PERFORMANCE MANAGEMENT PORTFOLIO DECISION SCHEDULE

HARTLEPOOL
BOROUGH COUNCIL

Monday 3rd October 2005

at 4.30pm

in Committee Room "C"

Councillor Peter Jackson, Cabinet Member responsible for Performance Management will consider the following items.

1. **KEY DECISIONS**
   1.1   None

2. **OTHER ITEMS REQUIRING DECISION**
   2.1   Implementation of Civil Partnership Act 2004 – *Assistant Chief Executive*
   2.2   Browning Avenue Baptist Church, Kingsley Avenue – *Head of Procurement and Property Services*
   2.3   Energy Management Saving Fund – *Head of Procurement and Property Services*
   2.4   Land at Middleton Road/marina Way - *Head of Procurement and Property Services*
   2.5   Former Lynn Street Day Centre – *Head of Procurement and Property Services/Acting Director of Adult and Community Services*
   2.6   Green Energy – *Head of Procurement and Property Services/Head of Public Protection*

3. **ITEMS FOR INFORMATION**
   3.1   Review of Strategic Risk Register – *Assistant Chief Executive*
   3.2   Viewpoint – Citizen's Panel Results - *Assistant Chief Executive*

4. **ITEMS FOR DISCUSSION**
   4.1   None

5. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**
   5.1   None

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

6. **KEY DECISION**
    6.1   None

7. **OTHER ITEMS REQUIRING DECISION**
    7.1   Land Adjacent Corus Works, Brenda Road – *Head of Procurement and Property Services* (para 9)
    7.2   Former Store, Mainsforth Terrace – *Head of Procurement and Property Services* (para 9)
    7.3   Land at Groves Street/Durham Street – *Head of Procurement and Property Services* (para 9)

> **PERFORMANCE MANAGEMENT PORTFOLIO**
>
> **Report to Portfolio Holder**
> **3ʳᵈ October 2005**

HARTLEPOOL
BOROUGH COUNCIL

Report of: Assistant Chief Executive

Subject: **IMPLEMENTATION OF THE CIVIL PARTNERSHIP ACT 2004**

SUMMARY

1.   PURPOSE OF REPORT

The purpose of the report is to outline the requirements of the Civil Partnership Act 2004 and seek permission to prepare the administrative procedures required by the Act.   The report will also seek permission to introduce additional non statutory civil celebratory ceremonies to accompany the statutory formation of Civil Partnerships.

2.   SUMMARY OF CONTENTS

The report briefly describes the Registration Service, the planned legislative change, and outlines the proposals.

3.   RELEVANCE TO PORTFOLIO HOLDER

The Registration Services form part of this portfolio.

4.   TYPE OF DECISION

Non-key

5.   DECISION MAKING ROUTE

Decision for portfolio holder.

6.   DECISION(S) REQUIRED

The Portfolio Holder is recommended to approve the appointment of nominated contact officers for policy and operational issues; the approval of the head office for dealing with Civil Partnerships; the authorisation of officers to take notices of, and to officiate at the formation of, Civil Partnerships, and to approve the introduction of Civil Partnership ceremonies by the Registration Service in partnership with Civil Ceremonies Ltd.

Report of: Assistant Chief Executive

Subject: **IMPLEMENTATION OF THE CIVIL PARTNERSHIP ACT 2004**

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1.   PURPOSE OF REPORT

1.1.   The purpose of the report is to outline the requirements of the Civil Partnership Act 2004 and seek permission to prepare the administrative procedures required by the Act.

1.2.   The report will also seek permission to introduce additional civil celebratory ceremonies by the Registration Service to accompany the statutory formation of Civil Partnerships when they are introduced in December 2005.

2.   CURRENT SERVICE

2.1.   The Council, in conjunction with central government, currently provides the statutory Registration Service based at the Register Office on Raby Road.

2.2.   At present non statutory civil celebratory ceremonies are offered in respect of Naming, Renewal of Marriage Vows and Commitment. These fit naturally with the current statutory service.

3.   PLANNED LEGISLATIVE CHANGES BY CENTRAL GOVERNMENT

3.1.   The Civil Partnership Act 2004 introduced the status of Civil Partnership, a new legal relationship, which can be formed by two people of the same sex. It gives same sex couples the ability to obtain legal recognition for their relationship.   Couples who form a civil partnership will have a new legal status – that of "civil partner".

3.2.   The legislation comes into force on 5th December 2005.

3.3.   Same-sex couples who form a civil partnership will have parity of treatment in a wide range of legal matters with those opposite-sex couples who enter into a civil marriage.   The rights and responsibilities civil partners will have include:

   A duty to provide reasonable maintenance for your civil partner and any children of the family;
   Ability to apply for parental responsibility for your civil partner's child;
   Equitable treatment for the purposes of assessment for child support; life assurance; tax, including inheritance tax; employment and pension benefits; inheritance of a tenancy agreement;
   Recognition under intestacy rules;
   Access to fatal accidents compensation;

Protection from domestic violence; and
Recognition for immigration and nationality purpose

3.4. The act of creating the civil partnership is to be called the 'formation'. Formation of a partnership will only be possible after the giving of due notice of the intention and the passing of a 15 day waiting period. This is entirely in line with the current procedure for marriage.

3.5. The formation of civil partnerships will not include any ceremony; a civil partnership will be formed once the couple has signed the civil partnership document in the presence of a registrar and two witnesses.

3.6. Initial local consultation took place with Hart Gables at the time of introducing non statutory commitment ceremonies. Further and wider consultation is planned on Civil Partnership once the government announce the finer detail of implementation and the regulation of additional ceremonies.

4. INTRODUCING THE SERVICE LOCALLY

4.1. The Council will be required to provide a facility for the registration of a civil partnership. It will also be possible to register a civil partnership elsewhere. Any premises that are presently approved for marriage will, with effect from 5 December, be deemed to also be approved for the purposes of civil partnership registrations until the current approval is renewed or expires. After 5 December, premises will be approved for hosting both civil partnerships and / or marriages

4.2. The Council is also required to appoint a nominated contact officer who will be legally and operationally responsible for civil partnership issues, a head office for dealing with Civil Partnerships, and to authorise officers to attest notices of, and to officiate at the formation of, Civil Partnerships.

4.3. As a unitary authority Hartlepool has only one registration district and therefore the Register Office, Raby Road, will be deemed by the Registrar General to be the head office unless the Council decides otherwise. It is proposed that The Register Office be the head office.

4.4. It is proposed that the Principal Strategy Development Officer (Best Value and Performance Management) and the Registration Service Manager / Superintendent Registrar be appointed as the nominated contact officers, and that the Superintendent Registrar and all deputy Superintendent Registrars be authorised to take notices of, and to officiate at the formation of, Civil Partnerships.

4.5. Government is currently procuring an IT system to support the delivery of this service across the country.

4.6. The introduction of this new service is being completed in accordance with a project plan. Most recent appraisal by ONS puts Hartlepool at a B

(On Schedule) grade. There is only a low risk that this project will not be successfully completed.

4.7.   The main outstanding matter is to resolve the issue of employment status for the statutory officers (not currently employed by the council) who will undertake the formation of a civil partnership. Guidance is awaited from Government and the Employers' Organisation and locally discussions are underway with neighbouring authorities to share different approaches to this issue.

5.   ADDITI0NAL CIVIL CELEBRATORY SERVICE

5.1.   The Government has not included a ceremonial aspect to civil partnership such as there is for marriage in the legislation.   It is being left to local authorities to decide whether to offer such ceremonies or to leave it to other agencies or neighbouring authorities.

5.2.   Last year the Hartlepool Registration Service successfully introduced non statutory civil celebratory services for 'naming', 'renewal of vows' and 'commitment', available through the registration service but in partnership with Civil Ceremonies Ltd.

6.   PREFERRED OPTION

6.1.   The preferred option is to introduce Civil Partnership ceremonies alongside those ceremonies already offered in Hartlepool, provided by the Register Office, in partnership with Civil Ceremonies Ltd (CCL).

6.2.   The ceremony could be held only at the Register Office, Raby Road, Hartlepool, or at one of the premises approved by the Council for marriage and / or civil partnerships.

6.3.   The purpose of the ceremony is to offer couples the opportunity to share the partnership formation with their families and friends and to do so with words and music of their choice.

6.4.   Other options would be provide no celebratory option or manage the introduction of these ceremonies entirely in-house.

6.5.   The preferred option is proposed because of its advantages in terms of managing risks. It provides the opportunity for a modest increase in income and minimises risk by providing the service in partnership with CCL. CCL's involvement is open to review at any stage subject to 3 months notice.

7.   PROPOSED CHARGES

7.1.   The charges would be exactly as those already set for other civil celebratory services which also involve only a single member of staff. There are three rate bands:

'Monday to Friday during office hours',	£130
'Monday to Friday outside office hours & 'Saturday',	£185
'Sunday & Bank Holidays',	£215

8. RECOMMENDATIONS

8.1. The Portfolio Holder is recommended to approve that:-

The Principal Strategy Development Officer (Best Value and Performance Management) and the Registration Service Manager / Superintendent Registrar are appointed as the nominated contact officers (policy); and

The Registration Service Manager / Superintendent Registrar be appointed as the nominated contact officer (operational).

The Register Office, Raby Road, Hartlepool, be the head office for dealing with Civil Partnerships; and that

The Superintendent Registrar and all deputy Superintendent Registrars be authorised to take notices of, and to officiate at the formation of, Civil Partnerships.

8.2. The Portfolio Holder is recommended to approve the introduction of Civil Partnership ceremonies by the Registration Service in partnership with Civil Ceremonies Ltd.

PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
3ʳᵈ October 2005

Report of: Head of Procurement and Property Services

Subject: BROWNING AVENUE BAPTIST CHURCH, KINGSLEY AVENUE, HARTLEPOOL

SUMMARY

1.0   PURPOSE OF REPORT

To obtain approval to the sale of the freehold reversion of the site at the corner of Kingsley Avenue/Browning Avenue.

2.0   SUMMARY OF CONTENTS

Outline of proposal and terms offered to Browning Avenue Baptist Church. Recommendation to dispose of land.

3.0   RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for the Council's land and property assets.

4.0   TYPE OF DECISION

Non key

5.0   DECISION MAKING ROUTE

Portfolio Holder only

6.0   DECISION(S) REQUIRED

Approval for the disposal of land

Report of: Head of Procurement and Property Services

Subject: BROWNING AVENUE BAPTIST CHURCH,
                      KINGSLEY AVENUE, HARTLEPOOL

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1.   PURPOSE OF REPORT

1.1   To obtain approval to the sale of the freehold reversion of the site at the corner of Kingsley Avenue/Browning Avenue.

2.   BACKGROUND

2.1   The Trustees of Browning Avenue Baptist Church hold the land at the corner of Kingsley Avenue and Browning Avenue on a Lease for a term of 99 years with effect from 16ᵗʰ May 1958. The site is shown on the plan attached at **Appendix 1**.

2.2   The Council has recently been approached by the Trustees to request that they be permitted to purchase the reversionary interest in the land. The Trustees were given terms for the disposal which were subsequently agreed.

3.   FINANCIAL IMPLICATIONS

3.1   The terms that have been agreed for the disposal are attached in confidential **Appendix 2. This item contains exempt information under Schedule 12A Local Government Act 1972, namely terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services (para. 9).**

4.   RECOMMENDATIONS

4.1   That the disposal be approved subject to the terms agreed.

APPENDIX 1

PERFORMANCE MANAGEMENT PORTFOLIO Report To Portfolio Holder 3 October 2005

Report of: Head of Procurement and Property

Subject: ENERGY MANAGEMENT
ENERGY SAVING FUND

SUMMARY

1.0   PURPOSE OF REPORT

To inform on the on going implementation programme of Energy Savings Fund Projects.

2.0   SUMMARY OF CONTENTS

Outlines progress to date and schedules currently identified schemes with recommendations for the programme of works for the year 2005/06.

3.0   RELEVANCE TO PORTFOLIO MEMBER

Has responsibility for final project approval. Good asset management and use of resources with the objective of minimising energy use and so reducing the effects of climate change.

4.0   TYPE OF DECISION

Non Key

5.0   DECISION MAKING ROUTE

Portfolio Holder only

6.0   DECISION(S) REQUIRED

Approval of Recommendations as set out in the Report.

Report of: Head of Procurement and Property Services

Subject: ENERGY MANAGEMENT
          ENERGY SAVING FUND

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1.   PURPOSE OF REPORT

1.1   To outline the progress to date and to seek approval to a schedule of recommended schemes to be implemented in the current year from the Energy Saving Fund.

2.   BACKGROUND

2.1   The Energy Saving Fund was established in 2001 in response to the Climate Change Levy which was also introduced in the same year as a levy on carbon fuel use.

2.2   The Climate Change Levy (CCL) was introduced on 1 April 2001. It adds a premium to the unit cost (kWh) of energy, increasing the cost of energy used by about 10 per cent. All UK businesses and public sector organisations pay the levy. The cost depends on the type of fuel bought.

2.3   Residential buildings not used for business purposes, and schools that are eligible for charitable status, are exempt.

2.4   The aim of the Energy Saving Fund is to save energy and reduce costs to the Authority and at the same time reduce Carbon emissions (CO2).

2.5   The Fund is applicable to all Council Public Buildings excluding Educational Properties which have access to other funding and some of which have charitable status.

2.6   The Fund comprises a central account from which energy saving initiatives can be implemented.

2.7   It operates as a credit account from which advances are made towards approved schemes. Funds advanced are repaid in equal installments over not more than five years depending on the payback period of individual projects.

2.8   Since 2001 a total of £74,000 has been invested and 11 properties have benefited. The reduction in CO2 emissions is estimated at 839 tonnes.

2.9   In the current year a total of £16,000 is available.

2.10   The Energy Manager acting as Lead Officer has identified schemes based on known energy problems within properties and has collated information and applied prioritisation criteria to determine the most viable ones that could be funded this year.

2.11   **Appendix A** summaries this information and the schemes which are considered viable and recommended for implementation are:

- **Municipal Buildings – Extension of BMS Controls**. This is the second and final phase of the scheme to bring the boilers in this building under the central computer controlled Building Management System (BMS) that is located in Leadbitter Buildings. The first phase was completed last year utilising the Energy Saving Fund. The payback period is five years.
- **Bryan Hanson House – Internal Lighting Controls**. Installation of automated lighting controls throughout the building. The payback period is five years
- **Leadbitter Buildings – External Lighting Controls.** Installation of time and light level controls to external building lighting. The payback period is one year.

3.   FINANCIAL IMPLICATIONS

3.1   The fund is self financing and it brings a net financial benefit to property operating costs over time.

3.2   The estimated cost of implementing these projects is £15,655.

3.3   The annual saving is estimated at £ 3700 representing a return on investment of 25%.

3.4   After the payback period all future savings will be available to inform a review of the relevant properties annual operating costs.

4.   RECOMMENDATIONS

4.1   That approval be given to the three schemes as listed below for implementation in the year 2005/06 :-
- Municipal Buildings – BMS Controls
- Bryan Hanson House – Internal Lighting Controls
- Leadbitter Buildings – External Lighting Controls

	Scheme	Directorate	Reduction of CO2 (kg per m2)	Increase Energy Efficiency through better management and technical fix solutions	Support of Energy Efficient Technologies	Stimulation of cleaner Investment Technologies	Cost of Scheme £	Man-hour Savings	Approx saving per annum in £	Payback Period in Years	Occupation Hours	Energy Use	Self Funded Contributions	High visibility with clearly seen results	Long Term Ownership		AREA	co2/m2	cost
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	**APPENDIX A**			
			Prioritisation Factors																
	Scheme	Directorate	Energy Management Objectives				Revenue Saving								Remarks				
	Available Funding £16,000														Long Term Ownership		AREA	co2/m2	cost
1	Station Lane Lighting Controls	Adult and Community Services	4.24	yes			£ 650.00		£250.00	2.60	2550	med/low			Yes	Reducing costs by automatic control. Intruder deterrent. Delayed by **Asbestos**	633.5	4.242	£ 650.00
2	Exmoor Grove Lighting Controls	Childrens Services	6.25	yes			£ 800.00		£250.00	3.20	8736	high			Yes	Reducing costs by automatic control. Intruder deterrent.**Asbestos**	430	6.250	£ 800.00
3	Warren Road Lighting Controls	Adult and Community Services	3.41	yes			£2,000.00		£500.00	4.00	2550	high			Yes	Reducing costs by automatic control. Intruder deterrent.**Asbestos**	1576	3.411	£ 2,000.00

4	Municipal Buildings BMS Controls	Neighbourhood Services	7.36	yes					£1,000.00	5.06	2550	iiigii		Yes	Improving efficiency and comfort levels	1460	7.363	£ 5,055.00
5	Leadbitter Buildings Internal Lighting Replacement	Neighbourhood Services	18.06	yes			£ 15,000.00		£1,500.00	10.0	2550			Yes	Would need to be taken through Consultancy Group for design and costing	893	18.057	£ 15,000.00
6	Bryan Hanson House Lighting	Neighbourhood Services	9.18	yes					£2,000.00	5	2550			Yes	Would need to be taken through Consultancy Group for design and costing	2343	9.176	£ 10,000.00
7	Anurin Bevan House Lighting	Neighbourhood Services	10.68	yes			£3,500.0		£875.00	4	2550			yes	Could be done with light switch controls	881	10.677	£ 3,500.00
8	Leadbitter Buildings External Lighting Control	Neighbourhood Services	8.43	yes			£ 600.00		£700.00	0.9	2550			yes	Could be done with light switch controls	893	8.427	£ 600.00
9	Exmoor Grove roof insulation	Childrens Services	15.18	yes			£ 2,000.00		£600.00	3.33							425	15.176	£ 2,000.00
10	Leadbitter Buildings Lighting Control	Neighbourhood Services	1.81	yes			£ 400.00		£150.00	2.67	2550			yes	Infra red lighting controls in Ladies and Gents toilets	893	1.806	£ 400.00

#	Name	Department	Reduction of CO2 (kg per m2)	Increase Energy Efficiency through better management and technical fix solutions	Support of Energy Efficient Technologies	Stimulation of cleaner Investment Technologies	Cost of Scheme £	Man-hour Savings	Approx saving per annum in £	Payback Period in Years	Occupation Hours	Energy Use	Self Funded Contributions	High visibility with clearly seen results	Long Term Ownership	AREA	co2/m2	cost	
11	Leadbitter Buildings Fan Control	Neighbourhood Services	1.90	yes			£ 400.00		£75.00	5.33	2550				yes	Gents toilets extract fan to be timed controlled by BMS	425	1.897	£	400.00
	Available Funding £16,000																		
12	Leadbitter Buildings - Print Room -	Neighbourhood Services	2.53	yes			£ 400.00		£100.00	4.00	2550				yes	Replace, rewire fan with humidistat to operate separately from lights . Lights to be placed on infra-red	425	2.529	£	400.00
13	Leadbitter Buildings - Entrance Lobby Signage -	Neighbourhood Services	1.26	yes			£ 200.00		£50.00	4.00	2550				yes	to be timed controlled by BMS	425	1.265	£	200.00
14	Leadbitter Buildings -	Neighbourhood Services	6.32	yes			£ 400.00		£250.00	1.60					yes	All water heaters to be timed controlled and linked to BMS	425	6.324	£	400.00

2.3

APPENDIX A

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16			#DIV/0!							#DIV/0!							#DIV/0!	£ -
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PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
3rd October 2005

Report of: Head of Procurement and Property

Subject: LAND AT MIDDLETON ROAD / MARINA WAY

SUMMARY

1.0   PURPOSE OF REPORT

To obtain authority to proceed with a proposed exchange of land.

