your meeting on the Workforce Improvement Challenge, and this report sets out how the results from a number of assessments will inform the review of these strategies.

3.   PROGRESS MADE WITHIN WORKFORCE DEVELOPMENT AND WORKFORCE PLANNING IN THE FIRST SIX MONTHS OF 2008/09.

3.1   The plans for Workforce Development activity during 2008/9 are two-fold
- actions led and carried out by the Strategic Workforce group
- those actions led and carried out by the Corporate Workforce Development team.

3.2   In a report to the Portfolio Holder in May 2008, the following actions were planned for the 2008/9 financial year in respect of workforce planning & workforce development to be carried out by the Corporate Workforce Development team, and the following progress has been made:

Strategy Objective	Action	Deadline	Progress
Implement Plans to Develop & Promote Active, Visible and Effective Leadership	Design and roll-out the member development plan for 2008/09	May-08	Complete
	Deliver pre-election event and new member induction programme	Apr-08	Complete
	Review Elected Member competency framework	Sep-08	Report to LJCC in December 08.
	Provide diversity awareness training to all members in preparation for the Level 3 validation of the Equality Standard	Oct-08	Complete – offered as part of Member Development Programme
	Design and roll-out phase 4 of the LMDP	Sep-08	Delayed pending business transformation input
	Establish and roll-out new managers induction programme	Sep-08	Pilot delivered, awaiting evaluation information

Implement Plans to Continually Improve What We Do	Obtain Matrix standard accreditation for the Workforce Development Service	Sep-08	Awaiting assessment information
	Plan and deliver the celebrating success event 2008	Jul-08	complete
	Review apprenticeship scheme	Dec-08	Action plan on target to be ready for Dec 08
	Publish revised corporate Induction Policy	Sep-08	First draft complete
Implement Plans to Develop Skills of the Workplace	Further develop the catalogue of NVQ's and other accredited qualifications offered to the workforce	Mar-09	Ongoing – new award being included in corporate training plan on a regular basis
	Design and roll-out a corporate training plan for 2008/09 based upon the new competency framework	Apr-08	complete
	Prepare for external assessment of the Go Award	Jun-08	complete
Implement Plans to Effectively Use Resources and Invest in the Future	Undertake skills audits using the new on-line Hartlepool skills portal	Dec-08	Partially complete – new appraisal scheme piloted on skills portal
	Research and procure (if appropriate) an e-learning authoring tool	Sep-08	Tool identified – working with Northgate to identify support required

3.3   In terms of the activities carried out by the Strategic Workforce group, a number of sub-groups have been formed to work on specific issues, actions, or developments. Each is headed up by a project leader and the group is made up a mix of

representatives from across the authority. The text in italics shows the progress for each work stream.

Group A – Evaluation of the revised appraisal and competency framework
Evaluation completed, report being compiled for presentation to strategic Workforce Development Group on 20th November.

Group B – Introduce a corporate evaluation strategy
Draft Evaluating Learning and Development Strategy will be circulated to Corporate Workforce Development Group in November for comment, amended final version on target for completion by December.

Group C – Improving performance management skills amongst managers
Series of meetings held with sub group to develop recommendations for strategic workforce development group.

Group D – Corporate Investors in people review group
Corporate Assessment carried out 21/22/23&28/29 July 2008 - IIP status achieved. Group are now developing action plan as per timetable agreed by CMT.

Group E – Improving procurement of training & development
Consultation event held, OJEU notices posted, 120 expressions of interest, 87 organisations being invited to tender. On target to achieve and have new arrangements in place for 1st April 2009.

Group F – Improving workforce data and performance indicators
Departmental databases in place to record personal information and training & qualifications - Report of HBC departments requirements sent to corporate lead October to inform the procurement of the HR/payroll data systems

4.   EMPLOYEE MONITORING 2008/9

During the first half of 2008/09 a total of 64 courses were delivered varying from short 1 hour updates to 5 days in length. A total of 560 monitoring forms were returned, however the number of employees accessing training is higher than this number. The workforce head count at 1.04.08 was 2878 excluding schools.

- **Ethnicity**

560 employees who provided monitoring information declared their ethnicity on training monitoring forms. Details of their ethnic background are detailed in Table 1. From the workforce total of 2878, 2406 have declared their ethnicity.

Table 1

	Employees from White Backgrounds	Employees from Minority Ethnic Backgrounds
number of employees receiving corporate training	553	7
%age (no) of employees receiving corporate training	98.7%	1.3%
number of workforce (excluding school employees) as at 1.4.08	2387	19
%age (no) of workforce (excluding school employees) as at 1.4.08	99.2%	0.8%

The results of the analysis show, that in terms of ethnicity, the percentage of employees (whilst small) from minority ethnic backgrounds in the workforce, who are accessing corporate training is higher than the workforce profile. Although, it is worth noting that these figures

  a)   are based on those who declared their ethnicity and could alter significantly if 100% of the workforce declared their ethnicity
  b)   are not capable of further analysis to identify whether it is one or several employees from an ethnic background who has received corporate training

- **Disability**

560 employees who provided monitoring information declared their disability on training monitoring forms received corporate training. Details of their disability are detailed in Table 2.

Table 2

	Employees with no declared disability	Employees with a declared disability	Employees who preferred not to declare
number of employees	520	7	33

receiving corporate training			
%age (no) of employees receiving corporate training	92.8%	1.3%	5.9%
number of workforce (excluding school employees) as at 1.4.08	2204	139	535
%age (no) of workforce (excluding school employees) at 1.4.08	76.6%	4.8%	18.6%

The results of the analysis show, that in terms of disability, the percentages of those employees accessing training, are lower than the workforce profile. As reported previously, an attempt to run a focus group to explore this issue had to be abandoned due to the fact that employees were not willing to participate. This will now be explored further in the employee survey planned for February 2009.

- **Gender**

560 employees who provided monitoring information declared their gender on training monitoring forms received corporate training. Details of the results are detailed in Table 3.

Table 3

	Male Employees	Female Employees	Prefer not to disclose
number of employees receiving corporate training	261	295	4
%age (no) of employees receiving corporate training	46.6%	52.7%	0.7%
Number of workforce (excluding school employees) as at 1.4.08	804	2074	N/A
%age (no) of			

workforce (excluding school employees) as at 1.4.08	27.9%	72.1%	N/A

The results of the analysis show, that in terms of gender, the percentages of those employees accessing training, are predominantly female however this is reflective of the workforce profile. A higher percentage of males are accessing training than the workforce profile.

- **Age**

560 employees declared their age on training monitoring forms received corporate training. Details of the age profile are detailed in Table 4.

Table 4

	Aged 16-19	Aged 20-24	Aged 25-34	Aged 35-49	Aged 50+
number of employees receiving training	19	49	68	338	86
%age (no.) of employees receiving training	3.4%	8.6%	12.1%	60.4%	15.4%
number of workforce (excluding school employees) as at 1.4.08	46	138	383	1324	958
%age (no) of workforce (excluding school employees) as at 1.4.08	1.6%	4.8%	13.4%	46.5%	33.7%

The results of the analysis show, that in terms of age profile, the percentages of those employees accessing training are not too different from the workforce profile, with the exception of those aged 50 and over who do not seem to be engaging fully

with the development opportunities offered. Again, this will be explored within the employee survey planned for February 2009.

- **Employment Status**

560 employees declared their employment type on training monitoring forms. Details of employment type are detailed in Table 5.

Table 5

	Full Time	**Part Time**	**Other / Prefer not to say**
Number of employees receiving training	512	20	28
%age (no.) of employees receiving training	91.4%	3.6%	5%
number of workforce (excluding school employees) as at 1.4.08	1496	1382	N/A
%age (no) of workforce (excluding school employees)	52%	48%	N/A

The results of the analysis show, that in terms of employment type, the percentages of those employees accessing training those part-time employees tend not to access the corporate training programme. Although this figure is low, a large number of the weekly and four weekly paid workforce have been accessing Skills for Life and first NVQ level 2 programmes over a 6 month period and this data has not been counted as it falls outside of the "corporate training programme." This will be remedied once the new HR and Payroll system is in place as it will have the capability to monitor and record all training and development across the authority. This issue will also be included in the 2009 employee survey.

It is also worth noting that an INRA (Impact Needs Requirement Assessment) will be carried out on the Workforce Development Service as a whole in November 2008 in line with the INRA timetable for the Chief Executive's Department. The results of this INRA will be reported to the Portfolio Holder in the annual report due in April 2009.

This year, data is also being collected on sexuality and religion, which will ensure that data covers all six strands of the Equality Standard. The collection is in the early stages and will be reported fully in the annual report in April 2009.

5.   RECOMMENDATION

5.1   That the portfolio holder notes the report.

Contact Officer: Lucy Armstrong
                      Corporate Workforce Development Manager
                      01429 523476

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│              PERFORMANCE PORTFOLIO                │
│              Report to Portfolio Holder           │
│              14ᵗʰ November 2008                    │
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PERFORMANCE PORTFOLIO
Report to Portfolio Holder
14th November 2008

Report of: Chief Personnel Officer

Subject: HALF YEARLY DIVERSITY REPORT

SUMMARY

1.   **PURPOSE OF REPORT**

To report progress made in respect of planned actions for achieving Level 4 of the Equality Standard for Local Government by March 2011, other achievements in the first six months of 2008/9 and planned diversity actions in the next six months.

2.   **SUMMARY OF CONTENTS**

The report provides details of the Council's progress in respect of the actions planned to achieve Level 4 of the Equality Standard for Local Government by March 2011, departmental achievements and planned diversity actions in the next six months.

