

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO

DECISION SCHEDULE



Monday 16th February 2009

at 9.00 am

in Committee Room D,
Civic Centre, Hartlepool

Councillor Jackson, Cabinet Member responsible for Neighbourhoods and Communities will consider the following items.

1. **KEY DECISIONS**

No items

2. **OTHER ITEMS REQUIRING DECISION**

- 2.1 Dial a Ride – (Increase in Fare) – *Director of Neighbourhood Services*
- 2.2 Neighbourhood Services Departmental Plan 2008/09 – 3rd Quarter Monitoring Report – *Director of Neighbourhood Services*
- 2.3 Resident's Only Parking Controls – Young Street – *Head of Technical Services*

3. **ITEMS FOR INFORMATION**

- 3.1 NA P Way Forward Action Plan - Progress Update – *Head of Community Strategy*
- 3.2 Association of Public Service Excellence (APSE) – Best Performer for Building Cleaning – *Head of Neighbourhood Management*
- 3.3 Review of Supported Bus Services – *Head of Technical Services*

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

No items

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
16th February 2009



Report of: Director of Neighbourhood Services

Subject: DIAL A RIDE – (INCREASE IN FARE)

SUMMARY

1. PURPOSE OF REPORT

- 1.1 This report explains why it is timely to consider applying an additional charge in relation to the current operation of the Dial a Ride Service. The Portfolio Holder is asked to approve the recommendations listed in this report.

2. SUMMARY OF CONTENTS

- 2.1 The aim of the additional charge is to ensure the continuation and development of the service which is currently experiencing a budget pressure during 2008/09.
- 2.2 The proposed additional charge seeks to establish a continuation of the current provision and support the development of a future service.

3. RELEVANCE TO PORTFOLIO HOLDER

- 3.1 To ensure that Hartlepool Borough Council continues to provide specialist provision for members of the community who are less able to access mainstream Public Transport provision

4. TYPE OF DECISION

- 4.1 Non Key.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder only

6. DECISION(S) REQUIRED

6.1 That the Portfolio Holder:

- Provisionally approves the additional charge to the Dial a Ride service
- Agree to receive a report on the outcomes of the consultation in March 2009

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
16th February 2009



Report of: Director of Neighbourhood Services

Subject: DIAL A RIDE – (INCREASE IN FARE)

1. PURPOSE OF REPORT

- 1.1 This report explains why it is timely to consider applying an additional charge in relation to the current operation of the Dial a Ride Service. The Portfolio Holder is asked to approve the recommendations listed in this report.

2. BACKGROUND

- 2.1 Hartlepool Borough Council commenced operation of the Dial a Ride Service in April 1997, following the abolition of the former Cleveland County Council. At that time the service was subject to the competitive tendering process and was operated by a local taxi firm. The Local Authority provided the contractor with three wheelchair accessible minibuses; they also used a number of their own fleet of cars. In 2006 the decision was made to operate the service in-house, utilising the Local Authorities Community Transport Service.
- 2.2 The main driver for this decision was the work being carried out within the Adult Services Department in response to the Government's white paper: Valuing People. Service provision in these service areas was moving towards a more independent living approach, which required a more flexible, demand responsive approach to transport provision. It was therefore proposed that investigation be made into the establishment of an integrated Community Transport approach, amalgamating the specialist transport provision of the Dial a Ride service with the existing Adult Services and Children's Services Transport.
- 2.3 Following consultation, minimal changes were made to the new in-house service the main change being a reduction in the booking hours from Mon to Sunday 8:00 – 22:00 to Monday to Friday 8:00 – 17:00.

- 2.4 In April 2007 the in house service commenced operation, utilising four wheelchair accessible vehicles. At the time the service had 769 members and during the period 1st April 2007 – to March 2008 the service made 26,067 journeys. In February 2008 the service received capital funding to provide an additional vehicle and a full review of the shift system was carried out; this was implemented in April 2008. This has improved the journey opportunity to our customers with an increased target of 28,400 journeys this year.
- 2.5 The service is currently undergoing a business process review, to consider the future requirements and any opportunities for further service development. This process will involve extensive consultation with stakeholders, staff and transport partners.
- 2.6 It is considered that the increase in the cost to members from the current £2.00 to £3.00 per journey will ensure the continuation of the service taking into consideration the current economic climate

3. FINANCIAL IMPLICATIONS

- 3.1 The increase will ensure the continuation of the service but there may be a risk of some fall off of patronage.

4. CONSULTATION

- 4.1 Following Portfolio Holder consideration formal consultation will be carried out with the Transport User Group and appropriate members of the Dial a Ride.
- 4.2 The outcome of this consultation, together with any proposed updates, will be brought back to the Portfolio Holder in March 2009 so that a final determination regarding adoption of the additional cost can be made.
- 4.3 It is proposed that the additional cost is implemented from April 2009.