2.0   SUMMARY OF CONTENTS

Details of proposed redevelopment of the former Seymour Engineering site is included.

Plans and terms of proposed land exchange provided.

3.0   RELEVANCE TO PORTFOLIO MEMBER

Transaction involves property asset which is Portfolio Holder's responsibility.

4.0   TYPE OF DECISION

Non Key decision

5.0   DECISION MAKING ROUTE

Portfolio Holder only

6.0   DECISION(S) REQUIRED

Authority to complete the necessary documentation in connection with the proposed land exchange.

Report of: Head of Procurement and Property

Subject: LAND AT MIDDLETON ROAD / MARINA WAY

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1.   PURPOSE OF REPORT

1.1   To obtain authority to proceed with a proposed exchange of land.

2.   BACKGROUND

2.1   The Council owns a strip of land on Marina Way as a result of the A179 extension scheme. **Appendix A**

2.2   The land has always since that time been enclosed within the former Seymour Engineering site.

2.3   A planning permission has been granted for the redevelopment of the Seymour's site as non-food retail units.

2.4   The developer has requested that the strip of land that is in the ownership of the Council but included in the redevelopment site is transferred to him in exchange for an alternative strip of land on the Middleton Road frontage.

2.5   The land exchange will allow the developer to achieve a better site layout for the new development and will formalise the existing situation.

2.6   At the same time the land that the Council will receive in exchange will allow the Council greater control of the highway frontage on Middleton Road including landscaping and it will also assist in the location of a proposed new bus lay by when the existing site entrance is closed.

2.7   The entrance to the new development will be from Marina Way.

3.   FINANCIAL IMPLICATIONS

3.1   The proposed exchange of land as stated with the developer paying the Council's reasonable legal costs is considered to represent 'best consideration' with the meaning contained in S123 of Local Government Act 1972 as amended.

4.   RECOMMENDATIONS

4.1   The Portfolio Holder is recommended to authorise officers to complete the necessary legal documentation of the proposed land exchange.

LOCATION	Land at Middleton Road/Marina Way, Hartlepool		DRAWN	MW	DATE 6/9/05
DEED PACKET			SCALE		1:1250
PAGE No		OS MAP NZ5033SE/NZ5133SW	DRWG No		E/S/450

HARTLEPOOL BOROUGH COUNCIL
NEIGHBOURHOOD SERVICES DEPARTMENT
PROPERTY SERVICES DIVISION
Graham Frankland BEng(HONS) CEng MICE

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PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder

3rd October 2005

Joint Report of: Head of Procurement & Property Services
Acting Director of Adult & Community Services

Subject: FORMER LYNN STREET DAY CENTRE

SUMMARY

1.0   PURPOSE OF REPORT

To obtain Portfolio Holder approval to the demolition of the former Lynn Street Day Centre.

2.0   SUMMARY OF CONTENTS

Outline of rationale for the demolition of the centre and service requirements for retention of the land.

3.0   RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for the Council's land and property assets.

4.0   TYPE OF DECISION

This decision is a non-key decision.

5.0   DECISION MAKING ROUTE

Performance Management Portfolio Meeting, 11 October 2005.

6.0   DECISION(S) REQUIRED

Portfolio Holder approve the demolition of the building

Report of: Head of Procurement & Property Services
                        Acting Director of Adult & Community Services

Subject: FORMER LYNN STREET DAY CENTRE

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1.   **PURPOSE OF REPORT**

1.1   To obtain Portfolio Holder approval to the demolition of the former Lynn
      Street Day Centre.

2.   **BACKGROUND**

2.1   Lynn Street Day Centre closed in November 2001 as part of the
      modernisation of day services for people with a learning disability.
      Service installations were made safe and the building was boarded up
      for security.

2.2   Over the course of the next two years, discussions were held with a
      charitable not-for-profit organisation regarding a proposal to develop
      the site as a multi-purpose resource centre for a number of vulnerable
      adult groups.

2.3   Although this scheme did not progress due to financial and other
      resource considerations, the Adult and Community Services
      Department remains committed to the development of the Lynn Street
      site for future service provision. The Department wishes to explore a
      range of options with potential and existing service providers and
      health partners for service development, due to the reconfiguration of
      services at Swinburne House and the requirement to consider options
      for sustainable day centre provision for the elderly.

2.4   The building on the site however is no longer fit for purpose and
      requires demolition.

2.5   Whilst it has been secured and boarded up vandalism is a constant
      problem and there is potential for the building to become unsafe and
      dangerous

2.6   The Estates Management Section has therefore gathered together all
      the preliminary information including Type 3 Asbestos survey and
      service information from the utility companies in preparation for the
      pending demolition.

3. CONSIDERATIONS

3.1 Presently the building on site represents a liability for the Council and its refurbishment is considered to be uneconomic.

3.2 A cleared site not only removes the problem of an unsightly, unsafe building but it also becomes a more attractive proposition and will assist the service department when considering redevelopment options.

4. FINANCIAL IMPLICATIONS

4.1 A budget estimate of £120,000 has been provided funded from the Adult and Community Services revenue budget, however this is subject to the formal tendering process.

4.2 The demolition of the building is necessary in advance of any redevelopment of the site in order to remove any danger through an unsafe building and the costs of this should be reflected in any future redevelopment scheme.

5. RECOMMENDATIONS

5.1 That the Portfolio Holder approves the demolition of the building and clearance of the site and authorises officers to proceed with the necessary documentation subject to costs being finalised.

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│      PERFORMANCE MANAGEMENT PORTFOLIO          │
│           Report To Portfolio Holder           │
│                3 October 2005                  │
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HARTLEPOOL
BOROUGH COUNCIL

Report of:　　　　Joint Report of the Head of Procurement and Property Services and the Head of Public Protection.

Subject:　　　　GREEN ENERGY

SUMMARY

1.0　PURPOSE OF REPORT

Position statement upon the Borough Council's use of electricity from renewable sources

2.0　SUMMARY OF CONTENTS

Details of actions taken to date and of the current take up across the Council

3.0　RELEVANCE TO PORTFOLIO MEMBER

Good Asset Management and effective and sustainable use of resources

4.0　TYPE OF DECISION

Non key

5.0　DECISION MAKING ROUTE

Portfolio Holder only

6.0　DECISION(S) REQUIRED

As outlined in the Report

Report of: Head of Property and Procurement

Subject: GREEN ENERGY

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1.   **PURPOSE OF REPORT**

1.1   To provide a Position Statement upon the take up of the Borough Council's of the use of electricity from renewable sources.

2.   **BACKGROUND**

2.1   Carbon dioxide is the main gas responsible for progressive global warming which is believed to be causing climate change. By switching to Green Energy, which is electricity produced from renewable sources such as wind, hydro, solar power, biomass or landfill, the energy consumed by the Council will create almost no carbon dioxide in it's manufacture.

2.2   The Hartlepool Partnership has signed the Declaration on Climate Change (the Nottingham Declaration) and as part of this Declaration the Council is committed to make a significant reduction in greenhouse gases from its operations and to take a lead within the Borough

2.3   A Report to the meeting of the 5 September 2005 advised that currently the only Borough Council property to be powered by Green Energy was the Civic Centre and that this accounted for 10 % of the Council's total electricity consumption and achieved the Council's 2010 target.

2.4   It was determined that the target needed to be revised and this process has been commenced.

2.5   It was also reported that due to the very advantageous fixed price terms of the contract for the supply of electricity to the Sub 100KW sites that any change to Green Energy would mean losing the fixed price aspect of this contract for the majority of the Borough Council's properties

2.6   Negotiations have taken place with the supply company on this stance and an agreement has been reached which enforces the commitment to and facilitates the change to Green Energy that the existing prices will be held until the expiration of the current contract in March 2007. There is an additional cost associated with the purchase of Green

Energy but this is mostly offset as properties purchasing it are exempt from payment of the Climate Change Levy. The exception being those schools with charitable status who are already exempt from the Climate Change Levy.

2.7   Best practice suggests that an organisation can reduce energy consumption by over 10% by "housekeeping" alone which will easily offset the additional costs of Green Energy.

2.8   For example "housekeeping" can be improved by switching off unwanted lights and appliances, or simply not overheating rooms. Unfortunately people are often reluctant or resistant to change. To save energy therefore it is necessary to overcome this reluctance and gain staff support.

2.9   Many "tools" can be used for raising awareness and a selection of these are either already in use or are planned for introduction within the next year and these include :
  - Posters
  - Publications Attached :
        Energy Saving Good Housekeeping Guide
        Energy Facts and Myths
        Green Office Guide
  - Competitions
  - Establishing Energy Action Teams in Buildings and Service Areas
  - Training in efficient use of equipment such as photocopiers and printers
  - Implementation of Climate Change Workshops in Secondary Schools
  - Incorporation of environmental awareness training in the induction for new starters
  - Delivery of staff environmental awareness sessions through out the Council
  - Publicise all new achievements and initiatives relating to environmental Sustainability as examples of best practice
  - Encourage staff involvement of energy efficiency by disseminating HBC Energy Information and encouraging staff involvement via the Newsletter, Team Briefings and Staff Briefing.
  - Neighbourhood Services Environmental Strategy Plan

2.10   At the Meeting on the 5 September 2005 it was agreed that the identified potential sites at which Green Energy was considered to be a financially viable option be encouraged to agree to its purchase.

2.11   As it is now considered viable to purchase Green Energy for all sites the process is in place to encourage Directors, Services and Property Managers to purchase Green Energy.

2.12 This is an on going process and significant successful progress has been made with agreement reached at the majority of properties to purchase Green Energy and a verbal update report will be given at the meeting.

2.13 If all Council properties used Green Energy the annual saving in CO2 emissions would be 5250 tonnes.

3. FINANCIAL IMPLICATIONS

3.1 The cost of purchasing Green Energy for the Council's property based on 2004/05 consumption would be £10,000 This represents only 1.6% of the total annual expenditure on electricity.

3.2 The need to offset additional cost by good housekeeping will therefore be very important.

4. RECOMMENDATIONS

4.1 The progress to date be noted with the Portfolio Holder's comments welcomed.

4.2 The Portfolio Holder endorses the process of offering the supply of Green Energy to all properties with the aspiration of 100% of the Council's electricity consumption being from renewable sources.

4.3 The Portfolio Holder supports an education and guidance programme to encourage energy saving.

Neighbourhood Services
Property Services

Green Office Guide

Hartlepool Borough Council

For more information on how you can save energy contact :-

Energy Management Unit
Property Management Section
Property Services Division
Telephone 01429 523214

www.hartlepoolnow.co.uk

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Energy

This guide suggests some simple, practical ways to work in a more environmentally sound way.

Small-scale individual actions can together have a large effect upon a whole range of environmental, social, economic and quality of life issues. In particular we need to reduce consumption of energy and the use of natural resources, which in turn can lessen the quantity of waste and pollution that is produced.

A key commitment is to continually improve our own environmental performance. Green Office initiatives are an important part of this process. Each action by each individual member of staff contributes towards a larger change for the better.

Lighting

- Switch off lights in unoccupied rooms and when you leave at the end of the day.

- Only have lights on which are necessary.

- Utilise natural light. It is healthier and reduces energy consumption.

It is a myth that fluorescent lights require more energy to be switched on modern tubes will **save energy** if switched off for more than **2 seconds.**

Myth

Electrical Equipment

- Switch off PCs and computers over the lunch hour and whenever they are not required for more than half an hour.

- Use e - mail as an alternative to circulating paper copies of memos and information - it saves time, resources and money.

Heating

- Rather than opening windows when the heating is on, arrange for radiators to be turned down or report uncomfortable temperatures to your Line Manager.

- Don't place office furniture in front of heating appliances, or obstruct them in other ways.

- Air conditioning should only be used with windows closed.

A dripping tap or leaking washer can waste over 5,000 litres of water per year - that's 625 buckets full!

Fact

Water

- Report any dripping taps to the Maintenance and Buildings Manager

'Individual Actions Count'

Waste

Paper

- All photocopying should be double sided where ever possible.

Recycling 1 tonne of paper saves 17 trees and creates 70% less pollution than producing 1 tonne of virgin paper *Fact*

- All rough work should be printed on 'one side printed' paper, i.e. printing draft copies, making notes for writing letters or reports and taking phone messages.

- Pads made up from one side printed paper should be available from the stationary room. - boxes collecting one sided printed paper should be positioned next to photocopiers.

- Send circulars instead of multiple copies whenever e-mail will not suffice.

- Recycle paper after **both sides** have first been used.

- Re-use envelopes for internal mail.

- Format documents so that the minimum paper is used, maintaining readability.

Printer Cartridges

- All empty printer toner and ink cartridges should be recycled.

Plants

- Plants not only clean the air and improve humidity levels in air- conditioned rooms, they also absorb pollutants.

- Three major pollutants can be reduced by up to 90% - spider plants absorb formaldehyde; peace lilies absorb trichloroethylene and English ivy absorbs benzene

'Working Today with Tomorrow in Mind'

Neighbourhood Services
Property Services

Energy Saving

Good Housekeeping Guide

Hartlepool Borough Council 2004

Content

Significant amounts of energy are used by Hartlepool Borough Council.

There are many good housekeeping measures that could be implemented by staff which would save energy without having a detrimental effect upon the working environment.

The objective being to control energy consumption in order to :

- Avoid unnecessary expenditure
- Protect the environment
- Prolong the useful life of fossil fuels for future generations

Individually small savings you can make add up collectively to large savings in energy.

This does not mean that you have to sit in cold dark offices or accommodation. When energy is needed use it, however when it is not needed turn it off or reduce it to a low level.

The guidance and suggestions given in this document are ways to achieve this ideal.

- Try to plan your day if using a computer. Don't just switch it on first thing in the morning and then off last thing at night, when perhaps you only need it for an hour. This is "avoidable waste".
- Lighting is an area which needs your attention. Try and use natural day light only where possible.
- Water too is an energy resource and an area often overlooked:
- Energy is required to process it and deliver it to taps
- Hot water requires heating
- Use water wisely

Everyone can help by clearing their minds of "it is not my job/problem so why should I bother". It is everyone's problem by virtue of your actions.

In the last hundred years the gradual build up of carbon dioxide (CO_2) in the atmosphere has been caused by human use of fossil fuels. Please help limit this process by thinking carefully about your actions.

Energy Awareness

In order to maximise potential energy savings it is essential that all staff in the each establishment are Involved.

Posts and duties could include:-

Premises Manager and Energy Champion

- Ensuring a register of essential equipment is established, maintained and disseminated
- Monitors energy and water consumption
- Ensuring meter readings are taken and recorded on file.
- Ensuring monthly energy consumption is reported to the Energy Manager.
- Looks for obvious areas of waste and prepares a list of items needing servicing, repairing or replacement
- Maintains contact with Property Services, for energy advice, and for prompt repairs and maintenance
- Produces material to promote energy awareness amongst staff
- Reports back on progress, and publicises how the savings are benefiting the establishment
- Ensures that boilers are working at optimum efficiency
- Maintains a good standard of inspection and maintenance on items that affect energy use, e.g. heating equipment, draught stripping, pipe insulation, leaking taps etc.
- Regularly checks the operation of time clocks, thermostats and control valves
- Minimises the number of lights left on when the establishment is being cleaned
- Conducts energy walkabouts.

Energy Co-ordinators

A network of staff individuals who have local knowledge and contacts to enable them to achieve energy/water savings.

These individuals, function as the 'eyes and ears' of the Premises Manager and Energy Manager. They are the main avenue of communication for energy saving ideas and opportunities.

It is important that Energy Co-ordinators are willing volunteers and that there should be one for each Section of each building. Energy Co-ordinators are members of the Energy Action Team for each building and are also encouraged to meet locally, formally and informally to exchange ideas and discuss common issues.

Role of Energy Co-ordinators

- To take responsibility in a designated area to identify and correct avoidable energy/water waste.
- To take direct action to save energy (e.g. switch off lights and electrical equipment).
- To be a member of the premise Energy Action Team and liase with the Premises Manager and the Energy Manager.
- To report maintenance faults which result in energy or water waste (e.g. dripping taps).
- To develop a Departmental Energy Checklist
- To conduct energy walkabouts with checklists.
- To assist in undertaking regular meter readings.
- To report any barriers in relation to energy use.
- To distribute energy awareness materials to staff e.g. booklets, posters, stickers, newsletters, monitoring reports.
- To encourage energy users in their area to take a responsible approach and be available to give advice on saving energy at work.
- To report back on savings achieved in their area.
- To report on any changes in circumstances within their areas affecting energy consumption.

All Staff

- Follow the Good Housekeeping Measures at Work
- To volunteer for the role of Energy Co-ordinators

Energy Meters Monitoring

It is vital to have the correct energy data to manage energy effectively in establishments. Energy and water invoices are often estimated and the data can be unreliable, a better way to obtain reliable data is to read one's own meters. They should be read monthly.

The benefits of reading meters include :

- Reliable information is used for regular monitoring
- Waste can be detected quickly and preventative action taken
- Consumption can be compared against benchmarks to determine potential savings
- Invoicing errors can be quickly identified and rectified
- Feedback can be given to end users on savings achieved
- Readings can be used for awareness raising purposes

Building Log Books

Building Regulations now require that all non-domestic buildings, including schools, are handed over with a log book containing details of the building services installed, enabling owner/occupiers to monitor and control energy consumption.

Energy Myths, Test Your Knowledge

Tick to complete the following true or false questions (answers on page eleven):-

	True	False
1. Screen savers save energy	☐	☐
2. It's cheaper to leave a fluorescent light on rather than switch it off	☐	☐
3. Its better to leave a monitor on because continually turning them on and off uses more energy	☐	☐
4. Its better to leave a PC running because continually turning them on and off wears out the equipment	☐	☐
5. PCs and monitors automatically go in to sleep mode	☐	☐
6. The radiator is cold so the heating must be off	☐	☐
7. Fossil fuels will last for ever	☐	☐
8. Solar powered watches can only work in the daytime.	☐	☐
9. The British climate makes heating water by the sun impractical.	☐	☐
10. Solar cells which are used to generate electricity from sunlight are made from sand	☐	☐

Some work related facts and figures

- Defining a comfortable working temperature is complicated by a person's degree of activity, their surroundings and type of heat emitter used to heat the space. However air temperature alone is not always the best measure of comfort . Other issues to be considered include environmental factors and those which affect individuals such as their age, sex and state of health. The best that the Borough Council is able to achieve is a thermal environment which will satisfy the majority of those working in that environment. Experience has shown that the best balance is to aim for a temperature of 21-22°C.