3.   **RELEVANCE TO PORTFOLIO MEMBER**

Corporate Performance

4.   **TYPE OF DECISION**

This is not a key decision.

5.   **DECISION MAKING ROUTE**

Portfolio Holder only

6.   **DECISION(S) REQUIRED**

Endorse the report and note the achievements and progress made.

Report of: Chief Personnel Officer

Subject: HALF YEARLY DIVERSITY REPORT

1.0   PURPOSE OF REPORT

1.1   To report progress made in respect of planned actions for achieving Level 4 of the Equality Standard for Local Government by March 2011, other achievements in the first six months of 2008/9 and planned diversity actions in the next six months.

2.   BACKGROUND

2.1   At your meeting held on 16th May 2008, the 2007/8 Annual Race and Diversity Report was endorsed. It was also reported that the Council had achieved Level 3 of the Equality Standard for Local Government (subject to external Equality Mark validation) and had set itself a target of achieving Level 4 by 31 March 2011.

2.2   The Single Equality and Diversity Scheme 2008-11 (which includes the statutory Race, Disability and Gender Schemes) and Corporate Equality and Diversity Action Plan were approved by Cabinet on 7th July 2008.

2.3   The Corporate Equality and Diversity Action Plan has been incorporated into the Council's Performance Management database, Covalent along with those diversity related actions identified by departments in Departmental Plans. Quarterly updates are provided on all actions included in Covalent, including diversity actions.

2.4   Officers are asked to provide a short commentary explaining progress made to date, and asked to identify the expected outcome of each action set out in the Plan. The following traffic lights are used within Covalent:

        Achieved Target

        Expected to achieve target

        Target not achieved

        Not expected to achieve target

3.0   ACHIEVEMENTS SINCE APRIL 2008

3.1   The Corporate Equality and Diversity action plan includes 69 actions for 2008/09. Table 1, below, summarises the progress made, to the 30th September 2008, against these actions.

Table1 – Corporate Equality and Diversity Action Plan (CEDP) and department's diversity action progress summary

Table 1

		CEDP	CEX	ACS	CS	NS	R&P
	Achieved Target	32	9	11	2	23	12
	Expected to achieve target	25	39	24	14	40	30
	Target not achieved	4	1	0	0	18	3
	Not expected to achieve target	1	0	0	0	0	0
	Actions not updated	1	4	0	0	0	0
	Total	**63**	**53**	**35**	**16**	**81**	**45**

3.2   Key Corporate achievements in the first six months of 2008/9 include: -

➢   A Single Equality and Diversity Scheme incorporating all six strands (Race, Gender, Disability, Age, Sexual Orientation and Religion/Belief) and Corporate Equality and Diversity Action Plan have been published.

➢   The Corporate Equality and Diversity Action Plan has been included within the Covalent System (Performance Management Database) and work on achieving the targets and actions have started.

➢   Single Status Agreement agreed and implemented

➢   Funding has been procured from contingency funds to continue with the external critical challenge on the Council Services. This has been formalised and organised to run until March 09.

➢   Draft Corporate Access Strategy has been consulted widely with stakeholders.

➢   Progress made in respect of the self assessment documentation for external Equality Mark validation of attaining Level 3 of the Equality standard.

- ➤ HBC logo to represent Access to Information (alternative format translation and interpretation services) has been published and promoted.
- ➤ The Impact Needs Assessment (INRA) process has been reviewed to incorporate the Corporate Strategy themes and the Critical Challenge Process. Each Service area is to identify risks that are related to Equality and Diversity and incorporate into the risks register.
- ➤ The 2008/9 Budget process has included Diversity considerations for the first time.
- ➤ Consultation with Talking with Communities and members of the Lesbian, Gay, Bisexual and Trans (LGBT) Group and with disabled people through Hartlepool Life Chances Partnership Board.

3.3 Key achievements from each department are listed below.

3.3.1 Chief Executive's Department key achievements include:

- ➤ Guidance and training is being provided to help Council employees increase their use of plain English following feedback from consultation

- ➤ Cabinet approved in August the procurement of an HR system which will transform the ability of the Council to monitor equality and diversity among its workforce. Completion of the procurement is expected by January 2009.

3.3.2 Neighbourhood Services Department key achievements include:

- ➤ Assisted collections of bulky waste have been set up with new provider OFCA.

- ➤ An area of land has been set apart for Muslim burials in consultation with Muslim leaders in the Community.

3.3.3 Adult and Community Services Department key achievements include:

- ➤ All new and reviewed social care plans are person-centred in line with Self-Assessment Questionnaires and Individual Budgets and promote social inclusion and individual empowerment.

- ➤ Robust information systems/data collection systems are in place to track the numbers of people helped to gain/retain work and access vocational opportunities and mainstream services. The systems provide evidence that we are supporting an increasing number of people with disabilities into vocational, voluntary and employment opportunities.

3.3.4 Regeneration and Planning Services Department key achievements include:

> ➤ Hartlepool Partnership Local Area Agreement (LAA) offer letters have been reviewed and now include advice to partners that projects are expected meet Hartlepool Borough Council's commitment to equality by promoting equal opportunities and complying with all the legislation in fulfilling their duties. Working Neighbourhood Funding (WNF) verification forms have also been revised to monitor how service providers demonstrate their promotion of equal opportunities and compliance with equality and diversity legislation.

> ➤ The Intergenerational Tolerance Group (ITG), made up of professionals from the statutory and voluntary agencies, has been set up to co-ordinate intergenerational activities to promote tolerance and reassurance by encouraging residents' groups to include intergenerational activities at their community events.

3.3.5 Children Services Department key achievements include:

> ➤ The Building Schools for the Future Strategy for Change 2 document was completed, setting out plans for the future transformation of secondary education in the town and addressing the needs of all pupils including vulnerable pupils and those in the special education sector and the pupil referral unit. In relation to the Primary Capital Programme, a second wide-ranging consultation programme took place in all areas of the town with officers running 63 meetings to ensure that the options were fully understood.

> ➤ The implementation of the Common Assessment Framework supports the earlier identification of vulnerable individuals and responding to need accordingly through Team around the Child. Moving toward the 'team around the schools' approach will ensure vulnerable groups are provided with appropriate services. Hartlepool's UK Youth Parliament representative is from an ethnic minority background. Vulnerable groups have been particularly targeted throughout the consultation programme in preparation for the new Children and Young People's Plan which will be in place from 1 April 2009 until 2020.

3.4 Additional achievements within departments in the first six months of 2008/9, DIA's undertaken, further action planned and actions not expected to achieve target with revised deadlines are detailed in the following Appendices.

Appendix A	Chief Executives
Appendix B	Neighbourhood Services:
Appendix C	Adult & Community Services
Appendix D	Regeneration & Planning Services
Appendix E	Children Services:

3.5   The Corporate Equality and Diversity Plan contained 63 actions that were the responsibility of the Corporate Diversity Steering Group. At the end of September 2008, 32 actions had been completed, and a further 25 were assessed as being on target to be completed by the target date. However, 4 actions did not achieve their target and a further single action will not be expected to achieve its target. The tables below details these actions, together with a comment explaining why the deadline has not been met and any appropriate remedial action along with any request by the division to amend the target date.

Table 2: Corporate Equality and Diversity Actions not expected to achieve target

Expected Outcome Icon	Expected Outcome Description	Action Code	Action Title	Due Date	Responsible Officer	Progress Bar	Latest Note
	Not expected to achieve target	CED A151	Implement HR aspects of new Payroll/HR system	31/03/2009	Joanne Machers	5%	Procurement exercise in progress. ITT issued to five organisations who submitted satisfactory PQQs. Return date 26.11.08

Table 3: Corporate Equality and Diversity Actions where target was not achieved

Expected Outcome Icon	Expected Outcome Description	Action Code	Action Title	Due Date	Responsible Officer	Progress Bar	Latest Note
	Target not achieved	CEP A012	Incorporate Sexual orientation and religion and belief/no belief in Employee Monitoring Forms	30/06/2008	Wally Stagg	62%	Delayed due to priority being given to implementing new pay and grading structure
	Target not achieved	CEP A012.2	Amend Employment Monitoring forms to include all six strands	30/06/2008	Wally Stagg	50%	Draft form developed. Delayed due to priority being given to implementing new pay and grading structure
	Target not achieved	CEP A012.4	Develop Health and Safety Monitoring forms to	30/06/2008	Stuart Langston	0%	This is to be included from the HR information system to

			include all six strands				avoid duplication.
	Target not achieved	CEP A013.1	Prepare 2008 report on the workforce profile and assess with statistics whether the council's employment profiles closely fit the profile of the local labour market.	31/07/2008	Alison Oxley	0%	Report has been delayed as Workforce Profile data was unavailable. It will be reported to the Performance Portfolio holder in Dec 2008

4. Corporate Actions Planned for the next six months

➢ Submission of the self assessment documentation for external Equality Mark validation of attaining Level 3 of the Equality standard and preparation for the on site visit.
➢ Continue with the external critical challenge process
➢ Continue to consult with Talking with Communities, LGBT forum, and disabled people through Hartlepool Life Chances Partnership Board.
➢ Start work on establishing consultation with faith groups.
➢ Continue to promote of HBC logo to represent alternative format translation and interpretation services.
➢ Endorsement and publicity of the Draft Corporate Access Strategy
➢ Departments to undertake INRAs to inform diversity actions in Service Plans for 2009/10
➢ Continue to make progress on targets and actions included in the Corporate Equality and Diversity Plan.
➢ Improvements to the reporting arrangements via Covalent

5. RECOMMENDATION

5.1 That the Portfolio Member endorses the report and notes the achievements and progress made.

6. CONTACT OFFICER

Vijaya Kotur
Principal Diversity Officer
Tel No: 01429-523060
e-mail: Vijaya.kotur@hartlepool.gov.uk

APPENDIX A

CHIEF EXECUTIVE'S DEPARTMENT

Within Chief Executive's Department there are 53 actions identified in the Department's Diversity and Equality Plan.