5. IMPLEMENTATION PLAN

Portfolio Holder approval for formal consultation	January 2009
Consultation Period	February 2009
Portfolio Holder approval of revised Policy	March 2009
Implementation	April 2009

6. RISK IMPLICATIONS

- 6.1 If the additional charge is not applied the Council would not be able to sustain the current operation of the Dial a Ride Service.

7. LEGAL CONSIDERATIONS

- 7.1 The additional Charge has been considered in consideration of legislation and regulation relating to:

- Human Rights Act 1998
- Local Transport Act 2008

8. RECOMMENDATIONS

- 8.1 That the Portfolio Holder:

- Provisionally approves the additional charge to the Dial a Ride service
- Agrees to receive a report on the outcomes of the consultation in March 2009

9. CONTACT OFFICER

- 9.1 Alastair Smith
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NEIGHBOURHOODS & COMMUNITIES PORTFOLIO

Report to Portfolio Holder
16 February 2009



Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2008/09 – 3RD
QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

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

2. SUMMARY OF CONTENTS

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

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for Neighbourhoods and Communities issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 16 February 2009.

6. DECISION REQUIRED

The Portfolio Holder is requested to:

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

Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2008/09 – 3RD
QUARTER MONITORING REPORT

1. PURPOSE OF REPORT

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

2. BACKGROUND

- 2.1 The Neighbourhood and Communities Portfolio Holder agreed the Neighbourhood Services Departmental Plan in May 2008.
- 2.2 The Portfolio Holder for Neighbourhood & Communities has responsibility for the Neighbourhood Services Departmental Plan.
- 2.3 The Neighbourhood Services Departmental Plan 2008/09 sets out the departments priorities along with an action plan to show how the department will achieve these over the coming year.
- 2.4 A number of performance indicators are also included within this plan showing how the department is performing in relation to both national and local performance indicators.
- 2.5 Each section within the department produces a Service Plan, detailing the key tasks and issues facing them in the coming year. Each plan contains actions, detailing how each individual section contributes to the key tasks and priorities contained within the Neighbourhood Services Departmental plan and ultimately those of the Corporate plan.

3. THIRD QUARTER PERFORMANCE

- 3.1 This section looks in detail at how the Neighbourhood Services Department has performed in relation to the key actions and performance indicators that were included in the Neighbourhood Services Departmental Plan 2008/09 and which the Portfolio Holder for Neighbourhood & Communities has responsibility.
- 3.2 On a quarterly basis officers from across the department are asked, to provide an update on progress against every action contained in the performance plans and, where appropriate, performance indicators.

- 3.4 Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the plans. The traffic light system is: -

Red	- Action/PI not expected to meet target
Amber	- Action/PI expected to be meet target
Green	- Action/PI target achieved

- 3.5 Within the Neighbourhood Services Departmental Plan there are a total of 65 Actions and 45 Performance Indicators identified for which the Neighbourhood and Communities Portfolio Holder has responsibility. Table 1, below, summarises the progress made, to the 31st December 2009, towards achieving these actions and performance indicators.

Table1 – Neighbourhood Services progress summary

	Departmental Plan	
	Actions	PIs
Green	14	0
Amber	44	12
Red	7	4
Annual	0	29
Total	65	45

- 3.6 It can be seen from the above table, that 14 of the actions for with the Portfolio Holder has responsibility have been completed within target so far this year, with a further 44 identified as expecting to achieve target.
- 3.7 Seven of the actions identified within the plan have been highlighted as 'Not expected to achieve target'. Work will continue on the completion of these actions and the Portfolio Holder is requested to approve, where appropriate, a revision to the Due Dates, as detailed in the table below:

Ref	Action	Due Date	Comment	Proposed Date
NSD A018	Modernise Street Cleansing and Grounds Maintenance workforce to become generic environmental operatives	30/09/08	It has not been possible to completed the modernisation of the workforce as expected, although work continues with NVQ's being offered to employees showing positive results.	31/03/2009
NSD A025	Improve access to public buildings	31/03/09	£50k Capital Fund committed to schemes. Although schemes and access audits are yet to be completed it is	N/A

			expected that the target may not be met.	
NSD A027	Develop and improve the 'Super Core' bus routes	31/03/09	Bid for funding has been placed with the DfT, although an announcement is not now likely until March / April 09. As a result physical works to the bus routes will not be completed as expected.	N/A
NSD A051	Review customer service and Chartermark standards	31/03/09	Due to work commitments within Building Cleaning and Catering Services it will not be possible to proceed with the customer services review using the Chartermark tool until after April 2009.	N/A
NSD A061	Procure framework for construction property and highways professional services	31/03/09	Priorities have changed and this framework route has not been developed further at this time.	N/A
NSD A062	Procure building materials provider	31/10/08	Contracts are currently being finalised with the main suppliers having now been selected.	31/03/09
NSD A079	Implement and deliver the local transport interchange	31/01/09	Due to legal agreement issues, it is anticipated that work will not now start until March 2009. A revised programme will be included in the 2009/10 departmental plan.	TBA

3.8 It can also be seen that 12 Performance Indicators have been highlighted as expected to achieve target with a further 29 indicators reported on an annual basis at the end of the year. The remaining four indicators identified as not expected to achieve target are detailed in the table below.

