

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO DECISION RECORD

16th February 2009

The meeting commenced at 9.00 a.m. at the Civic Centre, Hartlepool

Present:

Councillor Peter Jackson (Neighbourhoods and Communities Portfolio Holder)

Officers: Alistair Smith, Head of Technical Services
Mike Blair, Traffic and Transport Planning Manager
Catherine Frank, Principal Community Strategy Officer
David Cosgrove, Democratic Services Team

44. Dial A Ride – (Increase in Fare) *(Director of Neighbourhood Services)*

Type of decision

Non-key.

Purpose of report

To explain why it is timely to consider applying an additional charge in relation to the current operation of the Dial A Ride Service.

Issue(s) for consideration by Portfolio Holder

Operation of Dial A Ride commenced in 1997 via a local taxi firm. However in 2006 the decision was made to operate the service in-house utilising the Local Authorities Community Transport Service. Minimal changes were made to the service at this time, primarily a reduction in booking hours. The service was currently undergoing a business process review and as part of this an increase in cost from £2 to £3 was proposed. It was felt that while this might result in a decrease in patronage it would ensure the continuation of the service given the current economic climate.

Following provisional approval by the Portfolio Holder formal consultation would take place with the Transport User Group and appropriate members of Dial A Ride. The outcomes would be brought back to the Portfolio Holder prior to final approval and it was proposed that any additional cost be implemented from

April 2009.

The Portfolio Holder commented that he couldn't support the proposed price increase and indicated that a price increase of 50p per journey should be the subject of the consultation. A further review was requested for January 2010.

Decision

1. That a proposed price increase of 50p per journey be the subject of the consultation.
2. That a report on the outcome of the consultation be submitted to the meeting in March 2009
3. That a further review of the Dial-a-Ride charges be undertaken in January 2010.

45. Neighbourhood Services Departmental Plan 2008/09 – 3rd Quarter Monitoring Report *(Director of Neighbourhood Services)*

Type of decision

Non-key.

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.

Issue(s) for consideration by Portfolio Holder

The report showed details of progress against actions contained in the Neighbourhood Services Departmental Plan and the outturns to the end of the third quarter of key performance indicators.

Within the Neighbourhood Services Departmental Plan there are a total of 65 Actions and 45 Performance Indicators identified for which the Portfolio Holder for Neighbourhood and Communities has responsibility. 58 of these actions either had been or were expected to be completed. Seven actions were not expected to achieve target and the reasons for this were given within the report.

Twelve of the Performance Indicators have been highlighted as expected to achieve target with a further 29 being collected on an annual basis. The remaining 4 indicators were reported as not expected to achieve target and the reasons for this were given within the report.

In reference to those actions that were not expected to achieve target, the Portfolio Holder questioned if the £50,000 finance for improving access to public buildings (NSD A025) was ring-fenced if the full amount was not spent

this year. The Head of Technical Services indicated that he would confirm this in writing to the Portfolio Holder.

The Portfolio Holder recorded his thanks to all officers for the excellent performance achieved in meeting the Departmental Plan.

Decision

1. That the change to the action milestone set out in the report be approved.
2. That the key actions and outturns of the performance indicators be noted.

46. Resident's Only Parking Controls – Young Street *(Head of Technical Services)*

Type of decision

Non-key.

Purpose of report

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

Issue(s) for consideration by Portfolio Holder

Young Street is located on the fringe of the existing permit controlled zone. A request for resident permit parking controls had been made by residents living in properties located between the Dent and Derwent Street junctions. The properties in question had no alternative parking provision and their closeness to unregulated spaces on Young Street had resulted in regular and increasing instances of commuters parking all day thereby limiting the spaces available to residents. Hartlepool United Match days were also a problem.

Previous surveys had indicated a lack of support for formalised permit parking controls but this was felt to be a result of the location of the majority of properties on the north side of the street complete with dedicated off street parking provision. It was felt that these views might not have accurately reflected the problems being experienced by a small number of residents. It was proposed therefore that resident permit parking controls be introduced to a limited number of properties. This would be an extension to the existing permit Zone C with the cost of permits at the reduced town centre rate of £5.

Decision

That the request to create a controlled residents only parking zone for 3-9 Young Street, as shown on the plan Appended to the report, be approved.

47. NAP Way Forward Action Plan – Progress Update *(Head of Community Strategy)*

Type of decision

Non-key.

Purpose of report

To update the Portfolio Holder on the implementation of the NAP Way Forward Action Plan.

Issue(s) for consideration by Portfolio Holder

Neighbourhood Action Plans (NAPs) have been developed for 7 identified priority neighbourhoods. The process was reviewed in October 2006 and late 2007 when the Portfolio Holder considered a NAP Way Forward discussion paper. In May 2008 a number of changes were agreed to the process and an Action Plan was agreed by the Portfolio Holder. Details on the progress made on this were appended to the report. The majority of actions had been completed with only 6 outstanding actions due to be completed in the next 6 months. A final progress report would be brought in due course. The Portfolio Holder thanked all those involved in the delivery of the Neighbourhood Action Plans.

Decision

That the progress made on the NAP Way Forward Action Plan be noted.

48. Association of Public Service Excellence (APSE) – Best Performer for building cleaning *(Head of Neighbourhood Management)*

Type of decision

Non-key.

Purpose of report

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

Issue(s) for consideration by Portfolio Holder

APSE performance networks is a benchmarking service which allows for effective performance measurement across a range of front-line public services in a number of areas. Through the process a combination of compulsory/recommended performance indicators are submitted annually. Over 300 UK authorities are members of APSE, 55 of which submitted their

building cleaning data for 2008.

In previous years the Client Services section had achieved top six status as best performer, coming runner up in 2007 however at the 2008 awards ceremony the section were awarded best performer for Building Cleaning 2008.

Decision

That the outstanding achievement of the Client Services section be noted and that a letter be sent to all staff from the Portfolio Holder congratulating them on this award.

49. Review of Supported Bus Services *(Head of Technical Services)*

Type of decision

Non-key.

Purpose of report

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

Issue(s) for consideration by Portfolio Holder

The report advised that Hartlepool Borough Council provides financial assistance to a number of supported bus routes which commercial operators do not provide. These routes provide vital access to education, employment and health facilities and are an integral part of the bus network. Most of the existing contracts expire at the end of August 2009 and it was felt that a full review of current provision should be undertaken in order to achieve the best possible outcome for the Community. The project would be led by the Consultant Integrated Transport Manager and the Traffic and Transport Planning Manager, to be evaluated by a Panel of Senior Managers across departments.

In 2008 additional funding to cover the cost of evening services and the free bus between Hartlepool and North Tees Hospitals had been agreed by Cabinet and Council. These additional services would place a pressure on the Departmental budget meaning not all existing supported services would be able to continue unless additional funding was found. Options of increasing the budget or removing some services would need to be explored.

The Portfolio Holder commented that he would wish to receive an update report at every other meeting, so that he could be aware of the progress being made and lend any support to the process where necessary.

Decision

That the progress made on the review be noted and that update reports be submitted to every other Portfolio Holder meeting.

The meeting concluded at 9.15 a.m.

P DEVLIN

CHIEF SOLICITOR

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