The table below summarises the progress made until September 2008.

Key Achievements (April 2008- Sept 2008)

Nine actions in the Diversity and Equality Plan at 15 October 2008 were assessed as completed with a further 39 in progress. These included:

- Inclusion of diversity issues in the scoping phase of scrutiny committee investigations
- Monitoring and analysis of attendance by Council staff at training events by religious belief and sexual orientation commenced
- Guidance and training is being provided to help Council employees increase their use of plain English
- Agreement of the Chief Executive's Department Management Team to the outline DIA programme for 2008/9
- The Superintendent Registrar attended Talking with Communities to discuss English marriage law
- Consultation and feedback meetings with BME and LGBT communities
- Cabinet approved on 4/8/08 the procurement of an HR system which will enhance the ability of the Council to monitor equality and diversity among its workforce. Completion of the procurement is expected by January 2009. Implementation is expected to last a further 8 months.

DIA's (so far)

A Diversity Impact Assessment was completed for the Single Status agreement.

Further Actions (October 2008-March 2009)

These include:

- Introduction of a satisfaction survey in the Registration Service
- Upgrade of existing Council web pages to provide easy to read pages
- Additional publicity on opportunities to make complaints, compliments and comments about Council services
- More consultation and feedback meetings with BME and LGBT communities

Actions not expected to achieve target with revised deadlines:

At 15 October 2008 only one planned action was overdue. This was the planned development of Health and Safety Monitoring forms to include all six diversity strands by 30 June 2008. This is now expected to be completed by March 2009.

APPENDIX B

NEIGHBOURHOOD SERVICES DEPARTMENT

Within Neighbourhood Services there are 81 actions identified in the Diversity section of the Departmental plan. 23 actions have achieved targets and 49 actions are expected to achieve targets. 18 actions have not achieved targets but revised dates have been set by DMT and expected to achieve by March 09.
Table below summarises the progress made until Sept 08.

Key Achievements (April 2008- Sept 2008)

- Communication and Equality Impact Workshop took place for senior officer and INRAs have now commenced.
- Assisted collections of bulky waste have been set up with new provider OFCA.
- The Diversity Questionnaire was taken to all consultative and Nap forums across the town with 131 completed, the gaps showed that the age group 16-29 was under represented as were ethnic minorities. The talking with communities group (BME) received a presentation by Neighbourhood Development Officers as to Neighbourhood working, to gain feedback as to how to engage and tackle the under representation of this group at Neighbourhood Forums,
- Equality monitoring was introduced at the compost giveaway. Results show equal usage by all residents including disabled and ethnic minority groups.
- Building Management and Maintenance induction pack including equality and diversity section complete and now in use for all new staff.
- In consultation with Muslim leaders in the Community - an area of land has been set apart for Muslim burials.
- New Fruit and Vegetable Bag scheme established at Salaam Centre for BME communities.
- Language and translation / larger print statement now issued with all Parking Control Notices.
- Road safety education and training schemes completed in Catcote and Springwell Schools.

DIA's (so far)

Neighbourhood Enforcement DIA to be completed early November prior to Service transferring later in November 2008.

Further Actions (October 2008-March 2009)

These include

- All INRA reviews to be completed

- Access to Buildings - Major works access and concourse to Civic Centre ongoing
- Meetings scheduled for October to progress further development across the town of youth visual audits in partnership with the Police, to establish young peoples views as to facilities available within neighbourhoods and concerns of the young people.
- Programme of road safety education and training to children wheelchair users
- Schemes completed in Catcote and Springwell Schools. Expected to be complete by March 2009.

Actions not expected to achieve target with revised deadlines:

At the end of October 18 actions had not achieved target, however they are expected to be complete by March 2009. Revised targets have been approved by the Departments Management Team.

APPENDIX C

ADULT AND COMMUNITY SERVICES DEPARTMENT

Within the Adult and Community Services Department there are 35 actions identified in the Department's Diversity and Equality Plan which are included in relevant service plans.

The table below summarises the progress made until September 2008.

Key Achievements (April 2008- Sept 2008)

11 actions in the Diversity and Equality Plan at 30th September 2008 were assessed as completed with a further 24 in progress. These included:

- All new and review social care plans are person-centred and promote social inclusion.
- A sub-group of the mental health Local Implementation Team has been established in which issues of spirituality are being considered.
- Robust information systems/data collection systems are in place to track the numbers of people helped to gain/retain work and access vocational opportunities and mainstream services.
- The Older People's Strategy Action Plan continues to be promoted with new methods of promotion being explored.
- Summerhill Country Park and Ward Jackson Park have achieved the Green Flag award for 2008.
- Staff at Summerhill Country Park are working with organisations dealing with vulnerable groups and have provided 25 activities at Summerhill including archery, walking, orienteering, climbing and high ropes.
- A countryside access questionnaire for young people in Hartlepool has been conducted. The results are currently being analysed and will determine the current use of the countryside by young people and influence service developments.
- The "Women's Begin To…" project is ongoing with 104 women enrolling on the Begin to Run programme.
- The Sports Development section supported a Gay Games event running a 5-a-side competition.
- Members of the LGBT and deaf community have been consulted on library services.
- An exhibition of LGBT art work displayed in the central library for International Day against Homophobia.
- Library services for deaf and hard of hearing people including sub-titled videos and DVDs are to be provided free of charge.
- The number of boys participating in and completing the Summer Reading Challenge for Boys has increased.
- An anti-bullying project has been developed in the Art Gallery and is delivered by the Learning Team as a standard workshop using permanent displays.
- The Hartlepool Maritime Festival was held with a number of community organisations performing.

DIA's (so far)

A Diversity Impact Assessment was completed for the establishment of the Local Involvement Network (LINk).

Further Actions (October 2008-March 2009)

These include:

- Assessing the cultural sensitivity of Supporting People services in Hartlepool.
- Developing opportunities for BME women to access the Hartlepool Exercise for Life Scheme (HELP)
- Ensuring access to a range of support activities to remove barriers to learning.
- Install Audio/Visual kiosks in the Museum and Art Gallery and explore using the kiosks to showcase art collections.
- Support and deliver live theatre performances in Ward Jackson Park.

Actions not expected to achieve target with revised deadlines:

None.

APPENDIX D

REGENERATION AND PLANNING SERVICES

Within Regeneration and Planning Services there are 45 actions identified in the Diversity section of the Departmental plan.

The table below summarises the progress made.

Key Achievements (April 2008-Sept 2008)

12 Actions in the Diversity and Equality plan at 20 October 2008 were assessed as completed with a further 30 in progress. These include:

- The Intergenerational Tolerance Group, made up of professionals from the statutory and voluntary agencies, has been set up to co-ordinate intergenerational activities to promote tolerance and reassurance by encouraging residents' groups to include intergenerational activities at their community events. The group met for first time in June 2008.
- Provision of two dictaphones for Anti Social Behaviour Unit (ASBU) service users who were unable to complete diary sheets.
- The Multi Agency Team had previously received theory surrounding diversity issues. It was agreed to provide training, in terms of the practicalities surrounding diversity. This was delivered with a practitioner against group discussions. An evaluation of that approach confirmed that a 'joined up' method of linking theory to practice had been beneficial. Team members were able to apply 'live' situations, against diversity matters. No further training identified to date.
- Meetings with representatives from BME community groups have taken place to establish their vision for Hartlepool in 2020. Feedback has been incorporated into the Shaping Hartlepool's Future document.
- Worksheets have been prepared for schools to explore opportunities to work with young people to develop their vision for Hartlepool in 2020.
- Hartlepool Partnership LAA offer letters have been reviewed and now include advice to partners that projects are expected meet Hartlepool Borough Council's commitment to equality by promoting equal opportunities and complying with all the legislation in fulfilling their duties. WNF funding verification forms have also been revised to monitor how service providers demonstrate their promotion of equal opportunities and compliance with equality and diversity legislation.
- Procedures have now been developed to monitor referrals and outcomes for Supported Accommodation for 16 to 25 year olds. These reports will be considered by the Vulnerable Persons Panel and will help identify any issues or gaps in service provision and inform future service development.
- Diversity and equality built into Worksmart seminars and Tees Valley Works programmes to provide ongoing support to business and voluntary and community sector clients.
- Programme for Women's Network agreed with participants and providers. Initial sessions took place and further events have been held.
- Housing renewal steering groups and boards continue to agree with the process of assembly and on individual sites, a process of visits to each household is taking place. A system of street representatives has been established to maintain day to

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day contacts to deal with issues. All other community groups and forums have been updated and are fully behind the process.

- Research on Neighbourhood Management in other localities has been undertaken, particularly in the Tees Valley. The Regeneration team has collated statistics and attended local Residents Association meetings. Initial planning meetings have been held to discuss the consultation process and timetable for the development of the NAP. Consultation methods and potential key partners for consultation sessions were identified at a meeting held on 30 July 2008.
- Actions have been placed in the relevant plans to set goals and monitor progress of the development of the Central Area Investment Framework strategy.

DIA's (so far)

Diversity Impact Assessments have been completed for:

- Hartlepool Compact
- Local Area Agreement

Further Actions (October 2008-March 2009)

- Awareness Days for year 8 schoolchildren are being planned for January 2009 through a week of intergenerational dramas at the Borough Hall. This will involve children watching dramatised scenarios and taking part in discussions afterwards.
- The ASBU team are moving away from weekly written diary sheets and are bringing in a new system of telephoning service users on a weekly basis.
- More consultation and feedback meetings with BEM and LGBT communities.

