

PERFORMANCE PORTFOLIO

DECISION SCHEDULE



Monday 2nd February 2009

at 8.30 am

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

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

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Corporate Access Strategy – *Chief Personnel Officer*
- 2.2 Musculo-Therapy Services – *Chief Personnel Officer*
- 2.3 Exit Interview and Process – *Chief Personnel Officer*

3. ITEMS FOR INFORMATION

- 3.1 View point – Citizen's Panel Results – *Assistant Chief Executive*
- 3.2 Single Status Agreement Appeals – *Chief Personnel Officer*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

EXEMPT ITEMS

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

5. OTHER ITEMS REQUIRING DECISION

- 5.1 Qualification Based Training Applications – *Chief Personnel Officer (Para 1)*
- 5.2 Approval for Compulsory Redundancy – *Chief Personnel Officer (Para 4)*

PERFORMANCE PORTFOLIO

Report to Portfolio Holder
2nd February 2009



Report of: Chief Personnel Officer

Subject: Corporate Access Strategy

SUMMARY

1. PURPOSE OF REPORT

To seek endorsement of the Council's draft Access Strategy.

2. SUMMARY OF CONTENTS

The report provides details of the background information on the Access Strategy and the Council's commitment and arrangements to implement the strategy.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issue.

4. TYPE OF DECISION

This is not a key decision

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Endorsement of the Access Strategy

Report of: Chief Personnel Officer

Subject: Corporate Access Strategy

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's draft Access Strategy and to receive endorsement in implementing the Strategy.

2. BACKGROUND

2.1 At your 22nd February 2008 meeting the draft Access Strategy was endorsed subject to formal consultation with stakeholders. Authority was also given to the Chief Personnel Officer to make any changes needed to reflect Government guidance which had just been received.

2.2 The Draft Access Strategy (**Appendix A**) comprises a suite of connected strategies as follows

- Overall Access Framework
- Access to Council Services and Support
- Access to Council Information
- Access to Council Employment
- Access to Council Education
- Access to Council Transport and
- Access to Council Buildings, Land, Sites and Other Facilities

3. FORMAL CONSULTATIONS

3.1 Formal consultations have taken place with relevant stakeholders including Talking with Communities, Life Chances Partnership Board representing all disabilities and LGBT community. It has been widely circulated for comments by mail shots to individuals and voluntary organisations and the Your Town Your Say web site.

3.2 It has not been necessary to make any significant changes to the draft strategy as a result of the consultation.

4 IMPLEMENTATION ARRANGEMENTS

4.1 Assuming the Access Strategy is endorsed, it is proposed that the implementation arrangements will include:

- Publicity via Hartbeat, Newslines, Hartlepool Mail
- Ensuring that departments identify any actions needed to implement the Strategy in their service plans

- Management Matters

4. RECOMMENDATION

- 4.1 The Portfolio Holder endorses the draft Access Strategy.

5. CONTACT OFFICER

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Appendix A



CORPORATE ACCESS STRATEGY (DRAFT)

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CORPORATE ACCESS STRATEGY

To ensure that Hartlepool residents and visitors get the best in terms of service and support, the Council has developed an Access Strategy framework to establish an inclusive society where members of the public can, in practice, without discrimination- direct or indirect - and regardless of their personal situation (in terms of their ethnicity, disability, age, gender, sexual orientation and religious beliefs) have real and equal access to Council service and support, information, employment, education, transport and buildings, land, sites and other facilities.

There are 6 key themes that the framework addresses:

- Access to Council services and support
- Access to Council Information
- Access to Council employment
- Access to Council education
- Access to Council transport
- Access to Council buildings, land, sites and other facilities

Aim

To establish an inclusive society where all Hartlepool residents and visitors

- have equal access to all Council services and support, information, employment, education, transport and buildings, land, sites and other facilities without discrimination (both direct and indirect) except where statutory restrictions or other eligibility criteria apply
- to ensure that all Hartlepool residents and visitors are aware of what is available/provided and how to access them

Key principles

- That all Council services are delivered in line with people's needs
- The people of Hartlepool have a right to expect to have an excellent level of service
- That all Council services and support, information, employment, education, transport and buildings, land, sites and other facilities should be accessible to all and where necessary, reasonable adjustments should be made to remove barriers preventing such access

Key Outcomes

- The people of Hartlepool are satisfied that they have equality of access to all Council services, information, employment, education, transport and buildings, land, sites and other facilities
- An inclusive society is created within Hartlepool
- All council services are accessible and that their provision is free from prejudice and unlawful discrimination and sensitive to the needs of all

local communities, subject to any statutory restrictions or other eligibility criteria which apply

It is recognised that achievement of some of the key outcomes will take some time and will be subject to the availability of resources to the Council. General priorities for the next 3 years will be outlined in the Race, Gender and Disability Equality Scheme(s) with more detailed and objectives and actions being identified in Corporate and Departmental Plans, cross referenced to individual Access Strategies. Predictive Impact Assessments (DIA's) will be undertaken whenever significant changes to policies and procedures are being planned and access will be a key feature of such assessments.

Monitoring Arrangements

Monitoring of progress will be undertaken via the Race, Gender and Disability Equality Scheme(s) annual reports and standard performance management arrangements. Retrospective Impact Assessments (INRA's) will be undertaken in respect of all services as part of a rolling programme and access will be a key feature of such assessments.

Legislative Framework

The Race Relations (Amendment) Act 2000 requires the Council to

- promote race equality
- eliminate unlawful racial discrimination
- promote equality of opportunity between persons of different racial groups and
- promote good relations between persons of different racial groups

The Special Educational Needs (SEN) and Disability Act 2001, requires the Council to prepare an accessibility strategy for schools which seeks to:

- Increase the extent to which disabled pupils can participate in the school curriculum;
- Improve the physical environment of schools to increase the extent to which disabled pupils can take advantage of education and associated services;
- Improve the delivery to disabled pupils of written information which is provided to pupils who are not disabled, within a reasonable period and in a format which takes account of the preferred means of communication expressed by pupils or parents.

The Disability Discrimination Act 2005, requires the Council, when exercising its functions, to have due regard to the need to

- eliminate harassment and unlawful discrimination against disabled persons (including making reasonable adjustments in relation to disabled people)
- promote positive attitudes towards disabled persons
- encourage participation by disabled persons in public life and

- promote equality of opportunity between disabled persons and other persons

The Equality Act 2006, requires the Council, when exercising its functions, to have due regard to the need to

- eliminate unlawful discrimination and harassment due to gender, age, religion and sexual orientation and
- promote equality of opportunity between men and women

Inter-relationships and dependencies

There is a clear relationship and inter-dependency between the 6 key themes, for example

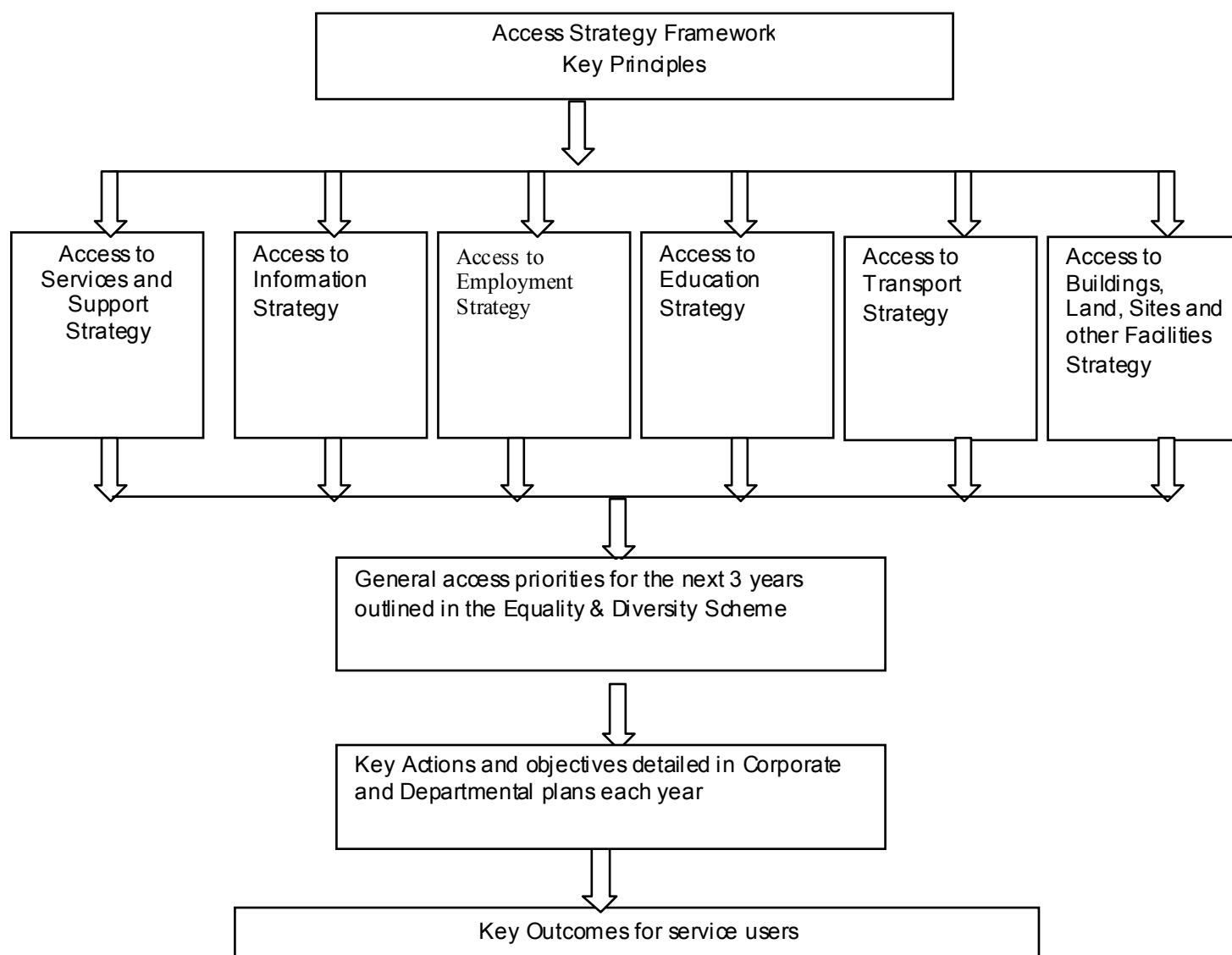
- access to services or education may be denied simply due to the building where the service or education is being provided not being accessible or suitable transport is not available
- Hartlepool residents may not access a particular service because they are not aware of it
- Some people may experience additional hurdles in accessing services such as having learning difficulties, English not being their first language, having a disability etc.

It is recognised that there is not always a clear distinction between the 6 key themes for example provision of sports pitches may be considered as both a service and a facility

As the Access Strategy Framework is fundamental to the way the Council operates, there are relationships with other strategies, plans, policies, partners etc including-

- Council Corporate Plan
- Departmental Service Plans
- Communicating with your Council Strategy
- Race and Diversity Scheme
- Disability Equality Scheme
- Gender Equality Scheme
- Equality and Diversity Policy
- People Strategy
- Equality and Diversity in Employment Policy
- Local Transport Plan
- Hartlepool Local Plan
- Accessibility Strategy for Hartlepool Children's Services
- Learning Disability Partnership Board
- Improving Life Chances
- Hartlepool Access Group
- Hartlepool Blind Welfare Group
- Hartlepool Deaf Centre
- All Ability Forum
- Talking with Communities
- Hart Gables
- 50+ forum and other voluntary bodies

The Framework



Individual Strategies

Each individual Strategy details

- how it contributes to the overall Access Strategy Framework
- who can access the strategy
- key principles
- aims and what must be done to achieve them
- responsibilities
- performance measures

The main areas covered by each individual strategy are set out below

A) Access to Services and Support Strategy

The Access to Services and Support Strategy sets out the Council's overall strategy in relation to access to Council services and support. The key areas covered by the strategy include

- Provision of information about all services and support
- Removal of physical, transport or personal barriers to services and support
- Equitable treatment of people, free from prejudice and unlawful discrimination, who access services and support
- Inclusive access to services and support that meet the needs of the community.
- Access to all council services and support, facilities, & sites

B) Access to Information Strategy

The Access to Information Strategy sets the standards to be adhered to when making information available to Hartlepool residents and visitors. The key areas covered by the strategy include

- Paper Information
- Information accessible via computers/websites
- Translation Services
- Communication Services

C) Access to Employment Strategy

The Access to Employment Strategy sets out the overall strategy in relation to Council employment. The key areas covered by the strategy include

- Recruitment
- Retention
- Pay and Conditions

D) Access to Education Strategy

The Access to Education Strategy sets out the overall strategy in relation to Education. The key areas covered by the strategy include

- Education for school aged pupils
- Promotion of inclusive education in schools
- Hartlepool Inclusion Standard
- Adult Education

E) Access to Transport Strategy

The Access to Transport Strategy sets out the overall strategy in relation to Council transport. The key areas covered by the strategy include

- Transport provided directly by the Council
- Transport commissioned/subsidised by the Council
- Transport Infrastructure/Highway

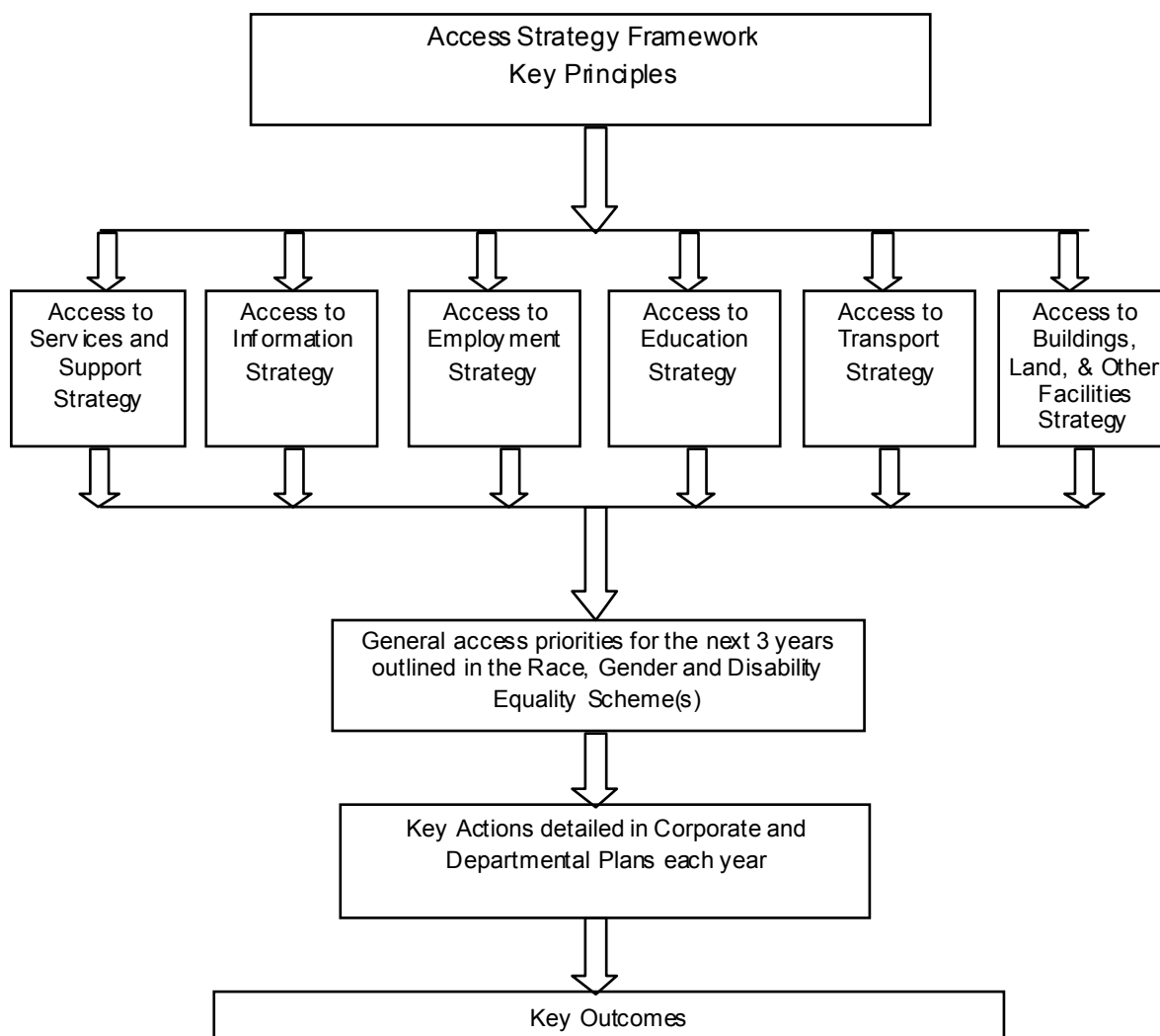
F) Access to Buildings, Land, Sites and other Facilities

The Access to Buildings, Land, Sites and other Facilities Strategy sets out the overall strategy in relation to Council buildings, land, sites and other facilities. The key areas covered by the strategy include

- Buildings
- Land
- Sites
- Other facilities

ACCESS TO COUNCIL SERVICES AND SUPPORT STRATEGY

The Framework



Individual Strategies

Each individual strategy details:

- How to contribute to the overall Access Strategy Framework
- Who can access the strategy
- Key principles
- Aims and what must be done to achieve them
- Responsibilities
- Performance measures

How does the Access to Services Strategy Contribute to the Overall Framework?

The Access to Services and Support Strategy sets the Council's overall aims to ensure that these are effective mechanisms in place for ensuring equal access to Services and Support provided by the Council, regardless of the circumstances of the individual, subject to any legislative or eligibility restrictions.

Who can use the Access to Services and Support Strategy?

- Service Users
- Employees
- Councillors
- Trade Unions
- Hartlepool residents and businesses
- Partner Organisations
- People outside the borough

Principles of the Strategy

All Services or Support:

- will be available to be equally accessed by individuals irrespective of their age, gender, disability, sexual orientation, religion or belief, or ethnic background, subject to any legislative or eligibility restrictions,
- will make appropriate and reasonable adjustments to ensure equal access.

The Strategy

Background

Whilst the Council makes its services, buildings and land and transport widely available and wishes to see services accessed equally by all sectors of the community, it recognises that there are barriers which prevent equality of access by all sectors.

One of the most significant barriers is a lack of understanding by all sectors of the community of:

- a) the services, buildings and land, transport, and education services which can be accessed and,
- b) how to access them.

This lack of understanding can often be caused by information (verbal and written) being provided in English which is not readily or cannot be understood because of a disability, literacy difficulties or English not being the first language of a significant proportion of the Hartlepool community. However

there may still be barriers after people have received this information – this is what this strategy aims to address.

Aims

- To provide service and support which are equally accessible by all parts of the community.

To do this it must:

- Ensure that access to all services and support are included in regular retrospective impact assessments using the INRA process and appropriate action taken to address any adverse impact or unmet need,
- Ensure that all new services/policies will be subject to predictive impact assessments using the DIA process to address any adverse impact or unmet need. This will ensure we have considered the implications for all parts of the community.

Responsibilities

a) Corporate responsibilities

- (i) Assistant Chief Executive
 - To ensure the council's performance management framework incorporates equality and diversity issues
 - To provide the corporate lead on consultation with the community.
- (ii) Chief Personnel Officer
 - To ensure appropriate guidance and training on INRA and DIA processes are undertaken.
 - To ensure that access issues are included in the INRA and DIA processes.

b) Departmental responsibilities

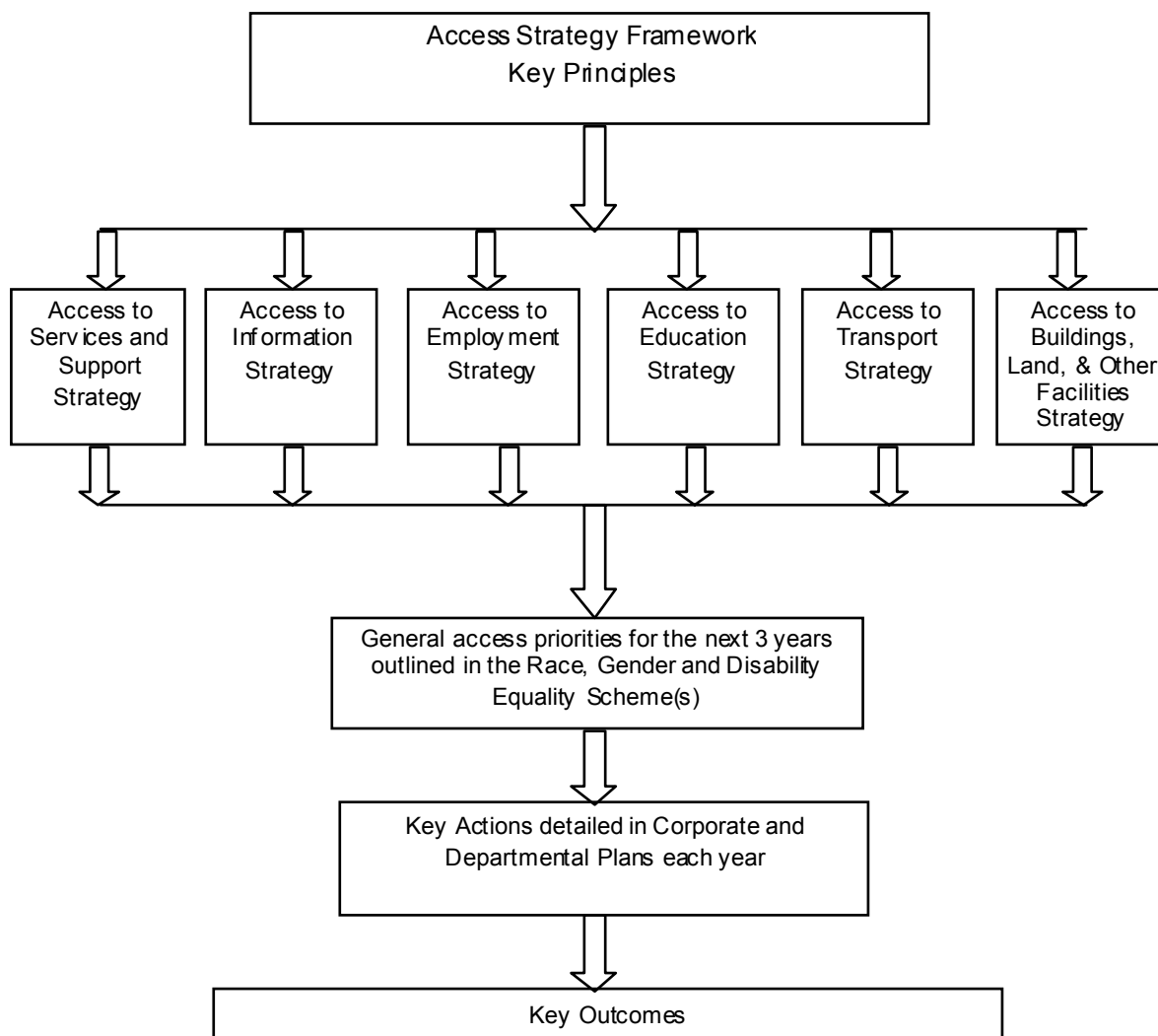
- To undertake impact assessments in all service areas using DIA/INRA processes.
- To implement any identified actions.
- Monitor complaints for any barriers identified and to learn the lessons of these complaints.
- Provide appropriate customer care/diversity training to ensure customers are treated equitably and without discrimination
- Consult with service users regarding their services communities of interest.

