

PERFORMANCE PORTFOLIO DECISION SCHEDULE



Thursday 14th May 2009

at 4.00 pm

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**

No items

3. **ITEMS FOR INFORMATION**

3.1 Corporate Complaints – *Assistant Chief Executive*

3.2 Hartlepool Place Survey 2008 – Top Line Results – *Assistant Chief Executive*

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

No items

5. **LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006**

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) (Variation) Order 2006

6. **EXEMPT KEY DECISIONS**

None

7. **OTHER EXEMPT ITEMS REQUIRING DECISION**

No items

8

8. **EXEMPT ITEMS FOR INFORMATION**

8.1 Closure of Brierton School – *Chief Personnel Officer* (Para 4)

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

14th May 2009



Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on complaints performance for 2008/09.

2. SUMMARY OF CONTENTS

- 2.1 The report covers performance information on formal complaints for 2008/09. The numbers of formal complaints received by most departments are at similar levels to previous years. There has been a small improvement in the proportion of social care complaints investigated within the target deadlines. Departments continue to work on remedying complaints and learning from these contacts with service users.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for performance issues.

4. TYPE OF DECISION

- 4.1 Non-key.

5. DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting on 14th May 2009.

6. DECISION(S) REQUIRED

- 6.1 That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of complaints performance in 2008/09.

2. FORMAL COMPLAINTS INFORMATION – 2008/09

Corporate complaints

- 2.1 In 2008/09, a total of 68 corporate complaints was recorded by departments. This is a substantial increase from 52 complaints recorded in 2007/08. This increase is largely due to a group of 17 complaints received by the Neighbourhood Services Department on a single issue, i.e. the proposed closure of Falcon Rd in the Throston area. Setting this group aside, overall levels are very similar to those recorded in recent years.
- 2.2 Of these 68 corporate complaints, the Neighbourhood Services Department had 40 complaints, the Adult & Community Services Department had 11, the Chief Executive's Department had 10 complaints, Regeneration and Planning Services had 6 and the Children's Services Department had 1 complaint. The departments and sections that have high levels of contact with large numbers of the public tend to receive higher numbers of complaints. (See **Appendix A** for figures for 2008/09 2007/08 and 2006/07)
- 2.3 With the exception of the large group of complaints made to the Neighbourhood Services Department about the Falcon Rd closure plans, complaints levels in most departments have stayed at approximately similar levels to 2006/07 with a decrease in the numbers of complaints made to the Chief Executive's Department from 19 to 10.

Social care complaints

- 2.4 The social care complaints received by the Adult & Community Services and Children's Services Departments are dealt with under statutory procedures which differ from the corporate procedure in terms of time scales and investigative process. However, for the sake of completeness, basic statistics on numbers of complaints received are included in this report to give the Portfolio Holder an overall picture of complaints levels across the authority.
- 2.5 The past year has seen a total of 20 social care complaints made to the Council – 12 to the Children's Services Department and 8 to the Adult & Community Services Department. This level of complaints is similar to the levels recorded in 2007/08.

Meeting targets

- 2.6 The corporate complaints procedure has a target of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. For social care complaints, deadlines vary depending on the level of the complaint - within 10 working days with a possible extension to 20 days for the Local Resolution stage, which is similar to the formal stage of the corporate complaints procedure. In 81 percent of corporate complaints, this target was achieved, which is identical to the figure recorded in 2007/08. For social care complaints, the target was met in 70 percent of cases (67% in 2007/08). The cases where deadlines have not been met tend to be more complicated complaints which may involve interviews with a number of people or waiting for a response from an external agency.

Outcomes of complaints investigations

- 2.7 When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether the authority has been at fault and hence the complaint is upheld, either fully or in part. In 2008/09, 48 percent of complaints were either fully or partly upheld. This is very similar to the figure of 50 percent of complaints upheld in part or completely in 2007/08.

Remedies for complainants

- 2.8 When reporting complaints performance, departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In all cases where the complaint was upheld fully or in part, remedies were offered to complainants. The remedies vary depending on the circumstances of the complaint. In some cases the problem that had caused the complaint can be quickly resolved, e.g. the processing of a delayed claim. However resolution is not always possible, but other remedies are available. A written apology is usually given and, where appropriate, an explanation of how the problem arose and how it will be avoided in future. If a complainant has been disadvantaged or lost out in some way, efforts are made to place them in the position they would have been in, had the problem not arisen, for example, the refunding of fees for a service that could not be used.