- Turning the heating down by just 1°C could save 10% of the cost of heating your office and you'll be unlikely to notice any difference in comfort. This won't cost you anything and could save the Council on the costs of heating.

- Switching off a typical fluorescent light for one hour in each working day will save 30kg of carbon dioxide emissions annually and save enough energy to make many cups of coffee

- Switching off all non-essential office equipment (computers, printers, faxes, photocopiers and lights) will save enough energy to drive a small car for many miles the larger the office the larger the saving.

- A PC monitor left on overnight wastes enough energy to laser print 800 pages

- A photocopier left on overnight wastes enough energy to print 1500 A4 copies

- The cost of 1 kWh of Electricity is approximately 5 times more that 1 kWh of Gas
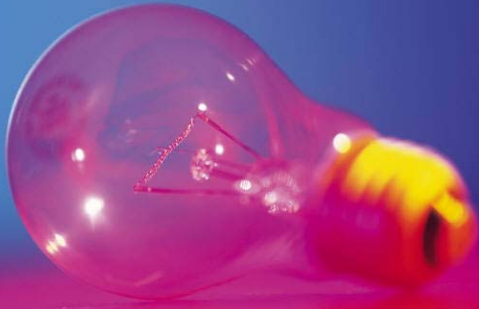
Good Housekeeping Measures at Work

Heating and Cooling

- If you have adjustable radiator thermostats set them to reasonable levels. The aim should be 21-22°C
- Ensure radiators are not blocked by furniture or files, as they will absorb the heat
- If it gets too hot in the winter, don't open a window, try turning down the radiator first or contacting Property Services
- Ensure all extractor fans are off overnight and when not required
- Do not use portable heaters. If it's too cold report the problem to Property Services. There are a number of reasons why portable supplementary heaters should not be used :-

  - Health and Safety – trailing cables, fire etc
  - Additional supplementary heating raises the temperature locally, remembering that most office buildings are open plan, the increase in temperature will be recorded by the temperature sensors and thermostats located around the building and give inaccurate data to the control equipment and will have the effect of reducing the heating being delivered generally. This of course will continue until little or no heat will be delivered and under heating of areas occur. This is a common issue in many buildings but is most relevant to the Civic Centre.

- Also in the Civic Centre avoid covering the grilles to the induction units under the windows as this will reduce the delivery of heating/cooling
- Keep doors and windows closed in air-conditioned areas. If you don't you are letting the cool air escape requiring further cooling

Good Housekeeping Measures at Work

Lighting

- Try to use as much natural light as possible working nearer windows will save turning on lights so often

- Switch off light whenever you leave the room (toilet, meetings, lunch and evenings)

- Between your colleagues make sure the last to leave in the evenings is responsible for turning off all lights and non essential equipment, (printers etc)

Good Housekeeping Measures at Work

IT Equipment

- If available activate your PCs Power Saving Device. Set you monitor to turn off after 10 minutes of no use and the PC to turn off after an hour and a half. Remember you monitor will reactivate within a few seconds after moving your mouse

- Switch off computer monitors when away from your desk for any significant time and especially during lunch and meetings.

- Turn the whole PC off at night

- Don't switch on computers and printers until you need them

- Share printers between colleagues

- Switch off photocopiers and printers at night

- Purchase electrical equipment with a high energy saving value

IT Equipment

Kitchen

- When you make a hot drink, if possible do not use ancillary equipment such as kettles, use the water boilers where provided, these might not be as convenient but are much more energy efficient than individual kettles and less dangerous around the office
- If you have to use a kettle then boil just the amount of water you need
- Regularly defrost any fridge's in your building to avoid wasting energy. You should also check the seals on your fridge to ensure no warm air is getting in - the seals should be tight enough to hold a piece of paper securely when closed

Water

- Ensure taps are shut off when you have completed washing, do not leave them even dripping.
- Report dripping taps for repair, washers are very inexpensive.
- Report any leaks or defective appliances to ensure rapid repair.

Your Questions Answered

How well did you do?

Answer to questions from Page five.

1. False – Screen Savers don't save energy.

2. False – It is much cheaper to turn lights off when not in use even for a very short amount of time.

3. False – A PC monitor only consumes one seconds energy worth of running time when being started up or closed down. As monitors account for 70% of the PCs energy use, its always better to turn them off when at lunch or at meetings.

4. False – Regularly turning a PC off not only saves energy but also extends the machines life due to a reduction in mechanical wear. Manufactures now recommend that users turn off their machines when not being used

5. False – You need to activate the PCs energy saving functions

6. False – The heating isn't necessarily off. Where a building heating system or radiator is thermostatically controlled the radiator may go off because the office has reached an optimal temperature (19°C). The heating will automatically come back on if the temperature drops.

7. False

8. False – Electricity is stored in the battery so it works in the dark.

9. False – We could get up to 50% of our hot water annually from the sun

10. True – In the form of silicon.

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Neighbourhood Services
Property Services

Energy
Facts and Myths

Hartlepool Borough Council

Energy facts and myths

- Defining a comfortable working temperature is complicated by a person's degree of activity, their surroundings and the type of heat emitter used to heat the space. The best the Borough Council is able to achieve is a thermal environment which will satisfy the majority of those working in that environment. Experience has shown that the best balance is to aim for a temperature of 21-22°C

- Turning the heating down by just 1°C can reduce the cost of heating your office by 10% and you'll be unlikely to notice any difference in comfort.

- Do not use supplementary heaters. If it's too cold contact Property Services

- If you have adjustable radiator thermostats set them at a reasonable level.

- If it gets too hot in winter don't open the window, try turning your radiators down or contact Property Services.

Screen Savers save energy

False

It is cheaper to turn lights off when not in use even for a very

True

PCs and monitors automatically go in to sleep mode

False

Its better to leave a PC running turning them on and off wears out the equipment

False

- Ensure radiators or air outlets are not blocked by furniture or files as these will absorb heat and disrupt air flow

- Switching off a typical fluorescent light for one hour in each working day will save 30kg of carbon dioxide emissions annually

- A PC monitor left on overnight wastes enough energy to laser print 800 pages and a photocopier left on overnight wastes enough energy to print 1500 A4 copies

- Report dripping taps

- Switch off photocopiers and printers at night

- Switch off all non-essential office equipment when not needed.

- Don't switch on computers and printers until they are needed.

- Between your colleagues make sure that the last one to leave in the evenings is responsible for turning off all lights and non-essential equipment.

PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
3rd October 2005

Report of: Assistant Chief Executive

Subject: **REVIEW OF STRATEGIC RISK REGISTER**

SUMMARY

1.0   PURPOSE OF REPORT

1.1.   To inform the Portfolio Holder of the current position with regard to the Council's Strategic Risk Register.

2.0   SUMMARY OF CONTENTS

2.1   Describes amendments to existing strategic risks and two additional strategic risks following a review by Corporate Risk Management Group (CRMG) and Corporate Management Team (CMT). The review primarily involves examining risk ratings in terms of impact and likelihood and effectiveness of control measures in place to mitigate the risk.

3.0   RELEVANCE TO PORTFOLIO MEMBER

3.1   The Portfolio Member has responsibility for risk management issues.

4.0   TYPE OF DECISION

4.1   Non- key.

5.0   DECISION MAKING ROUTE

5.1   Portfolio Holder meeting 3rd October 2005.

6.0   DECISION (S) REQUIRED

6.1   To note the review of the Council's Strategic Risk Register and amendments to the strategic risk register.

Report of: Assistant Chief Executive

Subject: **REVIEW OF STRATEGIC RISK REGISTER**

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1.   PURPOSE OF REPORT

1.1   To review the Council's Strategic Risk Register.

2.   BACKGROUND

2.1   The Cabinet agreed the Council's Risk Management Strategy on 14 December 2004. The Strategy sets out the arrangements for managing risk across the Authority. In line with the Strategy, at its meeting on 21 February 2005, Cabinet agreed the Authority's new Strategic Risk Register.

2.2   The Risk Management strategy identifies specific accountabilities and responsibilities for the management of risk at Hartlepool Borough Council. In line with these, at its meeting on 26ᵗʰ July 2005, the Council's Corporate Risk Management Group (CRMG) considered the Strategic Risk Register. A number of recommendations were reported to Corporate Management Team (CMT) for their comments and input. As a result of this three new risks have been added and a number have been amended.

2.3   The changes are reported to the Performance Management Portfolio Holder as the cabinet member with the overall responsibility for the Risk Management Strategy Framework.

3. STRATEGIC RISK REGISTER

3.1   The Council's Strategic Risk Register's format is designed to be clear in its design. It sets out the department, section and lead officer responsible for the identified risk, together with a date indicating when the risk will be reviewed.

3.2   For your information, and attached as Appendix 1, a brief overview as to how the Risks have been developed and how each of the risks have been rated.

4.   REVIEW OF STRATEGIC RISK REGISTER OCTOBER 2005

4.1   Following the review, there are now 25 strategic risks identified across the authority, up from 22. The updated Strategic Risk Register is attached as Appendix 2.

4.2   The following table indicates the changes in the risk ratings. Three new risks have been added to the register whilst four others have been amended. The amendments have occurred normally due to new control measures being put in place or the risk itself receding. The table below shows the changes since the last review in May 2005.

Strategic Risk Ratings without control measure implementation / Amended Rating with control measures implemented	May 2005	October 2005
Red / Red	7	5
Red / Amber	5	9
Amber / Amber	10	11
Total	**22**	**25**

Red/Red risks

4.3   The following four risks continue to be identified as category red after control measures have been put in place. These are known as 'red/red' risks, and are of particular importance for the Council given that their impact/likelihood has not been sufficiently mitigated by the control measures in place to date:

Risk Description	Responsible Officer	Risk Ref
1. Increased demand for adult services	Ian McMillan	FIN5-1.2
2. Loss of key staff / insufficient numbers of staff to match service delivery	Joanne Machers	PER5-1.1
3. Sustainability of grant funded services / projects	Mike Ward	FIN5-1.4
4. Flu Pandemic	Ian Parker	PER5-1.3
5. Future equal pay claims	Joanne Machers	FIN5-1.1

4.4   The Council is constantly striving to seek improvements in the control measures of these red/red risks. For example a Recruitment and Retention Strategy has been agreed to help reduce the risk of loosing key staff.

New Risks

4.5   Three new risks have been added to the Strategic Risk Register. These are laid out in the table below along with its current rating and existing and planned control measures.

Ref	Risk	Rating	Explanation of change
FIN5-1.9	Contaminated Land	Red/Amber	**Existing** • An approved inspection strategy monitored by cabinet **Planned** • Identify a strategic reserve to support further action
PER5-1.3	Flu Pandemic	Red/Red	**Existing** • None **Planned** • Business/Service Continuity Plans are being developed
REP5-1.7	Loss of Council Reputation due to internal and external factors	Red/Amber	**Existing** • Strong relationships with all depts/councillors to plan how the council will deal with major/key incidents • Strong relationships with outside bodies to plan how the council will deal with major/key incidents • Emergency Plan in place to deal with major incidents **Planned** • Development of Business Continuity Plans

Amended Risks

4.6   Three of the risks within the Strategic Risk Register were amended within this recent review. In summary, all of the amended risks have had a reduction in the risk rating. This is normally due to increased control measures or a reduction in the risk itself. A list of amendments and explanation of changes can be found in the following table.

Ref	Risk	Previous Rating	New Rating	Explanation of change
ASS5-1.1	Poor condition of building stock	Red/Red	Amber/Amber	This risk has been reviewed as the Cabinet has approved investment in the Civic Centre as well as prudential borrowing arrangements to replace Mill House leading to a reduction in risk.
PER5-1.2	Failure to provide council services during emergency conditions	Red/Red	Red/Amber	Developing a communications strategy to help reduce this risk
REP5-1.4	Loss of focus on strategic direction and key priorities	Red/ Amber	Amber/Amber	Reassessed impact and considered impact to be High rather than Extreme

Future Issues

4.7   One of the Strategic Risks is current spilt across Adult Services and Children's Services. Both departments are currently looking into dividing this risk between themselves and developing all necessary control measures.

4.8   Another new risk that currently under development is the risk of schools taking on Foundation Status. Children's Services has commissioning some work to determine whether this is a departmental or broader risk.   In the meantime, it has been included in their departmental risk register.

4.9   Adult Service's and the Finance Division is currently working on the risk of increased fees and discussions are underway as to whether this should be included on the Strategic Risk Register.

Next Review

4.10   The Strategic Risk Register is to be reviewed by the CRMG on a quarterly basis. The findings will then be reported to CMT and to this Portfolio.

5.   RECOMMENDATION

5.1   To note the review of the Council's Strategic Risk Register and amendments to the strategic risk register.

Appendix 1 – Risk Register Ratings

In line with the risk management strategy, each risk is categorised to help ensure a systematic and comprehensive approach to risk management, the categories being:

- Political
- Financial
- Social
- Environmental
- Personnel
- Physical assets
- Information and technology
- Contractors/partners/suppliers
- Reputation

The risk rating is calculated on the basis of impact and likelihood – and the greater the degree of severity and probability, the higher the risk rating, in line with the following matrix:

	IMPACT			
LIKELIHOOD	Extreme	High	Medium	Low
Almost certain	RED	RED	RED	AMBER
Likely	RED	RED	AMBER	GREEN
Possible	RED	AMBER	AMBER	GREEN
Unlikely	AMBER	GREEN	GREEN	GREEN

IMPACT

Extreme   Total service disruption / very significant financial impact / Government intervention / sustained adverse national media coverage / multiple fatalities.

High   Significant service disruption/ significant financial impact / significant adverse Government, Audit Commission etc report / adverse national media coverage / fatalities or serious disabling injuries.

Medium   Service disruption / noticeable financial impact / service user complaints or adverse local media coverage / major injuries

Low   Minor service disruption / low level financial loss / isolated complaints / minor injuries

LIKELIHOOD

Expectation of occurrence *within the next 12 months* -
- o   Almost certain
- o   Likely
- o   Possible
- o   Unlikely
- o

Appendix 2 – Strategic Risk Register September 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

<u>**Risk Description:**</u> **Poor condition of building stock**

Resp Officer	IAN PARKER		**ASS5-1.1**

<u>**No Control Measures In Place**</u>		<u>**Control Measures In Place**</u>	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

<u>**Risk Description:**</u> **Controversy relating to contentious decisions**

Resp Officer	PETER SCOTT		**ENV5-1.1**

<u>**No Control Measures In Place**</u>		<u>**Control Measures In Place**</u>	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

<u>**Risk Description:**</u> **Environmental sustainability including the reduction of CO_2 emissions / energy consumption and costs not being met**

Resp Officer	PETER SCOTT		**ENV5-1.2**

<u>**No Control Measures In Place**</u>		<u>**Control Measures In Place**</u>	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

<u>**Risk Description:**</u> **Contaminated Land**

Resp Officer	IAN PARKER		**FIN5-1.9**

<u>**No Control Measures In Place**</u>		<u>**Control Measures In Place**</u>	
Impact	EXTREME	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

<u>**Risk Description:**</u> **Future Equal pay claims**

Resp Officer	JOANNE MACHERS		**FIN5-1.1**

<u>**No Control Measures In Place**</u>		<u>**Control Measures In Place**</u>	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Report Run By   CECSKT   15 September 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: Increased demand for adult and children's services

Resp Officer	IAN McMILLAN		**FIN5-1.2**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	ALMOST CERTAIN	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: Failure to implement National Procurement Strategy

Resp Officer	ANDREW ATKIN		**FIN5-1.3**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Sustainability of grant funded services / projects

Resp Officer	MIKE WARD		**FIN5-1.4**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: Failure to achieve (or significant delay in meeting) capital receipt targets

Resp Officer	MIKE WARD		**FIN5-1.5**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: Impact upon the Council from outsourcing of significant service areas

Resp Officer	MIKE WARD		**FIN5-1.6**
No Control Measures In Place		**Control Measures In Place**	
Impact	MEDIUM	Impact	MEDIUM
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Report Run By   CECSKT   15 September 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: **Contradictory stance between NHS and HBC responsibilities**

Resp Officer   IAN McMILLAN   **FIN5-1.7**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Failure to deliver specified services by a joint venture company using seconded existing staff**

Resp Officer   IAN PARKER   **FIN5-1.8**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Failure or lack of access to Critical ICT systems**

Resp Officer   ANDREW ATKIN   **ICT5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Failure to provide council services during emergency conditions**

Resp Officer   IAN PARKER   **PER5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	EXTREME
Likelihood	POSSIBLE	Likelihood	UNLIKELY
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Flu pandemic**

Resp Officer   IAN PARKER   **PER5-1.3**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	EXTREME
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Report Run By   CECSKT   15 September 2005

Hartlepool Borough Council
Summary of Risk Report

Department　STRATEGIC

Risk Description: **Loss of key staff / Insufficient numbers of staff to match service delivery demands**

Resp Officer	JOANNE MACHERS		**PER5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: **Failure to Implement the Information Sharing Agenda**

Resp Officer	ADRIENNE SIMCOCK		**POL5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: **Failure to carry out a statutory process**

Resp Officer	TONY BROWN		**POL5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	EXTREME
Likelihood	POSSIBLE	Likelihood	UNLIKELY
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Loss of Council reputation due to both internal and external factors**

Resp Officer	ANDREW ATKIN		**REP5-1.7**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	MEDIUM
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Discretionary services cut or reduced**

Resp Officer	MIKE WARD		**REP5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	MEDIUM	Impact	MEDIUM
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**AMBER**	Current Rating	**AMBER**

Report Run By　CECSKT　　　　　　　　　　　　　　　　　15 September 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: CPA rating changes

Resp Officer	PAUL WALKER		**REP5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Change programme / Restructuring of the Authority

Resp Officer	PAUL WALKER		**REP5-1.3**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	HIGH
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: Loss of focus on strategic direction and key priorities (political direction)

Resp Officer	PAUL WALKER		**REP5-1.4**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Failure to realise plans for Victoria Harbour regeneration scheme

Resp Officer	PETER SCOTT		**REP5-1.5**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Failure to meet LPSA targets

Resp Officer	ANDREW ATKIN		**REP5-1.6**

No Control Measures In Place		**Control Measures In Place**	
Impact	MEDIUM	Impact	MEDIUM
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Department   STRATEGIC

Department Total Risk Count   25

PERFORMANCE MANAGEMENT PORTFOLIO Report to Portfolio Holder 3rd October, 2005	HARTLEPOOL BOROUGH COUNCIL

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 sixteenth phase of Viewpoint, Hartlepool Borough Council's Citizen's Panel.