Actions not expected to achieve target with revised deadlines:

As at 28 October 2008, the following three actions were overdue:

- The Good Tenant Scheme DIA missed its target date of 30 September 2008 because the scheme did not start until May 2008 and consultation was not going planned until the scheme had been running for 5 months. The DIA will now be finalised in March 2009 following consultation with community groups.
- Amendment of ASBU customer satisfaction records to monitoring all six diversity strands has been put back from 30 September because of the delay in upgrading the live version of Authority (formerly Flare) database system by other users. The upgrade has, however, been installed in the system's test environment and testing is currently under way.
- The development of a Building Regulation design guide planned for 30 June 2008 is at present on hold due to the imminent introduction of new legislation (BS 8300) which in some instances supersedes the information given in proposed Manchester design guide which was to be adopted by HBC.

APPENDIX E

<u>**CHILDREN'S SERVICES DEPARTMENT**</u>

Summary on Children's Services Department progress

Within Children's Services there are 16 actions identified in the Diversity section of the Departmental plan.

Table below summarises the progress made until Sept 08.

Children's Services progress summary on Actions

Key Achievements (April 2008- Sept 2008)

- Promote the implementation of the parenting strategy to raise parental aspirations: The Parenting Strategy was approved by Cabinet in March 2008 and is now in place. A strategic development group is now working on implementing the strategy and a number of work streams are in place including parent participation, fatherhood work, parenting education and parenting support. There have been particular achievements in the Fatherhood Project.

- Target support to vulnerable groups: An Early Years Outcomes delivery plan is now in place with a focus on narrowing the gap between the Hartlepool average and the most disadvantaged. A working group for improving short break care for children with disabilities has been established.

- Promote education inclusion in schools: Plans are in place for the roll out of an Inclusion Development Programme to schools.

- As an employer, ensure equal opportunities issues are rigorously addressed in recruitment and workforce development: Safer recruitment training has now been delivered to all managers.

- As a service provider, ensure policies are compliant with diversity and equality legislation and Impact Needs Requirement Assessments (INRAs) and Diversity Impact Assessments (DIAs) are completed as appropriate: A workshop has been delivered to senior managers on Diversity Impact Assessment and Impact Needs Requirement Assessments so that managers can apply these processes to policies and procedures.

- Support schools in the implementation of relevant policies for community cohesion: The department continues to provide advice and support to individual schools on diversity and community cohesion issues.

- Promote children's emotional health: The Psychology Team are promoting work in this area. Early Years service specifications are being developed to re-commission services to ensure they promote well being and target vulnerable groups. The annual Tellus survey includes information relating to well being.

- Improve services for disabled children: Work is in progress to develop short break services with an emphasis on ensuring that children and young people access respite provision in the community.

- Raise aspirations of young people from vulnerable backgrounds: A new summer school programme was developed for the summer of 2008 using funding from multiple sources to promote social activity -these activities promoted access to further education and training.

- Narrow the gap between the Hartlepool average and the most disadvantaged areas in the Foundation Stage: The Early Years Outcomes Duties plan is in place with a focus on the implementation of Early Years Foundation Stage, early identification of special needs and communication.

- Challenge and support schools in targeting vulnerable Children and Young People for additional intervention and support so that they achieve in line with or better than expected levels and the gap between Hartlepool average and the most deprived areas is reduced: This is an ongoing process with schools. The national PSHE CPD programme is delivered annually. It is an accredited course which takes a year to complete and a core feature of the portfolio is a response to difference and diversity including reflections as to how this affects practice. To date, there are 24 successful teachers and 13 nurses. Difference and diversity issues are an implicit part of PSHE education programmes as well as explicit on occasions as part of schools' planned programmes. Strategies to combat stigma and discrimination are a minimum requirement within the National Healthy Schools Status (NHSS). 27 of our schools have currently achieved their NHSS and 11 more are currently working towards this. The Social and Emotional Aspects of Learning (SEAL) programme in secondary schools supports the Diversity agenda – both implicitly & explicitly – via the 5 SEAL outcomes: This involves inter- and intra-personal relationships between pupils and adults both in the school establishments and communities.

- Implement the schools transformation programme, including Strategy for Change 2 (secondary schools) and a further round of consultation for the primary capital programme: The Building Schools for the Future Strategy for Change 2 document was completed, setting out plans for the future transformation of secondary education in the town and addressing the needs of all pupils including vulnerable pupils and those in the special education sector and the pupil referral unit. In relation to the Primary Capital Programme, a second wide-ranging consultation programme took place in all areas of the town with officers running 63 meetings to ensure that the options were fully understood.

- Ensure that children and young people from vulnerable groups (Learning Difficulties (LDD), Minority Ethnic (BME), traveller, asylum seeker and refugee communities) have the opportunity to gain full access to services and have a role in service development: The implementation of the Common Assessment Framework supports the earlier identification of vulnerable individuals and responding to need accordingly through Team around the Child. Moving toward the 'team around the schools' approach

will ensure vulnerable groups are provided with appropriate services. Hartlepool's UKYP representative is from an ethnic minority background. Vulnerable groups have been particularly targeted throughout the consultation programme in preparation for the new Children and Young People's Plan which will be in place from 1 April 2009 until 2020.

- Assist in the transition of young people with learning difficulties and disabilities (LDD) to post 16 education and training: The percentage of 16-19 year olds with learning difficulties and disabilities in Hartlepool who are not in education, employment or training (NEET), 10.9%, is the lowest in the Tees Valley group and well below the Tees Valley and regional averages of 18.6% and 17.4% respectively. Reduction in NEET across the learning difficulties and disabilities cohort is proportionate to a reduction in overall NEET figures.

- Increase the number and range of foster and adoptive placements to meet local needs: A team restructure has been agreed. Posts were advertised in August 2008. Vacant and new posts continue in the recruitment process. A recent advertising campaign has been launched in the local media.

- Reduce the number of placement moves for looked after children and increase the stability of placements: An analysis of workflow of resource centres has commenced. The review of the placement panel is approaching completion.

DIA's (so far)

- The Children's Trust
- The Children and Young People's Plan
- Outreach and Family Support
- Safeguarding and Specialist Services Practitioners Guide
- Social Care Representations and Complaints Procedure
- Curriculum Complaints Procedure

Further Actions (October 2008-March 2009)

- Presentation to be delivered to school governors on the duty to promote community cohesion in schools at the Governor Information Evening scheduled for November/December 2008.
- Work is ongoing in schools to combat bullying.
- Recruitment and retention of foster carers to be considered by scrutiny.
- Foster Carers Training group to commence in October 2008.

Actions not expected to achieve target with revised deadlines:

None

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PERFORMANCE PORTFOLIO
Report to Portfolio Holder
14 November 2008

Report of: Chief Personnel Officer

Subject: Get On (GO) Local Government Award

SUMMARY

1. **PURPOSE OF REPORT**

    To inform the Portfolio Holder of the successful re-assessment by the IDeA that has resulted in the Council maintaining the Get On (GO) Local Government Award

2. **SUMMARY OF CONTENTS**

    The report provides a background to the Get On (GO) Local Government Award.

3. **RELEVANCE TO PORTFOLIO MEMBER**

    Corporate Issues

4. **TYPE OF DECISION**

    Non Key

5. **DECISION MAKING ROUTE**

    Portfolio meeting only

6. **DECISION(S) REQUIRED**

    Portfolio Holder to note the report.

Report of: Chief Personnel Officer

Subject: Get On (GO) Local Government Award

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1.   **PURPOSE OF REPORT**

1.1   To inform the Portfolio Holder of the successful re-assessment by the Improvement and Development Agency (IDeA) that has resulted in the Council maintaining the Get On (GO) Local Government Award.

2.   **BACKGROUND**

2.1   The National GO Local Government Award, led and managed by the Improvement and Development Agency (IDeA) was developed in response to the Local Government's Skills for Life Strategy in England. Adopting the award supports the organisation to embed Skills for Life corporately across the whole organisation.

2.2   Hartlepool Borough Council was the second council in the North East to achieve the full award in March 2006. To maintain the credibility of the Award as the national kite mark for addressing Skills for Life in the local government sector, re-assessment by the IDeA's national Skills for Life team takes place every 2 years.

3.   **RE-ASSESSMENT**

3.1   Re-assessment took place on 2nd October 2008. The external assessor spent the day on site assessing the authority against the following criteria:

- Whole organisational approach
- Working towards the development of a strategy for the authority
- Developing staff within the organisation to support Skills for Life (e.g. supervisors, mentors, union learning reps, HR)
- Flexibility in delivery of Skills for Life offer in the workplace
- Appropriate identification of staff with Skills for Life needs
- Skills for Life staff development offer forms part of wider staff development programme with information, advice and guidance provided and progression routes identified and mapped.

3.2 Following the site visit, the assessor confirmed that the authority successfully meets the criteria and therefore continues to maintain the GO Award, with an 'excellent' grading. A copy of the assessment report is attached as **Appendix 1**.

3.3 The assessor identified a small number of areas for development, this included; exploring the access to training for casual workers and employees in harder to reach work areas and the return on investment of addressing Skills for Life in the workplace. It is proposed that these actions will be incorporated into the Corporate IIP action plan due to the strong links between IIP and Skills for Life. This will be monitored regularly by the Strategic Workforce Development Group.

3.4 Discussions are currently underway with the Public Relations team regarding the publicity of this achievement both internally and externally.