Performance Measures

- Progress against Corporate Plan actions
- Progress against Departmental Service Plan actions

ACCESS TO INFORMATION STRATEGY

The Framework



Individual Strategies

Each individual Strategy details

- how it contributes to the overall Access Strategy Framework
- who can access the strategy
- key principles
- aims and what must be done to achieve them
- responsibilities
- performance measures

How does the Access to Information Strategy Contribute to the Overall Framework?

The Access to Information Strategy sets the Council's overall aims to ensure that there are effective mechanisms in place for ensuring equal access to information about, and how to access, the Council services, employment, transport and buildings, land, sites and other facilities provided by the Council, regardless of the circumstances of the individual. Equality of access to Council services, employment, transport and buildings, land, sites and other facilities is highly unlikely to be achieved without knowledge of what services are available, or how to access them.

Who can use the Access to Information Strategy?

- Employees;
- Potential Employees;
- Councillors;
- Trade Unions;
- Hartlepool residents and businesses, including those with disabilities, literacy difficulties and/or those whose first language is not English;
- Partner Organisations;
- People outside the borough.

Principles of the Strategy

All information, whether spoken or written, must

- Be easily understood by the person receiving it
- Be translated into a language or format appropriate to the recipient on request as per the checklist provided in Appendix A. This complies with the guidance provided by the office of the Communities of Local Government.
- Facilitate equality of access to Council services, employment, transport and buildings, land, sites and other facilities
- Explain how to access Council services, employment, transport and buildings, land, sites and other facilities, where appropriate

The Strategy

Background

Whilst the Council makes services, employment, transport and buildings, land, sites and other facilities widely available and wishes to see equal access by all sectors of the community, it recognizes that there are barriers which prevent equality of access.

Other Strategies deal with barriers in relation to services, employment, transport and buildings, land, sites and other facilities. This Strategy focuses on the removal of barriers in relation to information. Equality of access cannot be achieved without all sectors of the Community understanding what is available and how it can be accessed.

This lack of understanding can often be caused by information (verbal and written) being provided in formats, which is not readily (or cannot be) understood because of people having a disability, literacy difficulties or English not being their first language.

The provision of information in appropriate formats is one aspect of communications generally and this Strategy supplements the Communicating with your Council Strategy

Aims

- To make available and provide information in a format which is accessible to the recipient as per the checklist provided in Appendix A. This complies with the guidance provided by the office of the Communities of Local Government.
- Promote English learning to non- English speaking residents to help integrate.
- To provide 'introducer' information about translation and interpretation services in all languages spoken by Hartlepool residents

To do this it must

- Make available and provide information in a format and language which is accessible and understandable to the recipient
- Ensure all Internet and Intranet sites adhere to recognised minimum accessibility and translation facilities
- Provide translation services on request
- Provide communication services on request
- Consult with people having a disability, literacy difficulties or English not being their first language (and groups representing them) to identify their needs. For e.g. documents translated into easy read for Learning disabilities (subject to cabinet approval)
- Ensure that access to all services and support are included in regular retrospective impact assessments using the INRA (Impact Needs Requirements Assessment) process and appropriate action taken to address any adverse or differential impact or unmet need
- Ensure that access issues are considered when all new services / policies are subject to predictive impact assessments using the DIA (Diversity Impact Assessment) process to address any adverse or differential impact or unmet need.
- Set standards

- Be consistent with other strategies such as the 'Communicating with your Council' suite of Strategies

Responsibilities

a) Corporate responsibilities

- i) Assistant Chief Executive
 - To ensure the council's performance management framework incorporates equality and diversity issues
 - To provide the corporate lead on consultation with the community
 - To ensure all Internet and Intranet sites meet, as a minimum, the WA1 Level AA guidelines (developed by the World Wide Web Consortium (W3C)) in respect of accessibility
 - To maintain industry standards on all Internet sites in respect of translation services
 - Promote and publicise the translation and communication arrangements
 - Promote and facilitate the use of Plain English and accessible formats in council communications
- ii) Chief Personnel Officer
 - To ensure appropriate guidance and training on INRA and DIA processes are undertaken.
 - To ensure that access issues are included in the INRA and DIA processes
 - To provide an initial contact point (via the Contact Centre) for requests for translation and communication services
 - To arrange and manage corporate contracts for translation services
 - To arrange and manage corporate contracts for communication services
 - To arrange and manage corporate contracts for providing documents in different formats
 - Provide 'introducer' information leaflets in appropriate languages and formats
 - Determine the circumstances in which provision of information in different formats or languages are not provided free of charge

b) Departmental responsibilities

- To undertake access impact assessments in all service areas using DIA / INRA processes and implement any identified actions arising there from
- Monitor complaints for any barriers identified and to learn the lessons of these complaints.
- Provide appropriate customer care / diversity training to ensure customers are treated equitably and without discrimination

- Consult with service users regarding their services.
- To ensure all employees are aware of the above services and how to access them
- To access corporate contracts for, and fund translation services, communication services and the provision of documents in different formats in respect of departmental responsibilities

Objectives and Action Plan

The objectives, actions and performance measures (see below) to implement this strategy will be incorporated into the Council's performance management arrangements and cross-referenced to this strategy.

Performance Measures

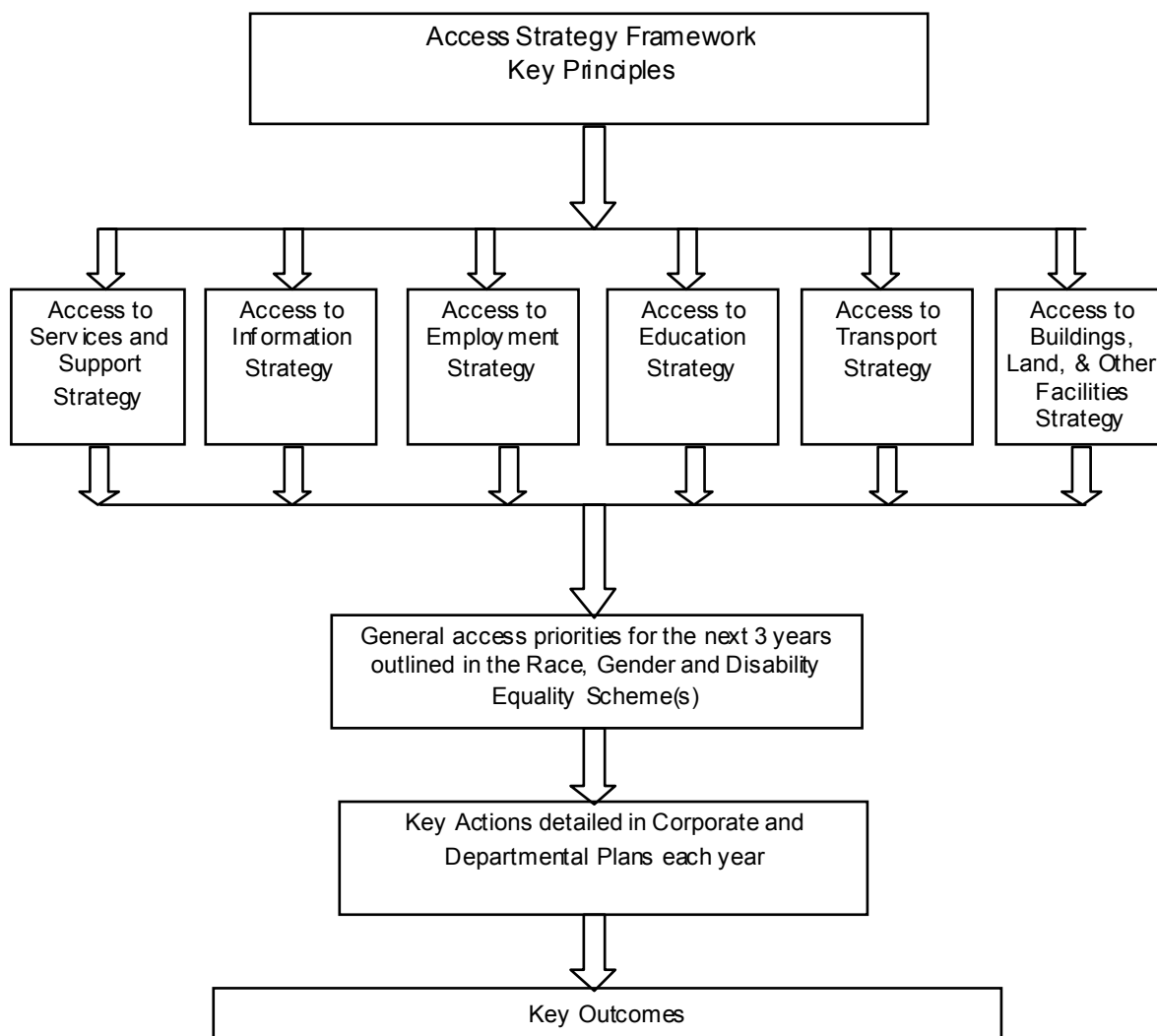
- Level of satisfaction with translation services provision (via Talking with Communities Group)
- Level of satisfaction of accessibility of Intranet sites (via Talking with Communities Group and Disability Consultation Group – when established)
- Level of satisfaction of users of the Communication Service
- Level of satisfaction of users of the translation services
- Progress against Corporate, Departmental and Service Plan actions

Monitoring and Reporting

Progress against the actions to implement the Strategy and performance measures will be subject to the Council's standard performance management arrangements and will be reported as part of the Annual Diversity report

ACCESS TO COUNCIL EMPLOYMENT STRATEGY

The Framework



Individual Strategies

Each individual Strategy details

- how it contributes to the overall Access Strategy Framework
- who can access the strategy
- key principles
- aims and what must be done to achieve them
- responsibilities
- performance measures

How does the Access to Employment Strategy Contribute to the Overall Framework?

The Access to Employment Strategy sets the way in which the Council will ensure that there are effective mechanisms in place for ensuring equal access to employment with the Council. The Council is committed to striving for a workforce which reflects the composition of the local population. It believes that by striving to mirror the local population within its workforce, this sends a powerful message to the whole community about the way it wishes to deliver its services.

Who can use the Access to Employment Strategy?

- Employees;
- Potential Employees;
- Councillors;
- Trade Unions;
- Hartlepool residents and businesses;
- Partner Organisations;
- People outside the borough.

Principles of the Strategy

- Equality of access to recruitment to, and training opportunities and promotion within, the Council, regardless of gender, race, disability, age, sexual orientation or religion
- Equality of treatment whilst in employment
- Elimination of harassment and discrimination of employees and potential employees
- Provision of equality proof pay and grading systems and conditions of service

The Strategy

Background

The council has a well established Equality and Diversity in Employment Policy and has recently developed a comprehensive People strategy, which outlines in detail the Council's strategy in respect of equality and diversity in employment.

Aims

- To ensure equality of access to employment to all people
- To ensure fair and equal treatment, including access to promotion and training, and eliminate discrimination and harassment of employees whilst in employment
- To employ a workforce which reflects the composition of the local population
- To operate non discriminatory pay and grading systems and conditions of service

To do this it must

- apply fair and non discriminatory recruitment practices
- provide equality of access to training and promotion
- ensure non discriminatory employment practices are adhered to
- address any harassment of employees
- ensure that employment policies, procedures, practices and other arrangements are included in regular retrospective impact assessments using the INRA (Impact Needs Requirements Assessment) process and appropriate action taken to address any adverse or differential impact or unmet need
- undertake regular Equal Pay Audits
- ensure that access issues are considered when all new services / policies are subject to predictive impact assessments using the DIA (Diversity Impact Assessment) process to address any adverse or differential impact or unmet need.
- operate non discriminatory pay and grading systems and conditions of service
- monitor the workforce and compare it to the local labour market

Responsibilities

a) Corporate responsibilities

- i) Assistant Chief Executive
 - To ensure the council's performance management framework incorporates equality and diversity issues
 - To provide the corporate lead on consultation with the community
- ii) Chief Personnel Officer
 - To ensure appropriate guidance and training on INRA and DIA processes are undertaken.
 - To ensure that access issues are included in the INRA and DIA processes
 - To provide specialist HR support to managers
 - To develop and maintain non discriminatory recruitment, training, promotion, harassment and other employment procedures and arrangements

- Monitor the workforce profile, compare it to the local population and take corporate action to address any differences
- To develop, implement and maintain non discriminatory pay and grading structures and conditions of service

b) Departmental responsibilities

- To consider the departmental results of employment related impact assessments and address any adverse or differential impact or unmet need
- To implement any identified actions
- Monitor complaints for any barriers identified and to learn the lessons of these complaints.
- Provide appropriate diversity training to all employees
- To recruit and manage employees in a non discriminatory way
- To address any issues of harassment
- To provide equality of access to training and promotion to all employees

Objectives and Action Plan

The objectives, actions and performance measures (see below) to implement this strategy will be incorporated into the Council's performance management arrangements and cross-referenced to this strategy.

Performance Measures

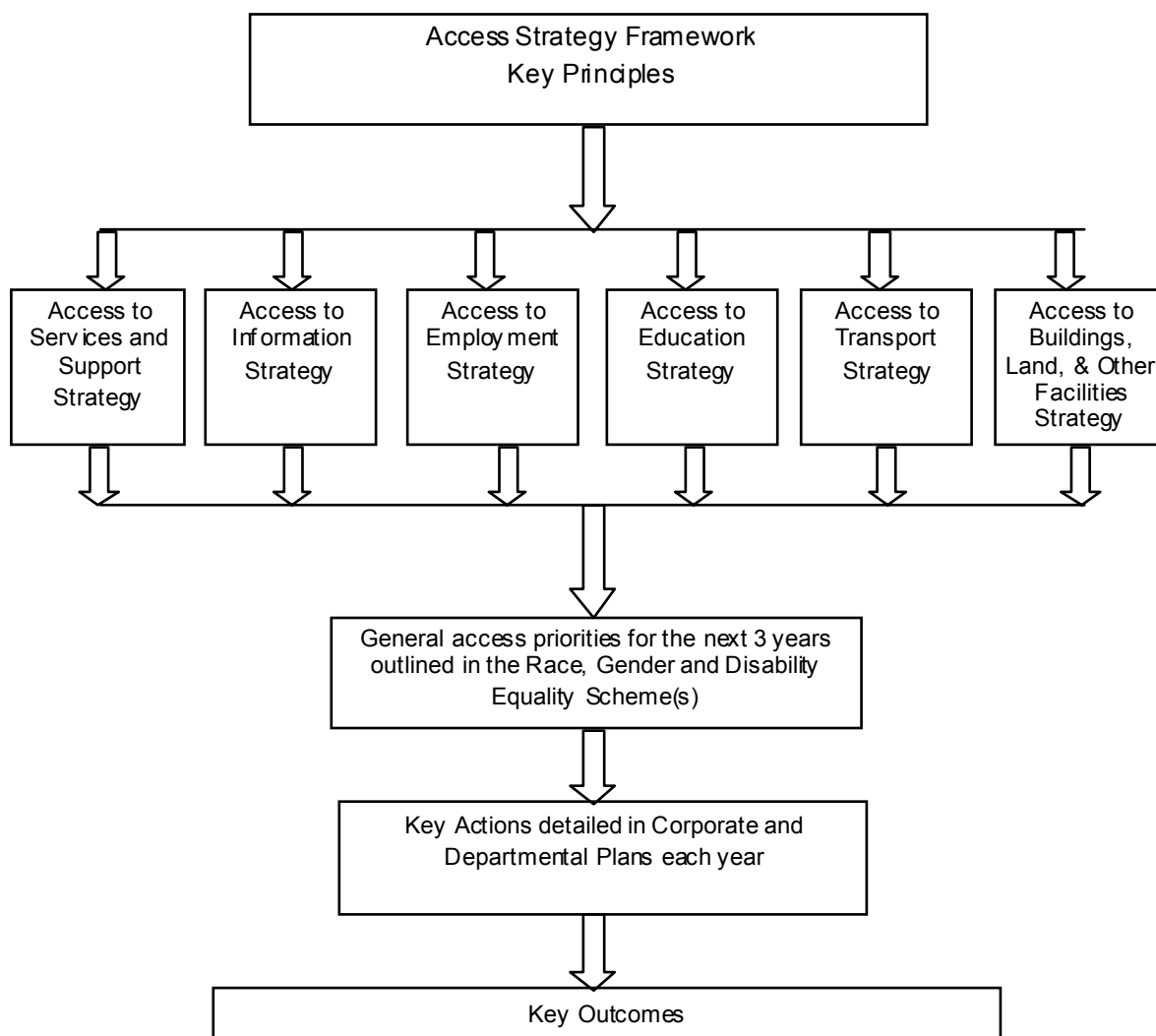
- Performance measures are outlined in the People Strategy
- Progress against Corporate Plan actions
- Progress against Departmental Service Plan actions

Monitoring and Reporting

Progress against the actions to implement the Strategy and performance measures will be subject to the Council's standard performance management arrangements and will be reported as part of the Annual Diversity report

ACCESS TO EDUCATION STRATEGY

The Framework



Individual Strategies

Each individual Strategy details

- how it contributes to the overall Access Strategy Framework
- who can access the strategy
- key principles
- aims and what must be done to achieve them
- responsibilities
- performance measures

How does the Access to Education Strategy Contribute to the Overall Framework?

The Access to Education Strategy sets the way in which the Council will ensure, in conjunction with schools, colleges and other providers, that there are effective mechanisms in place for ensuring equal access to Education, regardless of gender, disability, sexual orientation, religion or belief or ethnic background subject to any legislative or eligibility criteria.

Who can use the Access to Education Strategy?

- Pupils
- Adults
- Employees;
- Potential Employees;
- Councillors;
- Trade Unions;
- Hartlepool residents and businesses;
- Partner Organisations;
- People outside the borough.

Principles of the Strategy

Hartlepool Council recognises that there are forms and patterns of racial, religious, gender and cultural prejudice and discrimination in society. These unfairly limit the learning opportunities of many people. Hartlepool Council is committed to ensuring that all people wishing to access Education are enabled to do so.

Access to Education for school aged pupils:

- Will be equally accessed by children and young people irrespective of gender, disability, sexual orientation, religion or belief, or ethnic background, subject to any legislative or eligibility restrictions and the agreed admissions code of practice;
- Will make appropriate and reasonable adjustments to ensure equal access.

Access to Education for Adults:

- Regardless of ethnic background religion or belief, disability, gender or sexual orientation
- Actively seek to address inequalities establishing where they exist and then implementing appropriate actions
- Remove barriers to learning and employment
- Acknowledge, celebrate and make effective use of people's differences

The Strategy

Background

Hartlepool Council had adopted a strategy for inclusive education and believes that all children should have an equal opportunity to have access to a broad and balanced curriculum and to be included in all activities at school that are open to pupils of their age group. The Children's Services Department Outline Accessibility Strategy gives detail of how the Local Authority with schools will seek to:

- Increase the extent to which disabled pupils can participate in the school curriculum;
- Improve the physical environment of schools to increase the extent to which disabled pupils can take advantage of education and associated services;
- Improve the delivery to disabled pupils of written information which is provided to pupils who are not disabled, within a reasonable period and in a format which takes account of the preferred means of communication expressed by pupils or parents.

Schools have open access to support from the Hartlepool Ethnic Minority Achievement Team (HEMAT) which assists schools in securing access to a broad and balanced curriculum for pupils from minority ethnic communities and for whom English is a second language.

Migrant families arriving in Hartlepool are usually identified either by our admissions team or by schools. This information is then passed to the English as an Additional Language (EAL) Coordinator. The EAL Coordinator will meet with the family to ascertain their legal status and the language status of the pupil. If the family have a good knowledge of the UK and the school system, support is provided by the HEMAT team to help the pupil settle in to school. Where a family has language barriers, the whole family is supported by HEMAT along with the pupil. Resources have been produced exclusively to assist HEMAT and schools to communicate with new migrant families and to support families in learning English. They are:

- A welcome pack about the school system in the UK which can be translated into any language as and when needed. This is available in every school in Hartlepool.
- A list of letter templates in different languages that school staff can use to communicate with parents and families.
- Bilingual story books
- Bilingual phrase books
- Bilingual dictionaries
- Bilingual spoken dictionary CD's
- Literacy assessment packs
- Numeracy assessment packs

Support for the pupil continues until they are on target to achieve their individual development plan through one-to-one support either within or outside the classroom.