1.2   To provide some information of the Citizen Panel refresh and school leavers attainment.

1.3   To describe new measures taken to investigate how past Viewpoint results have been used by departments. This will be a continuous process, and is termed 'Viewpoint Tracking'.

2.0   SUMMARY OF CONTENTS

2.1   A report of the results achieved in the latest Viewpoint questionnaire that included Cleveland Police Authority, Youth Service, and Community Warden powers.

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 3rd October 2005

6.0   DECISION (S) REQUIRED

6.1   Results of the survey be noted.

Report of: Assistant Chief Executive

Subject: 16th PHASE OF 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 sixteenth phase of Viewpoint.

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 that 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 communities' priorities are for the future.

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

- Cleveland Police Authority
- Youth Service
- Community Warden powers

2.4   The results have been reported back to the relevant department within the council and to Viewpoint members via the regular Viewpoint newsletter. Copies of the overall report have also been placed in the member's library, in all public libraries across the Borough for public access, and will be placed on the Council's website.

2.5   This report includes a summary of the main results and, attached as appendix A, is the full result report.

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

3.1   The latest survey was carried out in May 2005, 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 1180 individuals. A response rate of 68.8 per cent was achieved with 805 questionnaires being returned.

3.3   A small number of cases (11) was excluded from the sample because they were ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health.

Cleveland Police Authority

3.4   The Council worked in conjunction with Cleveland Police Authority to help find out Viewpoint members' views and opinions on crime and anti-social behaviour issues in their local area. The questions from this phase of Viewpoint have been repeated across the other three districts to allow the Police Authority to develop future policies within the service.

3.5   Viewpoint members were presented with a list of policing priorities and asked to indicate which five priorities were most important to them. The most popular response was house burglary, which was chosen by eight out of ten members.

3.6   Panel members were then asked to tell us what they thought were the main five anti-social behaviour concerns for Hartlepool. The two most popular responses were criminal damage & vandalism (88%) and drugs & substance misuse (86%).

3.7   Next, residents were asked some questions about their perceptions of crime in their local area. Viewpoint members were more likely to think rubbish & litter, uncontrolled dogs & dog mess, and teenagers hanging around on the streets were problems in their local neighbourhoods.

3.8   Members were asked what they thought would be most effective in preventing crime and anti-social behaviour in their local area. Not surprisingly, respondents were more likely to choose neighbourhood patrol by police officers as an effective deterrent of crime and anti-social behaviour.

3.9   Viewpoint members were asked various questions on their fear of crime. The results were broadly the same as in previous years.

3.10   The Police Authority wanted to find out if Viewpoint members knew what the main roles and responsibilities were of Cleveland Police Authority. Three out of five Viewpoint members thought that the main

roles of the Police Authority were to monitor police performance, to consult with local people about policing in their local area, and to set the local policing priorities and targets.

3.11 The Police Authority wanted to find out where Viewpoint members would like to receive information about the Police Authority and the Police Force. Members indicated that they would most like to receive information from local newspapers and local magazines.

3.12 Finally, Viewpoint members were asked what they thought of how the police perform their job. Over a third of respondents said they thought the police did an excellent or good job (36%). The majority of respondents thought the police did a fair job (39%), and 15% thought they did a poor or very poor job.

Youth Service

3.13 The Council's Youth Services team wanted to find out what people thought of the services it provides, regardless of whether or not Viewpoint members or their family had used these services.

3.14 Viewpoint members were presented with a list of services provided by Hartlepool Borough Council Youth Service and asked to identify which they felt were most important. The most popular option chosen by two thirds of Viewpoint members was for opportunities to discuss issues such as drugs, relationships, and alcohol. Other popular options were for a safe and welcoming environment, fun activities and events, and personal and social education, which were chosen by two out of five Viewpoint members.

3.15 Viewpoint members were asked to think about the current Youth Service facilities, and whether members felt that these facilities were enough in their local area and across Hartlepool. The majority of people felt that there should be more Youth Service facilities in their local area and across Hartlepool as a whole.

3.16 Members were then asked to indicate what they thought would be the best ways to provide a Youth Service to young people across Hartlepool. All options received a good response. The majority of Viewpoint members said that they thought working with youth workers visiting schools to encourage young people to take part would be most effective.

3.17 Panel members were asked what they thought stopped young people from using the Youth Service. Seven out of ten members said they felt the Youth Service was not seen as 'cool', and they also didn't think young people knew where and what services are available.

3.18 The five outcomes of the Youth Service were explained to members. Residents were asked whether they felt that each of these outcomes

is appropriate for the Youth Service to be aiming for. The majority of respondents indicated that all the outcomes were appropriate. However, members were more likely to think that 'achieving and enjoying' and 'making a positive contribution' should be top priorities for the Council.

Community Warden Powers

3.19　The 14th phase of Viewpoint (November 2004) asked members whether they had heard of Community Wardens and Police Community Support Officers (PCSOs). Also, members were asked whether they knew if their local areas were patrolled by either a Community Warden or a PCSO. To develop from this information, some questions were included in the 16th phase of Viewpoint to find out what powers Viewpoint members felt Community Wardens should have.

3.20　Viewpoint members were asked what actions Community Wardens should be able to issue Fixed Penalty Notices for. Members felt that Community Wardens should be able to issue notices for the majority of the eleven different actions listed in the question. However, they were more likely to say that Community Wardens should be able to issue notices for dog fouling, littering, and behaviour which is likely to cause harassment, alarm or distress.

3.21　Viewpoint members were shown a list of seven other powers that could be available to wardens, and were asked to indicate which powers they felt Community Wardens should have access to. There was substantial support for Community Wardens having these additional powers. However, members were most likely to indicate that Community Wardens should be able to have the power to request the name and address of a person who is either causing injury, alarm or distress to another person or damaging someone else's property, or of a person who is acting in an anti-social manner.

3.22　Finally, Viewpoint members were asked whether they lived in a Community Warden patrolled area. The results are broadly similar to 2004 results. Just under a third of respondents said they lived in an area patrolled by Community Wardens, 17% said they did not, and over half of respondents said they did not know whether their area was patrolled by community wardens.

4.　VIEWPOINT REFRESH & SCHOOL LEAVERS ATTAINMENT

4.1　In 2003 the Viewpoint panel was refreshed with two thirds of the panel being replaced to ensure that each member only serves for a limited period of time. This helps to avoid panel members becoming local government 'experts' and avoids consultation fatigue.. 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.

4.2   In October 2005, a third of the panel (400 members) will be refreshed by similar methods to the 2003 refresh. In order to get 400 new members onto the panel, 4000 recruitment questionnaires will be sent out. It is expected that new members will be on the panel in time to complete the 18th Viewpoint survey, which will be distributed in November 2005.

4.3   Also, every year we make efforts to recruit school leavers (aged 17 – 18) who have just come onto the electoral register. In 2005 we sent out 429 recruitment questionnaires in the hope of receiving a 10% response rate. To date, 43 young people have been recruited.

5.   VIEWPOINT TRACKING

5.1   Viewpoint has been successfully running now for five years, and we are about to embark on its 18th phase. In order to evaluate the use of Viewpoint within the Council, it was decided to review the use of Viewpoint information. It is planned that this will be a regular process in future years.

5.2   We plan to contact departments between 12 – 18 months after they had used Viewpoint to ask what has been done with the information, and how helpful they found it. This is to allow time for departments to act on the information collected through Viewpoint.

5.3   In August 2005, we contacted lead officers who had included questions in Viewpoint phases 9 – 11 (Oct 02 – Sept 03), and asked them to complete a short questionnaire. Officers were asked what their initial reason for using Viewpoint was and what they have done with the information. Departments were also asked whether they found the results from Viewpoint appropriate, and whether they would like to receive information in the future in electronic format, paper based, or both.

5.4   In the period being looked at, Viewpoint was used by five out of the six departments of the Council. The exception was the Social Services Department, who have used Viewpoint in the past, but whose servics are not always appropriate for discussion in this type of survey. Between October 2002 and September 2003, a total of 15 different topics were covered varying from the quality of development in Hartlepool to library opening hours and Hartbeat magazine. Some of the questions were repeated from previous phases to allow for comparisons and others were new topics.

5.5   All officers who responded indicated that they found the results appropriate for their needs, and that they would use Viewpoint again

for similar consultation exercises. In addition, officers indicated that they would most like to receive Viewpoint information through electronic methods, or both electronic and paper methods. No-one indicated they would like to receive information solely on paper. However, the Library Service did stress that it still needs paper copies of reports for members of the public to access.

5.6 Although the initial consultation exercise provided some useful information, it has become clear that we will need to meet with lead officers on a one to one basis, to further explore the use that is being made of Viewpoint results. We will therefore be able to generate a better understanding about what has been done with Viewpoint results and feedback specific examples to our panel members, elected members and the public.

5.7 Viewpoint tracking is a new ongoing process. We will continue to develop how we consult with lead officers and will continue to report the main findings.

6. RECOMMENDATIONS

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

CORPORATE STRATEGY

Sixteenth Viewpoint Survey Results Overall Report

Lisa Anderson

June 2005

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 last year with two thirds 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. A section of the panel is refreshed on a regular basis to ensure that each member serves for a limited time.

1.3 This report details the results from the latest questionnaire, which was distributed in April 2005.

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

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

  - Cleveland Police Authority
  - Youth Service
  - Community Warden Powers

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 at the beginning of last year a major recruitment exercise took place. Several different methods were used to recruit new members which included asking people who were recruited from the original recruitment questionnaire whether they still wanted to take part. Secondly, when the BVPI survey was completed in 2003, 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. We also sent out just over 10,000 recruitment questionnaires to a random selection of people from the edited electoral register from which we received a substantial number of returns. Finally, as there was a shortage of young males, on-street interviewing was used to boost these numbers and enable the panel to be balanced. This re-recruitment process helps avoid the problems of drop-out, consultation fatigue and respondents becoming local government "experts".

2.4   The decision was also taken to increase the size of the panel to make it more statistically sound when looking at the results. The panel currently stands at 1180 members. This resulted in a slight name change to Viewpoint instead of Viewpoint 1000.

2.5   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.

2.6   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 data would be weighted for analysis purposes. The main potential weakness of the survey is the differential responses 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 other e.g. 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.

2.7 In April 2005, the latest survey was carried out using a self-completion questionnaire returned via 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

2.8 A questionnaire was sent out to all active members of the panel, which equated to 1180 individuals.

Response Rates

2.9 A response rate of 68.8% per cent was achieved. 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. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health. These exclusions resulted in a possible sample of 1169 with a total of 805 questionnaires being returned.

Table 2.1   Response Rates

	Number of Cases
Total Sample	1180
Unsuitable/Ineligible Cases	11
Total Possible Sample	1169
Completed Questionnaires	**805**
No Response	364
Response Rate	**68.8%**

The Report

2.10 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. This is because some respondents may choose not to answer a particular question. 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.

3. CLEVELAND POLICE AUTHORITY

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KEY FINDINGS

- House burglary was identified by panel members as the policing priority most important to them, and also as the type of crime they were most concerned about becoming a victim of.
- Criminal damage and vandalism was identified by most Viewpoint members as the main anti-social behavioural concern for Hartlepool
- Viewpoint members thought that rubbish & litter, uncontrolled dogs & dog mess, and teenagers hanging around on the streets were problems in their local neighbourhoods.
- Residents felt that neighbourhood patrol by police officers would be most effective in preventing crime and anti-social behaviour in their local area.
- The majority of members felt safe when alone in their neighbourhood during the day, and when home alone at night.
- Viewpoint members indicated that they would like to receive news about Cleveland Police Authority and Cleveland Police Force through local newspapers, such as Hartlepool Mail, and Council magazines, such as Hartbeat.
- Over two thirds (67%) of respondents thought the police did a fair or good job in their local neighbourhood.

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3.1   The Council worked in conjunction with Cleveland Police Authority to help find out Viewpoint members' views and opinions on crime and anti-social behaviour issues in their local area. The questions from this phase of Viewpoint have been repeated across the other three districts to allow the Police Authority to develop future policies within the service.

Policing Priorities

3.2   Viewpoint members were presented with a list of policing priorities and asked to indicate which five priorities were most important to them. The highest priority for policing was house burglary, which was chosen by eight out of ten members.

3.3   Drugs (73%), anti-social behaviour (71%), and robbery & mugging (67%) were also high priorities for panel members. The detailed results showed that more respondents in the Central area of Hartlepool (73%) chose robbery & mugging as a priority than respondents from the North (62%) and the South (64%) areas.

3.4   Residents were least likely to say that business & retail crime were priorities for them. However, the detailed results showed that more respondents in the South of Hartlepool (12%) thought this should be a priority, compared to these who lived in the North (3%) and Central (8%) areas of Hartlepool. Full results are detailed in Table 3.1.

Table 3.1   Below is a list of policing priorities. If you had to choose the FIVE most important to you, which would they be?

	%	(No.)
House burglary	78	(935)
Drugs	73	(878)
Anti-social behaviour	71	(855)
Robbery/mugging	67	(800)
Street violence	47	(564)
Youth behaviour	47	(563)
Theft of a motor	22	(262)
Arson/deliberate fires	21	(247)
Domestic violence	14	(169)
Road safety	13	(150)
Other burglary such as theft from shed/garage	12	(141)
Theft from a motor vehicle	11	(129)
Business/retail crime e.g. shop lifting	7	(88)
Don't know / no answer	3	(34)
Other	1	(8)
(N = 1200)		

Anti-social behaviour

3.5   Panel members were then asked to say what they thought were the main five anti-social behaviour concerns for Hartlepool. The two most frequently mentioned concerns were criminal damage & vandalism (88%) and drugs & substance misuse (86%).

3.6   Other anti-social concerns for Viewpoint members were, misuse of alcohol & street drinking (67%), threats & verbal abuse (52%), and litter & dog fouling (50%). The detailed results show that respondents aged 65 years and over (62%) were more likely to say that litter and dog fouling were issues in their local area. Only a third (36%) of people aged between 25-34 years felt this was an issue in their local area.

3.7   Out of the 20 additional comments provided by Viewpoint members, 16 of these indicated that people thought large gangs were an anti-social concern for their local area. Ten of these comments came from the Central Hartlepool area. Full results are detailed in Table 3.2.

Table 3.2   Could you tell us what you think are the main FIVE Anti-social Behaviour concerns for Hartlepool.

	%	(No.)
Criminal damage/vandalism	88	(1051)
Drugs/substance misuse	86	(1028)
Misuse of alcohol/street drinking	67	(835)
Threats/verbal abuse	52	(624)
Litter/dog fouling	50	(602)
Noise nuisance	44	(526)
Graffiti	27	(325)
Homophobic/racial harassment	13	(157)
Vehicle – abandoned/nuisance	12	(140)
Begging	11	(137)
Trespassing	11	(134)
Hoax calls	9	(112)
Prostitution/kerb crawling	4	(51)
Other	2	(23)
Don't know/No answer	2	(20)
(N = 1200)		

Perceptions of Crime

3.8   Panel members were asked some questions about their perceptions of crime in their local area. Residents were presented with a list of issues, and were asked to indicate how much of a problem they each were in their local neighbourhood.

3.9   Viewpoint members thought that rubbish & litter, uncontrolled dogs & dog mess, and teenagers hanging around on the streets were problems in their local neighbourhoods. Speeding traffic, and cars parked inconveniently, dangerously or illegally were also identified by members as problems in members local neighbourhoods.

3.10   Members were least likely to think that people sleeping rough on the streets or other public places was a problem in their neighbourhood. Additionally, noisy neighbours or loud parties, abandoned or burnt out cars, and conflict or disputes between neighbours were not identified a problems in members local areas.

Noisy neighbours or loud parties

3.11   The first option asked Viewpoint members if they thought noisy neighbours or loud parties was a problem in their local area. Over four out of five people (85%) said to some degree it was not a problem in their local area. The detailed results show that people living in private rented accommodation were more likely to think that noisy neighbours or loud parties were a problem in their local area (46%).

- Very big problem   -   **4 per cent** (47 respondents)
- Fairly big problem   -   **8 per cent** (96 respondents)
- Not a very big problem -   **28 per cent** (336 respondents)
- Not a problem at all   -   **57 per cent** (689 respondents)
- Don't know   -   **3 per cent** (31 respondents)

Teenagers Hanging around on the streets

3.12   Viewpoint members were then asked whether they thought teenagers hanging around on the streets was an issue in their local area. Just over two out of five members (43%) indicated that this was an issue in their local area, and just over half (55%) of respondents said that this was not a big problem in their local area. The detailed results show that three quarters (76%) of Viewpoint members who are unemployed think that teenagers hanging around on the streets was an issue in their local area.

- Very big problem   -   **18 per cent** (221 respondents)
- Fairly big problem   -   **25 per cent** (299 respondents)
- Not a very big problem -   **37 per cent** (439 respondents)
- Not a problem at all   -   **18 per cent** (220 respondents)
- Don't know   -   **2 per cent** (21 respondents)

People sleeping rough on the streets or other public places

3.13   The majority of Viewpoint members (85%) did not find people sleeping rough on the streets or other public places a problem in their local area.

- Very big problem   -   **Less than 1 per cent** (2 respondents)
- Fairly big problem   -   **2 per cent** (24 respondents)
- Not a very big problem -   **11 per cent** (127 respondents)
- Not a problem at all   -   **75 per cent** (897 respondents)
- Don't know   -   **13 per cent** (151 respondents)

Rubbish or litter lying around

3.14 When asked whether they found rubbish or litter lying around a problem in their local area the results showed a split with half saying they did, and half saying they did not. The detailed results show that three quarters (73%) of Viewpoint members who are unemployed think that rubbish or litter lying around was an issue in their local area.

- Very big problem - **18 per cent** (220 respondents)
- Fairly big problem - **29 per cent** (348 respondents)
- Not a very big problem - **37 per cent** (445 respondents)
- Not a problem at all - **13 per cent** (158 respondents)
- Don't know - **2 per cent** (29 respondents)

Vandalism, graffiti and other deliberate damage to property or vehicles

3.15 The majority (60%) of Viewpoint members did not think that vandalism, graffiti and other deliberate damage to property or vehicles was a problem in their local area. The detailed results show that people living in the North area of Hartlepool were more likely to find this a problem (45%) compared to people living in South (29%) or Central (37%) areas of Hartlepool.