Indicator	Target	Current Value	Comment
Total Number of abandoned vehicles removed	175	94	This is largely due to the increase in vehicle scrap value over the past year, resulting in fewer untaxed vehicles on the highway.
Local bus and light rail passenger journeys originating in the authority area (NI 177)	5,869,350	Collected Annually	It is not expected that the target for this indicator will be met as there is an overall decline in bus patronage reported by operators.
People killed or seriously injured in road traffic accidents (NI 47)	38.4%	Collected Annually	Various safety initiatives continue to be introduced throughout the town, along with road safety training for school children. However, due to a number of accidents during 2008, the targets set for these indicators may not be achieved. Accident locations are reviewed and safety schemes design and implemented where appropriate. Outturn figures relating
Children killed or seriously injured in road traffic accidents	7.4%	Collected Annually	

			to 2008 are currently being compiled and will be reported during the fourth quarter
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4. RECOMMENDATIONS

4.1 The Portfolio Holder is requested to:

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

5. CONTACT OFFICER

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NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
16 February 2009



Report of: Head of Technical Services

Subject: RESIDENT'S ONLY PARKING CONTROLS –
YOUNG STREET

SUMMARY

1. PURPOSE OF REPORT

To consider a request from residents of Young Street to include this location within a residents only parking controlled zone.

2. SUMMARY OF CONTENTS

The report outlines background and considers the implications of the request.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

This is an executive decision by The Portfolio Holder.

6. DECISION(S) REQUIRED

That the Portfolio Holder approve the request to create a controlled residents only parking zone for 3-9 Young Street as shown in **Appendix A** of this report.

Report of: Head of Technical Services

Subject: RESIDENT'S ONLY PARKING CONTROLS –
YOUNG STREET

1. PURPOSE OF REPORT

- 1.1 To consider a request from residents of Young Street to create a resident's only parking controlled zone.

2. BACKGROUND

- 2.1 Young Street is located on the fringe of the existing permit controlled zone. The request to introduce resident permit parking controls is supported by residents living in properties located on Young Street between the junctions of Dent and Derwent Street.
- 2.2 The three terraced properties have no alternative parking provision and the closeness to the unregulated parking spaces on Young Street (east) have resulted in regular and increasing instances of commuters parking all day, limiting the parking spaces available to residents. The problem is exacerbated when Hartlepool United play and the attraction of free unrestricted parking spaces can lead to additional unmanageable numbers of vehicular traffic in the area.
- 2.3 Previous surveys have been carried out with residents of Young Street but formalised permit parking controls have never been supported, with the vast majority of residents rejecting any proposals.
- 2.4 As the majority of properties are located on the north side of the street and have their own dedicated off street parking provision it is likely many residents do not see a need for any controls. Furthermore, marking parking bays would not be possible across the resident's driveways, and any concerns would likely be to ensure access is kept clear rather than encourage parking. To this extent the views expressed by the majority of residents may not have accurately reflected the problems being experienced by a small number of residents.

3. PROPOSALS

- 3.1 **Appendix A** shows a proposal to introduce resident permit parking controls to a limited number of properties on Young Street.

- 3.2 The Scheme would be an extension to the existing permit zone C and would operate under the same enforcement period of Monday – Saturday between the hours of 8.00 am – 6.00 pm. Residents would be offered permits under terms and conditions of use of the existing scheme.
- 3.3 The zone is within the town centre area and the costs of permits will therefore be charged at the reduced rate of £5 per permit.

4. FINANCIAL CONSIDERATIONS

- 4.1 The cost of advertising the amendments to the legal orders, and marking the carriageway would be minimal and would be met from the parking services operational budget. Signage would be provided at no additional cost from areas that have recently been removed from the scheme.

5. LEGAL CONSIDERATIONS

- 5.1 Parking Orders would be required to be advertised to create a controlled parking zone as part of the formal legal process.

6. RECOMMENDATIONS

- 6.1 That the Portfolio Holder approve the request to create a controlled residents only parking zone for 3-9 Young Street as shown in **Appendix A** of this report.

7. REASONS FOR RECOMMENDATIONS

- 7.1 To assist those residents who are experiencing increasing parking difficulties and demand for parking spaces close to their properties.