4. RECOMMENDATIONS

That the Portfolio Holder notes the report.

5. CONTACT OFFICER

Lucy Armstrong, Workforce Development Manager, 01429 523476

Hartlepool Borough Council

GO Award re-assessment feedback report

Date of External assessor visit: 2nd October 2008

External Assessor: Freda Grant

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Details of interviewees:

Name	Job Title	Role in Peer Assessment
Angela Read	Customer Services Manager	Skills 4 U Steering Group
Ann Coleman	Cleaner	Learner
Dave Stubbs	Director of Neighbourhood Services	Skills for Life Champion & Investors in People's Champion
Dave Walker		ULR
Derek Wardle	Arboriculture Officer	ULR
Janet Murphy	Skills for Life Co-ordinator	Adult Education
Joanne Machers	Chief Personnel Officer	Skills for Life Lead for the Authority
Julie Wilson	Principal Workforce Development Officer	Skills 4 U Steering Group & Workforce Development Team & IIP Internal Reviewer
Karen Erskine	Cleaner	Learner
Kevin Sainty	Highways	Learner
Lucy Armstrong	Workforce Development Manager	Skills 4 U Steering Group & member of Workforce Development Team
Mandy Bannister	Workforce Development Officer	Skills 4 U Project Group & member of Workforce Development Team
Mark Sked	Highways	Learner
Rachel Smith	Principal Workforce Development Officer	Skills 4 U Steering Group & member of Workforce Development Team
Sharon Downing	PA to Head of Technical Services	ULR & UNISON Lifelong Learning Co-ordinator.
Steve Williams	UNISON Branch Chair	Skills 4 U Steering Group

Summary

Introduction

The completed External Assessment Report form follows this summary and contains detail against the assessment criteria established from the Self-Assessment Report prepared in advance by the authority, the portfolio of evidence made available on the day, and interviews with a wide range of staff throughout the day.

The purpose of this summary is to both highlight additional information obtained during the visit and to confirm the final recommendation regarding the GO local government award gained by Hartlepool Borough Council in 2006.

Additional feedback

There was a vast amount of strategic and operational evidence that made clear the authority's genuine commitment to pro-actively addressing the Skills for Life needs of its staff at all levels.

Throughout the visit and interviews, I was given consistent messages by everyone I spoke with that led me to conclude that Skills for Life is well embedded in the culture of the organisation, and that all staff are given and are aware of all learning opportunities available to them. In turn, this supports a culture, highlighted in a recent corporate IiP assessment, of staff being encouraged to contribute new ideas for improvements to their services and their ideas being welcomed. One interviewee said that the GO Award and Skills for Life has been a positive way forward for the authority and has been embraced in "a non-cynical way".

At interview, staff identified that the authority's approaches to learning and on-the-job training are supporting recruitment and retention of a loyal workforce.

At a strategic level, the authority works very well to cohesively link initiatives and sector drivers. The GO Award, Pledge, IiP and Equality and Diversity are mapped against each other and activity and commitment to all is seamless. There was a strong feeling that the GO Award methodology gave the authority a framework on which to build its response to national agendas including the Leitch Review of Skills. One officer commented that committing to the Skills Pledge after the GO Award was a "no brainer", and this sentiment was echoed by many others from within and external to the organisation.

Partnerships within the authority and external to it are very strong, work well and are valued. Some partnerships were identified as having positively changed relationships between groups, unions and the authority and opened up lines of communication.

There was good recognition that, traditionally, frontline staff have missed out on training opportunities, yet are the public face of a council's services and most needed to adapt to change. It was felt that the GO Award "raised the authority's game" in meeting a range of challenges including efficiency savings, and that it was making the business "sharper and keener".

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Two officers spoke about social justice and the council's 'duty' to train people for life and not just for work. One officer pointed out that the authority is part of the social fabric of the town of Hartlepool, as well as their workforce being predominately recruited from the town's talent pool, so that they had a responsibility that extended beyond offering limited training opportunities "to a lucky few". There was clear recognition of the role that learning and development has to play internally in up-skilling the workforce to be more flexible and adaptable as well as linking to community regeneration, community leadership and so on. One officer spoke about the empowerment of individuals and teams that has resulted from engaging frontline staff in training, particularly skills for life.

On speaking with learners, they all voiced their pleasure at being given time-off to undertake training and highlighted their raised confidence levels, with some saying they would consider promotion if opportunities arise. They also said that they would and do speak to colleagues to encourage them to take part in Skills for Life and other courses. All had undertaken screening and found the experience positive, non-threatening and non-stigmatising. One group of learners had won an academic excellence award at a recent Celebrating Success event that the authority hosted. Individuals spoke about enjoying working for a local authority and said that if they moved away at any time, they would seek employment again with a council. There was talk of loyalty to Hartlepool Council due to its approach to seeing them as individuals and the offer of on-going training.

The authority recruits around 12 apprentices each year and Skills for Life is embedded into the programme. One group of interviewees identified that the authority needs more apprentices. I felt confident that if Hartlepool Borough Council expands its programme in this area, Skills for Life will not be overlooked as an essential component.

Evidence of embedding Skills for Life into procurement processes was weaker and this would be an area to consider next in on-going developments.

In addition, the authority recruits casual workers in some areas. The nature of this means that training tends to focus (quite naturally) on the needs of the immediate job role as staff are in post for short periods of time. Although some casual workers have been with the authority on an on-going basis for a number of years, others are lost at the end of a season and so on as they find permanent work. Although an assumption, it is likely that such workers would have Skills for Life needs, and a recommendation would be to look into this area further.

There was some evidence that in some work areas staff are harder to reach and often work in isolation. This might result in them being less aware of training available to them, the authority's commitment to Skills for Life, and how to access any training. Identification of such groups and awareness raising for managers to ensure equity across the workforce needs some more work.

A further recommendation is around collection of evidence of actual hard and soft business benefits. Staff interviewed recognise this as a weakness. There is a lot of anecdotal evidence around increased confidence, loyalty, customer service improvement, less errors, motivation and engagement of staff in all aspects of the authority's work, but little recording of this. Currently there are no real measures of the return on investment of

addressing Skills for Life and other learning, real cost savings, distance travelled and so on.

Final GO Award recommendation

In the two years since gaining the full GO Award, the authority has made quite remarkable progress in embedding Skills for Life across the organisation and in implementing their action plan**.** In such a short time-span there are bound to be some areas still to address, but whilst these have been highlighted I would say that I was extremely impressed at the fast rate of progress and that everyone involved is to be highly commended.

Hartlepool Borough Council's self-assessment report resulted in grading score in the Excellent range and this outcome is confirmed by the external assessor.

Signed.   Freda Grant

Date.   9th October 2008

External assessment recording and report form

Criterion 1	Grade 1: excellent	Criteria met Y/N	Comment section
Whole organisation approach	1. SfL embedded within all key strategic plans.	Yes	There was clear evidence of Skills for Life and the organisation's commitment to the agenda being embedded in all key plans from top level down to service plans. The Workforce Development Strategy is based around 4 themes, each of which links implicitly to Skills for Life. The 'golden thread' of the authority's plans can easily be tracked and all are written in an accessible way and available to all staff.
	2. Clear evidence of consistent ethos and commitment at all levels within the organisation to SFL.	Yes	This came across continually, both in paper-based evidence and in speaking with staff at all levels. I felt that the agenda has been embraced and supported as a genuine commitment to support staff to develop their skills and not as a 'tick box' exercise. The authority's corporate IiP assessment commented positively on the robust planning processes that are in place. The SAR identifies an internal SFL and IiP champion, and this further evidences the approach to join together a range of initiatives for cohesion.
	3. SfL embedded within staff recruitment and induction.	Yes	In a short timescale of 2 years from gaining the full GO Award, the authority has embedded Skills for Life operationally into its key processes and is to be highly commended in its pro-active approach. The Corporate Induction handbook has the 'get On' logo on the front and information on Skills for Life opportunities for all staff as part of the information it contains. In addition, during formal induction, Skills for Life is highlighted positively as a skills training right to all staff. See also comments in other sections of this report.
	4. SfL embedded within performance management processes and training opportunities.	Yes	In a short timescale of 2 years from gaining the full GO Award, the authority has embedded Skills for Life operationally into its key processes and is to be highly commended in its pro-active approach. The authority launched a competency-based appraisal scheme in February 2008 whereby Skills for Life is embedded throughout.
	5. Employees fully aware of opportunities for them and	Yes	The Skills for Life offer, from screening and assessment through to courses and progression routes is widely promoted throughout all sections of the

colleagues with seamless engagement in SfL agenda as part of career skills pathway development.		authority. The Corporate IiP assessment, as stated in the authority's self-assessment report, that communication channels were effective. Promotion is carried out in various ways including through use of ULRs, intranet, managers sign-posting, posters and promotions linked to events such as Adult Learners' Week, word of mouth, the Skills4 You project (and previously the Together project), active targeting of work groups, newsletters etc. The planned staff survey for 2009 will be key to ensuring that messages are reaching staff, especially those frontline staff for whom some marketing and publicity might not reach. I understand that the survey will be available both electronically and in paper-based format with support for staff to complete it if they require. A particular strength in Neighbourhood Services was the fact that the Director has monthly face-to-face all staff briefings for his work area and both he and his management team make regular visits to staff in their workplaces that (amongst other things) pick up on skills needs and are used to promote SFL and other training.