- Very big problem - **12 per cent** (148 respondents)
- Fairly big problem - **25 per cent** (302 respondents)
- Not a very big problem - **41 per cent** (486 respondents)
- Not a problem at all - **19 per cent** (229 respondents)
- Don't know - **3 per cent** (35 respondents)

People being attacked or harassed because of their skin colour, ethnic origin or religion

3.16 Viewpoint members were then asked to indicate how much of a problem they though people being attacked or harassed because of their skin colour, ethnic origin or religion was, in their local area. Three quarters of respondents said this was not a problem. When looking at the difference between the socio economic groups it would seem that people in the DE socio economic group are more likely to think this is a problem in their local area (16%) compared to the AB socio economic group (2%) (see Appendix 1 for socio economic group definitions).

- Very big problem - **3 per cent** (36 respondents)
- Fairly big problem - **6 per cent** (70 respondents)
- Not a very big problem - **22 per cent** (260 respondents)
- Not a problem at all - **53 per cent** (636 respondents)
- Don't know - **17 per cent** (199 respondents)

People using or dealing drugs

3.17   When asked whether people using or dealing drugs was a problem in their local area, the results show a split with two out of five members saying it is a big problem and a similar number saying it is not a big problem. The detailed results show that three quarters (73%) of Viewpoint members who are unemployed think that people using or dealing drugs was an issue in their local area.

- Very big problem   -   **19 per cent** (229 respondents)
- Fairly big problem   -   **19 per cent** (223 respondents)
- Not a very big problem   -   **22 per cent** (259 respondents)
- Not a problem at all   -   **23 per cent** (281 respondents)
- Don't know   -   **17 per cent** (209 respondents)

People being drunk or rowdy in public places

3.18   A third of respondents felt that people being drunk or rowdy in public places was a problem in their local area. However, the majority of Viewpoint members (62%) did not think this was a problem.

- Very big problem   -   **13 per cent** (152 respondents)
- Fairly big problem   -   **20 per cent** (244 respondents)
- Not a very big problem   -   **34 per cent** (405 respondents)
- Not a problem at all   -   **28 per cent** (340 respondents)
- Don't know   -   **5 per cent** (60 respondents)

Abandoned or burnt out cars

3.19   Eight out of ten Viewpoint members did not find abandoned or burnt out cars a problem in their local area. People who lived in the North area of Hartlepool were more likely to find this a problem (14%) compared to people living in the South (7%) or Central (8%) areas of Hartlepool.

- Very big problem   -   **3 per cent** (34 respondents)
- Fairly big problem   -   **7 per cent** (84 respondents)
- Not a very big problem   -   **26 per cent** (312 respondents)
- Not a problem at all   -   **56 per cent** (670 respondents)
- Don't know   -   **8 per cent** (100 respondents)

People being insulted, pestered or intimidated in the street

3.20   Viewpoint members were more likely to think that people being insulted, pestered or intimidated in the street was a problem in their local area if they lived in the North area of Hartlepool (29%) compared to the South (19%) or Central (20%) areas of Hartlepool.

- Very big problem   -   **9 per cent** (111 respondents)
- Fairly big problem   -   **14 per cent** (162 respondents)
- Not a very big problem   -   **30 per cent** (361 respondents)
- Not a problem at all   -   **39 per cent** (465 respondents)
- Don't know   -   **8 per cent** (101 respondents)

Uncontrolled dogs and dog mess

3.21   Viewpoint members were asked if they felt uncontrolled dogs and dog mess were problems in their local areas. The results show a split with just under half (46%) of members indicating this was an issue in their local area, and just over half (51%) saying that uncontrolled dogs and dog mess was not a problem in their local area.

- Very big problem   -   **19 per cent** (228 respondents)
- Fairly big problem   -   **27 per cent** (321 respondents)
- Not a very big problem   -   **36 per cent** (426 respondents)
- Not a problem at all   -   **16 per cent** (188 respondents)
- Don't know   -   **3 per cent** (36 respondents)

Conflict or disputes between neighbours

3.22   The majority (82%) of Viewpoint members did not find conflict or disputes between neighbours a problem in their local area.

- Very big problem   -   **3 per cent** (40 respondents)
- Fairly big problem   -   **5 per cent** (62 respondents)
- Not a very big problem   -   **30 per cent** (360 respondents)
- Not a problem at all   -   **52 per cent** (619 respondents)
- Don't know   -   **10 per cent** (118 respondents)

Speeding traffic

3.23   When asked whether speeding traffic was a problem in local areas, the results were split with half of respondents indicating this was a problem, and half saying this was not an issue in their local area. People living in Central Hartlepool were more likely to find this a problem (44%) than people living in South (38%) or North (40%) areas of Hartlepool.

- Very big problem   -   **16 per cent** (186 respondents)
- Fairly big problem   -   **26 per cent** (307 respondents)
- Not a very big problem   -   **34 per cent** (408 respondents)
- Not a problem at all   -   **21 per cent** (248 respondents)
- Don't know   -   **4 per cent** (50 respondents)

Cars parked inconveniently, dangerously or illegally

3.24   Again, responses show a split with half of members indicating that cars parked inconveniently, dangerously or illegally was an issue in their local area and half of members indicating that this was not a problem in their local area.

- Very big problem   -   **18 per cent** (219 respondents)
- Fairly big problem   -   **23 per cent** (279 respondents)
- Not a very big problem   -   **35 per cent** (415 respondents)
- Not a problem at all   -   **20 per cent** (234 respondents)
- Don't know   -   **4 per cent** (53 respondents)

Fireworks being set off that are not part of an organised display

3.25   Two out of five Viewpoint members (37%) felt that fireworks being set off that are not part of an organised display was a problem in their local area. The majority of respondents did not think this was a big problem.

- Very big problem   -   **15 per cent** (176 respondents)
- Fairly big problem   -   **23 per cent** (270 respondents)
- Not a very big problem   -   **33 per cent** (400 respondents)
- Not a problem at all   -   **25 per cent** (301 respondents)
- Don't know   -   **4 per cent** (53 respondents)

People using air guns or replica guns

3.26   Three quarters of respondents (75%) said that people using air guns or replica guns was not an issue in their local area.

- Very big problem   -   **5 per cent** (60 respondents)
- Fairly big problem   -   **6 per cent** (74 respondents)
- Not a very big problem   -   **23 per cent** (272 respondents)
- Not a problem at all   -   **53 per cent** (629 respondents)
- Don't know   -   **14 per cent** (165 respondents)

Preventing crime & anti-social behaviour

3.27   Cleveland Police Authority wanted to find out what Viewpoint members thought would be most effective in preventing crime and anti-social behaviour in their local area.

3.28   Not surprisingly, respondents were more likely to choose neighbourhood patrol by police officers as an effective deterrent of crime and anti-social behaviour. Over half of respondents thought that police patrol would help prevent crime, and two out of five members thought it would help to prevent anti-social behaviour.

3.29   People who live in Central Hartlepool were more likely to say that alleygates would be an effective prevention against crime (12%) compared to people who live in South (3%) or North (7%) areas of Hartlepool.

3.30   Viewpoint members were least likely to think that crime prevention surgeries would be an effective crime and anti-social behaviour preventative. See Table 3.3 for full results.

Table 3.3   What THREE things from the list below do you think would be most effective in preventing crime in your neighbourhood and anti-social behaviour in your neighbourhood?

	Crime		Anti-Social Behaviour	
	%	**(No.)**	**%**	**(No.)**
Security improvements to home (e.g. door/window locks, lights)	21	(249)	2	(23)
Neighbourhood Watch Schemes	14	(171)	7	(85)
CCTV (closed circuit television)	27	(321)	22	(260)
Information about crime in your neighbourhood	11	(127)	2	(29)
Alleygates (locked gates preventing unauthorised access)	8	(92)	4	(49)
Delivering drugs education	6	(70)	8	(95)
Directing people into drug treatment	8	(93)	7	(83)
Crime prevention surgeries	4	(49)	3	(32)
Neighbourhood patrol by community support officers	39	(469)	32	(382)
Neighbourhood patrol by neighbourhood wardens	7	(82)	8	(94)
Neighbourhood patrol by police officers	55	(661)	38	(457)
Knowing local police officer, community support officer and warden	13	(159)	13	(151)
Police involvement in youth projects	8	(99)	12	(138)
Confiscation of alcohol being consumed on the street	13	(159)	21	(251)
Early involvement of parent/guardians in tackling anti-social behaviour	20	(242)	35	(419)
More leisure activities for young people	18	(220)	29	(342)
Anti-social behaviour orders (ASBO's)	7	(87)	20	(239)
Dispersal orders (e.g. dispersing groups, excluding people from certain areas or returning unsupervised people home)	11	(137)	23	(270)
Don't know	3.2	(38)	6	(67)
(N = 1200)				

3.31   Viewpoint members provided some additional comments on what they thought would help prevent crime and anti-social behaviour.   Eighty-five members indicated that they thought longer or tougher sentences would be a good deterrent, and 70 members said a higher level of policing would be needed. A round up of comments made can be seen in Table 3.4.

Table 3.4   Further comments on preventing crime

	(No.)
Longer/tougher sentences	(85)
Higher level of policing	(70)
More youth clubs	(27)
Put more responsibility on parents	(17)
Educate more people	(15)
Curfews	(12)
Remove drug users	(9)
Name and shame people	(6)
Other	(49)
(N = 290)	

Fear of Crime

3.32   Viewpoint members were asked how safe they felt walking alone in their neighbourhood during the day. In this round of Viewpoint, eight out of ten felt safe to some degree with a third of respondents saying they felt very safe. Only one person out of twenty (5%) indicated that they felt unsafe to some extent walking around in their neighbourhood during the day. The results are broadly similar to those in previous years. See figure 3.1.

**Figure 3.1   How safe do you feel when walking alone in your
neighbourhood during the day?**
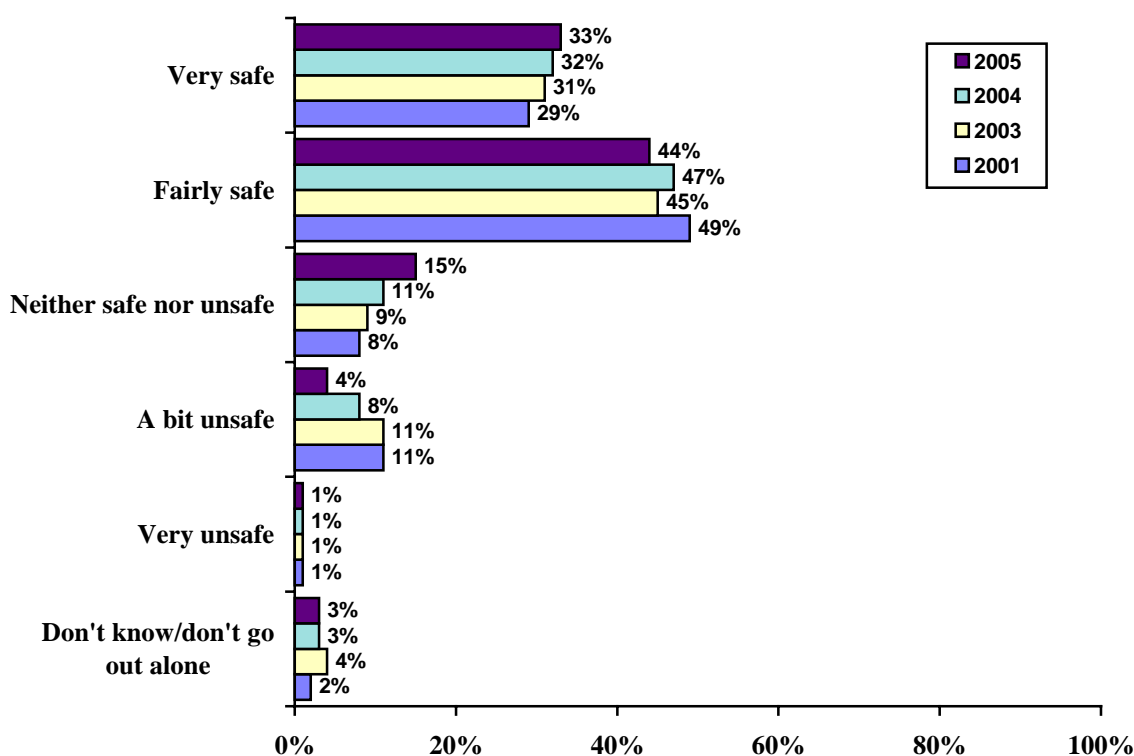
3.33   When looking at a further breakdown of the results, there is very little difference
between the categories. For example, a similar proportion of people feel safe no
matter which area of the town they live in and there is only a small difference
between the sexes.

3.34   Viewpoint members were asked how safe they felt walking alone in their
neighbourhood after dark and, in this round of Viewpoint, nearly a third felt safe
with a similar number feeling unsafe.

3.35   The results show that three times as many people indicated that they feel neither
safe nor unsafe when walking alone in their neighbourhood after dark in 2005
(29%) as in 2004 (12%). There appears to be a shift away from people indicating
that they feel unsafe to some degree, into the 'neither safe nor unsafe' category.
See figure 3.2.

Figure 3.2   How safe do you feel when walking alone in your neighbourhood after dark?
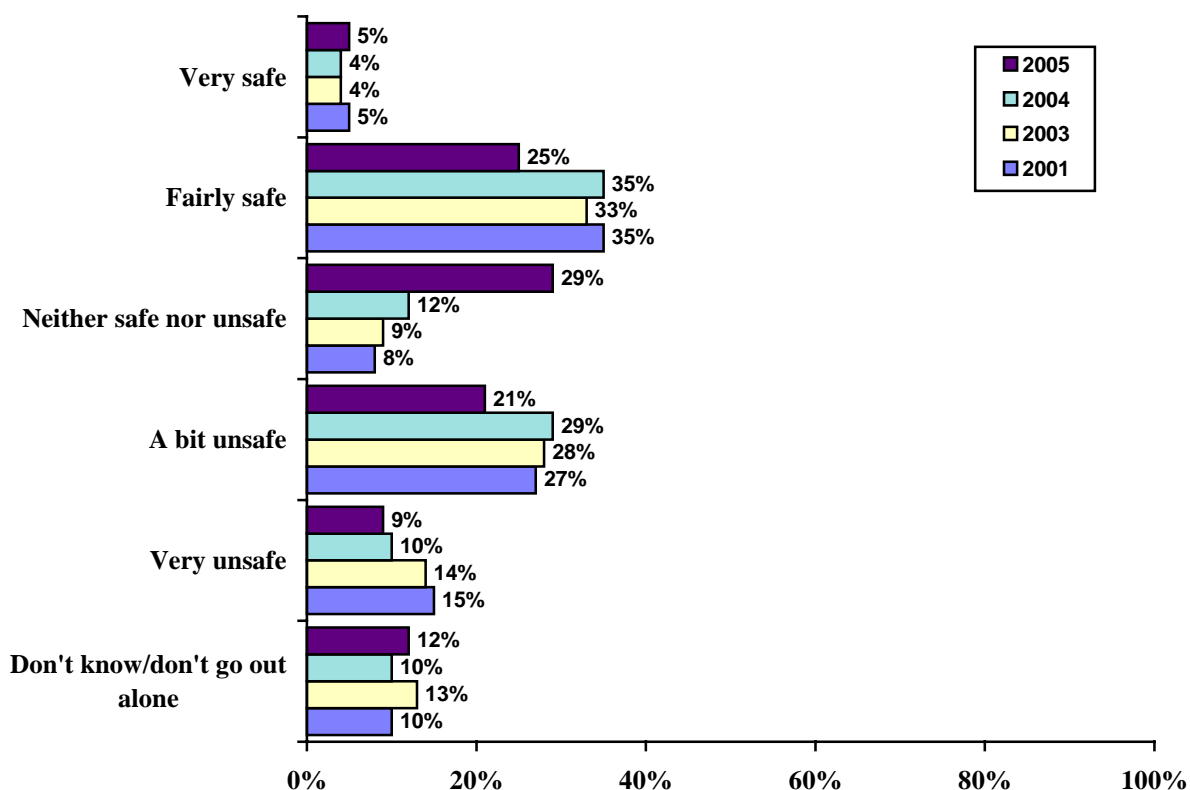
3.36   Unsurprisingly more males than females feel safe when walking alone in their neighbourhood after dark (40% and 20% respectively).

3.37   When looking the difference between the socio economic groups, it would seem that the two extremes of the socio economic spectrum are following opposite trends. From within the AB socio economic group, 38 per cent felt safe walking alone after dark and 22 per cent felt unsafe. This is compared to the results from the DE socio economic group where 22 per cent of respondents felt safe and 41 per cent felt unsafe (see Appendix 1 for socio economic group definitions).

3.38   The next question asked Viewpoint members how often they have felt unsafe when walking alone in their local neighbourhood in the last month. A quarter of respondents indicated that they have not felt unsafe in the past month when walking alone in their neighbourhood. Just under half of respondents (48%) said they have felt unsafe either some of the time or just occasionally.

3.39   Unsurprisingly, males were more likely to say they have never felt unsafe in the past month when walking in their neighbourhood, compared to females (32% and 19% respectively). See Table 3.5.

Table 3.5 **In the last month when you have been walking alone in your local neighbourhood, would you say you have felt unsafe….**

	%	(No.)
All of the time	4	(49)
Most of the time	11	(127)
Some of the time	19	(231)
Just occasionally	29	(343)
Never	25	(300)
Not walked alone in the neighbourhood in the last month	12	(141)
No answer	1	(10)
(N = 1200)		

3.40 Viewpoint members were asked how safe they felt in their own homes at night. Over three quarters (76%) said they felt safe or very safe and only 6 per cent said they felt unsafe. Again the results are broadly the same as previous years. There is also a higher proportion of people indicating they feel 'neither safe nor unsafe', which is a move away from indicating that they feel unsafe to some degree. See figure 3.3.