The Children's Services Department seeks to promote inclusion for all pupils by encouraging schools to work towards gaining the Hartlepool Inclusion Standard, which promotes the continuous process of increasing presence, participation and achievement of all children, young people and adults in local community schools where possible and requires schools to have regard to the needs of all pupils who are at greater risk of marginalisation, exclusion and underachievement.

The Local Authority provides guidance to the Governing Bodies of schools in relation to compliance with equal opportunities legislation in relation to both pupils and staff.

Hartlepool Council seeks to promote equal opportunity for all adults who wish to participate in learning. It will work towards ensuring that there is access to a range of opportunities delivered in fully accessible venues. It will ensure that where possible support is provided to individuals to assist in removing any barriers to learning. The council will work in partnership with other agencies to ensure that there is a full range of opportunities suitable for all groups of adults.

Adult Education actively promotes social cohesion through its range of non accredited or accredited programmes in speaking and listening, reading and writing. In addition the service offers access to learning programmes in Citizenship. Learning opportunities are offered at a range of venues and at a range of times to ensure access for all. Programmes are planned after consultation with a range of groups and where possible are delivered in partnership with local community organisations

Aim

- To promote equality of access to inclusive education for school aged pupils, in line with the Children's Services Accessibility Strategy and taking into account parental preference and having due regard to relevant legislative and admissions criteria.
- To promote equality of opportunity to ensure that there is equal access to learning opportunities for adults.

To do this it must

- Ensure that access to all services and support are included in regular retrospective impact assessments using the INRA (Impact Needs Requirements Assessment) process and appropriate action taken to address any adverse or differential impact or unmet need
- Ensure that access issues are considered when all new services / policies are subject to predictive impact assessments using the DIA (Diversity Impact Assessment) process to address any adverse or differential impact or unmet need.
- Encourage schools to adopt the Hartlepool Inclusion Standard.

- Ensure that access to learning opportunities is open to all who can benefit.
- Provide impartial information and guidance to all prospective learners so that they are placed on the best courses to help them succeed.
- Identify learners' needs at the start of a course and giving them opportunities to experience different ways of learning.
- Ensure content and language of all written course information is clear and free from social and racial bias or stereotypical wording.
- Ensure access, where needed, to additional learner and learning support after assessment of individual needs.
- Locate a wide range of learning opportunities close to where people live.

Responsibilities

a) Corporate responsibilities

- i) Assistant Chief Executive
 - To ensure the council's performance management framework incorporates equality and diversity issues
 - To provide the corporate lead on consultation with the community
- ii) Chief Personnel Officer
 - To ensure appropriate guidance and training on INRA and DIA processes are undertaken.
 - To ensure that access issues are included in the INRA and DIA processes

b) Departmental responsibilities

- To undertake impact assessments in all service areas using DIA / INRA processes
- To implement any identified actions
- Monitor complaints for any barriers identified and to learn the lessons of these complaints.
- Provide appropriate customer care / diversity training to ensure customers are treated equitably and without discrimination
- Consult with service users regarding their services communities of interest.
- Maintain an up to date Outline Accessibility Strategy in line with legislative requirements.
- Promote the use of the Hartlepool Inclusion Standard by schools.
- Provide relevant guidance for Governing Bodies of schools in relation to their responsibilities under legislation and regulations concerning equal opportunities issues.

- Ensure that there is available a comprehensive programme of learning opportunities which are accessible to all adults.

Objectives and Action Plan

The objectives, actions and performance measures (see below) to implement this strategy will be incorporated into the Council's performance management arrangements and cross-referenced to this strategy.

Performance Measures

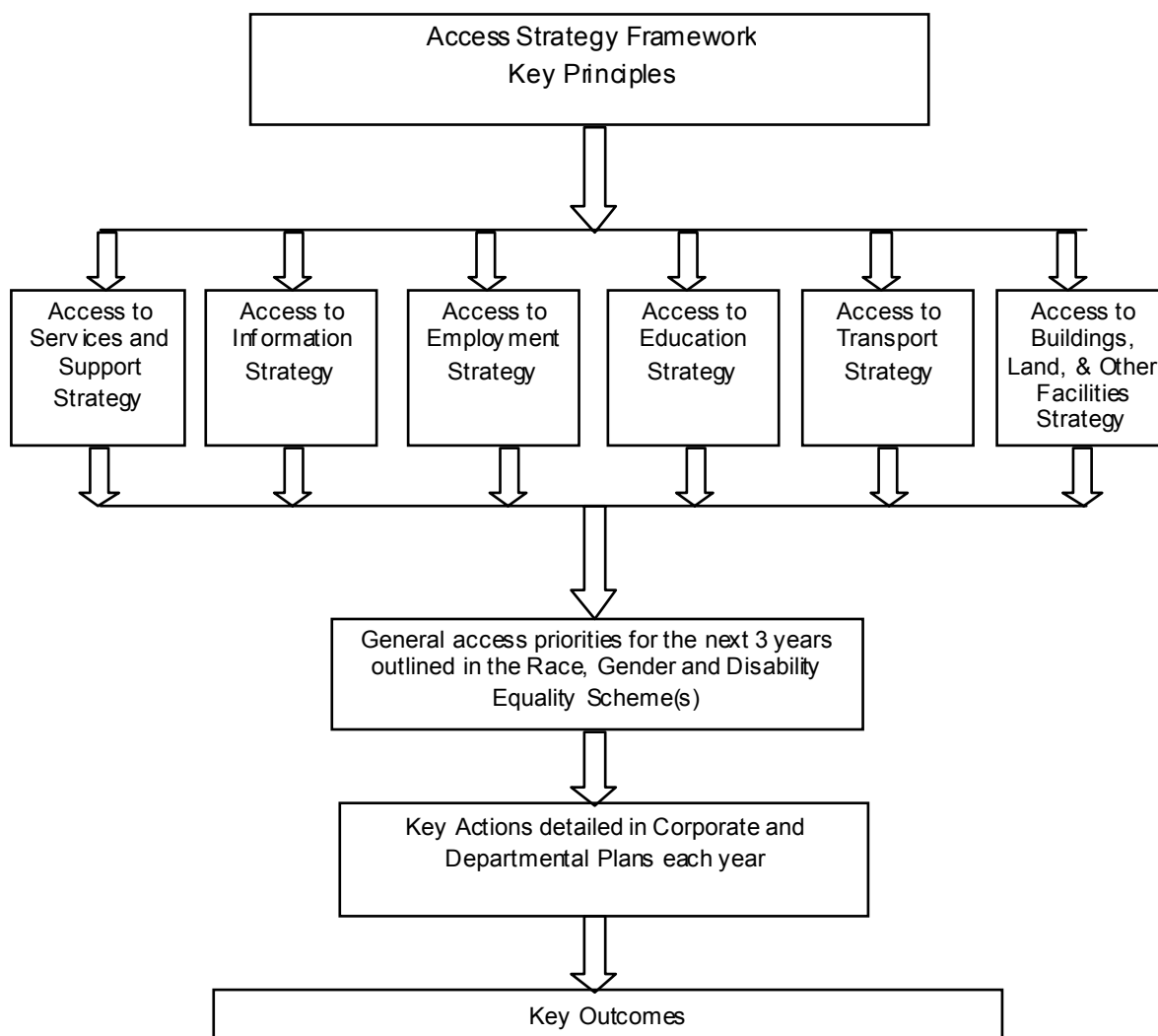
- Progress against Corporate Plan actions
- Progress against Departmental Service Plan actions
- Schools achieving the Hartlepool Inclusion Standard
- Participation in learning reflects the local population.

Monitoring and Reporting

Progress against the actions to implement the Strategy and performance measures will be subject to the Council's standard performance management arrangements and will be reported as part of the Annual Diversity report.

ACCESS TO COUNCIL TRANSPORT STRATEGY

The Framework



Individual Strategies

Each individual Strategy details

- how it contributes to the overall Access Strategy Framework
- who can access the strategy
- key principles
- aims and what must be done to achieve them
- responsibilities
- performance measures

How does the Access to Transport Strategy Contribute to the Overall Framework?

The Access to Transport Strategy sets the way in which the Council will ensure that there are effective mechanisms in place for ensuring equal access to transport within the town of Hartlepool.

Recognising the wider quality of life benefits that transport can bring, the strategy reflects the broader vision for the borough set out in the Community Strategy. This vision is being delivered through the seven priority aims that relate to the shared central-local government priorities and represent key areas for the town's forward planning and prioritisation.

Who can use the Access to Transport Strategy?

- Employees;
- Potential Employees;
- Councillors;
- Trade Unions;
- Hartlepool residents and businesses;
- Partner Organisations;
- People outside the borough.

Principles of the Strategy

A new vision for transport has been developed that reflects the central role of transport in contributing towards the long-term vision and priorities for Hartlepool's community. Our local transport vision for the year 2021 is that:

Hartlepool will have a high quality, integrated and safe transport system that supports continued economic growth and regeneration. It will provide access to key services and facilities for all members of society, promote sustainable patterns of development and movement and minimise the adverse effect of traffic on local communities and the environment. The development of transport services and infrastructure will represent best value for money for the users, operators and the Council.

In achieving the key priority aims for accessibility, road safety, congestion and air quality an improved quality of life for all communities will be achieved. This includes promoting healthy living through more active lifestyles and wider access to health and social care and maintaining continued economic prosperity and regeneration by supporting the needs of the local economy in a sustainable manner.

The Strategy

Background

This strategy is based on meeting the targets contained within the Local Transport Plan (LTP) 2006-2011, which can be viewed at [Local Transport Plan 2006-2011](#)

Some of the methods used to achieve the targets contained within this document are:

- Improving accessibility to public transport by the introduction of low floor bus infrastructure at stops on core and super core routes, together with shelters where possible. (Bus operators have a duty to upgrade their fleets to 100% low floor buses by 2012)
- Introduction of a free concessionary travel scheme in access to the government's minimum requirements (all day rather than off-peak).
- An annual programme for the installation of dropped crossings at all junctions, together with appropriate tactile paving.
- The upgrading of all light controlled crossings to include facilities for disabled, (tactile and audible indicators where possible).
- The creation of an Integrated Transport Unit (ITU) to bring together all passenger transport service planning, procurement and monitoring and management functions across a range of service areas (e.g. local bus services, mainstream school transport, special educational needs (SEN), school transport, social services transport, etc.)
- The investigation into the utilisation of the Council's existing fleet for transport provision for access to support services.

Aims

The transport vision for Hartlepool will be achieved with the following aims: -

- To promote social inclusion by ensuring that everyone can access the key services and facilities that would need.
- To improve the overall safety and security of the transport system for everyone
- To ensure that traffic congestion does not hinder continued economic growth and regeneration
- To minimise the adverse impacts of transport on air quality and climate change

Contribution to the wider quality of life issues is made within each of these aims.

To do this it must

- ensure that access to all services and support are included in regular retrospective impact assessments using the INRA (Impact Needs Requirements Assessment) process and appropriate action taken to address any adverse or differential impact or unmet need
- ensure that access issues are considered when all new services / policies are subject to predictive impact assessments using the DIA (Diversity Impact Assessment) process to address any adverse or differential impact or unmet need. .

Responsibilities**a) Corporate responsibilities**

- i) Assistant Chief Executive
 - To ensure the council's performance management framework incorporates equality and diversity issues
 - To provide the corporate lead on consultation with the community
- ii) Chief Personnel Officer
 - To ensure appropriate guidance and training on INRA and DIA processes are undertaken.
 - To ensure that access issues are included in the INRA and DIA processes
- iii) Head of Technical Services
 - To provide a high quality, safe and accessible transport service
 - To maximise the use of existing internal transport resources
 - To develop a flexible transport service that can respond to changing Government priorities and future need
 - To create a specialist team of transport professionals, providing advice and expertise across all directorates
 - To ensure service specific INRAs and DIAs are carried out where appropriate
 - To ensure that individual Service Plans incorporate diversity issues.
 - To maintain, improve and make more efficient use of the existing transport network

b) Departmental responsibilities

- To undertake impact assessments in all service areas using DIA / INRA processes

- To implement any identified actions
- Monitor complaints for any barriers identified and to learn the lessons of these complaints.
- Provide appropriate customer care / diversity training to ensure customers are treated equitably and without discrimination
- Consult with service users regarding their services communities of interest.

Objectives and Action Plan

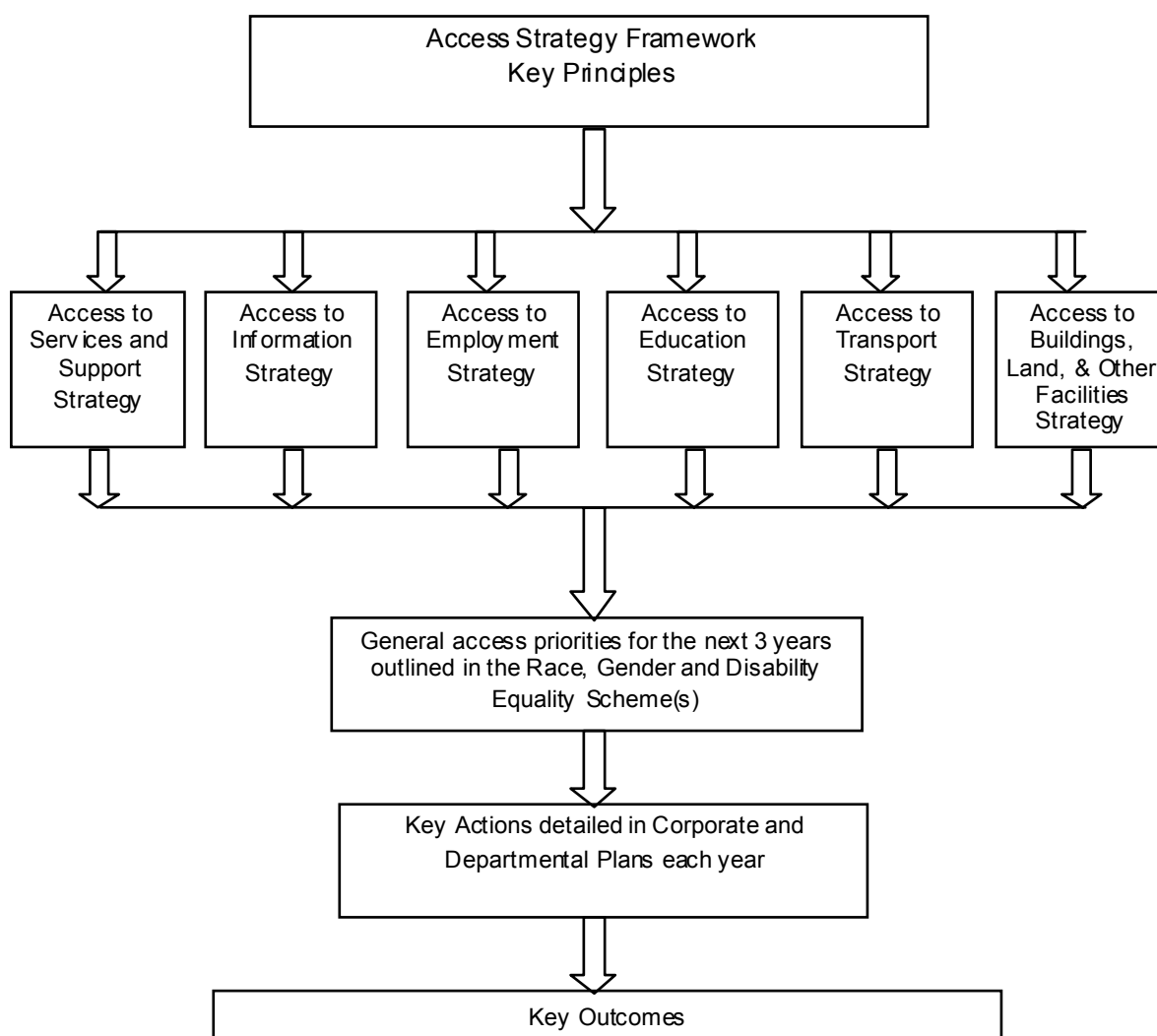
The objectives, actions and performance measures (see below) to implement this strategy will be incorporated into the Council's performance management arrangements and cross-referenced to this strategy.

Performance Measures

- Progress against Corporate Plan actions
- Progress against Departmental Service Plan actions
- Progress against individual Service Plan actions
- Proposed targets and indicators are detailed within Chapter 11 of the Local Transport Plan (Pages 203-22) Local Transport Plan 2006-2011

Access to Buildings, Land, Sites and other Facilities Strategy

The Framework



Individual Strategies

Each individual Strategy details

- how it contributes to the overall Access Strategy Framework
- who can access the strategy
- key principles
- aims and what must be done to achieve them
- responsibilities
- performance measures

How does the Access to Buildings, Land, Sites and other Facilities Strategy contribute to the Overall Access Strategy Framework?

The Access to Buildings, Land, Sites and other Facilities Strategy sets out the way in which the Council will ensure that there are effective mechanisms in place for ensuring equal access to council Buildings, Land, Sites and other Facilities and land in public domain.

Hartlepool Borough Council in accordance with its vision and values will seek:-

- to ensure its own buildings, land, sites and other facilities are reasonably accessible having regard to all relevant design considerations
- to promote access improvements in the wider community through its planning, building regulation and licensing services.

Who can use the Access to Buildings, Land, Sites and other Facilities Strategy?

- Employees;
- Potential Employees;
- Councillors;
- Trade Unions;
- Hartlepool residents and businesses;
- Partner Organisations;
- People outside the borough.

Key Principles of the Strategy

To Identify, support and prioritise improvements to make Council buildings and all facilities accessible to all.

Buildings access and the built environment include access to Council premises and other facilities that the Council provides such as parks.

Background

Buildings, Land, Sites and other Facilities and land in the public domain means any building or open space in an urban or rural setting. It includes:

- the internal and external areas of buildings;
- equipment that may be installed to enable access to be provided to an activity or a facility, wherever it may be;
- public parks, footpaths and any place the public are permitted to use or enter.

The term "reasonably accessible" refers to the external route to the building (including accessible car parking facilities) and all internal circulation routes plus the provision of specialised equipment where appropriate

The term "accessible for all" includes Disabled people as defined that are people with mobility impairments, sensory impairments, people with learning difficulties and people who experience emotional/mental distress. Non-disabled people such as elderly people, those with prams or pushchairs also benefit from inclusive environment.

The requirements of the DDA allocates responsibility to "Service Providers" and priority has been given to the way in which services are delivered to ensure disabled people are not treated less favourably. It is recognised that where physical features in Council buildings completely prevent or seriously hinder access, sometimes, the only way of delivering a service may be through making alterations to buildings or equipment.

"Physical features" arise from the design or construction of a building and any fixtures, fittings and equipment on the premises. This could include paths, entrances, parking, service counters, doors, toilets, stairs etc.

Each building and the services provided there from is unique and needs its own Access Plan to be written, monitored and kept up to date by the Service Manager responsible.

Hartlepool Borough Council is committed to ensuring that where practicable all services are accessible to all people wishing to access them. We will make every effort to install appropriate facilities in existing premises, whenever practical to do so. Where ever we invest capital in new or refurbished premises every practical effort will be made to provide for the needs of disabled staff and service users to provide an inclusive environment.

The extent to which any building or area is ever going to be accessible will not be the simple product of the level of coercion that any legislation can bring to bear. Of importance is the degree of commitment shown by the people who control that environment, whether it is at a personal or professional level.

Aims

The following aims seek to provide a framework in which the policy and the guidance it offers can be implemented. They represent the targets in any work relating to the environment and disabled people.

- To make provision for disabled people within the mainstream environment.
- The design philosophy should take an inclusive design approach to the provision of access to the environment or to an activity.
- Maximise use of funds to improve and make provision for access for all.

To do this it must:

- ensure that access to all services and support are included in regular retrospective impact assessments using the INRA process and appropriate action taken to address any adverse impact or unmet needs
- ensure that all new services / policies will be subject to predictive impact assessments using the DIA process to address any adverse impact or unmet needs. This will ensure we have considered the implications for all parts of the community.
- Undertake access audits of all the Council's operational buildings open to the public.
- Produce Access Plans for all operational buildings that provide a service to the public.
- Produce a Design Guide to ensure an inclusive environment is being provided in Hartlepool
- Involve service users of council buildings in identifying barriers to service provision

Responsibilities**a) Corporate Responsibilities**

- i) **Assistant Chief Executive**
 - To ensure the council's performance management framework incorporates equality and diversity issues
 - To provide the corporate lead on consultation with the community
- ii) **Chief Personnel Officer**
 - To ensure appropriate guidance and training on INRA and DIA processes are undertaken.
 - To ensure that access issues are included in the INRA and DIA processes
- iii) **Head of Procurement and Property Services**
 - To make all Council service buildings and other facilities and land in public domain more accessible and ensure that access issues are included in the Asset Management Plan
- iv) **Assistant Director Planning and Economic Development**
 - To ensure that access and design guidance is provided to all those who develop services within Hartlepool.
 - To ensure that the access advisory function is sufficient to be influential within the Council.
 - Ensure Building Regulation standards are enforced for all work within the borough.
 - In addition to ensuring the minimum standards of Building Regulations are achieved also provide additional access and design guidance to all those who develop services within Hartlepool
 - Promote the access advisory function and access requirements through the authority.
 - Provide access advice to ensure access requirements are incorporated into the Council's design and delivery of mainstream services.