8. CONTACT OFFICER

Philip Hepburn, Parking Services Manager
Neighbourhood Services (Technical Services)
Hartlepool Borough Council

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APPENDIX A

Appendix A

Young Street

Straker Street

Worton Street

Dent Street

Lowthian Road

Shelter

House numbers: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

TITLE Young Street – Proposed Resident & Permit Zone			
HARTLEPOOL BOROUGH COUNCIL DEPARTMENT OF NEIGHBOURHOOD SERVICES HEAD OF TECHNICAL SERVICES: A. SMITH		DRAWN S.P.	CHECKED P.H.
		SCALE	DATE
		ORG. NO.	REV.

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO

Report To Portfolio Holder
16th February 2009



Report of: Head of Community Strategy

Subject: NAP WAY FORWARD ACTION PLAN –
PROGRESS UPDATE

SUMMARY

1.0 PURPOSE OF REPORT

The purpose of the report is to update the Portfolio Holder on the implementation of the NAP Way Forward Action Plan.

2.0 SUMMARY OF CONTENTS

This report outlines the progress made to date on the NAP Way Forward Action Plan which was approved by the Portfolio Holder in May 2008.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Neighbourhood Action Plans (NAPs) fall within the remit of the Neighbourhoods and Communities Portfolio Holder.

4.0 TYPE OF DECISION

Non-key.

5.0 DECISION MAKING ROUTE

Hartlepool Partnership meeting 12th December 2008.
Portfolio Holder meeting 16th February 2008.

6.0 DECISION(S) REQUIRED

The Portfolio Holder is requested to note the progress made on the NAP Way Forward Action Plan.

Report of: Head of Community Strategy

Subject: NAP WAY FORWARD ACTION PLAN –
PROGRESS UPDATE

1.0 PURPOSE OF REPORT

- 1.1 The purpose of the report is to update the Portfolio Holder on the implementation of the NAP Way Forward Action Plan.

2.0 BACKGROUND

- 2.1 The first Neighbourhood Renewal Strategy for Hartlepool was agreed in 2002 and from that Neighbourhood Action Plans (NAPs) were developed for the 7 identified priority neighbourhoods. The Neighbourhood Action Plan (NAP) process was reviewed in October 2006 and again in late 2007 when the Portfolio Holder considered a NAP Way Forward discussion paper. This discussion paper was the first step in agreeing the future for NAPs and there was clear support from partners for the majority of proposals set out in the discussion paper. In May 2008 the Portfolio Holder agreed a number of changes to the NAP process and in order to take forward those changes a NAP Way Forward Action Plan was also agreed.

3.0 NAP WAY FORWARD ACTION PLAN PROGRESS – DECEMBER 2008

- 3.1 **Appendix 1** sets out the progress made on the action plan to the end of December 2008. The majority of actions have now been completed and there are only 6 that are outstanding. The 6 outstanding actions will be completed in the next few months and have been delayed due to capacity issues faced by the action owners. A final progress report will be brought to the Portfolio Holder in due course.

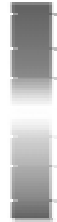
4.0 RECOMMENDATION

- 4.1 The Portfolio Holder is requested to note the progress made on the NAP Way Forward Action Plan.





hartlepoolpartnership

NAP WAY FORWARD ACTION PLAN 2008

Update December 2008



Key to traffic lights for Performance Indicators

	Action incomplete, little or no progress made
	Behind schedule
	On target
	Complete

Abbreviations:

HCN – Hartlepool Community Network
HBC – Hartlepool Borough Council
HH – Housing Hartlepool Resident Participation Team
HP – Hartlepool Partnership
NAP – Neighbourhood Action Plan
NDO – Neighbourhood Development Officer
NE – Neighbourhood Element
NM – Neighbourhood Management Team, Hartlepool Borough Council
NRA – Neighbourhood Renewal Area
NRS – Neighbourhood Renewal Strategy
PST – Partnership Support Team
REGEN – Regeneration Team, Hartlepool Borough Council
RPB – Resident's Priorities Budget

No.	Action	Responsibility for Action	Timescale	Milestones	Progress to date – Dec 08	Status
1	Develop a theme based assessment process for NAP preparation and trial in the development of the Throston NAP.	PST with support from REGEN	October 2008	<p>Discussions with key partners – June 2008</p> <p>Assessment guidance prepared – July 2008</p> <p>Sign off of Throston assessments by Theme Partnerships – October 2008</p>	<p>First draft of theme assessments prepared for Throston – currently awaiting final versions.</p> <p>Preparation of the theme assessments has taken longer than anticipated but their findings were fed into the NAP Conference on 9th December.</p>	✓
2	Develop an extensive range of consultation methods to enable a greater number of residents to feed their views into the NAP development process.	REGEN with support from NM, HCN, HH & PST	July 2008	<p>Investigate the introduction of a NAP Resident Survey – June 2008</p> <p>Research best practice consultation methods – June 2008</p> <p>Prepare consultation timetable for Throston – July 2008</p>	<p>The preparation of the Throston NAP has involved the following consultation so far:</p> <ul style="list-style-type: none"> • Community Fun Day (including survey and other participatory appraisal methods) • Household Survey • Theme assessments • School visioning exercise • Walkabouts • Ongoing consultation with the Residents Association & the Boys Welfare Youth Project • Community Conferences <p>The consultation used in the preparation of the Throston NAP will be evaluated and used to inform the development of future NAPs.</p>	✓