Figure 3.3 **How safe do you feel when you are in your own home at night?**
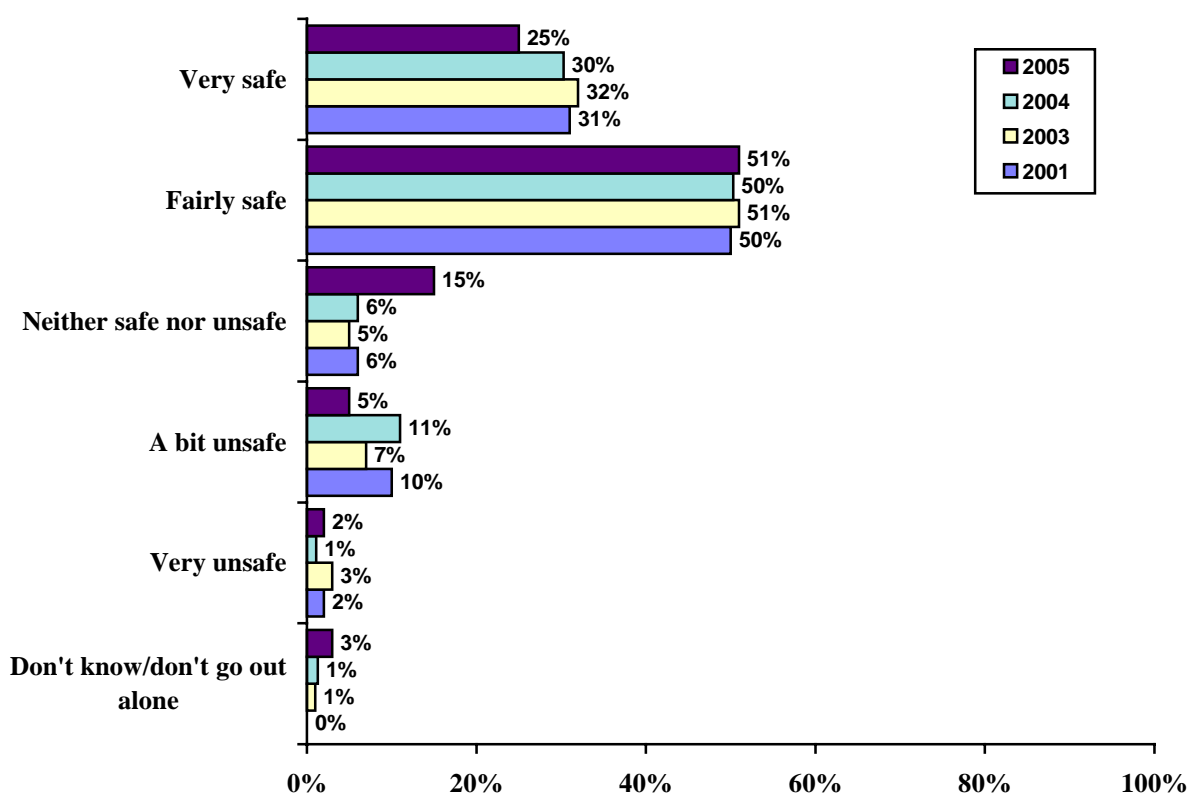
3.41   Cleveland Police Authority wanted to know how much Viewpoint members' lives were affected by fear of crime or actual crime. Members were asked to indicate this, using a scale of one to ten, where one represents no effect and ten represents a large effect.

3.42   The mean score was calculated as 3.92. This indicates that although fear of crime and crime has an impact on Viewpoint members quality of life, it does not have a large effect.

Figure 3.4   How much is your own quality of life affected by fear of crime or crime, on a scale from 1 to 10, where 1 is no effect on your quality of life and 10 is a large effect on your quality of life?
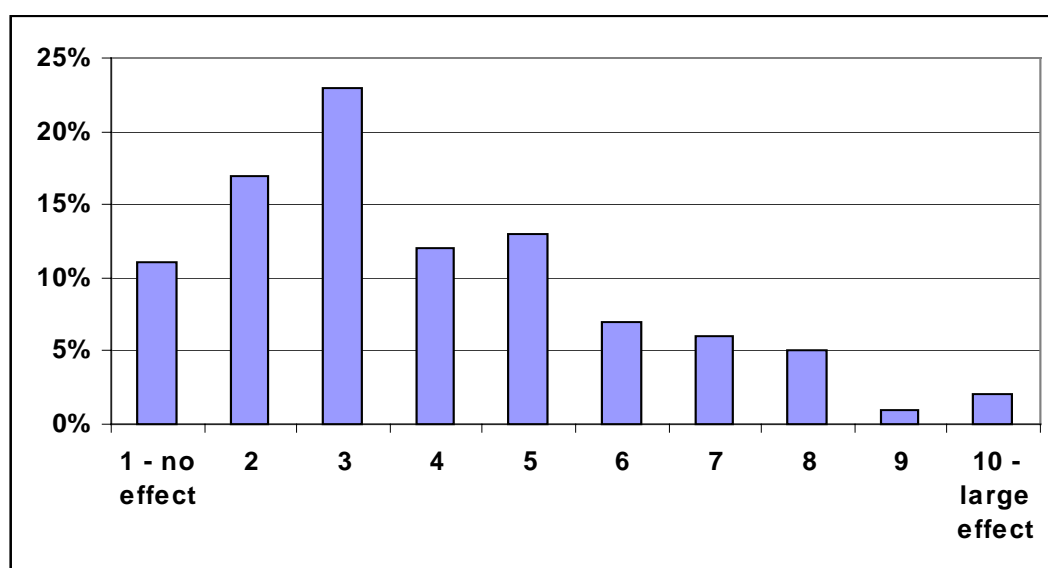
Fear of becoming a victim of crime

3.43   Panel members were asked some questions about how worried they were about becoming a victim of crime. Residents were presented with a list of different types of crime, and were asked to indicate how worried they were about each in their local neighbourhood.

3.44   Over two thirds of Viewpoint members indicated that they were worried about having their home broken into and something stolen. Over half of members said they were worried about having their car stolen, and having things stolen from their car.

3.45   Members were least likely to be worried about being subjected to a physical attack because of their skin colour, ethnic origin or religion. Also, members indicated that they were not very worried about being insulted or pestered by anyone, while in the street or public place, or being physically attacked by strangers.

Having your home broken into and something stolen

3.46   Seven out of ten (69%) residents said they were worried to some degree about having their home broken into and something stolen, and a third of respondents (31%) were, to some degree, not worried about this type of crime. This was the crime that people were most worried about becoming a victim of.

Being mugged

3.47   Half of Viewpoint members (51%) indicated that they were to some degree worried about being mugged. The detailed results show that women are more likely to be worried about becoming a victim of this crime then men are (61% and 39% respectively). The detailed results show no real difference between the different age groups.

Being raped

3.48   Forty-eight per cent of women indicated that they are worried to some degree about becoming a victim of rape, with a quarter of females (25%) indicating they were very worried. When looking at the difference between the socio economic groups it would seem that people in the DE socio economic group are more likely to be worried about this type of crime (51%) compared to people from the AB (26%), C1 (29%), or C2 (35%) socio economic groups (see Appendix 1 for socio economic group definitions).

Having your car stolen

3.49   Three out of five (61%) Viewpoint members were worried to some extent about having their car stolen. Men were slightly more likely to be worried (62%) than females (59%), about having their car stolen.

Having things stolen from your car

3.50   Viewpoint members were then asked how worried they were about having things stolen from their car. The results for this type of crime are broadly similar to the results for the previous option (having your car stolen). Again men appeared to be more worried about having things stolen from their car (69%) then women (53%).

Being physically attacked by strangers

3.51   Half of respondents indicated that they were worried about being physically attacked by strangers. The majority of people said they were not very worried about becoming a victim of this type of crime. When looking at the difference between the socio economic groups it would seem that people in the DE socio economic group are more likely to be worried about this type of crime (63%) than people from the AB (39%), C1 (41%), or C2 (48%) socio economic groups (see Appendix 1 for socio economic group definitions).

Being insulted or pestered by anyone, while in the street or a public place

3.52   People aged 17 – 24 years were more likely to be worried about being insulted or pestered by someone while in the street or a public place (65%) than any other age group. Similarly, a high proportion of people in full time education (73%) were worried about becoming a victim of this type of crime.

Being subjected to a physical attack because of your skin colour, ethnic origin or religion

3.53   When asked how worried residents were about being subjected to a physical attack because of their skin colour, ethnic origin or religion, the majority of people indicated that they were not worried. The detailed results show that forty per cent of people of non-white ethnic origin indicated they were worried about becoming a victim of this type of crime. However, this only equals 4 individuals, and so it would be difficult to generalise these results.

Damage to property (e.g. broken window or scratched car)

3.54   Finally, Viewpoint members were asked how worried they were about having their property damaged, such as a window broken or having their car scratched. Three out of five members indicated they were to some degree worried about becoming a victim of this type of crime. Again, the detailed results showed that men were more likely to be worried about having their property damaged (69%) then females (56%).

3.55   Viewpoint members were asked to describe any other crimes they were worried about becoming a victim of. From these, 15 people said they were worried about becoming a victim of credit card fraud, 8 people mentioned identity fraud, and 6 people were worried about being involved in a hit and run, or speeding accident.

Table 3.6   Most of us worry at sometime about becoming a victim of crime. How worried are you about the different types of crime listed below?

	Very worried %	Fairly worried %	Not very worried %	Not at all worried %
a) Having your home broken into and something stolen	19	50	28	3
b) Being mugged	17	34	41	7
c) Being raped	19	17	35	29
d) Having your car stolen	16	44	35	5
e) Having things stolen from your car	16	45	34	5
f) Being physically attacked by strangers	20	29	43	9
g) Being insulted or pestered by anyone while in the street or a public place	12	35	43	10
h) Being subject to a physical attack because of your skin colour, ethnic origin or religion	4	7	31	58
i) Damage to property (e.g. broken window or scratched car)	20	43	33	5
(N = 1200)				

Knowledge about Cleveland Police Authority

3.56 Cleveland Police Authority wanted to find out what people thought the Police Authority did, and whether people knew the difference between the Police Authority and the Police Force.

3.57 Firstly, residents were asked if they had heard of Cleveland Police Authority, prior to receiving the survey. The majority of respondents indicated they had.

- Yes   -   **86 per cent** (1028 respondents)
- No   -   **12 per cent** (146 respondents)
- No answer   -   **2 per cent** (26 respondents)

3.58 The Police Authority wanted to find out if Viewpoint members knew what the main roles and responsibilities were of Cleveland Police Authority. Residents were presented with a list of eight different roles and responsibilities. Four of these were in relation to Cleveland Police Authority (indicated by *), and four were based on what people usually misunderstand to be the main roles and responsibilities of the Authority.

3.59 Three out of five Viewpoint members thought that the main roles of the Police Authority were to monitor police performance, to consult with local people about policing in their local area, and to set the local policing priorities and targets. Full results are detailed in Table 3.7.

3.60 Overall, the majority of Viewpoint members had an understanding of the correct roles and responsibilities of the Police Authority. However, there are still some areas that are unclear to local residents, and around half of Hartlepool residents think that the Police Authority is responsible for investigating crime and deploying police patrols / police officers.

Table 3.7   What do you think are the main roles and responsibilities of Cleveland Police Authority?

	%	(No.)
Monitoring police performance*	63	(751)
Consulting with local people about policing in their local area*	61	(737)
Setting the local policing priorities and targets*	60	(715)
Investigating crime	57	(681)
Organising the police budget and allocating resources*	56	(673)
Deploying police patrols/police officers	50	(599)
Hiring police officers and support staff	41	(488)
Holding police records and information on individuals	39	(465)
None / no answer	5	(59)
Other	1	(13)
(N = 1200)		

Websites

3.61   The Police Authority wanted to find out whether Viewpoint members had used the Police Authority or Police Force website. They also wanted to know what information people would like to see on these websites.

3.62   One in ten Viewpoint members had used the Police Authority website, and 4% of respondents had used the Police Force website. The majority of people, however, had not used either website or were not aware they existed.

Cleveland Police Authority used the website
- Yes   -   9%   (108 respondents)
- No   -   56%   (673 respondents)
- Wasn't aware it existed   -   28%   (330 respondents)
- No answer   -   7%   (89 respondents)

Cleveland Police Force used the website
- Yes   -   4%   (44 respondents)
- No   -   61%   (728 respondents)
- Wasn't aware it existed   -   30%   (361 respondents)
- No answer   -   6%   (67 respondents)

3.63   When asked what Viewpoint members would like to see on the Police Authority website, 190 responses were received. A round up of comments made can be seen in Table 3.8.

Table 3.8   What would you like to see on the Police Authority website?

	(No.)
Crime statistics/clear up rates	(61)
Contact details	(26)
Up to date local information	(25)
Advice on crime prevention	(24)
Pictures of local criminals	(11)
Numbers of police	(10)
Budgets	(9)
Reporting crimes	(7)
Other	(17)
(N=190)	

Information about the Police Authority & Police Force

3.64   The Police Authority wanted to find out how Viewpoint members would like to receive information about the Police Authority and the Police Force. Residents were presented with a list of different information sources. It should be noted that respondents were asked to identify as many sources as they felt applicable.

3.65   As can be seen in Table 3.8, the results for the Police Authority and Police Force were largely identical. Therefore, people would like to receive information from the Police Authority and Police Force from similar sources.

3.66   The most popular source for information was through local newspapers and magazines, such as the Hartlepool Mail, with nearly two thirds of respondents choosing this option. Other popular sources for information were Council newspapers and magazines such as Hartbeat, and leaflets delivered to residents' doors. Both of these sources were chosen by half of Viewpoint members. Full results can be seen in Table 3.9.

Table 3.9   Where would you like to get information about:
i)   the Police authority and
ii)   the Police Force?

	Police Authority		Police Force	
	%	**(No.)**	**%**	**(No.)**
Local newspapers/magazines (e.g. Hartlepool Mail)	68	(811)	66	(795)
Council newspapers/magazines (e.g. Hartbeat)	56	(667)	54	(649)
Leaflets delivered to your home	50	(603)	50	(598)
Internet	33	(391)	33	(395)
Local radio	28	(331)	29	(353)
Posters	20	(238)	22	(260)
Leaflets distributed in public buildings	18	(217)	18	(216)
Contact with police staff	16	(188)	22	(267)
Contact with Police Authority Members	11	(137)	10	(118)
E mail	8	(92)	9	(103)
None-no answer	6	(67)	6	(78)
(N = 1200)				

3.67   Although a third of members thought that the Internet would be a good place to get information about the Police Authority or Police Force, Viewpoint members were least likely to say they would like to receive emails with this type of information. Not surprisingly, the younger Viewpoint members were more likely to think the Internet would be a good source of information than any other age group. This can be seen in figure 3.5.

Figure 3.5   Age breakdown of respondents choosing the Internet as a source of information about the Police Authority & Police Force
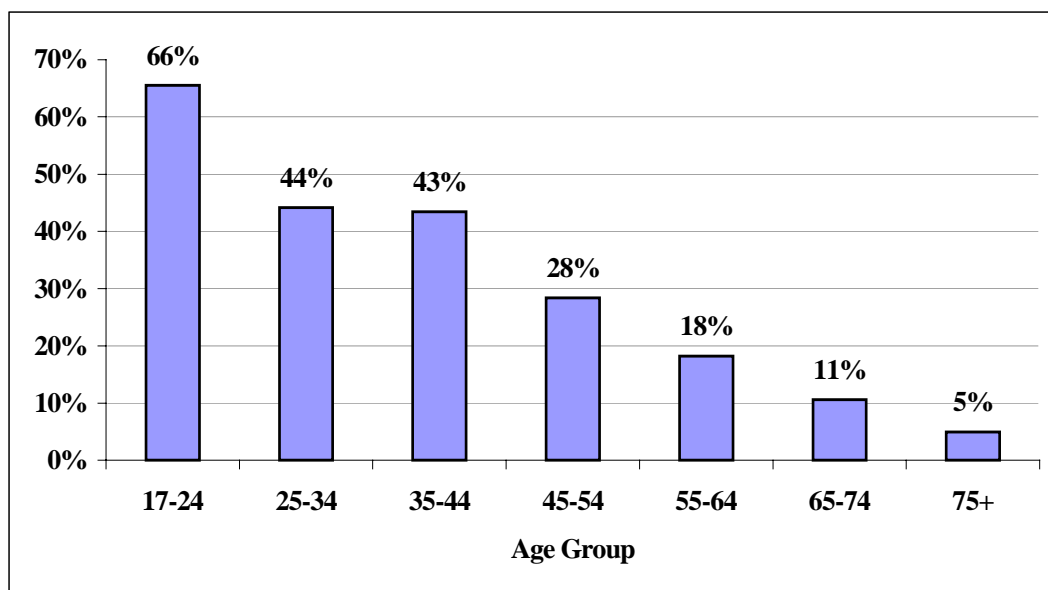
How the police perform their job in local neighbourhood

3.68   Finally, the Police Authority wanted to know what Viewpoint members thought of how the police perform their job in residents' local areas. Over a third of respondents indicated that they thought the police did an excellent or good job (36%). The majority of respondents thought the police did a fair job (39%), and 15% thought they did a poor or very poor job.

- Excellent   -   7%   (84 respondents)
- Good   -   29%   (342 respondents)
- Fair   -   39%   (463 respondents)
- Poor   -   10%   (114 respondents)
- Very poor   -   5%   (62 respondents)
- Don't know   -   11%   (135 respondents)

3.69   When looking at the breakdown of the results there is very little difference between the categories. For example a similar number of people thought the Police did a fair job no matter which area of the town they live.

4.   YOUTH SERVICE

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| **KEY FINDINGS** |
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| |
| ▪ Out of the eight services provided by the Youth Service that were discussed, Viewpoint members thought that providing opportunities for young people to discuss issues such as drugs, relationships, and alcohol was most important |
| ▪ The majority of people thought there weren't enough Youth Service facilities in their local area, or across Hartlepool as a whole. |
| ▪ People thought that youth workers visiting schools to encourage young people to take part was the best way to provide a Youth Service to young people across Hartlepool |
| ▪ The main thing Viewpoint members thought stopped young people from using the Youth Service was that it was not seen as 'cool' by their friends. |
| ▪ Out of the five planned outcomes of the Youth Service, members were more likely to think that 'Achieving and Enjoying' and 'Making a Positive Contribution' should be top priorities for the Council. |
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4.1   The Council's Youth Services team wanted to find out what people thought of the services it provides, regardless of whether or not Viewpoint members or their family had used these services.

Awareness of Youth Service

4.2   The first question asked if people were aware that Hartlepool Borough Council provides a Youth Service. There was a split amongst members where half of respondents indicated they were aware that this service is provided, and two out of five members said they were not aware.

4.3   In looking at the detailed results, people were no more likely to be aware of children's services if they have children under the age of 18 then if they did not have children.

- Yes – aware of Youth Service   -   54%   (643 respondents)
- No - not aware of Youth Service -   42%   (509 respondents)
- No answer   -   4%   (47 respondents)

Youth Services Provided

4.4   Viewpoint members were presented with a list of services provided by Hartlepool Borough Council Youth Service and asked to identify what three services they felt were most important.

4.5   The most popular option chosen by two thirds of Viewpoint members was for opportunities to discuss issues such as drugs, relationships, and alcohol.

4.6   Other popular options were for a safe and welcoming environment, fun activities and events, and personal and social education, which were chosen by two out of five Viewpoint members.

4.7   The option that Viewpoint members were least likely to identify as important was residential and international experiences and events, which was chosen by one in twenty members.

4.8   People who had children aged under 18 years in the household were more likely to say fun activities and events (48%) should be a priority compared to people who did not have children in the household (37%).

4.9   Members without children were more likely to think that getting involved with the local community as a volunteer is important (26%) compared to people with children under the age of 18 in the household (16%). Full results can be seen in Table 4.1.

Table 4.1   From the list below which do you feel are the three most important services that the Youth Service offers?