Learning from complaints

- 2.9 Departments are also asked to outline what has been done to prevent recurrence of the complaints which have been upheld. Wherever possible, actions have been taken to avoid further complaints. Actions taken include:
- New systems have been put in place, e.g. in one service area a new electronic system for logging enquiries has been implemented and in another area additional casual staff have been recruited to assist at peak times so avoiding excessive waiting times;
 - Procedures have been reviewed and, where appropriate, revised;
 - Employees have been briefed or had reminders of procedures and good practice, e.g. reinforcing with staff the need to provide the right information in an appropriate format for service users;

- Systems have been reviewed or checked to see if the problems could have been avoided, e.g. reviewing how incoming emails are dealt with and the change of a computer system to avoid the recurrence of a problem; and
- Communications have improved, e.g. ensuring that partner organisations are kept informed of service changes.

Overall, departments are keen to learn from complaints and are taking steps to prevent their recurrence. It is inevitable that some service areas are always more likely to attract complaints than others. However, in general, if a complaint has been received about a particular service, it is dealt with and the service amended. It is rare to see the same types of complaints recurring regularly.

Summary

- 2.10 The overall picture from the complaints monitoring information for 2008/09 is one of the numbers of formal complaints received being at similar levels to previous years. There has been a small improvement in the proportion of social care complaints investigated within the target deadlines. Departments continue to work on remedying complaints and learning from these contacts with service users

3. COMPLAINTS REFERRED TO THE LOCAL GOVERNMENT OMBUDSMAN

- 3.1 All councils receive an annual letter/review from the Local Government Ombudsman which details: the complaints received by the Ombudsman and the outcome of his investigations in the previous year; comments on the Council's complaints performance; and comments on liaison arrangements with the Council. This letter is due to arrive in late June and will be reported to the next meeting of the Performance Portfolio Holder.

4. RECOMMENDATIONS

- 4.1 That the report be noted.

BACKGROUND PAPERS

Corporate Complaints - April 2007 to March 2008 - Report to the Performance Portfolio Holder, 20th June 2008.

Hartlepool Borough Council Corporate Complaints Procedure 2008.

CONTACT OFFICER

Liz Crookston, Principal Strategy & Research Officer, Chief Executive's Department, Corporate Strategy Division, Hartlepool Borough Council. Tel No: (01429) 523041
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APPENDIX A - COMPLAINTS MONITORING – April 1st 2008 to March 31st 2009

	Total no. of complaints			Reported on within target deadline			Reported on outside target of deadline			Not upheld			Partly upheld/partly not upheld			Upheld		
	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07
CHIEF EXECUTIVES' DEPT																		
Corporate Strategy	0	1	1	0	1	1	0	-	-	0	1	-	0	-	-	0	-	1
Finance	4	14	17	4	13	15	0	1	2	3	5	8	0	1	6	1	8	3
Human Resources	5	3	1	3	3	1	2	-	-	3	-	-	0	1	1	2	2	-
Legal	1	1	-	1	1	-	0	-	-	0	-	-	0	1	-	1	-	-
TOTALS FOR CHIEF EXEC'S	10	19	19	8	18	17	2	1	2	6	6	8	0	3	7	4	10	4
ADULT & COMMUNITY SERVICES*																		
Corporate complaints	11	8	14	7	5	9	4	3	5	8	2	5	2	3	5	1	3	4
Social care complaints	8	10	*	7	7	*	1	3	*	2	3	*	5	4	*	1	3	*
TOTALS FOR A&CS	19	18	14	14	12	9	5	6	5	10	5	5	7	7	5	2	6	4
CHILDREN'S SERVICES*																		
Corporate complaints	1	2	1	1	2	1	0	-	-	1	2	1	0	-	-	0	-	-
Social care complaints	12	8	*	7	5	*	5	3	*	5	7	*	7	-	*	0	1	*
TOTALS FOR CH SERVICES	13	10	1	8	7	1	5	3	-	6	9	1	7	-	-	0	1	-