- Ensure access to goods, services facilities, provided by the Council comply with the Disability Discrimination Act (DDA) and all associated legislation.
- Provide Access Audits; recommend improvements and solutions to meet relevant Legislation requirements to enable the Council to prioritise and plan improvements in a practical and cost effective way.
- Provide training and support to clients in the preparation of Disability access action plans and Access Statements
- Work in Partnership as a duty to promote access for all

b) Departmental Responsibilities

- To undertake impact assessments in all service areas using DIA / INRA processes
- To implement any identified actions
- Monitor complaints for any barriers identified and to learn the lessons of these complaints.
- Provide appropriate customer care / diversity training to ensure customers are treated equitably and without discrimination
- Consult with service users regarding their services communities of interest.
- To provide funding in respect of access issues
- To prepare access action plans and ensure that accessibility matters feed into the Service Asset Management process
- To train all staff in access awareness

Objectives and Action Plan

The objectives, actions and performance measures (see below) to implement this strategy will be incorporated into the Council's performance management arrangements and cross-referenced to this strategy.

Performance Measures

- Progress against Corporate Plan actions
- Progress against Departmental Service Plan actions
- Progress against Access Strategy Action Plan
- BVPI 156 Buildings Accessible to People with a Disability
- Percentage of portfolio and number of buildings for which an Access Audit has been undertaken by a competent person (PMI 4 A,B)
- Percentage of portfolio by GIA sq m and number of properties for which an Access Plan is in place (PMI 4 C,D)

Measures and Reporting

Progress against the actions to implement the Strategy and performance measures will be subject to the Council's standard performance management arrangements and will be reported as part of the Annual Diversity report

Appendix A

Translation Checklist

The Commission suggested a checklist for local authorities, which we agree provides a clear picture of both the intent of this recommendation, and the ways in which it might be implemented (we have revised this slightly):

Is it essential that this material be translated?

What is your evidence of a need or demand for this translation?
What is your evidence that people will be disadvantaged without this translation?

Who is the target audience? – For example is it young mothers, pensioners, workers etc and do those target audiences include people who don't speak English?

Can they speak English but not able to read and write? If so, can arrangements be made to meet up with this person/s and explain in plain simple English about the service, documents, leaflets or forms?

Are speakers of particular languages being targeted?
Are you using the right data to select the languages to translate this material into?

Have you got information about who cannot speak English locally, and is it being updated as intelligence comes in about local changes?

Does the document need to be translated in full?

Are you confident that people across all communities will have the literacy skills to understand this document?

- Should it first be simplified into a plain English version?
- Would a short summary do with signposting to further information? – Or could it be translated **on request** rather than proactively?
- Could this message be better delivered by engaging with community groups directly or through credible partners, or by using alternative media?
- Have you considered the cost/benefit analysis for this translation?
- Will these materials be used in full, or is it likely that this form of communication will sit on the shelf?
- What would be the cost of not translating these materials – would there be an additional burden on public services?
- Have you explored whether other local agencies might already have these materials available in translated form?
- Have you networked with other authorities to share leaflets?
- Might the police or other partners already be translating similar things?

- Is there any national best practice?
- Are there practical ways you can support people to learn English even while producing this translation?
- Can you use pictures?
- Is there an English summary at some point in the document?
- Could you direct them to and promote local English lessons?
- Could the whole leaflet be bilingual or multilingual?
- Are there practical ways you can keep up with changes within the community?
- Does translation form part of a wider communications strategy?
- Are you translating something that is about specific services to one community? – have you considered whether they will feel alienated from mainstream provision by having to have this?
- Have you considered whether other communities might feel disadvantaged by not having access to similar materials?
- Does this material fit well with your communications strategy to all residents, both settled and new?

It is envisaged that the Council could attempt to line up the withdrawal of translated materials with the provision of English language classes and have regard to the capacity and programme of local providers, bearing in mind that this may well need to be augmented.

- For longer term migrants who cannot speak English, the classes might be arranged for older people and for women at times and places suitable for them.
- For new migrants who cannot speak English, material with basic information about the law and other responsibilities should be provided in their languages, but including and signposting ways to learn English.

Glossary

BVPI	-	Best Value Performance Indicator
DIA	-	Diversity Impact Assessment
INRA	-	Impact Needs Requirements Assessment
SEN	-	Special Educational Needs
LTP	-	Local Transport Plan
ITU	-	Integrated Transport Unit
DDA	-	Disability Discrimination Act
GIA	-	Gross Internal floor Area.

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

2nd February 2009



Report of: Chief Personnel Officer

Subject: MUSCULO-THERAPY SERVICES

SUMMARY

1.0 PURPOSE OF REPORT

To inform Portfolio Holder of the intention to procure a provider of musculo-therapy services and seek Portfolio Holder's approval to letting the contract on a price/performance basis.

2.0 SUMMARY OF CONTENTS

The report provides background to the planned procurement project and proposes a basis for selecting the successful contractor.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Performance Management.

4.0 TYPE OF DECISION

Non key.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

The Portfolio Holder is requested to approve the planned procurement project and approve conducting the procurement exercise on the 50:50 price/performance basis proposed.

Report of: Chief Personnel Officer

Subject: MUSCULO-THERAPY SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform Portfolio Holder of the intention to procure a provider of musculo-therapy services and obtain Portfolio Holder's approval for the procurement exercise and to the letting of the contract on a price/performance basis is also sought.

2. BACKGROUND

- 2.1 One of the Council's strategic objectives as outlined in the People Strategy 2006-2009, identifies that the Council will take a proactive approach to the mental, emotional and physical health, safety and general well being of all employees and Elected Members. It aims to achieve this through pro-active professional advice and clear management responsibilities.
- 2.2 In addition the Council, through its performance management system, strives to reduce sickness levels. To assist managers and employees it aims to provide support services that can help reduce the incidence of long term sickness and minimise the effects of debilitating conditions. The Council is also committed to adjusting working arrangements to support individual needs wherever it is reasonable to do so.
- 2.3 The musculo-therapy service provides support, treatment and assistance for employees to ensure that physical health conditions are treated quickly thereby reducing the risk that employees will require time off due to the injury or that their role becomes restricted.
- 2.4 At the current time the Council utilises the services of a local musculo-therapy service provider. The current service is well used by managers and employees to provide support, treatment and assistance which allows early intervention and thereby help maintain people at work and provide advice on where additional workplace adjustments may be required.
- 2.5 The current service is provided on a three year contract which is due to expire in April 2009. This contract, which will be subject to open competition through a tender process, will operate for three years with the potential, subject to satisfactory performance, for two further extensions of 1 year.

3. TENDERING STAGE

- 3.1 Initial informal investigations have shown that there are a large number of potential suppliers in the marketplace, a number of which have already offered their services to the Council. However, the Council does not have an approved contractors list that can be used. Therefore it has been deemed necessary to invite initial expressions of interest to begin the selection process.
- 3.2 An invitation for Expressions of Interest is to be advertised in the local press.
- 3.3 Organisations that are shortlisted will be invited to tender for the contract. It is anticipated that tender returns will be available for opening at the Contract Scrutiny Panel meeting on 30th March 2009.
- 3.4 As price and the quality of product are equally as important it is proposed to conduct the tender exercise using a Price/Performance ratio of 50:50.
- 3.5 The assessment criteria will be based upon the content of the submission and pay particular attention to the experience and competency of the provider as well as the proposed fees. The assessment criteria will be developed in accordance with appropriate procurement rules.

4. RECOMMENDATION

- 4.1 That the Portfolio Holder notes the content of the report and approves the procurement exercise is conducted on the basis of a Price/Performance ratio of 50:50.

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

2nd February 2009



Report of: Chief Personnel Officer

Subject: EXIT INTERVIEW AND PROCESS

SUMMARY

1. PURPOSE OF REPORT

To obtain the Portfolio Holder's endorsement of the updated exit interview policy and procedure.

2. SUMMARY OF CONTENTS

The report provides details of the new provisions available for conducting an exit interview. The introduction of a corporate exit process will enhance recruitment and retention arrangements within the Council and forms one of the key strategic aims identified in the Recruitment and Retention element of the People Strategy.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issue.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That the Portfolio Holder approves the updated exit interview and process.

Report of: Chief Personnel Officer

Subject: EXIT INTERVIEW AND PROCESS

1. PURPOSE OF REPORT

To obtain Portfolio Holder endorsement of the updated exit interview policy and procedure (attached marked **Appendix A**).

2. BACKGROUND

Staff turnover is inevitable and holding exit interviews is good employment practice. An exit interview not only gives the employee a chance to gain a degree of closure but also gives the Council the opportunity to gain valuable feedback about the organisation which can be used for future service and management development.

Exit interviews conducted in a correct and fair manner provide a direct route to finding out employees' perceptions of the Council both good and bad, and may help with inform actions to address problematic turnover which may occur within parts of the Council or across the whole organisation.

The Hartlepool Borough Council Exit Interview Policy and Procedure (**Appendix A**) aims to provide a consistent approach to exit interviews with the aim of gaining information about why people leave Hartlepool Borough Council's employment, thus providing the opportunity to establish if there are underlying issues and help identify appropriate actions.

3. PROPOSALS

- 3.1 At present the Council's policy provides for an exit interview to take place if the employee requests one, in most cases when an employee resigns no interview takes place.
- 3.2 It is important that Hartlepool Borough Council implements some form of formal procedure with regard to exit interviews so as to gain valuable information on why employees leave the organisation. Whilst legally an employee need not provide a reason on why they wish to leave, a more formal process may encourage the employee to share their feelings, both good and bad.
- 3.3 Under the three statutory equality duties for race, disability and gender the Council has a legal duty to take positive action to promote equality and diversity in all its functions; this includes all employment policies and procedures. A consistent approach to exit interviews will provide an opportunity to establish reasons why employees leave and give the council information highlighting any equality and diversity issues that may be apparent that they would not otherwise have been aware of.

Provided that the employee is happy to take part in an interview and that the information, unless it is a form of misconduct or a criminal offence, is dealt with confidentially the exit interview will form an important part of recruitment and retention in concluding employment and gathering information to aid future development.

- 3.4 The information provided at exit interviews across all Council departments will be collated by the HR Division and an annual report presented to the Performance Portfolio Holder.

4. EQUALITY AND DIVERSITY CONSIDERATIONS

- 4.1 Equality Impact Assessments are part of the legal duties set out in the Race Relations Amendment Act and are also included under the new Disability Equality Duty and Gender Equality Duty. An Impact Assessment is a pro-active step to ensure wherever possible preventative measures are undertaken to avoid discrimination or unfairness on any grounds before it occurs.
- 4.2 When an employee leaves the Council's employment without an exit interview there is the risk that possible issues within the organisation may be overlooked. By establishing the reasons for people leaving and, where appropriate, acting on that information, the Council can potentially identify equality and diversity issues and deal with them accordingly.

5. FINANCIAL CONSIDERATIONS

- 5.1 There are no direct financial implications associated with the implementation of this policy however there is the indirect cost of a manager's time to conduct the interview. It is envisaged that this time will later be offset as the reasons for employees are better understood and responded to so that (avoidable) staff turnover is decreased thus saving costs associated with (avoidable) recruitment.

6. RECOMMENDATIONS

- 6.1 That the exit interview policy and procedure in Appendix A be implemented with immediate effect.

7. BACKGROUND PAPERS

People Strategy 2006-09
CIPD Employee Turnover and Retention Report – July 2006

8. CONTACT OFFICER

Alison J Swann
HR Adviser, Windsor Offices
Tel: 01429 523543
alison.swann@hartlepool.gov.uk

APPENDIX A

**Hartlepool Borough Council
Exit Interviews Policy and Procedures**

Policy Statement

Introduction

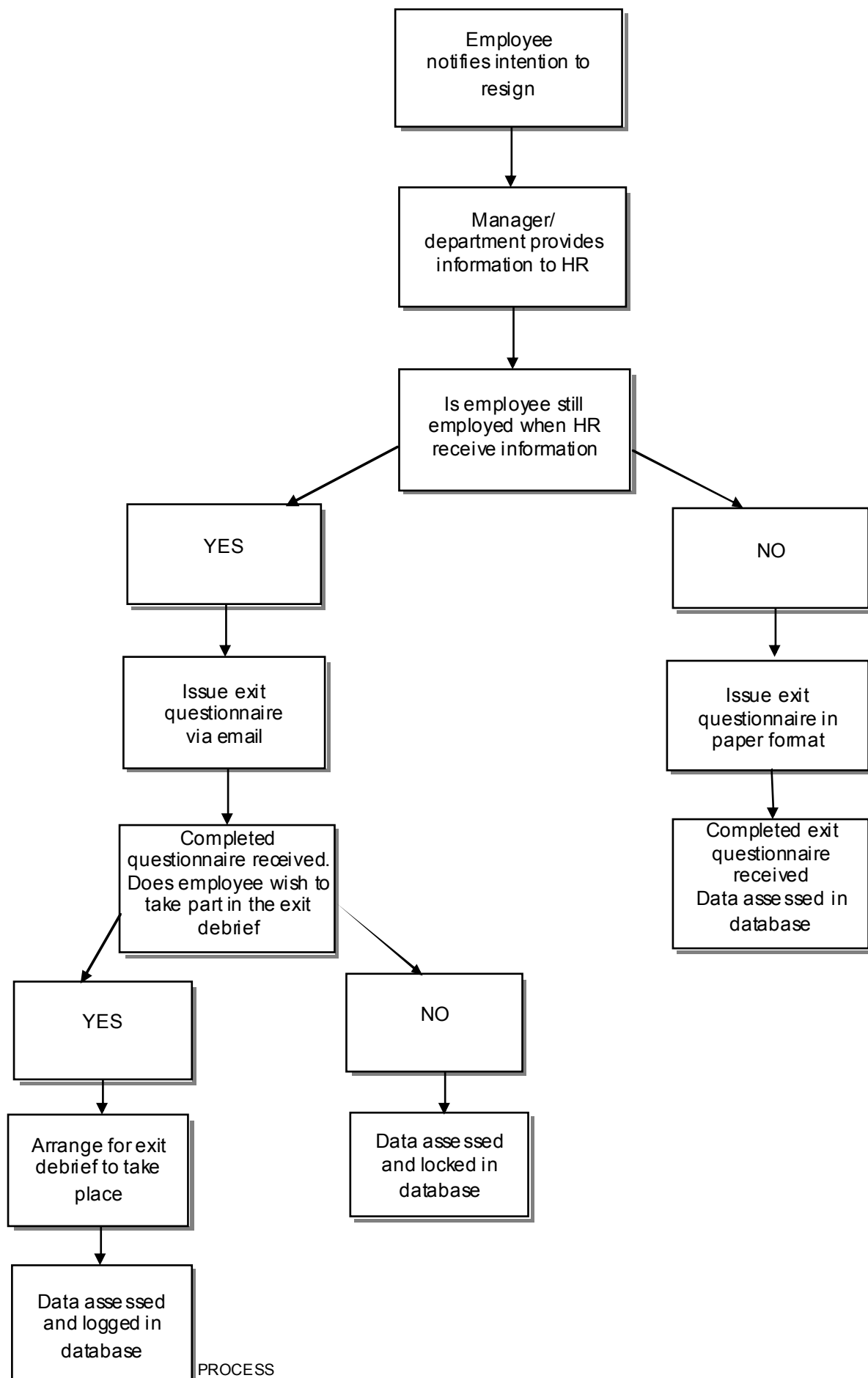
- 1.1 Hartlepool Borough Council recognises that staff turnover is inevitable and that holding exit interviews is good employment practice.
- 1.2 Exit interviews give the employee a chance to gain a degree of closure as well as giving the Council the opportunity to gain valuable feedback about the organisation, which can be used for future development.
- 1.3 Exit interviews conducted in a correct and fair manner provide a direct route in finding out employees' perceptions on the Council, both good and bad.

Equal Opportunities and Monitoring arrangements

- 1.4 Hartlepool Borough Council is committed to providing services that meet the equality and diversity needs of staff promoting an ethos of courtesy and respect throughout the organisation for all employees and visitors.
- 1.5 Equality and diversity encompasses race, disability, gender, age, sexual orientation and religion.
- 1.6 It is the responsibility of managers and staff to ensure that they implement this policy in a manner that meets the needs of people from these groups.
- 1.7 Human Resources will monitor exit interviews and the results from these interviews for the purpose of equal opportunities.

Objectives

- 1.8 The purpose of an exit interview is to ascertain the true reasons behind why the employee is leaving the Council, with a view to establishing if there are any underlying issues. The interview is designed to be used when an employee leaves under his or her own free will and not in cases of dismissal, redundancy, ill health or retirement. This will exclude temporary and casual staff.
- 1.9 Information that is obtained will be used constructively to form a basis on which to make improvements as well as to help both attract new staff and retain existing talent.
- 1.10 It is important to make the exit process as positive an experience as possible as, although the employee may be leaving, they may become a future customer or may one day return.

The Procedure

PROCESS

Confidentiality

- 3.1 Throughout the exit interview process the employee will be assured that confidentiality will be maintained and if they wish, the result will not be attributed to them personally, unless a matter disclosed highlights a potential misconduct or criminal offence, where Human Resources will instigate appropriate action.

After the exit interview/use of information gathered

- 4.1 After the interview is completed all questionnaires should be forwarded to Human Resources. Information gathered will be treated as confidential and recorded and monitored anonymously by Human Resources. The information will assist in establishing any trends that may develop and highlight areas where further management training or guidance is required.
- 4.2 With the information that is provided an annual report will be produced for the Portfolio holder, highlighting the most common reason for employees leaving the Council, and providing possible solutions to help address these issues.
- 4.3 If an employee has highlighted a form of misconduct or criminal offence then this matter will be advised to Human Resources.
- 4.4 Any negative feedback that is gained will not be regarded as an official grievance being raised and any formal grievance must be in writing, separate to the exit interview process, in line with the Council's Grievance policy and procedure. This also applies to any other issues that may be raised during the interview (e.g. Bullying & Harassment Allegations), that may need further action. Human Resources will be able to advise the appropriate policy to be followed.
- 4.5 Any information gathered during an exit interview will be used for monitoring and organisational development purposes only and will not influence future references or a future application for employment with the Council.

Monitoring

- 5.1 The policy will be reviewed after a year (January 2010) and updated to reflect new legislation when required

APPENDIX B

[Name]
[Address]
[Address]
[Address]
[Postcode]

[Date]

Dear XXXXX

LEAVERS' QUESTIONNAIRE – Give us your views of HBC as an employer.

You have recently finished working for Hartlepool Borough Council **OR** You have recently given us notice of your intention to [resign / retire / XXX] from Hartlepool Borough Council.

We would like to give you a chance to tell us honestly and in confidence about how you believe we are doing as an Employer and as a Council. I would be very grateful if you could take a few minutes to complete the [attached / enclosed] leavers' questionnaire and return it [in the enclosed SAE / to the address above / to the email address above].

The information you give us will help Hartlepool Borough Council improve as an employer and could help to make services better. If you have any further queries about the questionnaire, please feel free to contact XXX on the number below.

(only insert if employee not yet left the organisation)

If you would prefer to talk to someone, either face to face or over the telephone, rather than fill in the questionnaire then arrangements can be made for you. If you would prefer to talk to someone, please contact XXXXX on the number below within 7 days of getting this letter so that a mutually convenient appointment time can be arranged

Finally, if there are any practical arrangements, provisions, equipment or aids you require to complete the leavers' questionnaire then please contact XXXX on Extension XXXXX

Thank you very for your help.

Yours sincerely

XXXXX
XXXXXX

Enc. Leavers Questionnaire

APPENDIX C



LEAVERS' QUESTIONNAIRE

We are sorry to hear that you are leaving Hartlepool Borough Council. The purpose of this questionnaire is to help the Council to look at the reasons why people leave the organisation and to see if we can make any improvements for Council employees now and in the future.

We would appreciate it if you could be as frank as possible with your answers to the questions. Please note that your comments will not influence future references or re-employment with the Council.

The information you provide will be kept confidential. General information will be recorded onto a database and used only to produce regular monitoring information to help the Council develop its employment practices.

If you have any queries regarding this form, please speak to your manager or contact the Human Resources Section on 01429 284075

DATA PROTECTION ACT 1998

The information you provide in this form is covered by the rules set out by the Data Protection Act 1998. The data will be used to assess your reasons for leaving Hartlepool Borough Council, and anonymous Council level data will be reported to Members.

SECTION 1 - YOUR JOB WITH HARTLEPOOL BOROUGH COUNCIL

1. What was your job title at the time you left?

.....

2. What department and division did you work in?

.....