	%	(No.)
Opportunities to discuss issues such as drugs, relationships, alcohol	62	(745)
Personal and social education	43	(519)
A safe and welcoming environment	41	(494)
Fun activities and events	41	(490)
Advice and information	36	(428)
A voice for young people	31	(372)
Getting involved with the local community as a volunteer	23	(276)
None/no answer	6	(67)
Residential and international experiences and events	5	(63)
(N=1200)		

4.10   Viewpoint members were asked if there was anything else they felt should be provided by the Council's Youth Service. Seventeen members suggested to develop more facilities in local neighbourhoods, 12 people said for more recreational and leisure facilities, and 6 people said the Youth Service should provide more drug education.

Youth Service Facilities

4.11   Viewpoint members were asked to think about the current Youth Service facilities, and whether members felt that these facilities were enough in their local area, and across Hartlepool.

4.12   As can be seen from Table 4.2, the responses for the number of services provided in members local areas are largely identical to peoples perceptions of the number of Youth services provided across Hartlepool as a whole.

4.13   The majority of people felt that there should be more Youth Service facilities in their local area and across Hartlepool as a whole.

4.14   Residents from the North of Hartlepool were least likely to think there were enough facilities provided in their local area (6%) compared to people living in Central (15%) or South (17%) parts of Hartlepool. Similarly, people were least likely to think there were enough services provided across Hartlepool as a whole if they were from the North of Hartlepool (7%) compared to Central (12%) or South (16%) areas of Hartlepool.

Table 4.2   Do you feel there are enough facilities provided
i)   within your local neighbourhood and
ii)   across Hartlepool as a whole?

	Local neighbourhood		Across Hartlepool	
	%	**(No.)**	**%**	**(No.)**
Yes, there are enough	13	(150)	11	(134)
No, there should be more	56	(694)	59	(708)
I think there should be less	Less than 1	(2)	Less than 1	(2)
Don't know/have no opinion	23	(276)	24	(284)
No answer	7	(79)	6	(71)
(N = 1200)				

The Best Way to Provide a Youth Service

4.15   Members were then asked to indicate what they thought would be the best ways to provide a Youth Service to young people across Hartlepool. All the suggested options received a good response. The majority of Viewpoint members said that they thought youth workers visiting schools to encourage young people to take part would be most effective. Responses were similar amongst those who had children and those who did not have children. See Table 4.3 for full results.

Table 4.3 **In your opinion, what are the best ways to provide a Youth Service to young people across Hartlepool?**

	%	(No.)
Youth workers visiting schools to encourage young people to take part	68	(818)
Use buildings specifically designated for young people's services	50	(597)
Working in partnership with groups already working with young people	41	(496)
Drop in facilities	36	(437)
Targeting individual groups of young people with specific needs	36	(434)
Youth workers going out on the streets talking to young people	32	(386)
Don't know/Have no opinion	7	(87)
Other	1	(10)
(N=1200)		

Barriers to use of the Youth Service

4.16 Viewpoint members were asked what they thought stopped young people from using the Youth Service. Seven out of ten members said they felt Youth Services was not seen as 'cool', and they also didn't think young people knew where and what services are available.

4.17 Viewpoint members with children were more likely to think that young people didn't know what services are available (76%) compared to people without children in the household (64%). Full results can be seen in Table 4.4.

Table 4.4 **What do you think stops young people from using the Youth Service?**

	%	(No.)
Not seen as 'cool' by their friends	71	(852)
Don't know where and what services are available	69	(822)
Lack of transport to venues	32	(386)
Services offered in the wrong place	25	(303)
Services not provided at the right time	23	(272)
Don't know/Have no opinion	9	(113)
(N=1200)		

4.18   When asked what other reasons there could be for young people not using these services, 21 members said apathy, 8 said bullying and 7 people said need more places.

Outcomes of the Youth Service

4.19   It was explained to Viewpoint members that the aim of the youth service is to give choices, chances and changes to young people across the town, and that the youth service aimed to do this through five outcomes. Viewpoint members were asked whether they felt that each of these outcomes is appropriate for the Youth Service to be aiming for. All five outcomes were well received by Viewpoint members, and the majority of residents indicated that they were all appropriate outcomes for the Youth Service. These outcomes are as follows:

- **Be Healthy**
- **Economic Wellbeing**
- **Achieving and Enjoying**
- **Making a positive contribution**
- **Staying Safe**

Be Healthy
4.20   Four out of five members felt the outcome 'Be Healthy' was appropriate for the Youth Service. People aged 17 – 24 were more likely to think this is an appropriate outcome (92%) than any other age group; only two thirds (68%) of respondents aged 65 years and over said this was an appropriate outcome.

Economic Wellbeing
4.21   Two thirds of respondents felt that 'Economic Wellbeing' was an appropriate objective. Although the majority of Viewpoint members said that this was an appropriate objective, this is the lowest response out of the five objectives. People aged 65 and over were least likely to think this was an appropriate objective (47%) compared to people from other age groups.

Achieving and Enjoying
4.22   Viewpoint members with children under the age of 18 in the household were more likely to think that the objective 'Achieving and Enjoying' was appropriate (90%) than members without children in the household (82%).

Making a Positive Contribution
4.23   When looking at the difference between the socio economic groups it would seem that people in the DE group are less likely to think that the objective 'Making a Positive Contribution' is appropriate for the Youth Service (75%) than any other group (all other groups had a response rate of 88%). However, this is still a positive response from the DE socio economic group for this objective (see Appendix 1 for socio economic group definitions).

Staying Safe

4.24   The final objective was 'Staying Safe'. Again, the majority of people felt that this objective was appropriate for the Youth Service. The responses for this objective were largely the same regardless of demographic differences.

Table 4.5   Please tell us whether you feel that each of the five outcomes are appropriate targets for the Youth Service to be aiming for?

	Yes, it's appropriate	No, it isn't appropriate	Don't know / Have no opinion	No answer
	%	%	%	%
a) Be Healthy	81	6	6	8
b) Economic Wellbeing	65	13	12	11
c) Achieving and Enjoying	86	2	5	8
d) Making a Positive Contribution	84	3	6	8
e) Staying Safe	85	3	5	8
(N = 1200)				

4.25   Viewpoint asked panel members what two outcomes from the Youth Service's five outcomes they felt the council should set as their top two priorities.

4.26   The top two choices were 'Achieving and Enjoying' and 'Making a Positive Contribution', which was chosen by over half of respondents. Full results can be seen in Table 4.6.

4.27   Men were more likely than women to chose 'Making a Positive Contribution' as a top priority for the Council (58% and 47% respectively) However, women were more likely to say 'Staying Safe' should be a top priority (43%) compared to men (29%).

4.28   Viewpoint members who are employed full time were more likely to indicate that 'Achieving and Enjoying' should be a top priority for the council, compared to members who are unemployed (56% and 27% respectively).

Table 4.6 **From the list of five outcomes that the Youth Service would like to achieve please tell us which two you feel the Council should set as their top two priorities.**

	%	(No.)
Achieving and Enjoying	54	(650)
Making a Positive Contribution	52	(624)
Staying Safe	37	(439)
Be Healthy	33	(392)
Economic Wellbeing	12	(148)
No answer	4	(45)
Don't know/Have no opinion	2	(23)
(N=1200)		

5.   COMMUNITY WARDEN POWERS

KEY FINDINGS

- Eight out of ten Viewpoint members felt that Community Wardens should be able to issue Fixed Penalty Notices for dog fouling, littering, and for behaviour which is likely to cause harassment, alarm or distress.
- Nine out of ten Viewpoint members thought that Community Wardens should have the power to request the name and address of a person who is either causing injury, alarm or distress to another person or damaging someone else's property, or of a person who is acting in an anti-social manner.

5.1   The Council has previously used Viewpoint to consult with Hartlepool residents about Community Wardens. As a result of this previous consultation, the Council wanted to find out more information about what powers residents felt Community Wardens should have. Members were provided with some information about Community Wardens and the impact of additional powers (see Appendix 2).

Fixed Penalty Notices

5.2   The first question in this section asked members what actions Community Wardens should have the powers to issue Fixed Penalty Notices for. It should be noted that respondents were asked to tick all that apply.

5.3   As can be seen in Table 5.1, Viewpoint members felt that Community Wardens should be able to issue Fixed Penalty Notices for the majority of actions listed.

5.4   Eight out of ten Viewpoint members indicated that dog fouling, littering, and behaviour which is likely to cause harassment, alarm or distress should be the actions that Community Wardens are able to issue Fixed Penalty Notices for.

5.5   Only two out of five members said that riding a bike on the footpath should be an action that Community Wardens can issue a Fixed Penalty Notice for.

5.6   People who were aged 65 years and over were more likely to think that Community Wardens should be able to issue notices for riding a bike on the footpath (57%) than any other age group. Also, people with children aged 18 or under in the household were least likely to think that Wardens should issue notices for this action (28%) compared to people without children in the household (49%).

Table 5.1   From the list below please tell us which actions the Community Wardens should be able to issue Fixed Penalty Notices for.

	%	(No.)
Dog fouling	82	(986)
Behaviour likely to cause harassment, alarm or distress	81	(975)
Littering	81	(966)
Throwing fireworks in a thoroughfare	79	(952)
Drinking alcohol in a designated 'no alcohol' public place	77	(927)
Graffiti	76	(907)
Knowingly giving a false alarm to the fire brigade	74	(893)
Buying/attempting to buy alcohol on a licensed premises when under 18	68	(810)
Using public phone system to send messages known to be false to annoy people	60	(715)
To parents whose children are involved in truancy	50	(597)
Riding a bike on the footpath	41	(486)
No answer	2	(23)
(N = 1200)		

Priorities for issuing Fixed Penalty Notices

5.7   The Council wanted to know which actions people would like to see Community Wardens issue a Fixed Penalty Notice for. Participants were asked to choose up to three actions.

5.8   Viewpoint members were most likely to indicate that their priority for Fixed Penalty Notices was behaviour which is likely to cause harassment, alarm or distress. The second highest priority was dog fouling and littering. See Table 5.2 for full results.

5.9   People with children aged 18 years and under were least likely to think that riding a bike on the footpath should be the Councils priority for Community Wardens (3%) compared to members without children in their household (11%).

Table 5.2   Which of the three actions listed in the previous questions should be the Council's priority for Community Wardens to be able to issue Fixed Penalty Notices

	%	(No.)
Behaviour likely to cause harassment, alarm or distress	50	(601)
Dog fouling	44	(533)
Littering	35	(420)
Drinking alcohol in a designated 'no alcohol' public place	27	(323)
Knowingly giving a false alarm to the fire brigade	22	(260)
Buying/attempting to buy alcohol on a licensed premises when under 18	22	(260)
Graffiti	20	(245)
Throwing fireworks in a thoroughfare	18	(220)
To parents whose children are involved in truancy	14	(169)
No answer	11	(127)
Riding a bike on the footpath	8	(94)
Using public phone system to send messages known to be false to annoy people	6	(660
(N = 1200)		

Community Warden Powers

5.10   Viewpoint members were shown a list of other powers that could be available to wardens, and were asked to indicate which powers they felt Community Wardens should have access to. It should be noted that respondents were asked to tick all that apply.

5.11   As can be seen from Table 5.3, there was substantial support for all the suggested additional powers. Nine out of ten Viewpoint members indicated that Community Wardens should be able to have the power to request the name and address of a person who is either causing injury, alarm or distress to another person or damaging someone else's property, or of a person who is acting in an anti-social manner.

5.12   Viewpoint members were least likely to say that Community Wardens should have the power to require the removal of an untaxed vehicle. However, this still received a good response with over half of members choosing it.

Table 5.3   Please tell us which powers you feel Community Wardens should have access to

	%	(no)
Power to request name/address of person who causes injury, alarm or distress to another person or damages someone else's property	88	(1056)
Power to request name/address of a person acting in an anti-social manner	87	(1046)
Power to confiscate alcohol from a young person	85	(1018)
Power to stop/confiscate/dispose of alcohol being consumed in a public 'no alcohol' place	78	(936)
Power to require the removal of an abandoned vehicle	62	(737)
Power to confiscate cigarettes/tobacco products from young people	58	(699)
Power to require the removal of an untaxed vehicle	56	(671)
No answer	5	(63)
(N = 1200)		

5.13   Again, the Council wanted to know which three powers should be a priority for giving to Community Wardens.

5.14   In line with the previous question, nine out of ten Viewpoint members indicated that it should be a priority for Community Wardens to have the power to request the name and address of a person who is either causing injury, alarm or distress to another person or damaging someone else's property, or of a person who is acting in an anti-social manner.

Table 5.4   Which of the three powers should be the priority for giving to Community Wardens

	%	(No.)
Power to request name/address of person who causes injury, alarm or distress to another person or damages someone else's property	76	(912)
Power to request name/address of a person acting in an anti-social manner	68	(818)
Power to confiscate alcohol from a young person	52	(629)
Power to stop/confiscate/dispose of alcohol being consumed in a public 'no alcohol' place	31	(367)
Power to require the removal of an untaxed vehicle	14	(163)
Power to require the removal of an abandoned vehicle	13	(156)
Power to confiscate cigarettes/tobacco products from young people	12	(143)
No answer	10	(115)
(N = 1200)		

5.15   Finally, Viewpoint members were asked whether they lived in a Community Warden patrolled area. Community Wardens actually patrol NDC and NRF areas. The results are broadly similar to 2004 results. Just under a third of respondents said they lived in an area patrolled by Community Wardens, 17% said they did not, and over half of respondents said they did not know whether their area was patrolled by community wardens.

- Yes   -   29%   (351 respondents)
- No   -   17%   (203 respondents)
- Don't know -   54%   (646 respondents)

APPENDIX 1

BACKGROUND INFORMATION ON RESPONDENTS

Table A1   **Age of respondent**

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
17 to 24	12	(139)	6	(49)
25 to 34	16	(196)	12	(99)
35 to 44	20	(237)	19	(153)
45 to 54	17	(209)	19	(154)
55 to 64	14	(165)	18	(145)
65 to 74	12	(146)	17	(140)
75+	9	(108)	8	(64)
No answer	-	-	Less than 1	(1)
Total	**100**	**(1200)**	**100**	**(805)**

Table A2   **Sex of respondent**

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Female	53	(633)	55	(444)
Male	47	(567)	45	(361)
Total	**100**	**(1200)**	**100**	**(805)**

Table A3   Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
North	34	(408)	33	(269)
Central	39	(463)	38	(305)
South	27	(329)	29	(231)
Total	**100**	**(1200)**	**100**	**(805)**

Table A4   Economic activity of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Employed full-time	40	(486)	37	(298)
Employed part-time	9	(111)	9	(75)
Unemployed	3	(38)	3	(21)
Retired	25	(298)	30	(242)
Full-time student	5	(63)	3	(24)
Self employed	4	(48)	4	(31)
Permanently sick or disabled	6	(70)	7	(55)
Other (inc. housewife/husband)	7	(86)	7	(58)
No answer	-	-	Less than 1	(1)

Total	**100**	**(1200)**	**100**	**(805)**

Table A5   Car ownership of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
One car	56	(673)	58	(468)
Two or more cars	21	(258)	22	(176)
No car	22	(265)	19	(155)
No answer	Less than 1	(4)	1	(6)
Total	**100**	**(1200)**	**100**	**(805)**

Table A6   Disability of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Yes – disabled	17	(204)	20	(157)
No – not disabled	82	(984)	79	(639)
No answer	1	(12)	1	(9)
Total	**100**	**(1200)**	**100**	**(805)**

Table A8   Socio Economic Group of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
AB	22	(266)	22	(179)
C1	22	(265)	21	(173)
C2	24	(294)	25	(200)
DE	23	(272)	23	(185)
Don't Know	9	(103)	8	(68)
Total	**100**	**(1200)**	**100**	**(805)**

Social 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 (6+ months), State pensioners, etc. with no earnings, Casual workers and those without a regular income

APPENDIX 2

FULL RESULTS

Viewpoint

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. Within this latest round the issues covered include:

Cleveland Police Authority
Youth Service
Community Warden Powers

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 **13th May 2005**

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 Kerry Trenchard
at
Hartlepool Borough Council
Civic Centre, Hartlepool, TS24 8AY
Telephone: (direct line) 01429 523584

Viewpoint

Hartlepool Borough Council often work in partnership with other public bodies in and around the town. In this instance the Council has been working closely with the Cleveland Police Authority in order to find out local residents views and opinions on a number of policing matters. The Cleveland Police authority has provided the following questions and the overall results will be fed back to this organisation. However please rest assure that all the information you provide is confidential and we never pass personal details on to external organisations and names are never linked to individual comments and replies.

Every year Cleveland Police Authority must produce and publish a Policing Plan. This plan outlines the policing priorities and performance targets for the year ahead. The Police Authority would like to ask your views on what you think the policing priorities should be for Hartlepool.

If you would like any further information on this topic please contact: Lisa Anderson at Cleveland Police Authority on (01642) 301626 or via e-mail
lisa.anderson@cleveland.pnn.police.uk

1. **Below is a list of policing priorities. If you had to choose the FIVE most important to you, which would they be?** (PLEASE TICK UP TO <u>FIVE</u> BOXES)

House burglary	77.9%
Other burglary such as theft from shed/garage	11.7%
Youth behaviour	46.9%
Theft of a motor vehicle	21.9%
Theft from a motor vehicle	10.7%
Anti-social behaviour	71.2%
Drugs	73.2%
Arson/deliberate fires	20.6%
Street violence	47.0%
Domestic violence	14.1%
Business/retail crime e.g. shop lifting	7.3%
Robbery/mugging	66.7%
Road safety	12.5%
Other (Specify _____)	0.6%
Don't know/no answer	2.8%

View*point*

2. Anti-social behavior is a term used to describe a number of selfish and unacceptable activities that can cause fear, alarm or distress. Cleveland Police believe that everyone has the right to live their lives free from fear and distress.