	Total no. of complaints			Reported on within target deadline			Reported on outside target deadline			Not upheld			Partly upheld/partly not upheld			Upheld		
	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07	2008 /09	2007 /08	2006 /07
REGENERATION & PLANNING SERVICES	6	2	7	4	-	-	2	2	7	4	2	4	2	-	3	0	-	-
NEIGHBOURHOOD SERVICES	40	21	81	35	17	79	5	4	2	16	14	74	20	2	4	4	5	3

SUMMARY STATISTICS																		
Total dealt with under corporate complaints procedure	68	52	122	55	42	106	13	10	16	35	26	92	24	8	19	9	18	11
				81%	81%	87%	19%	19%	13%	52%	50%	75%	35%	15%	16%	13%	35%	9%
Total dealt with under social care complaints procedures	20	18	*	14	12	*	6	6	*	7	10	*	12	4	*	1	4	*
				70%	67%	*	30%	33%	*	35%	55%	*	60%	22%	*	5%	22%	*

Overall Total	88	70	*	69	54	*	19	16	*	42	36	*	36	12	*	10	22	*
				78%	77%	*	22%	23%	*	48%	51%	*	41%	17%	*	11%	31%	*

* 2007/08 was the first year in which information on social care complaints was presented to the Performance Portfolio Holder. Social care complaints for both adults and children are statutorily dealt with through separate complaints procedures with different targets and outcomes to the corporate complaints procedure. This information has been included to give a fuller picture of complaints handling across the authority.

PERFORMANCE PORTFOLIO
Report to Portfolio Holder
14th May 2009



Report of: Assistant Chief Executive

Subject: HARTLEPOOL PLACE SURVEY 2008
– TOP LINE RESULTS

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on the initial results of the 2008 Place Survey for Hartlepool.

2. SUMMARY OF CONTENTS

- 2.1 The report covers the basic results from a survey of 1426 Hartlepool residents carried out in autumn 2008, which looked at views of Hartlepool as a place to live and attitudes towards local public services. It provides information for eighteen National Indicators.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for performance issues.

4. TYPE OF DECISION

- 4.1 Non-key.

5. DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting on 14th May 2009.

6. DECISION(S) REQUIRED

- 6.1 That the report be noted.

Report of: Assistant Chief Executive

Subject: HARTLEPOOL PLACE SURVEY 2008
– TOP LINE RESULTS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the top line results of the borough-wide Place Survey carried out in Autumn 2008.

2. THE PLACE SURVEY 2008

Background to the survey

- 2.1 All local authorities in England are required to carry out a borough-wide survey of residents every two years. The format and methodology of the survey is stipulated by the Department for Communities and Local Government (CLG) and the Audit Commission. The survey provides information for the monitoring of eighteen National Indicators and other information for use by the council and other partner organisations across Hartlepool.
- 2.2 The survey was carried out by postal, self-completion questionnaires in October and November 2008. Questionnaires were sent out to a random sample of 4000 addresses from the postcode address file (provided by the Audit Commission) and 1426 Hartlepool residents returned completed questionnaires, giving a net response rate of 37 percent.
- 2.3 In January 2009, the data collected was submitted to the Audit Commission. The Commission weighted the data by age, gender, ethnicity and number of adults in the household to make it representative of the local population and returned it to the authority in March 2009.

National Indicator results

- 2.4 The 2008 survey collected data for eighteen National Indicators (NIs). The results for these indicators are in Table 1 below and, where possible, comparative data from 2006 is given to allow an initial assessment of change for these indicators. Some of the comparative data comes from the 2006 Best Value Performance Indicator (BVPI) survey and some from the 2006 IPSOS-MORI household survey carried out for the Neighbourhood Renewal Strategy and the Hartlepool New Deal for Communities programme. The National Indicator figures have been provisionally confirmed by the Audit Commission.
- 2.5 The proportion of people who are satisfied with Hartlepool as a place to live (NI 5) has increased from 66% to 77%. Other improvements since 2006 have been in the area of crime and anti-social behaviour where, for example, residents are less likely to see drug use and dealing as a problem locally (NI 42) and people not treating each other with respect and consideration is seen as less of a problem.