3. When did you start working for the Council?

Month / year:

4. When did you leave the Council?

Month / year:

5. What pay scale were you on when you finished working for the Council?

PLEASE TICK ONE ✓

Weekly paid or four weekly paid ☐₁

SO1 and above or Soulbury, Teacher, Chief Officer or Residential Social Worker 4 to 7 / Qualified Social Worker C to E ☐₂

Scale 1 to 6 or Youth & Community Worker or Residential Social Worker 1 to 3 / Unqualified Social Worker A to C ☐₃

SECTION 2 – LEAVING HARTLEPOOL BOROUGH COUNCIL

6. Are you going to another job after you leave the Council? *PLEASE TICK ✓*

Yes ☐₁ GO TO 7

No ☐₂ GO TO 8

7. IF YES: What sort of organisation are you going to join? *PLEASE TICK ✓*

Another local authority / council ☐₁

Other public sector organisation, e.g. health service, police etc ☐₂

A private company ☐₃

8. Would you consider working again for this Council? *PLEASE TICK ✓*

Yes ☐₁ GO TO 9

No ☐₂ GO TO 9

Doesn't apply to me, e.g. retiring ☐₃ GO TO 10

9. What makes you say that? *PLEASE WRITE IN*

10. Would you recommend working for this Council to your family and friends?

PLEASE TICK ✓

Yes ☐₁

No ☐₂

11. What makes you say that? *PLEASE WRITE IN*

12. Why are you leaving Hartlepool Borough Council? *TICK ALL THAT APPLY TO YOU ✓*
Job reasons

- End of temporary contract ☐ ₁
- Job dissatisfaction / did not like my job ☐ ₂
- Role / Workload / Pressures at work ☐ ₃
- Pay and conditions ☐ ₄

Career reasons

- Promotion / higher paid job ☐ ₁₂
- Lack of training ☐ ₁₃
- Lack of career development opportunities ☐ ₁₄
- Taking up full / part time education ☐ ₁₅

Personal reasons

- Retirement ☐ ₅
- Ill health ☐ ₆
- Caring responsibilities ☐ ₇
- Not returning to work after maternity leave ☐ ₈
- Travel problems / want to work closer to home ☐ ₉
- Moving to another part of the country ☐ ₁₀
- Domestic reasons / work-life balance ☐ ₁₁

Workplace reasons

- Dissatisfaction with working environment ☐ ₁₆
- Relationships with colleagues ☐ ₁₇
- Management issues ☐ ₁₈
- Discrimination, harassment or bullying ☐ ₁₉
- Verbal abuse, violence or aggression ☐ ₂₀
- Other, e.g. safety issues ☐ ₂₁

Other reasons *PLEASE WRITE IN*

13. What was most satisfying about your job with the Council? PLEASE WRITE IN

14. Were the duties of your job what you expected them to be? PLEASE TICK ✓

Yes ☐₁ GO TO 15

No ☐₂ GO TO 16

15. IF YES: What was unexpected about your job? PLEASE WRITE IN

SECTION 3 – TRAINING AND DEVELOPMENT

16. How would you rate Hartlepool Borough Council on the following: PLEASE TICK ONE BOX ON EACH LINE ✓

	Very poor	Poor	Neither good nor poor	Good	Very good	It does not apply / Don't know
a. Initial induction when you started the job.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
b. Opportunities for further education	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
c. Opportunities for, and access to, career development training	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
d. Opportunities for, and access to, promotion	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

SECTION 4 – WORK LOAD AND WORK PRESSURES

17. Is one of your reasons for leaving HBC due to your role, workload, and pressures at work?

PLEASE TICK ✓

Yes ☐₁ GO TO 18

No ☐₂ GO TO 19

18. IF YES: What do you feel the workload and pressures were due to?

PLEASE TICK ALL THAT APPLY ✓

- Lack of autonomy / independence (i.e. personal freedom to make decisions) ☐₁
- Too much autonomy / independence ☐₂
- Increasing workload ☐₃
- Unclear role / responsibilities ☐₄
- Conflicting instruction / direction ☐₅
- Working relationships ☐₆
- No feedback and / or guidance ☐₇
- No recognition of achievement / feeling undervalued ☐₈
- Lack of communication / support from manager and / or supervisor ☐₉
- Unable to access manager / supervisor ☐₁₀
- Lack of direction / leadership ☐₁₁
- Insufficient / poor training ☐₁₂
- Lack of career progression ☐₁₃
- Too much expected / required of the role ☐₁₄
- My skills and knowledge not utilised to full potential ☐₁₅
- Organisational change ☐₁₆
- Other (PLEASE WRITE IN BELOW) ☐₁₇

SECTION 5 – DISCRIMINATION, HARASSMENT AND BULLYING

19. Is one of your reasons for leaving HBC due to discrimination, harassment and / or bullying?

PLEASE TICK ✓

Yes ☐₁ GO TO 20

No ☐₂ GO TO 28

20. I was discriminated against, bullied or harassed at work because of:

	Yes	No
a. My job / role in the organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
b. My level in the organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
c. Age	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
d. Gender	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
e. Part-time working	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
f. Disability / Special Needs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
g. Race (Colour, Ethnic Origin)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
h. Sexual orientation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
i. Marital status	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
j. Religious beliefs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
k. Other (PLEASE WRITE IN BELOW)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

21. Who was discriminating, bullying or harassing you?

PLEASE TICK ALL THAT APPLY ✓

- Colleague / other employee ☐₁
- Employee of partner organisation ☐₂
- Line manager ☐₃
- Senior manager ☐₄
- Elected member / councillor ☐₅
- Service user ☐₆
- Other member of the public ☐₇

22. What form did the harassment / bullying / discrimination take?

PLEASE TICK ALL THAT APPLY ✓

- Sexual (e.g. innuendoes, leering, rude jokes / remarks) ☐ 1
- Offensive remarks (e.g. name calling, racist jokes, jokes about disability) ☐ 2
- Other verbal (e.g. shouting, threatening, humiliating) ☐ 3
- Physical (e.g. inappropriate touching) ☐ 4
- Excessive criticism ☐ 5
- Victimisation (e.g. keeping you out of things, singling out for unfair treatment) ☐ 6
- Non-verbal (e.g. mimicking, ignoring, staring, disregarding) ☐ 7
- Written (e.g. use of emails, memos) ☐ 8
- Work allocation ☐ 9
- Other (PLEASE WRITE IN) ☐ 10
-

23. What, if anything, did you do about it?

PLEASE TICK ALL THAT APPLY ✓

- Confronted the person(s) doing it ☐ 1
- Informally asked my line manager to help ☐ 2
- Asked a more senior manager for help ☐ 3
- Asked my Trade Union for help ☐ 4
- Asked the Employee Support Officer for help ☐ 5
- Asked the Diversity Officer for help ☐ 6
- Asked the Human Resources / Personnel section for help ☐ 7
- Made a formal Dignity at Work complaint ☐ 8
- Didn't take any action ☐ 9 GO TO 28

24. What level of support do you feel you got?

PLEASE TICK ✓

- None ☐ 1
- Very little ☐ 2
- A reasonable amount ☐ 3
- A lot ☐ 4

25. What was the outcome of the action you took to deal with the harassment / bullying / discrimination? PLEASE WRITE IN

26. Were you satisfied with this outcome?

PLEASE TICK ✓

Yes ☐₁ GO TO 28

No ☐₂ GO TO 27

27. IF NO: Why was that? PLEASE WRITE IN

SECTION 6 – ABUSE, VIOLENCE AND AGGRESSION

28. Is one of your reasons for leaving HBC due to verbal or physical abuse, violence or aggression?

PLEASE TICK ✓

Yes ☐₁ GO TO 29

No ☐₂ GO TO 34

29. How often did it happen?

PLEASE TICK ONE BOX ON EACH LINE ✓

	At least once a day	At least once a week	At least once a month	At least once every 3 months	Occasion- ally	Did not happen to me
a. Verbal abuse	<input type="checkbox"/>	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
b. Physical abuse	<input type="checkbox"/>	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
c. Violence	<input type="checkbox"/>	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
d. Aggression	<input type="checkbox"/>	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

30. Who was abusive, violent or aggressive to you?

PLEASE TICK ALL THAT APPLY ✓

- Colleague / other employee ☐ ₁
- Employee of partner organisation ☐ ₂
- Line manager ☐ ₃
- Senior manager ☐ ₄
- Elected member / councillor ☐ ₅
- Service user ☐ ₆
- Other member of the public ☐ ₇

31. Did you report this on a safety incident form?

PLEASE TICK ✓

- Yes ☐ ₁ GO TO 33
- No ☐ ₂ GO TO 32

32. IF NO: Why was this?

PLEASE TICK ✓

- It was just part of my job ☐ ₁
- Did not feel my manager would do anything ☐ ₂
- Other (PLEASE WRITE IN) ☐ ₃
-

33. IF YES: What happened when you reported these incidents? PLEASE WRITE IN**34. Are there any other comments you'd like to make about working for Hartlepool Borough Council, your reasons for leaving or suggestions of how the Council can become a better employer? PLEASE WRITE IN**

Depending upon the answers you give, we may wish to contact you to discuss them further. This would enable us to talk about your comments in detail and hopefully prevent other employees having problems when working for the Council.

35. Would you be happy for us to contact you for further information?*PLEASE TICK ✓*

Yes – would be happy to be contacted

☐₁

No – do not wish to be contacted

☐₂*Name and contact details*

SECTION 8 - ABOUT YOURSELF**DATA PROTECTION ACT 1998**

The information you provide in this form is covered by the rules set out by the Data Protection Act 1998. The data will only be used in conjunction with your reasons for leaving Hartlepool Borough Council, and anonymous Council level data will be reported to Members.

To ensure that we are meeting the needs of all employees, it is important that we ask you a few questions about yourself. As with all the questions, your answers will be completely confidential.

36. Are you male or female?

PLEASE TICK ✓

Male ☐ ₁

Female ☐ ₂

37. How old are you?

PLEASE TICK ✓

16 - 17 years ☐ ₁

18 - 24 years ☐ ₂

25 - 34 years ☐ ₃

35 - 44 years ☐ ₄

45 - 54 years ☐ ₅

55 - 64 years ☐ ₆

65 + Years ☐ ₇

38. Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

PLEASE TICK ✓

Yes ☐ ₁

No ☐ ₂

39. Are you

PLEASE TICK ✓

Bisexual ☐ ₁

Gay / lesbian ☐ ₂

Heterosexual ☐ ₃

Prefer not to say ☐ ₄

40. What religious faith or beliefs do you have?

PLEASE TICK ✓

Buddhist ☐₁Christian ☐₂Hindu ☐₃Jewish ☐₄Muslim ☐₅Sikh ☐₆Other (PLEASE WRITE IN) ☐₇None ☐₈Prefer not to say ☐₉

41. To which of these groups do you consider you belong to? PLEASE TICK ✓ ONE BOX

WhiteBritish ☐₁Irish ☐₂Any other White background
(PLEASE WRITE IN) ☐₃

.....

Black or Black BritishCaribbean ☐₉African ☐₁₀Any other Black background (PLEASE
WRITE IN) ☐₁₁

.....

MixedWhite & Black Caribbean ☐₄White & Black African ☐₅White & Asian ☐₆Any other mixed background
(PLEASE WRITE IN) ☐₇

.....

Chinese ☐₈**Asian or Asian British**Indian ☐₁₂Pakistani ☐₁₃Bangladeshi ☐₁₄Any other Asian background (PLEASE
WRITE IN) ☐₁₅

.....

Other ethnic group (PLEASE WRITE IN) ☐₁₆

.....

THANK YOU VERY MUCH FOR YOUR HELP.

PLEASE RETURN THE QUESTIONNAIRE IN THE FREE POST ENVELOPE PROVIDED
(NO STAMP NEEDED)

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

2nd February 2009



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 26th phase of Viewpoint, Hartlepool Borough Council's citizen's panel, that was distributed in July 2008.

2.0 SUMMARY OF CONTENTS

- 2.1 A report of the results from the latest Viewpoint questionnaire that included: sport and recreation, sports development – holiday programmes, and Hartlepool weight management service.
- 2.2 Key findings are: More people took part in sport and recreation in 2008 than in 2005. Six out of ten members were aware that holiday programmes take place in Easter and in summer holidays; however, the majority of people do not remember seeing information about these holiday programmes in the past 12 months. Only three out of ten members were aware of the Hartlepool weight management service. Viewpoint members thought this course should cover balanced eating, and health eating on a budget.

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 2nd February 2009

6.0 DECISION (S) REQUIRED

6.1 That the results of the survey be noted.

Report of: Assistant Chief Executive

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the results from the 26th phase of Viewpoint that was distributed to panel members in July 2008.

2. BACKGROUND

- 2.1 Viewpoint, Hartlepool Borough Council's citizen's panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.
- 2.2 The aim of Viewpoint is to ensure the council listens to the community and involves local people in the council's decision making. There are often important issues on which the council needs to consult with the local population and discover what the community's priorities are for the future.
- 2.3 Each phase of Viewpoint covers various topics and within this phase there were questions on:
- Sport and recreation
 - Sports development – holiday programmes
 - Hartlepool weight management service
- 2.4 The results have been reported back to the relevant departments within the council and have been reported back to Viewpoint members via a regular Viewpoint newsletter. A copy of the overall report has also been placed in the members' library, in all public libraries across the Borough for public access and has been placed on the council's website.
- 2.5 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on over 100 topics. Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we refresh a third of our panel annually, we should have a new panel every three years, and therefore Viewpoint members will not be answering questions they have already answered.

- 2.6 The Neighbourhood Services Department are the main users of Viewpoint; however all departments have used Viewpoint at some point since it was launched. Cleveland Police Authority and Cleveland Fire Brigade have also asked questions through Viewpoint as external agencies. See table 2.1 for the breakdown of departmental use of Viewpoint.

Table 2.1 Use of Viewpoint by departments – number of topics covered up to and including Viewpoint 27

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

- 2.7 This report includes a summary of the main results from the Viewpoint 26 questionnaire. Attached as Appendix A, is the full results report, and attached as Appendix B is the most recent newsletter which will be sent out to panel members with the next survey.

3. SUMMARY OF MAIN RESULTS FROM VIEWPOINT 26.

- 3.1 The latest survey was carried out in July 2008, using a self-completion questionnaire returned via the Royal Mail postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned their questionnaire after a set period of time.
- 3.2 A questionnaire was sent out to all active members of the panel which, in this instance, equated to 1283 individuals. A response rate of 62 per cent was achieved with 780 questionnaires being returned.
- 3.3 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all Viewpoint members complete the questionnaire at each phase.
- 3.4 A small number of cases (24) were excluded from the sample because they were ineligible, due to either the panel member having moved away from the area or having died. A further group indicated that they no longer wished to participate with Viewpoint, often due to ill health.

- 3.5 Viewpoint 26 was the seventh citizen panel survey where members were given the option to answer online using the council's e-consultation system: Your Town, Your Say. For Viewpoint 26, 287 members expressed an interest in filling out their surveys online, and 84 members completed their surveys online. The online response rate is expected to increase in subsequent surveys, as we perfect the timetabling of the paper mail out and the email invitation for Viewpoint, and as online Viewpoint surveys become more established. This is part of the development of the council's e-consultation system.

Sport and recreation

- 3.6 We asked Viewpoint members to tell us about the sport and recreation activities they take part in and for their views and opinions of the services provided by the council. These questions were based on the Sport England Participation Survey, and were also included in Viewpoint 18 in November 2005.
- 3.7 There has been an increase in the proportion of people who have taken part in physical activity in the past four weeks from 55 per cent in 2005 to 68 per cent in 2008. Viewpoint members were most likely to say they had taken part in walking or rambling or gardening.
- 3.8 Two thirds of respondents said they do not feel they do enough sport and physical activity. The main reasons given for not doing enough sport and physical activity were a lack of time due to work commitments, and a lack of time due to family or home commitments.
- 3.9 Viewpoint members said cheaper admission prices (33%), and more or different sport and leisure facilities near home (26%) would encourage them to take part in sport and physical activity more often.
- 3.10 Members were asked to tell us whether they thought various services provided by Hartlepool Borough Council had got better or worse over the last three years, or whether they thought it had stayed the same. The services asked about were sports and leisure facilities; parks and open spaces; cultural facilities e.g. theatres and museums; activities for teenagers; and facilities for children. Overall, the majority of Viewpoint members felt that sport and leisure facilities, parks and open spaces, and cultural facilities had stayed the same, but many did not know if activities for teenagers and facilities for children had changed or not in the last three years.
- 3.11 Viewpoint members were presented with a list of leisure venues and were asked to say whether they use any of them. Members were most likely to say they use the parks in Hartlepool, Mill House Leisure Centre, and Summerhill.

Sports development – holiday programmes

- 3.12 Viewpoint members were told how every Easter and in summer holidays the Sports Development Team runs holiday activities for young people aged between five and 16 years of age. We wanted to find out if Viewpoint members had heard about these holiday programmes before, and what they thought about them.
- 3.13 First of all, we asked members to tell us if they were aware that these holiday programmes take place, and six out of ten members told us they were.
- 3.14 Next, we asked Viewpoint members if they remember seeing any information about these holiday programmes in the last 12 months, and six out of ten members said they did not. If Viewpoint members had told us they remember seeing information about these holiday programmes in the last 12 months, we asked them to tell us where they saw this information. The majority of members had seen information about this programme in a local paper. For the future, the majority of members said they would like to continue seeing this information in local newspapers and the council magazine.

Hartlepool weight management service

- 3.15 We asked Viewpoint members some questions about the Hartlepool weight management service, which is a new support initiative designed to provide free information, support and advice on healthy living and physical activity across the town.
- 3.16 First of all, we asked members to tell us if they had heard about the Hartlepool weight management service before and seven out of ten members said they had not.
- 3.17 Next, we asked members if they remembered seeing any information about the Hartlepool weight management service in the last 12 months, and nine out of ten said they did not. If Viewpoint members had told us they remembered seeing information about the Hartlepool Weight Management Service in the last 12 months, we asked them to tell us where they saw this information. The majority of members told us they saw information about this service in a local paper.
- 3.18 Viewpoint members said they would like to see information about the Hartlepool weight management service and details of new courses in local newspapers or the council magazine (75%), doctors' surgeries, health centres and pharmacies (68%) and through a GP, practice nurse or health visitor (56%).
- 3.19 We asked Viewpoint members to keep in mind that this service is about helping people adopt a healthy lifestyle and is not just aimed at people

who would want to lose weight. We then asked members if they think they might attend a weight management service course, and a quarter said they would. We then asked these Viewpoint members what time they would prefer to attend and half said they would prefer to attend on a weekday evening.

- 3.20 We asked members to tell us what sorts of things they think should be covered at these courses. Eight out of ten members said they thought balanced eating should be covered in this course, and seven out of ten said healthy eating on a budget. When asked about what sorts of support they would expect the weight management service to offer, seven out of ten members said they would expect drop in sessions for weigh-ins and advice. Half of members said they would expect further exercise opportunities, one to one support, and cooking skills.

4. FEEDBACK FROM PREVIOUS VIEWPOINT SURVEYS

- 4.1 One of the main aims of the Viewpoint panel is to provide service departments with useable information to assist in service development and delivery. The Corporate Strategy Division has collected feedback from departments on how Viewpoint results have been used and how they have influenced service provision. This information will be fed back to Viewpoint members to keep them up to date on how their contribution is being used.
- 4.2 The feedback provided in this report is from consultation topics covered in Viewpoint 19 (March 2006), Viewpoint 20 (July 2006), and Viewpoint 21 (January 2007). This feedback will be included in the newsletter which accompanies the questionnaire for Viewpoint 28 which will be mailed out in March 2009. The newsletter has been attached as Appendix B.

Community Strategy, Viewpoint 19, March 2006

- 4.3 Viewpoint members were asked to provide feedback on the vision and aims of the existing Community Strategy. The existing vision was that by 2020: *'Hartlepool will be a prosperous, caring, confident and outward looking community in an attractive environment, realising its potential'*.
- 4.4 Almost 70% of Viewpoint members agreed with this existing vision. Where suggestions for improvement were provided these included comments relating to crime and community safety, quality of the street scene and wider environment, health, regeneration, skills and skilled jobs, and respect for one another and for the history of the town.
- 4.5 These suggestions and the results of other consultations led to the vision being amended to: *"Hartlepool will be an ambitious, healthy,*

respectful, inclusive, thriving and outward-looking community, in an attractive and safe environment, where everyone is able to realise their potential".

- 4.6 The final Community Strategy was adopted in July 2008.

Local Heritage - Viewpoint 20, July 2006

- 4.7 In July 2006 we asked Viewpoint members some questions about local heritage issues. Viewpoint members told us they thought it was important to keep historic features wherever possible when trying to improve villages, towns and cities.
- 4.8 The Landscape, Planning and Conservation team were aware that historic features are important in preserving and enhancing the character of the town but maintenance of older properties can become an issue and sometimes the cost of traditional materials can be quite high. Residential properties within conservation areas and listed buildings across the town are now eligible to apply for conservation grant assistance that provides financial help when carrying out works to their properties such as re-roofing and installing new windows and doors. Further information on Conservation Grants can be found on the council's website.
- 4.9 Viewpoint members also felt that 'Heritage is important in promoting regeneration and the appearance of Hartlepool'. There has been much investment in recent years in conservation areas such as Seaton Carew and the Headland in an effort to enhance the appearance of the area and trigger regeneration. As a result of this work in the Headland, the town was featured in a national publication produced by English Heritage which focused on regeneration in coastal towns. Hartlepool was cited as one of two case studies in the north-east of England which was an example of good practice heritage-led regeneration. Investment and heritage regeneration in this area continues through a Townscape Heritage Initiative Grant supported by the Heritage Lottery which, in January 2008, saw a grant of £200,000 for the Victoria Building to be restored to its former glory.

Council-run Community Centres - Viewpoint 21, January 2007

- 4.10 In January 2007, we asked Viewpoint members some questions about council-led community centres in Hartlepool to find out what stops Viewpoint members from using these community centres.
- 4.11 Three out of ten members told us they do not use council-led community centres as they do not know what is on. Since then the Community Development team have produced a 'What's On' leaflet which has been made available in all Community Centres, Libraries and Leisure Centres. Copies of the leaflet were also sent to the Tourist

Information Centre, Museum of Hartlepool and some private sector community facilities.

- 4.12 The Community Development team have also developed other publicity materials on each of the Community Centres which were used in March 2008 when they participated in a week long 'Community Roadshow' event in the Middleton Grange shopping centre to raise awareness of the community facilities in the town.
- 4.13 They have also increased the opportunity to participate in sporting activities with the provision of carpet bowls at Burbank and Throston Grange Community Centres and a new fitness suite is now available for use at Jutland Road Community Centre.
- 4.14 The Burbank Community Centre was refurbished in 2007 and in conjunction with the Primary Care Trust (PCT) there is now the provision of a Practitioner Nurse to work in the local community. There has also been some minor refurbishment work carried out at the Jutland Road Community Centre. The Adult Education service helped fund a new IT suite and there have been some alterations to the kitchen area with the creation of a new room.