Could you tell us what you think are the main FIVE Anti-social Behavior concerns for Hartlepool. (AGAIN PLEASE TICK UP TO <u>FIVE</u> BOXES)

Drugs/substance misuse	85.7%
Hoax calls	9.3%
Prostitution/kerb crawling	4.2%
Begging	11.4%
Noise nuisance	43.8%
Vehicle – abandoned/nuisance	11.7%
Criminal damage/vandalism	87.6%
Homophobic/racial harassment	13.1%
Threats/verbal abuse	52%
Misuse of alcohol/street drinking	69.6%
Trespassing	11.1%
Graffiti	27.1%
Litter/dog fouling	50.2%
Other (Specify _____)	1.7%
Large gangs	1.3%
Don't know/no answer	1.9%

Viewpoint

3. The next section will ask you some questions about your perceptions of crime. Please tell us how much of a problem you find each of the following in your local neighbourhood? (PLEASE TICK <u>ONE</u> BOX ON EACH LINE)

		Very big problem	Fairly big problem	Not a very big problem	Not a problem at all	Don't know
a)	Noisy neighbours or loud parties	3.9%	8.0%	28.0%	57.4%	2.6%
b)	Teenagers hanging around on the streets	18.4%	25%	36.6%	18.3%	1.7%
c)	People sleeping rough on the streets or other public places	2%	0.2%	10.6%	74.8%	12.6%
d)	Rubbish or litter lying around	18.3%	29%	37.1%	13.2%	2.4%
e)	Vandalism, graffiti and other deliberate damage to property or vehicles	12.3%	25.2%	40.5%	19.1%	2.9%
f)	People being attacked or harassed because of their skin colour, ethnic origin or religion	3%	5.8%	21.6%	53%	16.6%
g)	People using or dealing drugs	19%	18.6%	21.6%	23.4%	17.4%
h)	People being drunk or rowdy in public places	12.6%	20.3%	33.7%	28.3%	5%
i)	Abandoned or burnt out cars	2.8%	7%	26%	55.9%	8.4%
j)	People being insulted, pestered or intimidated in the street	9.2%	13.5%	30.1%	38.8%	8.4%
k)	Uncontrolled dogs and dog mess	19%	26.8%	35.5%	15.7%	3%
l)	Conflict or disputes between neighbours	3.4%	5.2%	30%	51.6%	9.8%
m)	Speeding traffic	15.5%	25.6%	34%	20.7%	4.2%
n)	Cars parked inconveniently, dangerously or illegally	18.2%	23.2%	34.6%	19.5%	4.4%
o)	Fireworks being set off that are not part of an organised display	14.7%	22.5%	33.4%	25.1%	4.4%
p)	People using air guns or replica guns	5%	6.1%	22.7%	52.5%	13.8%

CEX1219P

View*point*

4. **What THREE things from the list below do you think would be most effective in preventing:**
   a)   crime in your neighbourhood
   b)   and anti-social behaviour in your neighbourhood?
   (PLEASE TICK <u>THREE</u> BOXES IN EACH COLUMN)

	a) Crime	b) Anti-social behaviour
Security improvements to home (e.g. door/window locks, lights)	20.8%	1.9%
Neighbourhood Watch Schemes	14.3%	7.1%
CCTV (closed circuit television)	26.8%	21.7%
Information about crime in your neighbourhood	10.6%	2.4%
Alleygates (locked gates preventing unauthorised access)	7.7%	4.1%
Delivering drugs education	5.8%	7.9%
Directing people into drug treatment	7.8%	6.9%
Crime prevention surgeries	4.1%	2.6%
Neighbourhood patrol by police community support officers	39.1%	31.8%
Neighbourhood patrol by neighbourhood wardens	6.8%	7.8%
Neighbourhood patrol by police officers	55.1%	38.1%
Knowing local police officer, community support officer and warden	13.3%	12.6%
Police involvement in youth projects	8.2%	11.5%
Confiscation of alcohol being consumed on the street	13.2%	20.9%
Early involvement of parent/guardians in tackling anti-social behaviour	20.2%	34.9%
More leisure activities for young people	18.3%	28.5%
Anti-social behaviour orders (ASBO's)	7.2%	19.9%
Dispersal orders (e.g. dispersing groups, excluding people from certain areas or returning unsupervised people home)	11.4%	22.5%

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c)   Please use the space provided below to describe anything else that would be most effective in preventing crime and anti-social behaviour.

Longer/tougher sentences	7.1%	More youth clubs	2.3%
Higher level of policing	5.9%	Put more responsibility on parents	1.5%
Educate people more	1.2%	Curfews	1.0%
Remove drug users	0.7%	Name and shame people	0.5%
Other	4.1%	None/no answer	77.2%

Viewpoint

FEAR OF CRIME

Cleveland Police Authority would like to know whether you feel your quality of life is affected by the fear of crime in your local neighbourhood. Please answer the following questions to tell us your views and opinions on this matter.

5.   **Firstly, how safe do you feel walking alone in your neighbourhood during the DAY?**

Very safe	33.3%
Safe	43.9%
Neither safe nor unsafe	14.8%
Unsafe	3.8%
Very unsafe	1.4%
Don't know/don't go out alone	2.8%

6.   **How safe do you feel walking alone in your local neighbourhood AFTER DARK?**

Very safe	4.7%
Safe	24.6%
Neither safe nor unsafe	28.9%
Unsafe	20.8%
Very unsafe	9.1%
Don't know/don't go out alone	11.9%

7.   **In the last month when you have been walking alone in your local neighborhood, would say you have felt unsafe….**

All of the time	4.1%
Most of the time	10.6%
Some of the time	19.2%
Just occasionally	28.5%
Never	25%
Not walked alone in the neighbourhood in the last month	11.7%

8.   **How safe do you feel when you are alone in your home at night?**

Very safe	24.7%
Safe	50.9%
Neither safe nor unsafe	15.4%
Unsafe	4.8%
Very unsafe	1.6%
Don't know/never alone	2.6%

View*point*

9. **How much is your own quality of life affected by FEAR OF CRIME or CRIME, on a scale from 1 to 10, where 1 is no effect on your quality of life and 10 is a large effect on your quality of life?** (PLEASE TICK ONE BOX ONLY)

Mean score	1 No effect	2	3	4	5	6	7	8	9	10 Large effect	Don't know/no answer
3.92	11.3%	17.1%	22.9%	12%	13.2%	6.9%	6.3%	4.8%	1.1%	2.1%	2.3%

10. **Most of us worry at sometime about becoming a victim of crime. How worried are you about the different types of crime listed below?** (PLEASE TICK ONE BOX ON EACH LINE)

		Very worried	Fairly worried	Not very worried	Not at all worried	Not applicable	No answer
a)	Having your home broken into and something stolen	19.1%	49%	27.4%	2.7%	0.3%	1.6%
b)	Being mugged	16.7%	33.3%	39.9%	7.2%	0.4%	2.5%
c)	Being raped	14.2%	13.1%	26.8%	22.6%	16.8%	6.5%
d)	Having your car stolen	13.7%	37.6%	29.7%	3.9%	10.6	4.5
e)	Having things stolen from your car	13.2%	38.5%	28.5%	4.6%	10.7%	4.5%
f)	Being physically attacked by strangers	19%	27.7%	42.1%	8.3%	0.2%	2.7%
g)	Being insulted or pestered by anyone, while in the street or a public place	11.9%	33.5%	41.6%	9.8%	0.9%	2.3%
h)	Being subject to a physical attack because of your skin colour, ethic origin or religion	2.7%	4.8%	21%	38.7%	28.9%	4%
i)	Damage to property (e.g. broken window or scratched car)	19.1%	40.9%	31.4%	4.6%	1.9%	2.2%

j) Please use the space provided below to describe any other crimes you are worried about being a victim of.

None/no answer	94.6%
Credit Card fraud	1.3%
Identity Fraud	0.6%
Hit & run/speeding accident	0.5%
Urinating in public	0.5%
Other	3.4%

Viewpoint

CLEVELAND POLICE AUTHORITY

The next section will ask some questions about Cleveland Police Authority and Cleveland Police Force.

11. Firstly, before receiving this survey, had you heard of the 'Cleveland Police Authority'?

Yes	85.7%
No	12.1%
No answer	2.2%

12. What do you think are the main roles and responsibilities of Cleveland Police Authority? (PLEASE TICK ALL THAT APPLY)

Investigating crime	56.8%
Consulting with local people about policing in their local area	61.4%
Monitoring police performance	62.6%
Deploying police patrols/police officers	49.9%
Setting the local policing priorities and targets	59.6%
Hiring police officers and support staff	40.7%
Organising the police budget and allocating resources	56.1%
Holding police records and information on individuals	38.8%
Other (Please specify _____)	1.1%
Dealing with criminals/reducing crime	0.6%
None-no answer	4.9%

13. Have you ever used the Cleveland Police Force or Cleveland Police Authority website? (PLEASE TICK <u>ONE</u> BOX ON EACH LINE)

	Yes	No	Wasn't aware it existed	No answer
Cleveland Police Authority	9%	56.1%	27.5%	7.4%
Cleveland Police Force	3.6%	60.7%	30.1%	5.6%

14. Cleveland Police Authority is currently updating their website. You can access it through http://www.clevelandpa.org.uk. What would you like to see on this website?

None/no answer	86.8%	Crime statistics/clear up rates	5%
Contact details	2.1%	Advice on crime prevention	2%
Pictures of local criminals	0.9%	Numbers of police	0.8%
Budgets	0.8%	Reporting crimes	0.5%
Other	1.4%	Up to date local information	2.1%

View*point*

Cleveland Police Authority is an independent body made up of local people. It is their job to ensure that there is an efficient and effective Police Force for the Cleveland Police area and to make sure that the Chief Officer and Force are accountable to you in carrying out their responsibilities and serving our communities. The Authority sets the strategic direction for policing in the Cleveland Police area and holds the Chief Officer to account for the policing service delivered. Delivery of local policing services is the job of the Chief Officer of Police.

15.   a)   **Where would you like to get information about i) the Police Authority and ii) the Police Force?** (PLEASE TICK ALL THAT APPLY)

	i) Police Authority	ii) Police Force
Internet	32.6%	33%
E mail	7.6%	8.6%
Local newspapers/magazines (e.g. Hartlepool Mail)	67.6%	66.2%
Council newspapers/magazines (e.g. Hartbeat)	55.6%	54.1%
Local radio	27.6%	29.4%
Posters	19.8%	21.6%
Leaflets delivered to your home	50.3%	49.8%
Leaflets distributed in public buildings	18.1%	18%
Contact with Cleveland Police Authority Members*	11.4%	9.8%
Contact with police staff	15.7%	22.2%
None-no answer	5.6%	6.5%

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15. b)   **Please use the space provided below to describe any other ways you would like get information about Cleveland Police Authority or Police Force**

No answer	96%
Public meetings	1.5%
Visit from Beat Officers	0.8%
Other	1.6%

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*The Authority has seventeen members, nine appointed by the four local councils, three by the magistrate's court and five from the local community. For further information about Cleveland Police Authority Members please contact Julie Leng on (01642) 301467 or Julie.Leng@Cleveland.pnn.police.uk

16.   **Finally, we would like to know what you think about how the police perform their job. Taking everything into account, what is your opinion on how the police perform their job in your local neighbourhood?**

Excellent	7%
Good	28.5%
Fair	38.6%
Poor	9.5%
Very poor	5.2%
Don't know	11.2%

Viewpoint

Youth Service

Youth Services are provided for young people aged between 13 and 19 years across the town by the Council as well as by other voluntary agencies and the private sector. A programme of activities and events are provided in a variety of settings where young people take part on a voluntary basis. These activities take place in a safe and supported environment where young people can develop in to well rounded adults.

The Council uses 3 main projects; spread across the borough, to deliver it's Youth Service. These include the Boys Welfare Centre in the north, the Brinkburn Centre centrally and at the Rossmere Centre in the south of the town. Young people can also go to youth groups that are held at various locations such as the Phoenix Centre, the Bridge, a youth group out at Greatham and one in Seaton Carew for example. The Council's Youth Services also has a detached and a mobile presence to access young people that aren't served by a permanent centre.

Whether or not you or a member of your family has used the Council's Youth Service we are still interested in your views on this matter as you are a resident of Hartlepool and therefore have a right to express an opinion. However if you feel there are any questions that you really can't answers please leave blank and move on to the next one.

If you would like any further information on this topic please contact: Peter Davies on (01429) 523901 or via e-mail peter.davies@hartlepool.gov.uk

17. **Are you aware that Hartlepool Borough Council provides a Youth Service?**

Yes	53.6%
No	42.4%
No answer	3.9%

18. **Hartlepool Borough Council Youth Service aims to provide a number of services to young people aged between 13 and 19 years old. From the list below which do you feel are the THREE most important services that the Youth Service offers?** (PLEASE TICK UP TO UNDERLINE THREE BOXES)

A voice for young people	31%
Opportunities to discuss issues such as drugs, relationships, alcohol	62%
A safe and welcoming environment	41.2%
Fun activities and events	40.8%
Personal and social education	43.2%
Advice and Information	35.7%
Residential and international experiences and events	5.2%
Getting involved with the local community as a volunteer	23%
None/No answer	5.6%

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19. Is there anything else that you feel should be provided by the Council's Youth Service?

None/No answer	93.3%
Develop more facilities in local neighbourhoods	1.4%
More recreational/leisure facilities	1.0%
More drug education	0.5%
Other	3.8%

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20. Thinking about the current Youth Service facilities described in the introduction to this section. Do you feel there are enough facilities provided:
   a) Within your local neighbourhood
   b) Across Hartlepool as a whole

	a) Local neighbourhood	b) Across Hartlepool
Yes, there are enough	12.5%	11.2%
No, there should be more	57.8%	59%
I think there should be less	0.2%	0.2%
Don't know/Have no opinion	23%	23.7%
No answer	6.6%	5.9%

21. In your opinion, what are the best ways to provide a Youth Service to young people across Hartlepool? (PLEASE TICK UP TO <u>THREE</u> BOXES)

Use buildings specifically designated for young people's services	49.7%
Youth workers going out on the streets talking to young people	32.2%
Youth workers visiting schools to encourage young people to take part	68.1%
Working in partnership with groups already working with young people	41.3%
Targeting individual groups of young people with specific needs	36.1%
Drop in facilities	36.4%
Other (Please specify _____)	0.9%
Don't know/Have no opinion	7.2%

22. What do you think stops young people from using the Youth Service. (PLEASE TICK UP TO <u>THREE</u> BOXES)

Lack of transport to venues	32.1%
Don't know where and what services are available	68.5%
Services offered in the wrong place	25.3%
Services not provided at the right time	22.7%
Not seen as 'cool' by their friends	71%
Other (Please specify _____)	1.6%
Don't know/Have no opinion	9.4%
Apathy	1.8%
Bullying	0.6%
Need more places	0.6%

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23. **The aim of the Youth Service is to give choices, chances and changes to young people across the town. The Youth Service plans to do this by aiming to achieve five outcomes. Please tell us whether you feel that each of the five outcomes are appropriate targets for the Youth Service to be aiming for?** (PLEASE TICK ONE BOX ON EACH LINE)

		Yes, it's appropriate	No, it isn't appropriate	Don't know/ Have no opinion	No answer
a)	Be Healthy	81.4%	5.5%	5.6%	7.5%
b)	Economic Wellbeing	64.7%	12.6%	12%	10.6%
c)	Achieving and Enjoying	85.5%	2.1%	4.5%	7.9%
d)	Making a Positive Contribution	83.9%	2.6%	5.4%	8.2%
e)	Staying Safe	85	2.5	4.5	8.1

24. **From the list of Five outcomes that the Youth Service would like to achieve please tell us which TWO you feel the Council should set as their top two priorities.**
(PLEASE TICK UP TO <u>TWO</u> BOXES)

Be healthy	32.7%
Economic Wellbeing	12.3%
Achieving and Enjoying	54.1%
Making a Positive Contribution	52%
Staying Safe	36.6%
Don't know/Have no opinion	1.9%
No answer	3.7%

Viewpoint

Additional Powers for Community Wardens

Viewpoint members are no doubt aware that in recent questionnaires we have asked you about Community Wardens, their role within the community, whether you have seen them or had any dealings with them etc. The results from the previous questionnaires were looked at in detail and as a results the Council would like to find out a bit more information about what powers you, as members of the Hartlepool community, feel Community Wardens should have. In order for you to make a judgement as to what powers Community Wardens should have please read the following and then answer the following questions:

Community Wardens are an uniformed patrolling force trained to deal with minor incidents of disorder, particularly those involving young people, but at the moment they do not have any special powers. However Hartlepool Borough Council recently became an accredited employer for its Community Wardens, which allows powers to be given to these wardens. The aim of the Community Warden is to make the town a better place to live by reducing the fear of crime and deterring opportunist criminals.

The new powers could change the role of the wardens. These powers include issuing Fixed Penalty Notices for littering, throwing fireworks etc or the power to confiscate alcohol from young people or request the name and address of someone who is acting in an anti-social manner.

There is a danger that if the wardens do get these new powers it might limit the links they already have with a community at the ground level. However the new powers could lead to more people being caught breaking the law.

If you would like any further information on this topic please contact: Jonathan Wistow on (01429) 523087 or via e-mail jonathan.wistow@hartlepool.gov.uk

25. **From the list below please tell us which actions the Community Wardens should be able to issue Fixed Penalty Notices for.** (PLEASE TICK ALL THAT APPLY)

1.	Dog fouling	82.2%
2.	Littering	80.5%
3.	Riding a bike on the footpath	40.5%
4.	Graffiti	75.6%
5.	To parents whose children are involved in truancy	49.8%
6.	Throwing fireworks in a thoroughfare	79.4%
7.	Buying/attempting to buy alcohol on a licensed premises when under 18	67.5%
8.	Drinking alcohol in a designated 'no alcohol' public place	77.3%
9.	Knowingly giving a false alarm to the fire brigade	74.4%
10.	Behaviour likely to cause harassment, alarm or distress	81.2%
11.	Using public phone system to send messages known to be false to annoy people	59.6%
12.	No answer	1.9%

26. **To help us plan more effectively, in your opinion, which of the three actions listed in the previous question should be the Council's priority for Community Wardens to be able to issue Fixed Penalty Notices?**

    1.   44.4%
    2.   35%
    3.   7.8%
    4.   20.4%
    5.   14.1%
    6.   18.3%
    7.   21.7%
    8.   26.9%
    9.   21.6%
    10.   50.1%
    11.   5.5%
    12.   10.6%

27. **The second list shows other powers that could be available to wardens. Please tell us which powers you feel Community Wardens should have access to.**
    (PLEASE TICK ALL THAT APPLY)

1.	Power to request name/address of person who causes injury, alarm or distress to another person or damages someone else's property	88%
2.	Power to request name/address of person acting in an anti-social manner	87.2%
3.	Power to confiscate alcohol from a young person	84.9%
4.	Power to stop/confiscate/dispose of alcohol being consumed in a public 'no alcohol' place	78%
5.	Power to confiscate cigarettes/tobacco products from young people	58.3%
6.	Power to require the removal of an abandoned vehicle	61.5%
7.	Power to require the removal of an untaxed vehicle	55.9
8.	No answer	5.2%

28. **Again, in your opinion, which of the three powers above should be the priority for giving to Community Wardens?**

    1.   76%
    2.   68.2%
    3.   52.4%
    4.   30.6%
    5.   11.9%
    6.   13%
    7.   13.6%
    8.   9.6%

Viewpoint

29. Do you live in a Community Warden Patrolled area?

Yes	29.3%
No	16.9%
Don't know	53.8%

And finally…………

30. **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**

To follow in main report.

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 13th May 2005

View*point*