No.	Action	Responsibility for Action	Timescale	Milestones	Progress to date – Dec 08	Status
3	Introduce Annual Reports for NAPs including information on the progress made on priorities from the previous year and how NAP resources (RBP & NE) were used.	NM	June 2008	Annual Report Template agreed – May 2008 Annual reports taken to NAP Forums – June 2008	2007/8 reports taken to NAP Forums however no consistent template has been agreed. Template to be developed for 2008/9 annual reports.	✓
4	Investigate the opportunity to use the HBC Performance Management Database to monitor progress on NAP action plans.	PST	September 2008	Discuss potential with HBC Performance Management – May 2008 Ensure actions are included in the quarter 2 monitoring round – September 2008	NAP priorities for 2008/9 agreed & SMART actions prepared. All NAP actions on the Covalent Performance Management System. Quarter 3 updates due in early January before monitoring updates can be presented to NAP Forums.	✓
5	Develop the role of the Hartlepool Partnership Performance Management Group in the monitoring of NAPs.	PST	October 2008	Discuss NAP Monitoring with PMG – September 2008	Performance Management Group have agreed to receive NAP monitoring every 6 months on a by exception basis and have invited the HBC Head of Neighbourhood Management to join the PMG.	✓

No.	Action	Responsibility for Action	Timescale	Milestones	Progress to date – Dec 08	Status
6	Review the role of NAP Champions and extend to partner organisations.	PST	September 2008	NA P Champion Event – July 2008 Meet with partner organisations – August 2008	Role and appropriateness of designated NA P Champions discussed with Neighbourhood Management. Event delayed until role of NA P Champions revised.	☹
7	Hold an event for Councillors from the NRA to update them on the progress of Neighbourhood Renewal in the Borough including NAPs and the NRS.	PST	July 2008	Arrange meeting & send out invites – June 2008	Event delayed by adoption of the new Neighbourhood Renewal Strategy on 31 st July and the summer holidays. Update event to be held in the new year.	☹
8	Prepare NAP Information Packs for all NAP Forums.	REGEN	September 2008	Draft NAP Information Pack prepared – July 2008	Folder for the Information Pack prepared. Work ongoing to firm up information sheets with NMs and Forums.	☹
9	Complete and distribute NAP Summary leaflets for all recently completed NAPs.	REGEN	September 2008	Draft NAP Summary Leaflet prepared – July 2008	Template nearing completion stage.	☹

No.	Action	Responsibility for Action	Timescale	Milestones	Progress to date – Dec 08	Status
10	Develop & disseminate a summary list of the actions prioritised by N A P Forums for 2008/9 highlighting who is responsible for ensuring the action is taken forward.	NM Team	July 2008	N A P Forums agree 2008/9 priority actions – June 2008	A summary list of prioritised actions has been all prepared for all N A P Forums. NDC N A P/Panel continues to work on all original priorities identified in the two year plan. Responsible individuals have been identified to take forward actions.	✓
11	N A P Forums to consider the frequency of their meetings and agree their meeting schedules for 2008/9.	NM Team	May 2008		N A Ps have discussed and decided/set dates times and venues of meetings to be held during 2008. Burbank, Rift House/Burn Valley, Owton & Rossmere Forums have considered a move to bi-monthly meetings and wish to keep this option open as a possibility in the future. The NDC Panel currently meets on a bi-monthly basis.	✓
12	Complete the transfer of the administration of N A P Forums from HCN to HBC.	HCN, PST, NM & REGEN	June 2008		Secretariat for all N A P Forums is now provided by HBC through the NM and REGEN Teams.	✓