Criterion 2	Grade 1: excellent	Criteria meet Y/N	Comment section
Working towards the development of a strategy for the authority	1. An active Steering group or similar is formed and drives the strategy throughout the authority.	Yes	There is an active and highly enthusiastic steering group with a range of professional expertise to support both Skills for Life and Workforce Development. The steering group has developed highly effective links with a range of partners to enable them to turn their vision into operational practice and workforce improvement. They meet on a 2 monthly basis.
	2. The Steering group gives clear contextualised guidance and direction.	Yes	Ditto. The Skills 4 U project steering group, meeting monthly, also informs this group and ensures continued linkages between strategy and operational developments.
	3. A Skills for Life mission statement is agreed.	Yes	This is evidenced strategically through the Workforce Development Strategy and operationally through the vast amount of work being carried out to increase the skills levels of the workforce.
	4.SfL embedded within all key strategic plans.	Yes	See section 1.
	5. SfL strategy is written and published for the authority.	Yes – see comments	Hartlepool has taken a decision not to have a separate SFL strategy. This prevents the agenda from being marginalised and seen as a single issue affecting only a small proportion of the workforce. They have decided to adopt an holistic approach and to ensure that SFL is embedded in their Workforce development Strategy so that it becomes part of a continuum of skills development and learning opportunities for all staff.

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Criterion 3	Grade 1: excellent	Criteria meet Y/N	Comment section
Developing staff within the organisation to support Skills for Life (e.g. supervisors, mentors, union learning reps, HR)	1. Key Learning Champions identified and active from all key areas of the organisation.	Yes	I found the authority's approach to be innovative and inclusive. Linking with their whole organisation commitment to Skills for Life, each department has a named 'Guardian' who drives Learning and Development at all levels from the top. This approach could form part of a national case study and the IDeA will contact Hartlepool again in this respect. See also 1.2 above.
	2. Learning Representatives are fully involved working collaboratively with Managers at both strategic and operational levels of the organisation.	Yes	The authority has a strong and positive working relationship with the unions and actively supports the development and use of ULRs. In addition, there are departmental learning champions as identified in the SAR. There are monthly meetings between the unions and the Workforce Development team. At interview, the unions spoke about their good working relationship with the authority, the support they give each other, and the support for ULRs. There was a clear message that Skills for life is working, that partnership is working, that members know they can approach the ULRs to discuss skills development needs, that release time is a standard offer for all and that there are good progression routes identified and accessible. In addition, ULRs are present at corporate induction sessions.
	3. Fully successful self-assessment completed.	Yes	The SAR highlights good and embedded practice and this was evidenced through discussion with a range of people during the external assessor visit.
	4. Peer Assessors established to support own and other authorities	Yes but not yet operating	Hartlepool took part in the peer assessor training that began in November 2007 and are very keen to be involved with the national Get On campaign in this respect. The IDeA will be notified by the external assessor.
	5. Key staff trained in the level 2 SfL Support qualification.	Only teaching staff in adult learning.	Key staff are trained in IAG and Skills for Life qualifications. Personnel are also undertaking accredited Equality and Diversity training, People Management Peer review, peer clearing assessment centres etc. One recommendation would be for Learning and development and other staff (including ULRs) to consider the Level 2 Certificate in supporting Skills for Life.

Criterion 4	Grade 1: excellent	Criteria meet Y/N	Comment section
Appropriate identification of staff with Skills for Life needs	Fully embedded and inclusive processes including: 1.recruitment and induction.	Yes	The SAR evidences excellent practice in this area. The national 'mini-tests' are used for screening and employees are sign-posted for actual diagnostic testing as appropriate. The mini-tests are accessible to all staff through the authority's IT suite, although staff can also access them through the Move On site and other means. All staff interviewed had undertaken screening themselves, either as part of a course or an identified need or to simply try it out.
	2. training and annual performance development reviews.	Yes	As previously mentioned, the new appraisal system now has SFL embedded throughout as part of the organisational core competencies.
	3. Key staff trained in the level 2 SfLSupport qualification and working towards the level 4 qualification.	Yes as regards SFL teachers.	See recommendation in section 3.5. This level 2 qualification could be embedded into the corporate programme and be rolled-out to middle managers as well as L&D/OD/HR staff and ULRs and might also meet T2G targets around level 2 qualifications. The adult provider has ensured that all staff meet the national standard for SFL teachers and all staff are trained to minimum level 4 SFL qualifications.
	4. Fully inclusive systems in place to embed initial assessment within the workplace.	Yes	This has already been referred to and well evidenced by the authority. The work in this area is commended by the external assessor. In addition to SFL screening, there is an on-line skills portal, hosted by Jobs Go Public and contextualised for Hartlepool. This is used across targeted departments currently as a means for staff to assess and record their current skills.
	5.Fully inclusive systems in place to embed diagnostic assessment within the workplace.	Yes	See previous comments.

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Criterion 5	Grade 1: excellent	Criteria meet Y/N	Comment section
Flexibility in delivery of Skills for Life offer in the workplace	1. Measures are in place to ensure that the delivery SfLis responsive to the needs of the learner:	Yes	The SAR evidenced very good practice in this area. A rigorous process has been undertaken to select a preferred learning provider and there is strong evidence of an excellent and flexible working partnership between the provider and the authority. The provider offers level 1 through to level 5 learning opportunities. All training delivered includes skills checks for SFL. The provider has just commenced a pilot project on the new functional skills. One interviewee commented that "training is fair and equal', and another that there are 'no closed doors'.
	2. Courses are available free to the individual.	Yes	Providers access Train to Gain funding and so provide courses free at point of delivery. The authority considers that T2G is working well for them, although acknowledge that they don't have much contact with this as it's left to the provider. There are also e-learning courses available to staff through a supported virtual learning environment.
	3. All courses are offered as part of the normal working day.	Yes	A key strength and to be highly commended is the authority's approach to time-off for learning. There is an extremely well embedded culture across the authority to release staff "without penalty" and service managers are committed to try to ensure that this happens. There are odd occasions when full time-off during a working day cannot be achieved due to service delivery pressures, but in the main the commitment is achieved operationally. ULRs commented positively on release time for SFL and NVQs, and also that the authority responds to all learning requests even if they are not 100% linked to the job role. Hence, there are employees working for level 3 and 4 qualifications (NVQ and degree) supported by the authority. One direct quote from an interviewee during the assessment visit was "If you want it, mostly you can get it". Another said they felt they could get 'anything they want' in terms of training.
	4. Employees are not required to make up time or suffer a loss in income as a	Yes	See previous comments

	result of attending a course.		
	5. Ensuring that a full range of appropriate mechanisms are in place to support individuals (crèche costs, DDA etc).	Yes	The preferred provider accesses learner and learning support funds. In addition, the authority works with employees to support identified individual needs. One learner interviewed was Dyslexic and confirmed that all necessary support was given to enable them to access and understand the course and then to achieve.
			It is also worth mentioning in this section that the authority is committed to Equality and Diversity and is shortly to be assessed at level 3 of the Local Government Equality Standard. Equality and Diversity is mapped throughout service and corporate plans alongside Skills for Life and the two agendas are seen as inter-linked. Staff interviewed are undertaking the level 2 and level 3 certificates in Equality and Diversity.
			The authority does not currently have a large ethnic mix, so language/ESOL needs have not proved to be an issue at this stage. However, it was noted during the interviews that the local community ethnic mix is increasing, so that there is a possibility in the future that the organisation will be recruiting from potentially more diverse groups. The provider has strong expertise in working with ESOL learners and is linked to local BME groups, so is well placed to support any changes/developments.
	6.Courses are offered at both day and evening slots in recognition of shift workers and part-time workers.	Yes	See previous comments

Criterion 6	Grade 1: excellent	Criteria meet Y/N	Comment section
Skills for Life staff development offer forms part of wider staff development programme with IAG and progression routes identified and mapped	1. SfL progression routes are clearly communicated to all staff by various means.	Yes	The SAR evidences this, as did the portfolio of evidence and interviews with a range of staff. Skills for Life and progression routes are embedded strategically, communicated widely through various methods, staff are trained in IAG and the provider also signposts learners.
	2. Non SfL progression routes are clearly indicated to all staff by various means.	Yes	As above. In addition, interviews (and previous comments in this report) clearly show that the messages have reached staff at all levels and that employees are aware that they can approach service managers, ULRs etc if they wish to undertake learning. Learning is not restricted to immediate job roles and there is recognition that, to achieve a flexible and well-motivated workforce capable of adapting to change, 'indirect' learning is equally beneficial to both staff and the authority and is encouraged.
	3. The authority has strong links with local and appropriate providers who are skilled at working within a workplace setting	Yes	SAR and interviews evidence the strong working relationships between the authority and providers that ensures SFL and other courses are delivered by skilled and professional staff in the right way for the authority. This includes projects as well as core training offers.
	4. Evidence of appropriate accreditation offers with high take up rate	Yes as regards accreditation	All employees are given opportunities and encouraged to undertake SFL accreditation, whether as stand alone or embedded in other provision. There was no data on take up or outcomes and this could form part of on-going developments in monitoring and recording progress.
	5. The authority has strong links with IAG organisations who are active in advising learners.the workplace.	Yes	Well evidenced in SAR and interviews.

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PERFORMANCE PORTFOLIO
Report to Portfolio Holder
14th November 2008

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Report of: Chief Personnel Officer

Subject: WORKFORCE IMPROVEMENT CHALLENGE

SUMMARY

1.   PURPOSE OF REPORT

To advise the Portfolio Holder of Hartlepool BC's intention to participate in the national pilot for the Workforce Improvement Challenge Project, which is a peer review of processes, policies, procedures, etc. which impact on the workforce, managed by the Improvement and Development Agency (IDeA).

