

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION RECORD

14th November, 2005

Present:

Councillor Raymond Waller (Adult and Public Health Services Portfolio Holder)

Officers: Ralph Harrison, Head of Public Protection & Housing
Sandra Robinson, Acting Senior Assistant Director of Adult & Community Services
Pat Watson, Democratic Services Officer

12. Neighbourhood Services Department Plan (Adult Services and Public Health) Update September, 2005 *(Director of Neighbourhood Services)*

Type of decision

Non Key

Purpose of report

To request agreement to the update on performance of the Neighbourhood Services Departmental Plan for 2005/06 covering the period from 1st April 2005 to 30th September 2006.

Issue(s) considered by the Portfolio Holder

The Portfolio Holder was advised that the Council's corporate aims had been developed to align with those of the community plan and the Hartlepool Partnership and the Neighbourhood Services Departmental Plan shows how the department will complement the work towards the corporate aims. The Departmental Plan Update set out the department's aims and objectives and included performance to the end of September against a range of key national and local indicators.

The Plan also detailed service development initiatives that were planned for the year and a summary of the progress achieved in the first two quarters of 2005/06 had been recorded against the service improvements. A copy of the quarterly update report and the departmental indicator report were attached to the report.

Decision

The Portfolio Holder approved the Departmental Plan update report.

13. Improvements to Spion Kop Cemetery Entrance Wall (Head of Public Protection and Housing)

Type of decision

Non Key

Purpose of report

To update the Portfolio Holder on the work of the Friends of Spion Kop Voluntary Group and approve changes to the Cemetery entrance wall.

Issue(s) considered by the Portfolio Holder

The report to the Portfolio Holder contained background information and a reminder that the Spion Kop 'Cemetery Management Plan 2004-2009 had been approved by the Portfolio Holder in July 2004.. The Plan detailed how the cemetery would be managed in such a manner so as to enhance and preserve the site, which was rich in flora and fauna.

Details of the progress to date were included in the report and proposed improvements to the Cemetery entrance were outlined. The Portfolio Holder was advised that the proposed work to the Cemetery wall would improve the appearance of the site creating a smart and welcoming entrance. Lowering the wall would also contribute to the reduction of anti social behaviour and a fear of crime as there would be increased visibility of the site both from the road and from inside the site.

The design proposals were available at the meeting for the Portfolio Holder to agree if the scheme can be delivered.

The Head of Public Protection and Housing advised that £30,000 was available from Entrust.

Decision

The Portfolio Holder approved the changes to the Cemetery entrance wall.

14. Learning from Complaints – 1st April, 2005 to 30th September, 2005 (*Acting Director of Adult and Community Services*)

Type of decision

For information.

Purpose of report

To provide the Portfolio Holder with an overview of the operation of the Department's Complaints and Representations Procedures including lessons learned.

Issue(s) considered by the Portfolio Holder

The report covered the period from 1st April 2005 to 30th September 2005 with a summary of activities within each service area resulting in complaints, concerns and compliments received during the recording period. The report also reviewed the Department's performance in the handling and management of complaints and outlined the lessons learned following complaint closure. The way forward was also detailed. Attached to the report were appendices relating to Social Services Statutory Complaints Procedure – Inspectorate (SSI) Standards, table of complaints received by the business Unit, a table of closed complaints, Adult Care Services Concerns and Adult Care complaints at Stage 1 and “.

Decision

- (a) The Portfolio Holder agreed to receive the report and note the summary of representations and statistical information.
- (b) In relation to 4.3.2 of the report, the Portfolio Holder agreed that an analysis of complaints with regard to the independent sector should be reported to a later meeting.

J A BROWN

CHIEF SOLICITOR

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