5. RECOMMENDATIONS

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

Corporate Strategy



26th Viewpoint Survey Results Report

**Lisa Anderson
January 2009**

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1. Introduction

Background

- 1.1 Viewpoint, Hartlepool Borough Council's citizens' panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.
- 1.2 The panel was refreshed in 2007 with one third of the panel being replaced to ensure that each member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. From the returns approximately 1200 local residents, with characteristics matching the profile of the local population, were selected for Viewpoint. The panel members are kept informed of the findings of the Viewpoint project, and what the council is doing in response, via a regular newsletter.
- 1.3 This report details the results from the latest questionnaire, which was distributed in July 2008.

Aims of Viewpoint

- 1.4 The aims of the survey are:
 - To listen to the community
 - To involve local people in the council's decisions and in its policy planning and reviews
 - To consult the panel regularly on important local issues
 - To discover what are the community priorities for future council activities
- 1.4 The specific areas covered in this phase of Viewpoint included:
 - Sport and recreation
 - Sports development – holiday programmes
 - Hartlepool weight management service

2. Methodology

- 2.1 Viewpoint was launched in August 1999 with a recruitment campaign under the original name of Viewpoint 1000. A random sample of 10,000 residents was selected from the electoral register and each resident was sent the self-completion recruitment questionnaire. The recruitment questionnaire was developed to capture all the necessary background information needed to obtain a representative sample of the total population.
- 2.2 Just under 2,500 people from the 10,000 sample volunteered to take part in Viewpoint 1000 and from this group, the panel of 1,000 was selected to mirror the Hartlepool community as closely as possible. A range of variables was used to produce a balanced sample including gender, age and geographical location.
- 2.3 The panel is refreshed at regular intervals and in 2007 a third of the panel was refreshed. We sent out over 4,900 recruitment questionnaires to a random selection of people from the edited electoral register, from which we received an adequate number of returns. When the Best Value Performance Indicator (BVPI) survey was carried out in 2003 and in 2006, respondents were asked if they would be interested in taking part in the Viewpoint panel and during this recruitment exercise they were invited to join the refreshed panel. This re-recruitment process helps avoid the problems of drop-out, consultation fatigue and respondents becoming local government “experts”. The panel currently stands at approximately 1200 members.
- 2.4 The setting up of this type of panel gives the authority the advantage of access to a large group of people from across the community who have agreed to be involved in consultation exercises several times a year. The disadvantage that this type of consultation brings is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel members represent the demographic make up of the area and to include all sectors of the community.
- 2.5 In practice most surveys are weighted as it is rare to achieve samples of population that are perfectly representative of a community. It was therefore decided that the Viewpoint data would be weighted for analysis purposes. The main potential weakness of the survey is differential response rates, because although the full panel is statistically balanced, not all Viewpoint members return the questionnaire at each phase. There is a tendency for certain groups to be less likely to respond than others, for example young male respondents. Therefore, to achieve a better representative result, the data was weighted slightly by age, gender and geographical location. However when the weighted and unweighted results are compared there is very little difference in the overall results and the weighting does not come into effect until small minority groups are examined.

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

The sample

- 2.7 A questionnaire was sent out to all 1283 active members of the panel.

Response rates

- 2.8 We achieved a response rate of 62 per cent. A small number of cases were excluded from the sample because they were ineligible, due to either the panel member having moved house or having died. Some Viewpoint members told us they no longer wished to take part in Viewpoint, often due to ill health or old age. These exclusions resulted in a possible sample of 1259 with a total of 780 questionnaires being returned. See table 2.1 for more information.

Table 2.1 Response rates

	Number of cases
Total sample	1283
Unsuitable / ineligible cases	24
Total possible sample	1259
Completed questionnaires	780
No response	479
Response rate	62%

The report

- 2.9 All percentages in all tables are rounded to the nearest whole number. In some tables the total number of respondents may be less than the total number of returned questionnaires, due to some respondents not answering particular questions. In some instances the number of responses is greater than 100 per cent due to the fact that respondents have been asked to choose multiple answers.
- 2.10 Also, as mentioned in paragraph 2.5, the data for Viewpoint surveys are weighted to achieve a better representative result. Therefore, although 780 questionnaires were returned, the weighted data will show a response value up to 1200 participants.
- 2.11 For some questions, respondents who did not reply to certain questions, or answered “don’t know” were excluded from the analysis reported upon here.

3. Key findings

Sport and recreation

- 3.1 Seven out of ten Viewpoint members have taken part in sport, exercise or physical activity in the four weeks prior to receiving the latest Viewpoint questionnaire.
- 3.2 Viewpoint members who had done exercise in the last month were most likely to say they had been walking or rambling (59%), or gardening (47%) in the four weeks prior to receiving the latest Viewpoint questionnaire.
- 3.3 Three out of ten (30%) people take part in sport or physical activity once or twice a week, and a quarter (24%) take part three to four times a week.
- 3.4 Two thirds (63%) of Viewpoint members said they do not feel they do enough sport and physical activity.
- 3.5 Viewpoint members feel that people do not take part in sport and physical activity more often because of a lack of time due to family or home (47%) or work (47%) commitments.
- 3.6 Two thirds (67%) of people who responded to the survey would like to take part in sport and physical activity more often.
- 3.7 A third (33%) of people thought that cheaper admission prices would encourage them to take part in sport and physical activity more often.
- 3.8 One in ten (11%) Viewpoint members told us they had taken part in sport related voluntary work in the last 12 months.
- 3.9 We asked Viewpoint members to tell us if they thought some services provided by Hartlepool Borough Council have got better or worse over the last three years or if they have stayed the same. The majority of Viewpoint members felt that sport and leisure facilities, parks and open spaces, and cultural facilities had stayed the same, but did not know if activities for teenagers and facilities for children had changed or not in the last three years.
- 3.10 Respondents were most likely to say they use parks in Hartlepool (51%), Mill House leisure centre (34%) and Summerhill (32%) as leisure venues in Hartlepool.
- 3.11 Two thirds (66%) of members say there is a leisure venue they would maybe use within 20 minutes of their home, either by walking, driving or some other method of transport.

Sports development – holiday programmes

- 3.12 Six out of ten (61%) members were aware of the sport development holiday programmes that take place at Easter and summer holidays prior to receiving the latest Viewpoint survey.
- 3.13 However, only a third (37%) of members remember seeing any information about sport development holiday programmes in the last 12 months. People were most likely to say they have seen this information in local newspapers.
- 3.14 People said they would like to see information about sports development holiday programmes in local newspapers or the council magazine (81%).

Hartlepool weight management service

- 3.15 Seven out of ten respondents said they has not heard of the Hartlepool weight management service prior to receiving the latest Viewpoint questionnaire.
- 3.16 Only one in ten (12%) said they remember seeing information about this weight programme in the past. Viewpoint members were most likely to say they had seen this information in the local paper.
- 3.17 Four out of ten (43%) Viewpoint members thought that this service would help tackle obesity in Hartlepool. However, a quarter (25%) said they did not know if this service would help.
- 3.18 A quarter (24%) of Viewpoint members said they might attend a weight management course in the future, and half of these (50%) said they would prefer to attend a course on weekday evenings.
- 3.19 Viewpoint members said they would like to see information about this course in local newspapers and the council magazine (75%).
- 3.20 Six out of ten members thought this course should be held in community centres (62%) or leisure and sports centres (60%).
- 3.21 The main reasons given that would put people off attending one of these sessions were that they might be embarrassed about attending (66%) or they might think they are just for overweight people (65%).
- 3.22 People thought this course should cover balanced eating (79%) and health benefits (68%), and that the service should offer drop in sessions for weigh-ins and advice (70%).

4. Sport and recreation

- 4.1 We told Viewpoint members that the council is committed to providing a recreation service for the Hartlepool community. We asked members to tell us about the activities they take part in and for their views and opinions of the services provided by the council. These questions were based on the Sport England Participation Survey, and were also included in Viewpoint 18 in December 2005.

Taking part in sport, exercise, or physical activity

- 4.2 First of all, we asked Viewpoint members to tell us if they have taken part in any sport, exercise, or physical activity in the last four weeks. There has been an increase in the proportion of people who have taken part in physical activity from 55 per cent in 2005 to 68 per cent in 2008. However, this increase may have something to do with the time of year the questions were asked. In 2008, the questions were in the field in July and in 2005 the questions were in the field in November. See table 4.1 for more information.

Table 4.1 Have you taken part in any sport, exercise, or physical activity in the last four weeks?

	2008 %	2005 %
Yes	68	55
No	32	45
	(N=1149)	(N=1156)

- 4.3 The detailed results show that members from the Central area of Hartlepool were slightly more likely to say they have taken part in sport, exercise or physical activity in the last four weeks (72%) than members from South (66%) or North (66%) areas of Hartlepool. Also, men were more likely than woman to say they have taken part in exercise in the last four weeks (72% and 65% respectively). Finally, Viewpoint members with children (see appendix 2 for definition of members with children) were more likely to say they had taken part in sport or exercise in the last four weeks (76%) than members without children (63%).

Sport, exercise, and physical activities

- 4.4 If respondents had taken part in any sport, exercise, or physical activity in the last four weeks, we asked them to tell us which activities they had taken part in. In 2005 and 2008 Viewpoint members were most likely to say they had taken part in walking or rambling (53% and 58% respectively) or gardening (35% and 47% respectively). See table 4.2 for more information.

Table 4.2 If yes, which activities have you taken part in?

	2008 %	2005 %
Walking or rambling	59	53
Gardening	47	35
Swimming	26	28
Cycling	26	21
Working out in the gym	19	24
Jogging, running or orienteering	15	17
Team sports (e.g. football, rugby, cricket, etc)	11	17
Bowling	10	13
Fitness classes (e.g. aerobics, step, etc)	9	16
Racquet sports (e.g. tennis, badminton, etc)	9	8
Dancing	9	2
Golf	7	11
Swimming pool activities (e.g. aqua aerobics, etc)	6	4
Fishing or angling	4	4
Water sports (e.g. rowing, sailing, canoeing, etc)	3	2
Martial arts or boxing	2	3
Other	2	3
Horse riding	2	2
Motorsports (e.g. quad biking, go-cart racing, etc)	1	2
No answer	1	1
	(N=785)	(N=634)

- 4.5 The detailed results show that women were more likely to say they have taken part in walking or rambling (64%) than men (54%). Also, older Viewpoint members (65 years and over) were more likely to say they have taken part in gardening (60%) than younger Viewpoint members (17 to 34 years) (37%).

Frequency of sport, exercise, or physical activity

- 4.6 We asked Viewpoint members to tell us how often they take part in sport or physical activity lasting at least 30 minutes a day, if at all. There has been an increase in the number of people taking part in physical activity three or four times a week from 15 per cent in 2005 to 24 per cent in 2008. See table 4.3 for more information.

Table 4.3 We would like to know how often you take part in sport or physical activity lasting at least 30 minutes a day. How often would you say you took part, if at all?

	2008 %	2005 %
Five times a week or more	13	12
Three or four times a week	24	15
Once or twice a week	30	31
Once or twice a month	9	9
Less often than once a month	7	11
Never	17	21
(N=1142)		(N=1145)

- 4.7 Viewpoint members from the North area of Hartlepool were more likely to say they never take part in sport or physical activity lasting at least 30 minutes a day (21%) than members from the South (17%) or Central (13%) areas of Hartlepool. Also, men are more likely to say they do take part in exercise four times a week or more (44%) than women (31%).

Doing enough sport, exercise, or physical activity

- 4.8 Two thirds (63%) of Viewpoint members said they do not feel they do enough sport and physical activity. This is an improvement on the results achieved in 2005 (73%). See table 4.4 for more information.

Table 4.4 Do you feel that you do enough sport and physical activity?

	2008 %	2005 %
Yes	37	27
No	63	73
(N=1118)		(N=1106)

- 4.9 Viewpoint members from the South area of Hartlepool were more likely to feel they take part in enough sport and physical activity (41%) than members from the Central (34%) or North (37%) areas of Hartlepool. Also, men were more likely to feel they do enough exercise than women (42% and 32% respectively).

Why people do not take part in sport, exercise, or physical activity

- 4.10 We were interested in finding out why people do not take part in sport and physical activity more regularly. For those Viewpoint members who told us they do not feel they take enough exercise, we asked them to tell us what the main reasons were for not doing enough.
- 4.11 In 2005 and in 2008, the main reasons given for not doing enough sport and physical activity were a lack of time due to work commitments (54% and 47% respectively), and a lack of time due to family or home commitments (49% and 47% respectively). See table 4.5 for more information.

Table 4.5 We are interested in finding out why people do not take part in sport and physical activity more regularly. If you do not feel that you take enough exercise, what are the main reasons for not doing enough?

	2008 %	2005 %
Lack of time due to work commitments	47	54
Lack of time due to family or home commitments	47	49
Poor health / medical reasons	24	23
It costs too much	19	20
Need more sport and leisure facilities / activities near home	17	18
Don't know what activities are available / need more information	15	20
I might feel uncomfortable or out of place	15	14
Too unfit	12	10
Not interested / can't be bothered	7	6
Lack of transport / I can't easily get to it	5	6
Activity I want to do is not available	5	5
Other	1	#
Don't know	#	1
Activities not appropriate for religious or cultural reasons	#	#
No answer	5	3
	(N=788)	(N=866)

= Less than 0.5%

- 4.12 Viewpoint members from the North area of Hartlepool were more likely to say that exercise costs too much (23%) than members from South (17%) or Central (17%) areas of Hartlepool. Men were more likely than women to say they had a lack of time due to work commitments to exercise (55% and 41% respectively). Finally, Viewpoint members with children were more likely to say they do not take enough exercise because of a lack of time due to family or home commitments (66%, compared to 37% for members without children), work commitments (64% and 36% respectively), or because it costs too much (28% and 12% respectively).

Taking part in more sport, exercise, or physical activity

- 4.13 Seven out of ten (67%) Viewpoint members said they would like to take part in sport and physical activity more often. These results are similar to those received in 2005. See table 4.6 for more information.

Table 4.6 Would you like to take part in sport and physical activity more often?

	2008 %	2005 %
Yes	67	65
No	33	35
	(N=1134)	(N=1131)

- 4.14 Viewpoint members with children were more likely to say they would like to take part in sport and physical activity more often (84%) than members without children (57%).

Encouraging people to take part in sport, exercise, or physical activity

- 4.15 We asked all Viewpoint members to tell us what would encourage them to take part in sport and physical activity more often. People were most likely to suggest cheaper admission prices (33%), and more or different sport and leisure facilities near home (26%). See table 4.7 for more information.
- 4.16 Viewpoint members who are working (see appendix 2 for definition of members who are working) were more likely to say longer opening hours would encourage them to take part in more sport and physical activity (25%, compared to 11% for members who are not working). People with children were also more likely to suggest longer opening hours (25%, compared to 14% for members without children). They were also more likely to suggest more or different sport and leisure facilities near home (35% and 20% respectively), help with childcare and crèche facilities (18% and 4% respectively), and cheaper admission prices (45% and 25% respectively).

Table 4.7 What would encourage you to take part in sport and physical activity more often?

	2008 %	2005 %
Cheaper admission prices	33	32
More or different sport and leisure facilities near home	26	27
More information on what to do	23	27
* Cleaner leisure facilities	22	2
Better facilities e.g. café, changing rooms	21	27
Longer opening hours	18	23
Safer neighbourhood	12	15
Better equipment	11	13
A warmer welcome / friendlier staff	9	11
Improved transport / access / more cycle lanes	9	10
Support for my specific needs, for example injury or disability	9	9
Help with childcare / crèche facilities	9	7
Improved playing facilities	8	14
Other	2	-
More free time (suggested in the other category in 2008)	2	-
Nothing (suggested in the other category in 2008)	1	-
No answer	20	28
(N=1200)		(N=1200)

- = no response

* The option 'cleaner leisure facilities' was included in the list of options when this question was asked in 2008. In 2005 it was spontaneously suggested by 2% of respondents when they gave details of 'other' things that might encourage participation. This is why a higher proportion of people gave this answer in 2008 than in 2005.

Sport related voluntary work

- 4.17 Next we asked Viewpoint members to tell us if they had taken part in any sport related voluntary work in the last 12 months. In 2008, 11 per cent said that they had. See table 4.8 for more information.

Table 4.8 We would like to know if you have taken part in any sport related voluntary work in the last 12 months?

	2008 %	2005 %
Yes	11	8
No	89	92
	(N=1168)	(N=1155)

- 4.18 If Viewpoint members had taken part in any sport related voluntary work in the last 12 months we asked them to tell us how much time they had spent on this voluntary work in the last four weeks. Over half (52%) of Viewpoint members had spent between one and 10 hours on this voluntary work in the last 4 weeks. See table 4.9 for more information.

Table 4.9 If yes, during the last 4 weeks, how much time have you spent on this voluntary work?

	2008 %	2005 %
1 to 10 hours	52	62
11 to 20 hours	19	27
21 to 30 hours	2	3
31 to 40 hours	1	3
More than 50 hours	3	4
No answer	24	2
	(N=125)	(N=97)

Leisure facilities provided by Hartlepool Borough Council

- 4.19 Viewpoint members were asked to tell us whether they thought various services provided by Hartlepool Borough Council had got better or worse over the last three years, or whether they thought it had stayed the same. The services asked about were: sports and leisure facilities; parks and open spaces, cultural facilities e.g. theatres and museums; activities for teenagers; and facilities for children.
- 4.20 Overall, the majority of Viewpoint members felt that sport and leisure facilities, parks and open spaces, and cultural facilities had stayed the same. Respondents were less likely to have a definite opinion on whether activities for teenagers and facilities for children had changed or not in the last three years.

Sport and leisure facilities

- 4.21 There has been a small increase in the proportion of Viewpoint members who think the service provided by Hartlepool Borough Council for sport and leisure facilities has got worse, from 16 per cent in 2005 to 20 per cent in 2008. There has also been an increase in the proportion of people who said they don't know if this service has got better or worse in the last three years from 24 per cent in 2005 to 30 per cent in 2008. There has been a ten percentage point decrease in the proportion of people who think this service has stayed the same, from 44 per cent in 2005 to 34 per cent in 2008. See table 4.10 for more information.

Table 4.10 For sport and leisure facilities provided by Hartlepool Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

	2008 %	2005 %
Better	16	18
Stayed the same	34	44
Worse	20	16
Don't know	30	24
	(N=1200)	(N=1141)

- 4.22 Viewpoint members from Central Hartlepool were more likely to think this service has got worse over the past three years (26%) than members from South (17%) or North (17%) areas of Hartlepool.

Parks and open spaces

- 4.23 There has been a reduction in the proportion of people who think the parks and open spaces service provided by Hartlepool Borough Council have stayed the same over the last three years from 55 per cent in 2005 to 46 per cent in 2008. There has also been an increase in the proportion of people who think this service has got worse, or said they don't know what has happened to this service in the past three years between 2005 and 2008. See table 4.11 for more information.

Table 4.11 For parks and open spaces provided by Hartlepool Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

	2008 %	2005 %
Better	27	29
Stayed the same	46	55
Worse	15	9
Don't know	13	8
	(N=1200)	(N=1152)

- 4.24 Viewpoint members from the Central area of Hartlepool were more likely to think parks and open spaces have got better over the past three years (31%) than members from the South (24%) or North (26%) areas of Hartlepool.

Cultural facilities

- 4.25 Over half (53%) of Viewpoint members thought the service provided by Hartlepool Borough Council for cultural facilities has stayed the same over the past three years. There has been an increase in the proportion of people who said they did not know if this service had improved or not over the past three years, from 17 per cent in 2005 to 26 per cent in 2008. See table 4.12 for more information.

Table 4.12 For cultural facilities provided by Hartlepool Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

	2008 %	2005 %
Better	15	18
Stayed the same	53	58
Worse	6	7
Don't know	26	17
	(N=1200)	(N=1147)

- 4.26 Younger Viewpoint members (aged 17 to 34) were more likely to think this service had got better over the past three years (19%) than older Viewpoint members (65 years and over) (10%).

Activities for teenagers

- 4.27 Over half (51%) of Viewpoint members said they did not know if activities for teenagers provided by Hartlepool Borough Council has got better or worse over the past three years. This is an increase from 38 per cent in 2005. See table 4.13 for more information.

Table 4.13 For activities for teenagers provided by Hartlepool Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

	2008 %	2005 %
Better	5	10
Stayed the same	22	30
Worse	22	22
Don't know	51	38
	(N=1200)	(N=1142)

- 4.28 Respondents with children in the household were more likely to think this service has got worse over the past three years (29%) than members without children (17%). However, younger members (17 to 34 years) were more likely to think this service has got better over the past three years (11%) than respondents from any other age group (between 3% and 4%).

Facilities for children

- 4.29 There has been an increase in the number of people who said they did not know if facilities for children provided by Hartlepool Borough Council has got better or worse over the past three years from 34 per cent in 2005 to 46 per cent in 2008. There has also been a reduction in the proportion of people who think this service has got better or stayed the same over the past three years. See table 4.14 for more information.

Table 4.14 For facilities for children provided by Hartlepool Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

	2008 %	2005 %
Better	12	17
Stayed the same	27	38
Worse	15	12
Don't know	46	34
	(N=1200)	(N=1145)

- 4.30 Viewpoint members with children were more likely to think this service has stayed the same over the past three years (40%, compared with 19% for members without children). Members without children were more likely to say they did not know if this service had improved or not (59%, compared with 25% for members with children).
- 4.31 Viewpoint members were asked to let us know any additional comments about these services and overall 351 comments were received. Seventy Viewpoint members commented that the parks have got better, and 57 comments were made that there is nothing for young people to do. See table 4.15 for more information.