Table 1 - National indicator data and comparisons

		Place Survey %	<i>Local comparisons %</i>
NI 1	People from different backgrounds get on well together (% w ho agree)	71.6	76 (BVPI 2006)
NI 2	Feeling of belonging to local neighbourhood (% w ho agree)	59.9	54 (MORI 2006)*
NI 3	Civic participation in local area (% involved)	10.7	-
NI 4	Feeling that can influence decisions in locality (% w ho agree)	31.8	31 (BVPI 2006)
NI 5	Overall satisfaction w ith local area as a place to live (% satisfied)	76.3	66 (BVPI 2006)
NI 6	Participation in regular volunteering (% involved)	18.7	-
NI 17 (L)	Perceptions of anti-social behaviour (% seeing as problem)	20.9	31.5 (BVPI 2006)
NI 21	Council & police successfully dealing w ith concerns about anti-social behaviour & crime (% agreeing)	28.4	-
NI 22	Parents take responsibility for behaviour of their children (% w ho agree)	29.4	-
NI 23 (L)	People in local area not treating each other w ith respect & consideration (% w ho think it is a problem)	34.2	58 (BVPI 2006)
NI 27	Council & police seek people's view s about anti-social behaviour & crime (% w ho agree)	26.3	-
NI 37	Awareness of what to do in the event of large scale emergency (% w ho feel informed)	17.8	-
NI 41 (L)	People being drunk or row dy in public (% w ho think it is a problem)	28.2	36 (BVPI 2006)
NI 42 (L)	People using or dealing drugs (% w ho think it is a problem)	30.6	52 (BVPI 2006)
NI 119	Self reported overall health and well being (% good/very good)	68.0	-
NI 138	Satisfaction of people aged 65+ w ith home & neighbourhood (% satisfied)	81.5	-
NI 139	Older people getting help they need to live independently (% w ho agree)	35.2	-
NI 140	Treated w ith respect & consideration by local public services (% all or most of time)	69.5	-

* Question wording slightly different in 2006 (L) = Low score is positive

Other data

- 2.6 The survey covers a range of topics which look at residents' views and experiences of Hartlepool as a place to live and their attitudes towards public services in the local area. The questionnaire covered the following topics:

- | | |
|------------------------------|------------------------------|
| ▪ Your local area | ▪ Helping out (volunteering) |
| ▪ Your local public services | ▪ Respect and consideration |
| ▪ Information (on services) | ▪ Community safety |
| ▪ Local decision making | ▪ Demographic information |

The basic, top line results of the survey are attached in **Appendix A** in the form of a copy of the survey questionnaire with the aggregated responses added in. This information has been circulated within the authority for use in monitoring performance and setting local targets.

Comparative data

- 2.7 The Audit Commission and CLG are responsible for providing the national level data from all the surveys carried out by local authorities. This will include comparative data for the National Indicators and all other topics covered in the survey. These comparative figures are essential to allow the council to measure its performance in a national context against national averages and against other authorities. It will also assist with the setting of realistic targets for future performance.
- 2.8 The national data was originally planned to be available by 9th March 2009 but, as yet, has not been published and, despite numerous requests to CLG and the Audit Commission, no likely publication date has been given. The delay is due to a review being done by CLG of all the survey data to ensure high data quality. This is in accordance with the new Code of Practice for Official Statistics which obliges CLG to ensure the data meets sufficient quality standards. It is unfortunate that by the time the authority finally receives the comparative data, it will be at least 6 months out of date.

Future reports

- 2.9 When the national comparative data becomes available, a full, detailed report of the survey results will be presented to the Performance Portfolio Holder and disseminated to council departments and partner organisations.

3. RECOMMENDATIONS

- 3.1 That the report be noted.

BACKGROUND PAPERS

Place Survey - 2008-09 - Report to the Performance Portfolio Holder, 25th July 2008.