No.	Action	Responsibility for Action	Timescale	Milestones	Progress to date – Dec 08	Status
13	Prepare the NA P Skills & Learning Plan for 2008/9.	HCN, HH & PST	June 2008	Capacity Building planning event held – May 2008	<p>CN Skills and Learning Plan 2008/09 prepared to include a range of training opportunities for NA P members. Training on commissioning for NA P's took place at Forum meetings during March and April 08. Equality and Diversity was covered during July and Chairing of meetings/ being assertive took place on 16th Sept.</p> <p>Diary sessions & MCVO Level 3 to be delivered by Skillshare during 2008/9.</p>	✓
14	Investigate the current feedback mechanisms for residents involved in NAPs and develop opportunities to promote the work of NA P Forums to more residents.	NDOs with support from HCN & HH	October 2008	Survey of residents involved in NA Ps undertaken – August 2008	<p>September Community Network bulletin has articles highlighting the work of the Central Correctors (youth forum for Central NAP) and the Throston NAP.</p> <p>The third edition of the Headland NAP newsletter has been completed and distributed, promoting the work of the NAP Forum.</p> <p>Workshop held during NA P Christmas Lunch by CEN and NDOs around current feedback mechanisms for residents involved in NA Ps. In the Central NAP areas meetings provide feedback and progress on theme areas. NDOs developing a questionnaire for all NA P areas.</p>	☹



No.	Action	Responsibility for Action	Timescale	Milestones	Progress to date – Dec 08	Status
15	Develop the NAP section of the Hartlepool Partnership website to incorporate meeting papers, maps and other key information.	PST	August 2008	Structure of NAP section of the HP website finalised – July 2008	Structure of NAP section established and neighbourhood pages updated to include maps. Further work to be undertaken to enable Forum papers to be included. Training for NM and REGEN officers to take place to enable them to upload meeting papers in the new year.	☹

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
16 February 2009



Report of: Head of Neighbourhood Management

Subject: ASSOCIATION OF PUBLIC SERVICE
EXCELLENCE (APSE) – BEST PERFORMER
FOR BUILDING CLEANING

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the recent success of Council's Client Services section, in the building cleaning category at the annual APSE awards ceremony held in Blackpool on 4 December 2008.

2. SUMMARY OF CONTENTS

The report outlines the success of Client Services at the recent APSE Awards ceremony.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Client Services.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That the Portfolio Holder notes the content of the report and the outstanding achievements of the Client Services Section.

Report of: Head of Neighbourhood Management

Subject: ASSOCIATION OF PUBLIC SERVICE
EXCELLENCE (APSE) – BEST PERFORMER
FOR BUILDING CLEANING

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the recent success of Council's Client Services section, in the building cleaning category at the annual APSE awards ceremony held in Blackpool on 4 December 2008.

2. BACKGROUND

- 2.1 With a turnover of around £5.5m per annum, the Client Services section employs around 630 staff across a range of services which include:

- Building cleaning
- Catering
- Security services
- School grounds maintenance
- Public conveniences
- Civic attendant services

- 2.2 These services are delivered to all mainstream Council departments and schools in over 160 establishments. In addition to the direct management of these services, the Client Services section has a pivotal co-ordinating role in relation the provision of a facilities management service to all schools. In this respect, members of the section work closely with individual customers, to ensure a bespoke service is delivered which meets operational needs and budgetary provision.

- 2.3 The building cleaning service of the section, submits data on an annual basis to APSE, which specialises in local authority front line services and promotes excellence in public services. APSE performance networks, is a benchmarking service which allows for effective performance measurement across a range of front-line public services, in areas such as cleaning, waste and refuse collection, leisure, school meals, housing and building maintenance.

- 2.4 Through the benchmarking process, a combination of compulsory / recommended performance indicators are submitted annually. The performance measures include details on cost, productivity, customer satisfaction, quality and human resource management which gives a comprehensive view of performance.

- 2.5 Over 300 authorities throughout the UK are members of APSE, of which 55 submitted their building cleaning data for the performance networks 2008.
- 2.6 In previous years i.e. 2006/07, the Client Services section achieved top 6 status as best performer, coming runner up in 2007.
- 2.7 The 2008 APSE performance networks awards ceremony was held in Blackpool, on 4 December 2008, and was attended by over 400 local authority representatives.
- 2.8 The Client Services section surpassed other Authorities at the awards ceremony, to win the 'Best performer for Building Cleaning' 2008.
- 2.9 The awards were announced by actress / TV presenter Denise Welch, who stated "*Tonight, we're showcasing some of the very best in public services, in a real celebration of achievement and excellence across the United Kingdom*"

3. RECOMMENDATIONS

- 3.1 That the Portfolio Holder notes the content of the report and the outstanding achievements of the Client Services section.

4. BACKGROUND PAPERS

- 4.1 Certificate of award is attached at **Appendix A**.

5. CONTACT OFFICER

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Best and most improved performer awards 2008

Winner

Hartlepool Borough Council

Best performer for building cleaning

Award sponsored by



A handwritten signature in black ink, appearing to read "M. L. Bramah".

4 December 2008

Date

Mark Bramah, APSE assistant chief executive



**LOCAL SERVICES
LOCAL SOLUTIONS**

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
16 February 2009



Report of: Head of Technical Services

Subject: REVIEW OF SUPPORTED BUS SERVICES

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on progress made in the review and tendering of the Council's supported bus services.