Table 4.15 If you think that any of the above services has got better or worse over the last three years, please could you use the space below to tell us why you think this.

	No. of comments
Parks have got better	70
Nothing for young people to do	57
Mill House swimming pool is dirty	45
Closure of Eldon Grove	41
Lack of investment / resources	15
Leisure facilities have improved	15
Mill House is in need of regeneration	10
Rossmere Park is neglected	10
Too much anti-social behaviour	9
Need better opening hours	7
Opening of Headland sports centre	6
Other	66
(N=351)	

Leisure venues

- 4.32 Viewpoint members were presented with a list of leisure venues and were asked to say whether they use any of them. Members were most likely to say they use parks such as Ward Jackson , Rossmere, and Burn Valley (51%), Mill House Leisure Centre (34%), and Summerhill (32%). Over one in five (19%) members said they do not use any of the listed venues. See table 4.16 for full results.

Table 4.16 Do you use any of the following leisure venues?

	2008 %	2005 %
Parks e.g. Ward Jackson Park, Rossmere Park, and Burn Valley Gardens	51	54
Mill House Leisure Centre	34	38
Summerhill	32	31
A private gym / health club	12	13
Other school / colleges sports and recreation facilities e.g. High Tunstall, etc.	8	8
Brierton Community Sports Centre	8	7
Belle Vue Sports Centre	7	8
Sports pitches at recreation grounds e.g. Grayfields, Rift House	6	7
Headland Sports Hall (2008 only)	5	-
Leisure facilities at community centres (2008 only)	5	-
The Marina e.g. watersports	3	5
Bowling greens e.g. Town Moor, Foggy Furze, etc.	3	4
Indoor Bowls Centre	2	3
Other	1	2
Eldon Grove Community Sports Centre (2005 only)	-	7
None of the above	19	22
No answer	6	22
(N=1200)		(N=1200)

- = no response

- 4.33 Viewpoint members from the Central areas of Hartlepool were less likely to say they use Mill House Leisure Centre (30%) than members from the South (36%) or North (37%) areas of Hartlepool. Members from Central Hartlepool were more likely to say they use Summerhill (42%, compared to 31% for South and 22% for North areas of Hartlepool) and Parks (60%, compared to 47% and 42% respectively). Also, Viewpoint members with children were more likely to say they use Mill House Leisure Centre (57%, compared to 20% for members without children), Summerhill (45% and 25% respectively) and parks (60% and 45% respectively).

Leisure venues within 20 minutes from your home

- 4.34 Finally, Viewpoint members were asked to think about the above list, and to say if there is a leisure venue they would maybe use within twenty minutes of their home, either by walking, driving, or some other method of transport.
- 4.35 Overall, seven out of ten (70%) Viewpoint members told us there is a leisure venue within twenty minutes of their home, one in five (18%) said there was not a leisure centre within 20 minutes of their home, and 11 per cent said they did not know if there was a leisure centre within 20 minutes from their home or not. See table 4.17 for more information.

Table 4.17 Thinking about the list above, is there a leisure venue that you would maybe use within 20 minutes from your home either by walking, driving, or some other method of transport?

	2008 %	2005 %
Yes	70	68
No	18	24
Don't know	11	8
	(N=1118)	(N=1148)

- 4.36 Viewpoint members from the Central area of Hartlepool were more likely to say there is a leisure venue within 20 minutes from their home (79%), than members from the South (62%) or North (68%) areas of Hartlepool. Also, members with children were more likely to say there was a leisure venue within 20 minutes of their home (83%) than members without children (63%).

5. Sports development – holiday programmes

- 5.1 Viewpoint members were told how every Easter and in summer holidays the Sports Development Team runs holiday activities for young people aged between five and 16 years of age. We wanted to find out if Viewpoint members had heard about these holiday programmes before, and what they thought about them.

Awareness about holiday programmes

- 5.2 First of all, we asked Viewpoint members to tell us if they were aware that these holiday programmes take place, and six out of ten members (61%) told us they were.

- Yes - aware - 61 per cent (697 respondents)
- No – not aware - 39 per cent (440 respondents)

- 5.3 People from the Central area of Hartlepool were more likely to say they were aware that these programmes take place (67%), than members from the South (60%) or North (56%) areas of Hartlepool. There was no difference in levels of awareness between people who have children and those who do not.

Seeing information about holiday programmes

- 5.4 Next, we asked Viewpoint members if they remembered seeing any information about these holiday programmes in the last 12 months, and six out of ten (63%) members said they did not.

- Yes – seen information - 37 per cent (373 respondents)
- No – not seen information - 63 per cent (637 respondents)

- 5.5 Viewpoint members from the North area of Hartlepool were less likely to say they remember seeing information about this programme (33%), than members from the South (38%) or Central (40%) areas of Hartlepool.

- 5.6 Where respondents said they remembered seeing information about these holiday programmes in the last 12 months, we asked them to tell us where they saw this information. In total, 387 comments were made. The majority of members (171) told us they saw information about this programme in a local paper, and 92 members said they received a leaflet from school. See table 5.1 for more information.

Table 5.1 If yes, can you tell us where you saw some information about sport development holiday programmes?

	No. of comments
Local paper	171
Received a leaflet from school	92
Hartbeat magazine	54
Library	24
Local sports centre	20
Email	4
Other	22
(N=387)	

Future information about holiday programmes

- 5.7 Next, we asked Viewpoint members where they would like to see information about these holiday programmes in the future. The majority of respondents (81%) said they would like to see this information in local newspapers or the council magazine. See table 5.2 for more information.

Table 5.2 Where do you think people would like to see information about sport development holiday programmes in the future?

	%	(No.)
Information in local newspapers / council magazine	81	(973)
Newsletters sent out through schools	56	(667)
Leaflets or posters left at schools and sports facilities	54	(653)
Posters displayed in local shops and businesses	45	(539)
Leaflets or posters left at council buildings and libraries	43	(517)
Through the council website	33	(398)
Don't know	3	(35)
Other	1	(11)
No answer	6	(70)
(N=1200)		

- 5.8 Viewpoint members with children (see appendix 2 for definition of members with children) were more likely to think this information should be included in newsletters sent through schools (66%) than members without children (49%).

6. Hartlepool weight management service

- 6.1 We asked Viewpoint members some questions about the Hartlepool weight management service, which is a new support initiative designed to provide free information, support and advice on healthy living and physical activity across the town.

Awareness about Hartlepool weight management service

- 6.2 First of all, we asked Viewpoint members to tell us if they had heard about the Hartlepool weight management service before receiving the latest Viewpoint survey and seven out of ten (70%) said no, they had not.

- Yes – heard of it - 30 per cent (355 respondents)
- No – not heard of it - 70 per cent (825 respondents)

- 6.3 Younger Viewpoint members (17 to 34 years) were less likely to say they had heard about this service (21%) than members from any other age group (between 31% and 34%). Also, members with children (see appendix 2 for definition of members with children) were less likely to say they have heard about this service (26%) than members without children (34%).

Seeing information about Hartlepool weight management service

- 6.4 Next, we asked Viewpoint members if they remember seeing any information about the Hartlepool weight management service in the last 12 months, and nine out of ten (88%) said they did not.

- Yes – seen information - 12 per cent (142 respondents)
- No – not seen information - 88 per cent (1009 respondents)

- 6.5 If Viewpoint members had told us they remembered seeing information about the Hartlepool weight management service in the last 12 months, we asked them to tell us where they saw this information. In total, 120 comments were made. The majority of members (85) told us they saw information about this service in a local paper. See table 6.1 for more information.

Table 6.1 If yes, can you tell us where you saw this information about the Hartlepool weight management service?

	No. of comments
Local paper	85
Councils website	13
Hartbeat magazine	3
Local gym / sports centre	3
Library	2
Other	14
(N=120)	

Addressing obesity in Hartlepool

6.6 Next, we asked Viewpoint members if they think this type of support service will help address the problem of obesity in Hartlepool. Responses were mixed with four out of ten (43%) thinking this service would help address obesity, three out of ten (30%) saying it would not, and a quarter (25%) telling us they did not know if the service would help address obesity in Hartlepool or not.

- Yes – service will help - 43 per cent (515 respondents)
- No – service will not help - 30 per cent (358 respondents)
- Don't know - 25 per cent (302 respondents)
- No answer - 2 per cent (26 respondents)

6.7 Viewpoint members from South areas of Hartlepool were more likely to think this service would help address obesity in Hartlepool (48%) than members from Central (38%) or North (44%) areas of Hartlepool.

Attending a Hartlepool weight management service course

6.8 We asked Viewpoint members to keep in mind that this service is about helping people adopt a healthy lifestyle and is not just aimed at people who would want to lose weight. We then asked Viewpoint members if they think they might attend a weight management service course, and a quarter (24%) said they would.

- Yes – might attend - 24 per cent (283 respondents)
- No – would not attend - 64 per cent (768 respondents)
- Don't know - 10 per cent (123 respondents)
- No answer - 2 per cent (26 respondents)

- 6.9 Female Viewpoint members were more likely to say they might attend this course (27%) than men (19%). Also, members aged between 45 and 54 years were more likely to say they would attend (32%) than members from any other age group (between 16% and 25%).

Times for Hartlepool weight management service courses

- 6.10 People who said they might be interested in attending a weight management course were asked to say what time they would prefer to attend. Half (50%) of interested people said they would prefer to attend on a weekday evening.

• Weekday mornings	-	27 per cent	(75 respondents)
• Weekday afternoons	-	19 per cent	(48 respondents)
• Weekday evenings	-	50 per cent	(138 respondents)
• Weekend's	-	27 per cent	(75 respondents)
• Anytime	-	15 per cent	(40 respondents)
• Don't know	-	1 per cent	(1 respondent)

- 6.11 Viewpoint members with children were more likely to say they would prefer to attend a weight management course on a weekday evening (66%) than members without children (43%).

Future information about Hartlepool weight management service

- 6.12 Next, we asked Viewpoint members where they think people would like to find information about the Hartlepool weight management service and details of new courses in the future. Three quarters (75%) of Viewpoint members said they would like to find this information in local newspapers or the council magazine. Seven out of ten (68%) said they would like to see this information in doctors surgeries, health centres and pharmacies, and over half (56%) said through a GP, practice nurse or health visitor.
- 6.13 Women were more likely to think that leaflets and posters should be left at doctors' surgeries, health centres or pharmacies than men (73% and 63% respectively). Also, younger Viewpoint members (17 to 34 years) were less likely to think that leaflets and posters should be left at council buildings and libraries (30%) than Viewpoint members from other age groups (between 38% and 48%).

Table 6.3 Where do you think people would like to find information about the Hartlepool weight management service and details of new courses in the future?

	%	(No.)
Information in local newspapers / council magazine	75	(903)
Leaflets or posters left at doctors surgeries, health centres or pharmacies	68	(819)
Through a GP, practice nurse or health visitor	56	(666)
Leaflets or posters left at council buildings and libraries	38	(459)
Council website	23	(279)
Other	8	(94)
Don't know	4	(48)
No answer	8	(94)
(N=1200)		

Venues for Hartlepool weight management service courses

- 6.14 Next, we asked Viewpoint members to tell us what sort of venues they think should be used for these sessions. Overall, the majority of Viewpoint members suggested using community centres (62%) or leisure or sports centres (60%) for these courses. See table 6.4 for more information.

Table 6.4 We would like to know what sort of venues to use for weight management service courses. Where do you think it should take place?

	%	(No.)
Community centres	62	(738)
Leisure centres / sports centres	60	(722)
Health centres	49	(587)
Children centres / schools / school clubs	40	(476)
Church halls	28	(333)
Libraries	24	(291)
In the workplace	20	(237)
Private gyms	17	(199)
Pubs / social clubs	14	(165)
Don't know / have no preference	14	(162)
No answer	5	(64)
(N=1200)		

- 6.15 Women were more likely to think these courses should be held at libraries (29%) and church halls (31%) than men (19% and 24% respectively).

What would put people off attending a weight management course

- 6.16 We then asked Viewpoint members to tell us what they think would put people off attending a weight management service course. Two thirds thought people might be embarrassed about attending (66%) or might think the sessions are just for overweight people (65%). See table 6.5 for more information.

Table 6.5 What do you think would put people off attending a weight management service course?

	%	(No.)
Embarrassed about attending	66	(789)
People might think the sessions are just for overweight people	65	(779)
No time to attend / family commitments	43	(510)
People might not want or need to lose weight	41	(492)
Getting weighted at this event	40	(476)
If venues are not in convenient locations	40	(474)
Sessions are not at convenient times	38	(452)
People might just not be interested in this type of event	37	(449)
Having to take part in exercise	33	(392)
Don't know	4	(50)
Other	1	(6)
No answer	5	(56)
(N=1200)		

What should be covered at the weight management course?

- 6.17 Next, we asked people to tell us what sorts of things they think should be covered at these courses choosing from a list of suggestions. Eight out of ten (79%) members said they thought balanced eating should be covered in this course, and seven out of ten (71%) said healthy eating on a budget. See table 6.6 for more information.
- 6.18 Women were more likely than men to say they thought these courses should cover healthy recipes and cooking tips (72% and 59% respectively) and healthy eating on a budget (78% and 63% respectively).

Table 6.6 What sort of things do you think should be covered at weight management service course?

	%	(No.)
Balanced eating	79	(950)
Healthy eating on a budget	71	(852)
Health benefits (e.g. cholesterol, diabetes, heart disease & stroke)	68	(818)
Healthy recipes and cooking tips	66	(790)
Information about food content (fats, sugars, salt. Alcohol and fibre)	63	(756)
Portion sizes	63	(751)
Exercise classes / physical activity	59	(709)
Food labelling	43	(514)
Healthy food tasters	39	(472)
Takeaways or convenience foods	37	(445)
Weigh-ins	37	(442)
Smoothie making	20	(240)
Don't know	5	(59)
Other	1	(8)
No answer	6	(66)
(N=1200)		

What support should be offered at these courses

- 6.19 We then asked Viewpoint members to tell us what sorts of support they would expect the weight management service to offer. Seven out of ten (70%) members said they would expect drop in sessions for weigh-ins and advice. Half of Viewpoint members said they would expect further exercise opportunities (51%), one to one support (50%) and cooking skills (49%). See table 6.7 for more information.
- 6.20 Younger people (17 to 34 years) were more likely to say they would like further exercise opportunities (63%) than older Viewpoint members (65 years and over) (25%). Also, women were more likely than men to say they would expect drop-in sessions for weigh-ins and advice (76% and 64% respectively) and cooking skills (53% and 44% respectively). Viewpoint members with children were more likely to say they would expect access to gym membership (46%) than members without children (36%).

Table 6.7 And what sorts of support would you expect the weight management service to offer?

	%	(No.)
Drop-in sessions for weigh-ins and advice	70	(842)
Further exercise opportunities	51	(607)
One to one support	50	(596)
Cooking skills	49	(582)
Access to gym membership	41	(488)
Contact details for Weight Management support person	40	(484)
Advice on alternative therapies	31	(367)
Don't know	7	(84)
Other	#	(5)
No answer	6	(73)
(N=1200)		

= less than 0.5%

Any other thoughts or comments about this service

- 6.21 Finally, we asked Viewpoint members to let us know any other thoughts or comments they might have about the Hartlepool weight management service. In total 83 comments were received. Overall, 18 comments were made about this being a big issue, and 13 comments were made that this service would be a waste of time and money. See table 6.9 for more information.

Table 6.9 Finally, if you have any other thoughts or comments about the Hartlepool weight management service, please use the space below to tell us about them.

	No. of comments
It is a big issue	18
A waste of time and money	13
Schools should set an example	8
Good idea	7
Advertise it more	7
Not the business of the council	7
Other	23
(N=83)	

Appendix 1: Background information on respondents

Table A1 Age of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
17 to 34	28	(331)	18	(137)
35 to 44	20	(238)	19	(145)
45 to 54	18	(211)	20	(158)
55 to 64	14	(165)	19	(148)
65 years plus	21	(255)	24	(189)
No answer	-	-	#	(3)
Total	100	(1200)	100	(780)

= less than 0.5%

- = no response

Table A2 Sex of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Female	53	(634)	55	(427)
Male	47	(566)	45	(353)
Total	100	(1200)	100	(780)

Table A3 Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
North	32	(382)	28	(219)
Central	38	(457)	40	(314)
South	30	(361)	32	(247)
Total	100	(1200)	100	(780)

Table A4 Employment status of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Working	55	(663)	52	(405)
Not working	45	(537)	48	(374)
Total	100	(1200)	100	(780)

Table A5 Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
No car	20	(235)	18	(144)
One or more car	80	(961)	81	(632)
No answer	#	4	1	4
Total	100	(1200)	100	(780)

= less than 0.5%

Table A6 Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Yes – disabled	15	(185)	17	(131)
No – not disabled	83	(1002)	82	(640)
No answer	1	(13)	1	(9)
Total	100	(1200)	100	(780)

Table A8 Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
AB	24	(290)	24	(190)
C1	28	(342)	28	(218)
C2	23	(280)	24	(187)
DE	17	(209)	18	(139)
Don't know / no answer	7	(79)	6	(46)
Total	100	(1200)	100	(780)

Appendix 2: Category definitions

Social Economic Group Definitions:

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

Children in household:

Children in household	Children under the age of 18 living in the household
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Working and not working definitions:

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



Viewpoint Your Views are Important

This latest Viewpoint questionnaire seeks your views on a variety of local issues. It aims to find out what you and others from across the community think about these matters so that we can take your views into account when making decisions that affect your daily life. The questionnaire should only take about 10 to 15 minutes to complete. The issues covered in Viewpoint 26 include:

Sport & Recreation Sports Development – Holiday Programmes Hartlepool Weight Management Service

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 **15th August 2008**

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

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

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

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

**VP, 62% response rate, 780 completed questionnaires
(results are weighted up to 1200)**

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

Sport & Recreation

Hartlepool Council is committed to providing a recreation service, which includes Leisure Centres, Sports Development, and Recreation Grounds. The Council are continually striving to improve this service and would like to gather your views and opinions from the following questions.

If you would like any further information on this topic please contact the Sport & Recreation section on (01429) 523404 or via e-mail recreation@hartlepool.gov.uk

1. **Have you taken part in any sport, exercise, or physical activity in the last four weeks?**
(PLEASE TICK ONE BOX ONLY) (N = 1149)

Yes	No
68%	32%
Go to Q2	Go to Q3

2. **If yes, which activities have you taken part in?** (PLEASE TICK ALL THAT APPLY)
(N = 785)

Bowling	10%
Cycling	26%
Fishing or angling	4%
Fitness classes (e.g. aerobics, step, etc)	9%
Gardening	47%
Golf	7%
Jogging, running or orienteering	15%
Martial arts or boxing	2%
Motorsports (e.g. quad biking, go-cart racing, etc)	1%
Racquet sports (e.g. tennis, badminton, etc)	9%
Swimming	26%
Swimming pool activities (e.g. aqua aerobics, etc)	6%
Team sports (e.g. football, rugby, cricket, etc)	11%
Walking / rambling	59%
Water sports (e.g. rowing, sailing, canoeing, etc)	3%
Working out in the gym	19%
Dancing	9%
Horse riding	2%
Other (please specify_____)	2%
No answer	1%

3. **We would like to know how often you take part in sport or physical activity lasting at least 30 minutes a day. How often would you say you took part, if at all?**
(PLEASE TICK ONE BOX ONLY) (N = 1142)

Five times a week or more	13%
Three or four times a week	24%
Once or twice a week	30%
Once or twice a month	9%
Less often than once a month	7%
Never	17%
Don't know	*

4. **Do you feel that you do enough sport and physical activity?**
(PLEASE TICK ONE BOX ONLY) (N = 1118)

Yes	No	Don't know
37%	63%	*
Go to Q6	Go to Q5	Go to Q5

5. **We are interested in finding out why people do not take part in sport and physical activity more regularly. If you do not feel that you take enough exercise, what are the main reasons for not doing enough? (PLEASE TICK ALL THAT APPLY)**
(N = 788)

Lack of time due to family or home commitments	47%
Lack of time due to work commitments	47%
It costs too much	19%
Not interested / can't be bothered	7%
Too unfit	12%
Activities not appropriate for religious or cultural reasons	#
Poor health / medical reasons	24%
I might feel uncomfortable or out of place	15%
Need more sport and leisure facilities / activities near home	17%
Lack of transport / I can't easily get to it	5%
Don't know what activities are available / need more information	15%
Activity I want to do is not available	5%
Don't know	#
Other (please specify _____)	1%
No answer	5%

6. Would you like to take part in sport and physical activity more often?

PLEASE TICK ONE BOX ONLY (N = 1134)

Yes	No
67%	33%

7. What would encourage you to take part in sport and physical activity more often?

PLEASE TICK ALL THAT APPLY (N = 1200)

Longer opening hours	18%
Better facilities e.g. café, changing rooms	21%
More / different sport and leisure facilities near home	26%
Better equipment	11%
Improved playing facilities	8%
More information on what to do	23%
A warmer welcome / friendlier staff	9%
Safer neighbourhood	12%
Support for my specific needs, for example injury or disability	9%
Improved transport / access / more cycle lanes	9%
Help with childcare / crèche facilities	9%
Cheaper admission prices	33%
Cleaner leisure facilities	22%
Other (please specify _____)	2%
Nothing (as suggested in the other category)	1%
More free time (as suggested in the other category)	2%
No answer	20%

8. We would like to know if you have taken part in any sport related voluntary work in the last 12 months. This could be organising or helping to run a club, a league or an event, providing coaching sessions, refereeing or umpiring matches, providing supervision or transportation, etc. (PLEASE TICK ONE BOX ONLY) (N = 1168)

Yes	No
11%	89%
Go to Q9	Go to Q10

9. If YES, during the last 4 weeks, how much time have you spent on this voluntary work? (PLEASE WRITE IN THE NUMBER OF HOURS) (N = 125)

1 hour : 2%	8 hours : 12%	20 hours : 10%
2 hours : 12%	9 hours : 3%	24 hours : 2%
4 hours : 11%	10 hours : 5%	40 hours : 1%
5 hours : 1%	12 hours : 7%	80 hours : 1%
6 hours : 6%	14 hours : 1%	96 hours : 2%
	16 hours : 1%	No answer : 24%

10. For each of the following services provided by Hartlepool Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same? (PLEASE TICK ONE BOX ON EACH LINE) (N=1200)

	Better	Stayed the same	Worse	Don't know
	%	%	%	%
a. Sport and leisure facilities	16	34	20	30
b. Parks and open spaces	27	46	15	13
c. Cultural facilities e.g. theatres, museums	15	53	6	26
d. Activities for teenagers	5	22	22	51
e. Facilities for children	12	27	15	46

11. If you think that any of the above services has got better or worse over the last three years, please could you use the space below to tell us why you think this. (351 comments)

Parks have got better	(70)	Mill House is in need of regeneration	(10)
Nothing for young people to do	(57)	Rossmere Park is neglected	(10)
Mill House swimming pool is dirty	(45)	Too much anti-social behaviour	(9)
Closure of Eldon Grove	(41)	Need better opening hours	(7)
Lack of investment/resources	(15)	Opening of Headland Sports Centre	(6)
Leisure facilities have improved	(15)	Other	(66)

12. Do you use any of the following leisure venues? PLEASE TICK ALL THAT APPLY (N = 1200)

Mill House Leisure Centre	34%
Brierton Community Sports Centre	8%
Headland Sports Hall	5%
Summerhill	32%
The Marina e.g. Watersports	3%
Leisure facilities at Community Centres	5%
Bowling Greens e.g. Town Moor, Foggy Furze, etc.	3%
Belle Vue Sports Centre	7%
Indoor Bowls Centre	2%
Parks e.g. Ward Jackson Park, Rossmere Park, & Burn Valley Gardens	51%
A private gym/health club	12%
Sports Pitches at Recreation Grounds e.g. Grayfields, Rift House	6%
Other school/colleges sports & recreation facilities e.g. High Tunstall, etc.	8%
None of the above	19%
Other (please specify_____)	1%
No answer	6%

13. Thinking about the list above, is there a leisure venue that you would maybe use within 20 minutes from your home either by walking, driving, or some other method of transport? (PLEASE TICK ONE BOX ONLY) (N = 1200)

Yes	No	Don't know
66%	17%	11%

Sports Development – Holiday Programmes

Every year at Easter and in Summer holidays the Sports Development Team runs holiday activities for young people aged between five and sixteen years of age. These activities can last for either a day or several days are linked to local clubs and groups so that young people attending can choose to continue their involvement after the organised sessions. We would like to find out if you had heard about these Holiday Programmes before. Even if you do not have children who attend these holiday activities, please try and answer the questions. If you feel you cannot answer this section then just move onto the next section.