2.   SUMMARY OF CONTENTS

The report provides details of what this peer review will entail and the benefits to the authority in terms of informing strategic human resource planning and how participation in the project will allow the Council to influence and inform the final process adopted once the pilot is complete.

3.   RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4.   TYPE OF DECISION

Non-key decision.

5.   DECISION MAKING ROUTE

Portfolio Holder only.

6.   DECISION(S) REQUIRED

Noting of the report.

Report of: Chief Personnel Officer

Subject: WORKFORCE IMPROVEMENT CHALLENGE

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1.   PURPOSE OF REPORT

1.1   To advise the Portfolio Holder of Hartlepool BC's intention to participate in the national pilot for the Workforce Improvement Challenge (WIC) Project, which is a peer review of processes, policies, procedures etc which impact on the workforce, managed by the Improvement and Development Agency (IDeA).

2.   BACKGROUND

2.1   Effective people management is central to the success of organisations. It is the workforce that drives, manages, and delivers corporate objectives and improved services. A typical local authority spends up to 80 per cent of its budget on its employees. Apart from the salary budget, this includes ensuring that the right people are in the right positions at the right time, monitoring performance, and successful staff engagement. It is imperative this money is spent effectively.

2.2   Following the increasing focus on workforce issues as part of an authority's Comprehensive Area Assessment and self-improvement journey, the Improvement and Development Agency (IDeA) are now offering this challenge as a successor to the people management peer review (PMPR). This is a different approach to the assessment of workforce issues, however the learning captured from the PMPR is still available.

3.   THE PROJECT

3.1   The Workforce Improvement Challenge is a newly developed peer review that supports an authority to review, evaluate, and assess how it recruits, develops, and deploys its workforce to meet it business and service priorities. It will help an authority to take stock of what it has achieved as part of its workforce planning strategy and what needs to be in place to deliver service objectives through its people.

3.2   The peer challenge approach has been delivered successfully by the IDeA in over 300 local authorities.

4.   KEY DIFFERENCE BETWEEN PMPR & WICP

4.1   In terms of logistics the WIC differs from PMPR in that there are three continuous days on site by the peer team culminating in a final

practical afternoon, in which the recommendations laid out in the presentation to the council, can be discussed, and moved forward with a view to putting together an implementation plan.

4.2   The PMPR, was 4.5 days on site spread out over a number of weeks and this culminated in a presentation to the council and a full report. Both methods have proven successful for different reasons. In terms of content, building on the strengths of the PMPR the Workforce Improvement Challenge includes a more holistic review of both 'hard' (infrastructure) and 'soft' (employee engagement) measures in preparation for the KLOE under the new performance framework CAA.

4.3   The WIC helps the organisation evaluate whether it is adequately taking a strategic approach to addressing current and future workforce issues, putting in place effective programmes of action to attract, retain, develop and motivate a 'fit for the future' workforce. This includes working in and with partnerships to address shared workforce issues, where this brings benefits, as well as ensuring critical workforce issues are considered in relation to and with commissioned services.

4.4   The new benchmark places more emphasis on issues of Equality and Diversity helping authorities to prepare for assessments against level 3 validation and beyond.

5.   BENEFITS TO THE AUTHORITY

5.1   The Workforce Improvement Challenge offers:

- an objective and cost-effective means of external challenge of our approach to workforce strategies and delivery of our human resources service, through the provision of accredited peers

- practical on-site help and advice, based on the recommendations of the challenge, for improving and developing the strategic use of people

- Help in preparing for Comprehensive Area Assessment, Investors in People, etc.

- to health check where we are in terms of our workforce strategies

- the opportunity to enhance the capacity of the local government sector through training and development of peers with specialist human resources and organisational development backgrounds

- development of a workforce improvement benchmark that all councils will be able to access for self-improvement purposes

5.2   The challenge will support the council by:

- improving integration of workforce issues and corporate business plans

- providing constructive challenge by focusing on developing an efficient and effective workforce

- establishing understanding and the incorporation of workforce issues through external partnerships, i.e. Local Area Agreements and Local Strategic Partnerships

- Promoting awareness of workforce issues across the sector as a whole.

6. THE ASSESSMENT PROCESS

6.1 A flow chart depicting the project journey is attached as Appendix 1.

6.2 <u>The Peer Team</u>

The IDeA is committed to ensuring diversity on the teams it brings together to undertake corporate peer reviews and will draw upon the resources of the Peer Clearing House to put together a team with the skills and experience to respond to the council's needs.

The Council will be consulted on the composition of the review team having regard to potential conflicts of interest. Details of the prospective peers will be forwarded to the Council and once these are confirmed they will be appointed to the review team, but will include the following:

- IDeA Review Manager
- Member Peer - HR portfolio holder or equivalent
- Officer Peer - Specialist HR/OD professional (Head of Programme or equivalent)
- Officer Peer - 2 Non-Specialist (Head of Programme or equivalent)

All peers will be at senior level and will be conversant in the Workforce Improvement Challenge benchmark

The IDeA will assign a principal consultant, with significant local government experience, to act as the Review Manager. The review manager, will act as a full member of the review team and is the person with overall responsibility for ensuring the peer review is managed effectively and in accordance with IDeA quality standards.

In addition, the IDeA will provide a project co-ordinator who will provide off-site admin support to the review.

6.3   Documentation Required

The Council will need to provide the following key documentation as soon as possible, and no later than a minimum of 3 weeks before the on-site assessment. The documents identified are:

- Self-assessment
- Demographic profile of area
- Corporate plan (or equivalent)
- Performance management docs
- Communications strategy
- Equal pay review docs
- Budget summary (including medium-term financial strategy)
- Organisational structures – managerial and political
- Most recent user satisfaction survey results (and trend data)
- Most recent Annual audit and inspection letter
- Previous Corporate Assessment or IDeA peer review report
- Use of resources – council's self-assessment and latest auditor's report
- Any other recent inspection reports (not included in Annual audit letter).
- Workforce planning strategy
- HR / People Strategy
- Workforce statistics including absence and sickness
- Equality and diversity plan
- Other key documents referenced in the self-assessment

6.4   Developing the timetable for the review

The timetable should provide the opportunity for the team to meet a sufficient range of people – both from the council and external partners – to gather evidence and form a view against the benchmark.

Interviews and group discussions are normally carried out by two members of the review team working together. The review process is a dynamic one and requires a degree of flexibility to allow the team to explore issues and pursue lines of enquiry as they emerge. This may necessitate changes to the timetable during the on-site period. Some interviews / discussion groups may take place in the evening – e.g. with elected members or local residents. The team may wish to observe relevant meetings e.g. Cabinet, community forums or

meetings with partners while on-site, subject to timetable constraints. It is important to note that team members are likely to only stay for part of any meetings they observe. We would be asked to provide details of meetings alongside the review timetable.

On the morning of the first day it is expected that the Leader and Chief Executive (often with cabinet and CMT colleagues present) give a brief scene setting presentation covering the main issues and challenges facing the council and the community. This is also an opportunity for the review team to outline the way the review will be carried out and answer any questions.

In addition, the review timetable will provide regular opportunities for the team leader and review manager to meet with the council's chief executive (usually accompanied by the leader) to keep them informed of emerging issues.

Suggested interviewees and a sample timetable are set out in Appendices 2 and 3. This would be completed by the Council and agreed with the review manager.

6.5   On-site visit

The review will consist of the following stages:

- On-site work (3 days) - (see delivery model Appendix 1) – principally interviews, discussion groups and meeting observation undertaken by review team. Evidence will be gathered and presented on a non-attributable basis. Greater weight will be given to evidence which can be 'triangulated' from a number of sources.

- Presentation of key findings to an audience identified by the council at the end of the team's on-site work. A brief and concise summary of the teams' findings will be left with the council on the last day of the site visit.

- Improvement Planning Meeting. Review manager facilitates a meeting to develop workforce improvement plan based on feedback

The review team will require a room to use as a base for the time they are on site, which would ideally be located in the Civic Centre. The room will be for the sole use of the team members, with all interviews and focus groups being held elsewhere.

6.6   Post assessment

The review team will provide a concise 2 page bulleted document showing findings and recommendations. This will inform the feedback

presentation and it will also be used to inform and drive the Improvement Planning meeting on the final afternoon on-site, facilitated by the Review Manager.

In order to promote learning across the sector, IDeA encourages all councils who have a peer review to agree to publish a case study outlining the expectations, experience and impact that the challenge has had for the council at a date to be agreed after the challenge has taken place. This would be published on the IDeA Knowledge web site and the Community of Practice.

IDeA also asks that all councils receiving a peer review/ challenge to agree to provide feedback on the process. This information is used to refine and improve our approach and to help to assess the impact of the peer review programme.

At this point, there is also an Option to ask (at additional cost) for follow-up days from IDeA Consultants or Peer Assist, to support improvement planning or to provide further advice / coaching on preparing for CPA/ CAA.

7. COSTS TO THE AUTHORITY

7.1   The cost is being discounted for the first five pilot authorities undertaking the Workforce Improvement Challenge to £3500.00 plus VAT, including expenses. Thereafter, each challenge will be charged at the full amount: £4800.00 plus VAT, excluding expenses.

7.2   Potential dates for submission of evidence and on-site assessment have been discussed with the IDeA. The dates can be confirmed once we have confirmed in writing our intention to take part. The dates identified are:

- Friday 23rd January 2009 for submission of required documentation

- Week commencing 16th or 23rd February 2009 for on-site assessment.

7.3   A briefing session on the framework delivered by IDeA for senior officers and Elected Members would be scheduled into the programme before the Christmas break.

8. LINKS TO OTHER ACTIVITIES AND CORPORATE PROJECTS

8.1   Over the coming year, we need to review, update, and improve the People Strategy and Workforce Development Strategy in light of national developments, reports, and updated information we are now starting to collect and analyse.