2. SUMMARY OF CONTENTS

This report provides a summary of the evaluation of supported bus services and identifies alternative options available to the Council.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

That the Portfolio Holder notes the progress made in the review.

Report of: Head of Technical Services

Subject: REVIEW OF SUPPORTED BUS SERVICES

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on progress made in the review and tendering of the Council's supported bus services.

2. BACKGROUND

- 2.1 Hartlepool Borough Council provides financial assistance to a number of supported bus routes which commercial operators do not provide, or have previously provided and subsequently withdrawn because they were not commercially viable.
- 2.2 The supported routes provide vital access to education, employment and health facilities and are an integral element of the Hartlepool bus network, complementing the existing commercial operation.
- 2.3 Until the development of the Integrated Transport Unit such tender processes were not co-ordinated and hence did not enable maximum benefits to be achieved. Supported service routes are normally considered to be socially necessary; however they are not always commercially viable.
- 2.4 Since the development of the Integrated Transport Unit, procurement arrangements have become harmonised so as to consider all groups of patronage. As part of this process the Service will progress a full review of current provision in order to achieve the best possible outcome for the Community.
- 2.5 Most of the existing contracts expire at the end of August 2009. The fundamental aim of this tender programme will be to maximise the cost effectiveness of the service and contribute to the future aims of the Integrated Transport Unit and to secure Public Service Vehicle contracts which will provide high quality and best value transport for children, adults and the community as a whole.

3. PROPOSALS

- 3.1 A review of current contracts for supported services will secure the transport requirements of the Integrated Transport Unit, maximising the opportunities within the current market and encourage broader competition in relation to contract cost.

- 3.2 The services currently supported by the Council are shown in **Appendix 1** which indicates the number of passengers currently using the services and the associated cost per journey to the Authority.
- 3.3 The review will have strategic drivers, including the Home to School Transport Policy 2007, in respect of Children's Services requirements, and Valuing People Guidance, for Adult and Community Services.
- 3.4 There are a number of constraints that need to be considered which including budgetary pressure, limited availability of alternative transport, changes to statute anticipated during the contract period, location of establishments served and new projects
- 3.5 The project will be lead by the Consultant Integrated Transport Manager and the Traffic & Transport Planning Manager and evaluated by a panel of Senior Managers across departments. All documentation has been prepared in accordance with corporate procurement guidance.
- 3.6 In August 2008 Stagecoach announced that it was to withdraw strategic evening services in the town, as these had ceased to be commercial in nature. As a result of this Cabinet, and subsequently Council, agreed to additional funding so that these services could continue until the majority of the existing contracts are due to be renewed in August 2009.
- 3.7 Additional funding has also been agreed for the continuation of the free Health bus that operates between Hartlepool and North Tees Hospitals up until the end of March 2009. At the time of writing of this report it is uncertain as to whether this service will receive additional funding up until the rest of the contracts are to be renewed so as to be able to consider this within the tender process.
- 3.8 These additional services will place a pressure on the Departmental budget and will mean that not all existing supported services can continue unless additional funding is found.
- 3.9 On the assumption that either maintaining the status quo or expanding the network will require additional funding, three options will be evaluated. These explore the following scenarios:
- **An Increased Budget** - What the Council could achieve with a real term increase in the supported service budget and the likely costs and benefits of this;
 - **A Small Budget Increase** - To meet bus industry inflation to retain the existing secured service and what improvements could be made for no additional cost; and

- **The Same Budget** - How the Council could decide which of the current services should be retained if it is unable to increase the budget above the rate of inflation.

3.10 The Local Transport Act 2008 now allows supported contracts to be awarded for up to 8 years, as opposed to the current restriction of 5 years. This will need to be considered as part of the business case behind the tendering process.

3.11 The Building Schools for the Future Programme is expected to include decants between schools during the construction periods for individual schools. This will have an effect on the provision of school transport and, in this respect, these contracts will need to be carefully worded to allow for changes mid-contract.

4. FINANCIAL CONSIDERATIONS

4.1 As part of the Council's annual budget setting process, provision is made within the Neighbourhood Services Departmental budgets for the provision of supported bus contracts. This is supplemented by contributions from Children's Services and the Rural Bus Subsidy Grant to meet the costs of existing transport commitments. A robust tender programme will support the Council in achieving future efficiencies.

5 RISK IMPLICATIONS

5.1 The Authority would be open to challenge for failing to meet its obligation to provide suitable transport provision.

6 LEGAL CONSIDERATIONS

6.1 The tendering exercise will be carried out in accordance with the Harmonised Corporate Procurement Framework and in line with the development of an Integrated Transport Unit.