CONTACT OFFICER

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APPENDIX A

TOPLINE RESULTS – 1426 COMPLETED QUESTIONNAIRES



THE HARTLEPOOL SURVEY

YOUR VIEWS ON YOUR LOCAL AREA AND LOCAL SERVICES

NI = National Indicator

2006 = Comparative data available from 2006 BVPI survey

VP = Comparative data available from Viewpoint survey

MORI = Comparative data available from MORI 2006 survey

Helpful hints for completing this questionnaire:

- The questionnaire should be completed by any resident of this address who is aged 18 or over.
- Please read each question carefully and tick a box to indicate your answer. In most cases you will only have to tick a box, but read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Some questions include an “Other” option. If you would like to include an answer other than one of those listed within the question, please tick the “Other” box and write in your answer in the space provided.
- Once you have finished, please take a minute to check you have answered all the questions that you should have answered.
- The questionnaire consists of 12 pages and should take no longer than 15 minutes to fill in. Thank you in advance for your time.
- Once you have completed the questionnaire, please return it in the pre-addressed envelope supplied. **You do not need a stamp.**

SECTION 1: ABOUT YOUR LOCAL AREA

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q1 (2006) Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE LEFT HAND COLUMN BELOW

Q2 (2006) And thinking about this local area, which of the things below, if any, do you think most need improving? PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE RIGHT HAND COLUMN BELOW

(Base = 1426)
(# = Less than 0.5%)

Q1: Most important in
making somewhere a
good place to live

Q2: Most needs
improving in this local
area

Access to nature	13%	7%
Activities for teenagers	28%	49%
Affordable decent housing	37%	15%
Clean streets	53%	37%
Community activities	10%	16%
Cultural facilities (e.g. libraries, museums)	8%	5%
Education provision	30%	7%
Facilities for young children	23%	31%
Health services	35%	13%
Job prospects	21%	24%
The level of crime	57%	32%
The level of pollution	6%	7%
The level of traffic congestion	14%	21%
Parks and open spaces	22%	13%
Public transport	21%	15%
Race relations	2%	1%
Road and pavement repairs	25%	48%
Shopping facilities	21%	12%
Sports and leisure facilities	9%	15%
Wage levels and local cost of living	16%	14%
<div> Q1 - Other (✓ AND WRITE IN BELOW) </div> <div>2%</div>		↓
<div> Q2 - Other (✓ AND WRITE IN BELOW) </div> <div>4%</div>		
None of these	#	#
Don't know	1%	1%

= Less than 0.5%

Q3 Overall, how satisfied or dissatisfied are you with your local area as a place to live?
(2006) PLEASE TICK ✓ ONE BOX ONLY (Base = 1415)

(NI 5 & NI 138)	Very satisfied	18%	Fairly dissatisfied	8%
	Fairly satisfied	58%	Very dissatisfied	4%
	Neither satisfied nor dissatisfied	11%		

Q4 And how satisfied or dissatisfied are you with your home as a place to live?
(MORI) PLEASE TICK ✓ ONE BOX ONLY (Base = 1413)
(NI 138)

Very satisfied	49%	Fairly dissatisfied	4%
Fairly satisfied	39%	Very dissatisfied	2%
Neither satisfied nor dissatisfied	6%		

Q5 How strongly do you feel you belong to your immediate neighbourhood?
(MORI) PLEASE TICK ✓ ONE BOX ONLY (Base = 1331)
(NI 2)

Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
15%	45%	27%	13%	*

SECTION 2: YOUR LOCAL PUBLIC SERVICES

Q6 Here are some things that people have said about their local public services. To what extent do you think that these statements apply to public services in your local area?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

Local public services.....	A great deal	To some extent	Not very much	Not at all	Don't know
(Base = 1272)...are working to make the area safer	11%	57%	26%	6%	*
(Base = 1314) ...are working to make the area cleaner and greener	11%	49%	29%	10%	*
(Base = 1195) ...promote the interests of local residents	7%	32%	44%	17%	*
(Base 1189) ...act on the concerns of local residents	8%	35%	41%	16%	*
(Base = 1051) ...treat all types of people fairly	18%	51%	18%	13%	*

Q7 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area. PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

(2006 – Fire)	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know/ Haven't used the service	Base =
Cleveland Police Force	20%	40%	25%	10%	5%	*	(1223)
Cleveland Fire Brigade	49%	35%	15%	1%	#	*	(1125)
Your GP (Family doctor)	43%	39%	10%	6%	2%	*	(1378)
Your local hospital	30%	37%	15%	10%	8%	*	(1340)
Your local dentist	39%	40%	14%	4%	2%	*	(1211)

* = Excluded from calculation

= Less than 0.5%

Q8 (2006) Hartlepool Borough Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Hartlepool Borough Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