8.2   This project will be the first stage of a multi-step approach to developing and delivering an organisational development strategy focusing on the people aspect of the organisation, to support the service planning process which focuses on the business side of the organisation. The second step would be the employee survey and the resulting action plan which would further drill down into some of the areas covered by the WIC. Other information and feedback we have will also assist to develop this such as the reports from the corporate IIP assessment.

8.3   "The People Plan" will be multi-facetted in terms of the areas it would address, bringing together a number of already existing plans and strategies in to one holistic document which would allow HR to deploy its resources and expertise fully aligned to the outcomes needed.

9.   FEEDBACK

9.1   The review team will provide a concise 2 page bulleted document showing findings and recommendations. This will inform the feedback presentation and it will also be used to inform and drive the Improvement Planning meeting on the final afternoon on-site, facilitated by the Review Manager. This would help us to shape the action plan endorsed by the IDeA.

9.2   In order to promote learning across the sector, IDeA encourages all councils who have a peer review to agree to publish a case study outlining the expectations, experience and impact that the challenge has had for the council at a date to be agreed after the challenge has taken place. This would be published on the IDeA Knowledge web site and the Community of Practice.

9.3   IDeA also asks that all councils receiving a peer review/ challenge to agree to provide feedback on the process. This information is used to refine and improve our approach and to help to assess the impact of the peer review programme.

10.   RECOMMENDATION

10.1   That the portfolio holder notes the report.
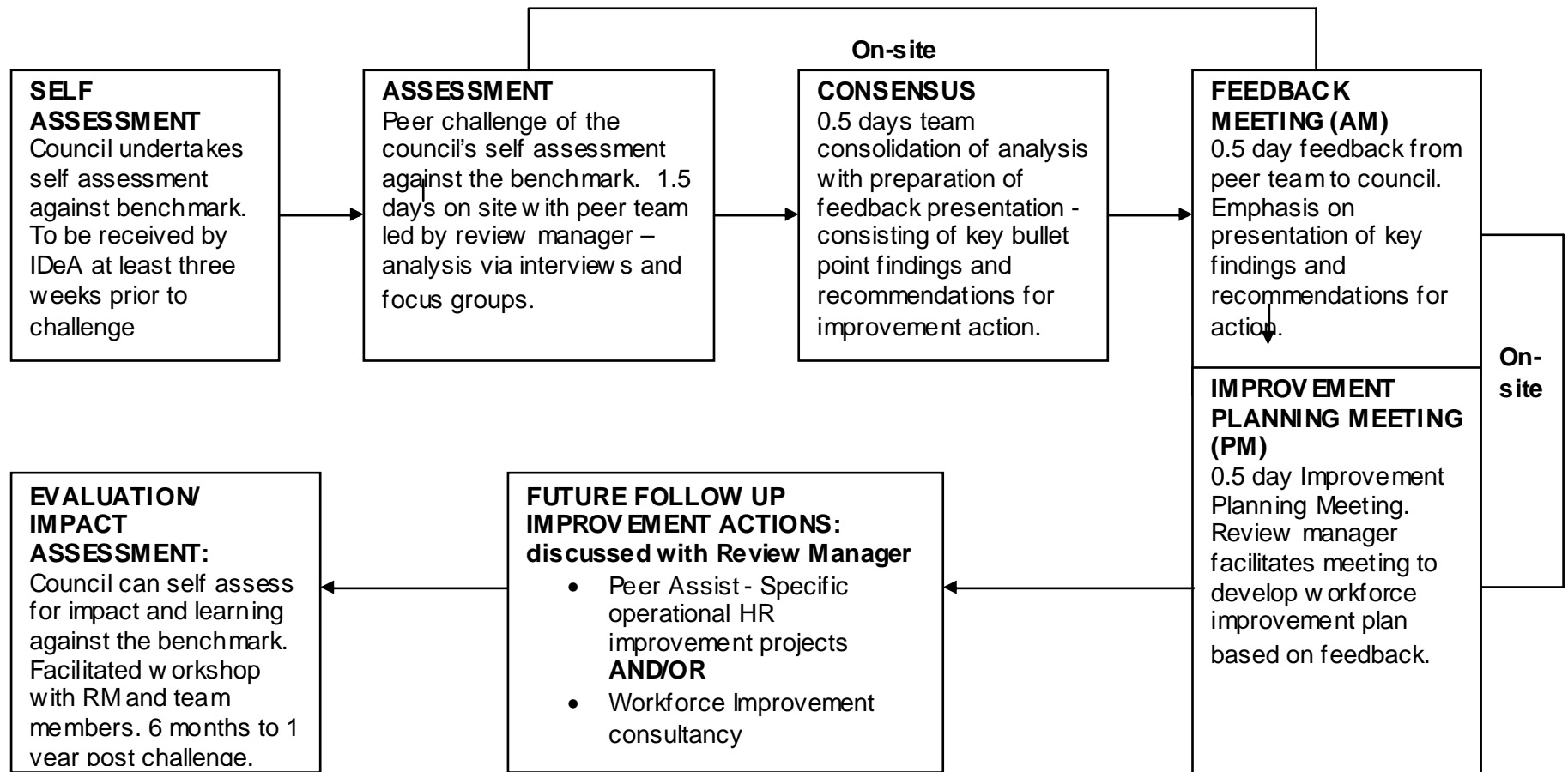
Contact Officer: Lucy Armstrong
**   Corporate Workforce Development Manager**
**   01429 523476**

Appendix 1 – Workforce Improvement Challenge Delivery Model
Appendix 2 – List of suggested interviewees
Appendix 3 – Sample timetable to be used.

Appendix 1 - WORKFORCE IMPROVEMENT CHALLENGE – DELIVERY MODEL

On-site

| **SELF ASSESSMENT** Council undertakes self assessment against benchmark. To be received by IDeA at least three weeks prior to challenge | **ASSESSMENT** Peer challenge of the council's self assessment against the benchmark. 1.5 days on site with peer team led by review manager – analysis via interviews and focus groups. | **CONSENSUS** 0.5 days team consolidation of analysis with preparation of feedback presentation - consisting of key bullet point findings and recommendations for improvement action. | **FEEDBACK MEETING (AM)** 0.5 day feedback from peer team to council. Emphasis on presentation of key findings and recommendations for action. |

On-site

| **IMPROVEMENT PLANNING MEETING (PM)** 0.5 day Improvement Planning Meeting. Review manager facilitates meeting to develop workforce improvement plan based on feedback. |

| **EVALUATION/ IMPACT ASSESSMENT:** Council can self assess for impact and learning against the benchmark. Facilitated workshop with RM and team members. 6 months to 1 year post challenge. | **FUTURE FOLLOW UP IMPROVEMENT ACTIONS: discussed with Review Manager** • Peer Assist - Specific operational HR improvement projects **AND/OR** • Workforce Improvement consultancy |

Appendix 2 - SUGGESTED LIST OF INTERVIEWEES

- Leader of the council

- Portfolio holders (individually or in small groups)

- Leader(s) of the main opposition group(s)

- Scrutiny Chairs / Vice Chairs (discussion group)

- Non-executive members (cross-party discussion group)

- Chief Executive

- Members of corporate management team

- Operational service heads (reflecting focus of the review)

- Heads of Service, including those responsible for partnerships, policy & performance; finance; HR and organisational development; ICT; customer services; community engagement and communications

- Middle managers / supervisors (discussion group)

- Front-line staff working directly with the public (discussion group)

- Assistant directors/ heads of service (discussion group)

- Trade union representatives (group interview)

- Strategic partners on LSP/ LAA (eg Police / PCT/ voluntary and business sectors etc. – (group discussion)

- Delivery partners, including key contractors and partner providers

- other key external stakeholders as agreed with the review manager

Notes:
1. Allow up to 60 mins for interviews – with 30 mins for 'phone interviews.
2. Some interviews* (with partner representatives) can be by 'phone.
3. The timetable will be agreed between the council and the review manager
4. IDeA will write to local MP to invite their input and offer the option to comment

Appendix 3 - TIMETABLE – SAMPLE

Day 1	Interview stream 1		Interview stream 2	
	Interviewee	location	Interviewee	location
8.30	Arrival – familiarisation with team room / council offices	Team room	As stream 1	
9.00	Team meeting	Team room	As stream 1	
10.00				
11.00	Scene-setting presentation – Leader and Chief Executive		As stream 1	
12.00				
13.00	Lunch – team room			
14.00	interviews		As stream 1	
15.00	interviews		As stream 1	
16.00	interviews		As stream 1	
17.00	Informal update with CE			
18.00	Team meeting – team room			
Evening meetings (18.00 - 20.00)				

Day 2	Interview stream 1		Interview stream 2	
	Interviewee	location	Interviewee	location
8.30	interviews		As stream 1	
9.00	interviews		As stream 1	
10.00	interviews		As stream 1	
11.00	interviews		As stream 1	
12.30	Informal presentation – Chief Executive and Leader - Review Manager	Chief Exec's office	As stream 1	
13.00	Lunch – team room			
14.00 17.00	Consensus meeting - Whole team meet to discuss findings and prepare feedback presentation			

Day 3	Interview stream 1		Interview stream 2	
	Interviewee	location	Interviewee	location
9.00	Team make final preparations for feedback meeting.			
10.00	Feedback presentation to CE, leader and other invitees			
12.00	As stream 1			

13.00	Lunch – team room
14.00 17.00	Improvement Planning meeting - Review Manager and agreed peers and council officers meet to discuss findings and prepare Workforce Improvement plan