7 RECOMMENDATIONS

7.1 That the Portfolio Holder notes the progress made in the review.

8. CONTACT OFFICER

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APPENDIX 1

Frequency	Service number	Patronage average	Route	subsidy per journey
Mon to Sat 2 hourly 524:8:03am 517:15:10pm 516:8:38am-17:03pm	516 517 524	490 concess per week 460 students per week 50 adults per week	Tesco to Elwick & Dalton Piercy via Town centre	£1.45 per journey without students =£1.60p
Mon to Sat hourly 1 Bus 08:46-17:17 leaves Greatham 17 minutes passed	527	1226 per week 204 per day	Greatham to Asda via town centre	4p per journey 1226x52=63,752
Mon to Thursday 07.33 am journey 16:35pm journey	980	80 per week 20 per day	St Aidans to Stadium via Owton Manor	£3.25 per journey 80x52=4160
Sunday only Hourly 9.00am to 17.17pm	3a	55 per day 5 passengers per journey	Throston grange to Town Centre via Hart Lane, Jesmond Gdns, Chatham Rd, Raby Rd, Middleton Rd Marina Stockton St & Park Rd	£3.24p per journey 55x52=2860
Mon to Saturday evening 18.23pm=23.31& all day Sunday 10.15am-23.31pm Hourly	15	1671 per week 239 per day	Seaton Carew to Marina via Owton Manor, Rift House & Town Centre via Arndiffe Gdns Park Rd	21p per journey 1671x52=86,892
Sunday only 4 journeys am 09.15/10.15/10.08/11.08am	1		Throston Grange to Middlesbrough Via Town Centre	see below
Sunday only 07.26am	6/12	6 per journey per journey	Eskdale Rd to Middlegate via town centre	£3.29 per journey 6x52=312

Frequency	Service number	Patronage average	Route	subsidy per journey
Saturday only 6 early morning journeys	1/1a	Possibility of change to timetable if Stagecoach lose contract	Throston Grange to Middlesbrough via Seaton Carew	
Monday to Saturday 1 journey per day 07.44am mon to fri 08.21 fans & 08.47 Throston Sat	3	42 passengers per day 252 per week average	Fens to Bishop Cuthbert	0.31p per journey
Saturday only 2 morning journeys	12	10 per journey 20 per day	Middlegate to Seaton Carew via Town Centre	£1.74p per journey
Mon to Fri School term 40 weeks 1 am journey 2pm journeys	822	480 per week 40 per day am 28 per day Brierton 40 per day wonton manor	Seaton Carew to Manor School via St Teresa's & Brierton	£1.37p per journey 480x40=19,200
Mon to Fri School term 40 weeks 2 buses used	823	850 per week 85 per day am 85 per day pm	Middlegate to St Hilds	69p per journey 850x40=34,000
Mon to Fri School term one bus used	824	320 per week 22 per day am 43 per day pm	Town Centre to High Tunstall via Elwick Rd	
Mon to Fri School term one bus used	826	498 per week 50 per day am 53 per day pm	Throston Grange to English Martyrs	71p per journey 498x40=19920
Mon to Fri School term 1am bus 1 pm bus	828	545 per week 46 per day am 63 per day pm	Seaton Carew to English Martyrs	see below
Mon to Fri School term 2am buses 1pm bus	829	568 per week 39 per day am 36 per day am 43 per day pm	English Martyrs Via Seaton Carew	£1.28per journey 1113x40=44,520

Frequency	Service number	Patronage average	Route	subsidy per journey
Mon to Sat 8am-17:28pm 2 per hour	5	1267 per week 211 per day	Middlegate to Hart Station via West View Rd & King Oswy Dr	£1.41p per journey 1267x52=65,884
Sunday to Thursday evening from 6:30pm 3 per hour north 3 per hour south 6 buses required to run service	6	2443 per week 489 per day 18 per journey	Fens to Clavering via Town Centre	16p per journey 2443x52=127,036
Sunday to Thursday evening from 6:30pm 2 per hour 2 buses used	7/7a	1143 per week 228 per day 13 per journey	Owton manor to Middlegate via Town Centre	28p per journey 1143x52=59436
Monday to Saturday evening service 18.44pm to 23.18pm 2 buses used	1	1124 per week 187 per day 13 per journey	Throston Grange to Middlesbrough Via Town Centre	see below
All day Sunday 10 am 2300 hrs 2 buses used	1	696 per day 9 per journey	Throston Grange to Middlesbrough Via Town Centre	48p per journey 1820x52=94,640
Monday to Saturday evening service 1 bus per hour 18.00pm-23.41pm Monday to Sunday Service 9:00 – 20:48	518 H1	128 passengers per week (76 concess 52 pay) average weekly takings £50 Average 204 passengers per week	Elwick/Dalton Piercy to Marina via Town Centre Chatham Rd, Hart Lane, Ryehill Gdns University Hospital of Hartlepool, York Road, Queens Meadow, University Hospital of North Tees	£3.61p per journey 128x52=6656 Average £10.29 per journey