If you would like any further information on this topic please contact Zoe Rayson on (01429) 284174 or via e-mail zoe.rayson@hartlepool.gov.uk

- 14. Were you aware that these Holiday Programmes take place?**
(PLEASE TICK ONE BOX ONLY) (N = 1200)

Yes	No
61%	39%

- 15. Do you remember seeing any information about Sport Development Holiday Programmes in the last 12 months?** (N = 1009)

Yes	No	Don't know
37%	63%	*
Go to Q16	Go to Q17	Go to Q17

- 16. If yes, can you tell us where you saw some information about Sport Development Holiday Programmes?** (387 comments)

Local paper	(171)	Local Sports Centre	(20)
Received a leaflet from school	(92)	Email	(4)
Hartbeat magazine	(54)	Other	(22)
Library	(24)		

- 17. Where do you think people would like to see information about Sports Development Holiday Programmes in the future?** (PLEASE TICK ALL THAT APPLY) (N = 1200)

Information in local newspapers / Council magazine	81%
Leaflets / posters left at Council buildings and libraries	43%
Leaflets / posters left at schools and sports facilities	54%
Newsletters sent out through schools	56%
Posters displayed in local shops and businesses	45%
Through the Council website	33%
Don't know	3%
Other (please specify_____)	1%
No answer	6%

Hartlepool Weight Management Service

In 2007 we asked you some questions about 'Healthy Eating' and recently we told you, through a Viewpoint Newsletter, how Steven Carter has joined the Council's Healthy Food Team as a Weight Management Coordinator to help tackle the rising obesity levels in the town. Steven will be developing the scheme, which will work closely with residents to encourage them to adapt their diet to be more balanced and varied and will also be working to address other concerns raised through Viewpoint, such as the inconsistencies with healthy eating information and messages that are available.

Steven would like to ask you some questions about the Hartlepool Weight Management Service, which is a new support initiative designed to provide free information, support and advice on healthy living and physical activity across the town.

If you would like any further information on this topic please contact Steven Carter on (01429) 284352 or via e-mail steven.carter@hartlepool.gov.uk

18. Before receiving this survey, had you heard about the Hartlepool Weight Management Service? (PLEASE TICK ONE BOX ONLY) (N = 1180)

Yes	No
30%	70%

19. And have you seen any information recently about the Hartlepool Weight Management Service?

Yes	No	Don't know
12%	88%	*
Go to Q20	Go to Q21	Go to Q21

20. If yes, please could you tell us where you saw this information about the Hartlepool Weight Management Service? (120 comments)

Local paper	(85)	Local gym/sports centre	(3)
HBC website	(13)	Library	(2)
Hartbeat magazine	(3)	Other	(14)

21. According to national figures, people in Hartlepool are fifteen per cent more at risk of being overweight than the national average. Do you think this type of support service will help address the problem of obesity in Hartlepool? (N = 1200)

Yes	No	Don't know	No answer
43%	30%	25%	2%

Each Hartlepool Weight Management Service course is designed to last ten weeks and provides free information, support and advice on healthy living and physical activity to Hartlepool residents. This service will work in partnership with already established groups in Hartlepool, such as the 'Men's Health' group and 'Shapes and Sizes'. The service aims to help people learn about adopting a healthy lifestyle and is not just aimed at people who want to lose weight.

- 22. Keeping in mind that this service is about helping people adopt a healthy lifestyle and not just aimed at people who would want to lose weight - do you think you might attend a Weight Management Service course? (PLEASE TICK ONE BOX ONLY)**
(N = 1200)

Yes	No	Don't know	No answer
24%	64%	10%	2%
Go to Q23	Go to Q24	Go to Q24	

- 23. If yes, what times do you think you would prefer to attend a Weight Management course? (PLEASE TICK ALL THAT APPLY)**

Weekday morning's	27%
Weekday afternoon's	18%
Weekday evening's	50%
Weekend's	27%
Any time	15%
Don't know	*

- 24. Would you like to receive more information about the Hartlepool Weight Management service? If so, please tick the box below.** *Please note we will need to pass your details onto the Healthy Eating Team within Hartlepool Borough Council. Your details will not be shared outside the Council.*

Yes, I would like some more information about the Weight Management Service 27%

- 25. Where do you think people would like to find information about the Hartlepool Weight Management Service and details of new courses in the future? (PLEASE TICK UP TO THREE BOXES)**

Information in local newspapers / Council magazine	75%
Leaflets / posters left at Council buildings and libraries	38%
Leaflets / posters left at Doctors surgeries, Health Centres, or pharmacies	68%
Through a GP, practice nurse or health visitor	56%
Council website	23%
Don't know	4%
Other (please specify_____)	1%
No answer	8%

26. We would like to know what sort of venues to use for Weight Management Service courses. Where do you think it should take place? (PLEASE TICK ALL THAT APPLY) (N=1200)

Leisure centres / sports centres	60%
Private gyms	17%
Libraries	25%
Community centres	62%
Children centres / schools / school clubs	40%
In the workplace	20%
Church halls	28%
Pubs / Social Clubs	14%
Health centres	49%
Don't know / have no preference	14%
Other (please specify_____)	-
No answer	5%

27. If you have a particular venue in mind, please tell us about it in the space below: (62 comments)

Leisure Centre	(16)
Community Centre	(8)
Local library	(6)
Other	(32)

28. What do you think would put people off attending a Weight Management Service course? (PLEASE TICK ALL THAT APPLY) (N = 1200)

People might not want / need to lose weight	41%
People might think the sessions are just for overweight people	65%
No time to attend / family commitments	43%
Sessions are not at convenient times	38%
Embarrassed about attending	66%
If venues are not in convenient locations	40%
Getting weighed at this event	40%
Having to take part in exercise	33%
People might just not be interested in this type of event	37%
Don't know	4%
Other (please specify_____)	1%
No answer	5%

29. What sort of things do you think should be covered at Weight Management Service courses? (PLEASE TICK ALL THAT APPLY) (N = 1200)

Balanced eating	79%
Portion sizes	63%
Food labelling	43%
Healthy recipes & cooking tips	66%
Healthy eating on a budget	71%
Take-away / convenience foods	37%
Smoothie making	20%
Healthy food tasters	39%
Exercise classes / physical activity	59%
Health benefits (e.g. cholesterol, diabetes, heart disease & stroke)	68%
Weigh-ins	37%
Information about food content (fats, sugars, salt, alcohol & fibre)	63%
Don't know	5%
Other (please specify_____)	1%
No answer	6%

30. And what sorts of support would you expect the Weight Management Service to offer? (PLEASE TICK ALL THAT APPLY) (N = 1200)

Drop in sessions for weigh-ins & advice	70%
Further exercise opportunities	51%
One to one support	50%
Access to gym membership	41%
Advice on alternative therapies	31%
Cooking skills	49%
Contact details for Weight Management support person	40%
Don't know	7%
Other (please specify_____)	#
No answer	6%

31. Finally, if you have any other thoughts or comments about the Hartlepool Weight Management Service, please use the space below to tell us about them. (83 comments)

It is a big issue	(18)	Advertise it more	(7)
A waste of time/money	(13)	Not the business of the Council	(7)
Schools should set the example	(8)	Other	(23)
Good idea	(7)		



Fill Out Your Viewpoint Surveys On-line

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

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

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

My email address is: - _____

And finally.....

32. 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. (221 Comments)

Litter (19)
Anti-social behaviour (19)
Condition of the roads (16)
Refuse collection (14)
Car parking (12)
Public transport (11)
Health care (10)
Parks (8)
Other (112)

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 15th August 2008

Viewpoint

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

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

(Hindi)

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

(Arabic)

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

(Bengali)

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

(Cantonese)

ئەگەر دەتەوێ ئەم بەلگەییەت بە زمانیکی کە یا بە فۆرمیکی کە مەبێ، یا پێویستت بە مۆتەرجم مەبێ، تەنێ پەڕووەندیمان پێوە بکە

(Kurdish)

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

(Polish)

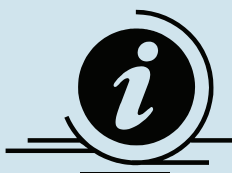
یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

(Urdu)

Viewpoint Newsletter



Welcome to the Spring 2009 Viewpoint newsletter



This newsletter includes:

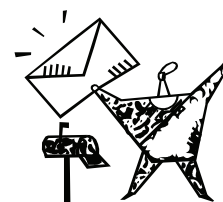
- **Results from Viewpoint 26, which asked you about:**
 - ✓ Hartlepool weight management service
 - ✓ Sport and recreation
 - ✓ Sports development—holiday programmes
- **Feedback from the following past Viewpoint topics:**
 - ✓ The Hartlepool community strategy
 - ✓ Council-run community centres
 - ✓ Local heritage

Viewpoint 26, July 2008

Response rate: 62%

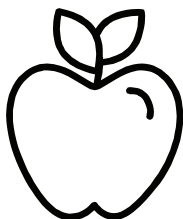
Questionnaires returned: 780

- I would like to take this opportunity to say a big thank you for making the time and effort to complete and return this survey.
- As you can see, we had a response rate of 62% with 780 Viewpoint members returning their surveys.



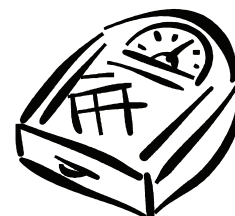
Hartlepool weight management service

- A quarter of Viewpoint members said they might attend a weight management service course in the future. The majority of these Viewpoint members said they would prefer to attend a course on weekday evenings.
- You said you thought the weight management service courses should cover the following:



- ✓ Balanced eating (79%)
- ✓ Healthy eating on a budget (71%)
- ✓ Health benefits (68%)

- You told us that you thought the weight management service should offer the following support at courses:
 - ✓ Drop in sessions for weigh-ins and advice (70%)
 - ✓ Further exercise opportunities (51%)
 - ✓ One to one support (50%)



Sport and recreation

- Seven out of ten Viewpoint members had taken part in sport, exercise or physical activity in the last four weeks. However, six out of ten members said they do not feel they do enough sport and physical activity and seven out of ten members said they would like to take part in sport and physical activity more often.
- Viewpoint members were most likely to say they have taken part in the following sport, exercise or physical activity in the last four weeks:

- ☒ Walking / rambling (59%)
- ☒ Gardening (47%)
- ☒ Swimming (26%)
- ☒ Cycling (26%)



- The main reasons given for not taking part in sport and physical activity more regularly were:

- ☒ Lack of time due to family or home commitments (47%)
- ☒ Lack of time due to work commitments (47%)

- You told us that the following would encourage you to take part in sport and physical activity more often:



- ☒ Cheaper admission prices (33%)
- ☒ More / different sport and leisure facilities near home (26%)

- You told us that you use the following leisure venues:

- ☒ Parks e.g. Ward Jackson Park, Rossmere Park, and Burn Valley Gardens (51%)
- ☒ Mill House Leisure Centre (34%)
- ☒ Summerhill (32%)

Sports development—holiday programmes

- Six out of ten members knew about the holiday programmes Hartlepool Borough Council runs every year at Easter and in summer holidays.
- Four out of ten members said they remember seeing information about these holiday programmes in the last 12 months. These members were most likely to remember seeing this information in the local newspaper.
- Finally, eight out of ten Viewpoint members said they think people would like to see information about these holiday programmes in the future in local newspapers and the council magazine.

What has happened because of Viewpoint?

- We've asked you questions about a lot of topics over the past couple of years and you may sometimes wonder what happens to the information you give us.
- The following section is to give you some feedback about how the council has used some of the Viewpoint findings.

The Hartlepool Community Strategy (Viewpoint 19, March 2006)

- Viewpoint members were asked to provide feedback on the vision and aims of the existing Community Strategy. The existing vision was that by 2020:




'Hartlepool will be a prosperous, caring, confident and outward looking community in an attractive environment, realising its potential'.

- Seven out of ten Viewpoint members agreed with this existing vision. Members suggested the statement could include something about crime and community safety, quality of the street scene and wider environment, health, regeneration, skills and skilled jobs, and respect for one another and for the history of the town. These suggestions, and the results of other consultations led to the vision being amended to:



"Hartlepool will be an ambitious, healthy, respectful, inclusive, thriving and outward-looking community, in an attractive and safe environment, where everyone is able to realise their potential"

Council-run community centres (Viewpoint 21, January 2007)

- We asked Viewpoint members some questions about council-led community centres in Hartlepool to find out what stops people from using these community centres. Three out of ten members told us they do not use council-led community centres as they do not know what is on. 
- Since then the Community Development team have done the following to raise awareness about what is happening at community centres:
 - ☑ produced a 'What's On' leaflet (made available in all community centres, libraries and leisure centres, the Tourist Information Centre, the Museum of Hartlepool and some private sector community facilities).
 - ☑ participated in a week long 'Community Roadshow' event in March 2008 at the Middleton Grange shopping centre.
- The following improvements have also been made to certain community centres:
 - ☑ carpet bowls at Burbank and Throston Grange Community Centres
 - ☑ refurbishment of Burbank Community Centre, and in conjunction with the Primary Care Trust (PCT) the provision of a Practitioner Nurse to work in the local community
 - ☑ Improvements made to Jutland Road Community Centre. It now has a new IT suite, has had some alterations to the kitchen area, and has a new fitness suite available for people to use. 

Local heritage (Viewpoint 20, July 2006)

- We asked Viewpoint members some questions about local heritage issues, and you told us you thought it was important to keep historic features wherever possible when trying to improve villages, towns and cities.
- Residential properties within conservation areas and listed buildings across the town are now eligible to apply for conservation grant assistance that provides financial help when carrying out works to their properties such as re-roofing and installing new windows and doors.
- Further information on Conservation Grants can be found on the council's website www.hartlepool.gov.uk. Alternatively you can contact Sarah Scarr on (01429) 523275 or via email sarah.scarr@hartlepool.gov.uk



e-consultation

Your Town, Your Say

<http://consultation.hartlepool.gov.uk>

- You can fill out your Viewpoint surveys online. All you have to do is let us know your email address.
- You will still receive paper questionnaires, but will have the option of filling them out on paper or online.
- Even if you don't want to fill out your surveys online, why not have a look around the website to see the results, reports and newsletters from past Viewpoints.
- You can also take part in—and see the results from—other consultations. We even have an anonymous **Comments and Queries** consultation where we do our best to upload a response from the council.

Please contact us if...

- You require any more information about this newsletter;
- You would like more detailed results from any of the previous phases of Viewpoint, (full copies are also available online and at all local libraries);
- You think you would like to try filling in your surveys online;
- You have already given us your email address but have changed it;
- You have any questions about Viewpoint or the council's e-consultation system.

My contact information is...

Name: Lisa Anderson

Phone: 01429 523584

Email: lisa.anderson@hartlepool.gov.uk

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



Please complete the latest questionnaire and return it by 24th April 2009. Your views are important!

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

2nd February 2009



Report of: Chief Personnel Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

SUMMARY

1. PURPOSE OF REPORT

To provide an update on progress on appeals received.

2. SUMMARY OF CONTENTS

The report provides a background to the Appeals Procedure together with an update on the progress of appeals received.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Issues.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio meeting only.

6. DECISION(S) REQUIRED

To note progress on appeals received.

Report of: Chief Personnel Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

1. PURPOSE OF REPORT

- 1.1 To provide an update on progress on appeals received.

2. BACKGROUND

- 2.1 The Single Status Appeals Procedure was agreed at the Performance Portfolio Holder meeting on 27 June 2008.
- 2.2 The agreed procedure provides “The Performance Portfolio Holder will be regularly advised of appeals received and progress made in dealing with them”.
- 2.3 Due to the phased implementation arrangements, in order to be able to submit an appeal employees must have registered, in writing, their intent to do so to the Chief Personnel Officer:
- by 30 September 2008 where non school employees are formally notified of their points score by letter dated prior to 1 July 2008 or
 - by 31 March 2009 where school employees are formally notified of their points score by letter dated prior to 1 January 2009 or
 - within 3 months of being formally notified of their points score and new pay band by letter (providing the change takes effect before 1 January 2009)
- 2.4 All appeals must be received within 3 months of the deadline for submitting intentions to appeal.
- 2.5 The majority of non-school employees were notified of their points score prior to 1st July 2008 with letters being sent to remaining non-school employees as and when their points were confirmed. Most school employees were notified of their points score prior to 1st January 2009 and it is anticipated that the remaining employees will receive letters once their points score is confirmed.

3. PROGRESS ON APPEALS

3.1 Progress on Appeals is as follows

Department	Intention to Appeal submitted	Appeals Received	Appeals not received	Grade Changed as a result of alternative arrangements	Appeals Granted	Appeals Refused
Chief Executive's	92	84	8	0	0	0
Adult & Community Services	115	72	43	0	0	0
Children's Services	88	60	28	0	0	0
Neighbourhood Services	128	94	34	0	0	0
Regeneration & Planning Services	72	57	15	0	0	0
Schools	52	0	0	0	0	0
Total	547	367	128	0	0	0

4. APPEAL PROCESS

4.1 Administrative arrangements are being put in place to process the appeals including:

- giving line managers the opportunity to comment on the accuracy of the appeal;
- giving Directors / Headteachers the opportunity to comment on the appeal;
- ensuring Analysts check the robustness of the appeal;
- making alternative arrangements when it is not necessary for the Appeals Panel to meet.

Given the numbers of appeals received it is anticipated that it will take some substantial time to process all appeals.

4.2 Appeals will be prioritised in accordance with the Single Status Agreement as follows:

Priority	Type of Appeal
High	Appeals received from current employees who are continuing to receive protection at 1 July 2008/Appeals which do not need an Appeals Panel to meet

Medium	Appeals received from current employees who were receiving protection prior to 1 July 2008/Appeals received from current employees who do not gain initially
Low	Appeals received from current employees who gained initially
Very Low	Former employees

4.3 As appeals are received from schools employees and other employees notified after 1st July 2008, they will be added to the appeals already received for each priority group. This may result in appeals from medium, low and very low priority groups taking longer to process.

4.4 The Performance Portfolio Holder will receive monthly reports regarding the appeals programme and decisions that require ratification. Reports will also be copied to the monthly Single Table Meeting with Hartlepool Joint Trades Unions Committee representatives.

5. RECOMMENDATION

5.1 The Portfolio Holder notes the number of appeals received and progress made in dealing with them.

6. REASONS FOR RECOMMENDATIONS

6.1 The Appeals Procedure is an integral part of the Single Status agreement and requires that the Performance Portfolio Holder be regularly advised of appeals received and progress made in dealing with them.

7. BACKGROUND PAPERS

Cabinet report 23 December 2007.

Cabinet report 27 May 2008.

Performance Portfolio report 27 June 2008

Performance Portfolio report 26 September 2008

8. CONTACT OFFICER

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Organisational Development Manager

01429 523476

wally.stagg@hartlepool.gov.uk