(BVPs 89, 90a-c, 103, 104, 119a-e)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Keeping public land clear of litter and refuse	7%	40%	19%	19%	15%	* (BASE=1371)
Refuse collection	20%	41%	12%	14%	13%	* (BASE=1403)
Doorstep recycling	23%	44%	13%	12%	8%	* (BASE=1354)
Local tips / household waste recycling centres	25%	48%	17%	5%	5%	* (BASE=1312)
Local transport information	9%	31%	35%	16%	9%	* (BASE=1131)
Local bus services	16%	35%	26%	12%	10%	* (BASE=1144)
Sport / leisure facilities	7%	35%	30%	16%	11%	* (BASE=1166)
Libraries	25%	46%	24%	3%	2%	* (BASE=1230)
Museums / galleries	16%	45%	30%	5%	4%	* (BASE=1138)
Theatres / concert halls	9%	30%	39%	14%	8%	* (BASE=1096)
Parks and open spaces	16%	50%	19%	9%	5%	* (BASE=1347)

Q9 (2006) Please indicate how frequently you have used the following public services provided or supported by Hartlepool Borough Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply / Don't know
Local tips / household waste recycling centres	1%	13%	37%	30%	7%	4%	6%	* (BASE = 1340)
Local transport information	5%	9%	10%	26%	14%	16%	21%	* (BASE = 1222)
Local bus services	15%	18%	11%	13%	11%	15%	17%	* (BASE = 1326)
Sport / leisure facilities	3%	16%	11%	15%	12%	18%	25%	* (BASE = 1265)
Libraries	1%	11%	21%	16%	13%	22%	16%	* (BASE = 1323)
Museums / galleries	#	1%	13%	21%	16%	27%	22%	* (BASE = 1288)
Theatres / concert halls	#	#	7%	18%	17%	29%	28%	* (BASE = 1247)
Parks and open spaces	12%	27%	22%	19%	8%	7%	5%	* (BASE = 1343)

* = Excluded from calculation

If you live in a two-tier authority you will have a **County Council** and a **District Council**. County Councils are responsible for education, social care, transport planning, highways, consumer protection, waste disposal, small holdings and libraries. District Councils are responsible for local planning applications, local highways, building regulations, environmental health, waste collection, revenue collection, leisure and recreation. If you do not live in a two-tier authority all these services are provided solely by your one local Council.

Q10 To what extent do you agree or disagree that Hartlepool Borough Council provides value for money? (2006)

PLEASE TICK ✓ ONE BOX ONLY (Base = 1325)

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
3%	25%	31%	29%	12%	*

Q11 And now taking everything into account, how satisfied or dissatisfied are you with the way Hartlepool Borough Council runs things? (2006)

PLEASE TICK ✓ ONE BOX ONLY (Base = 1380)

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
5%	32%	32%	22%	9%	*

SECTION 3: INFORMATION

Q12 How well informed do you feel about each of the following? (2006)

(NI 37)

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	51%	39%	6%	2%	1% (BASE=1406)
How your council tax is spent	11%	44%	28%	13%	4% (BASE=1390)
How you can get involved in local decision-making	5%	26%	35%	18%	15% (BASE=1374)
What standard of service you should expect from local public services	8%	28%	37%	16%	10% (BASE=1381)
How well local public services are performing	6%	29%	38%	18%	10% (BASE=1384)
How to complain about local public services	7%	24%	38%	20%	11% (BASE=1382)
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	4%	14%	29%	38%	15% (BASE=1395)
Overall, how well informed do you feel about local public services	5%	32%	40%	19%	5% (BASE=1402)

* = Excluded from calculation

SECTION 4: LOCAL DECISION MAKING

As with previous questions, when answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q13 Do you agree or disagree that you can influence decisions affecting your local area?

(2006)
(NI 4)

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
4%	27%	42%	26%	*

Q14 Generally speaking, would you like to be more involved in the decisions that affect your local area?

(2006)

PLEASE TICK ✓ ONE BOX ONLY

Yes	No	Depends on the issue	Don't know
23%	13%	64%	*

SECTION 5: HELPING OUT

We are interested to know about the unpaid help people give.

Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work.

Please exclude giving money and anything that was a requirement of your job.

Q15 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

(NI 6)

PLEASE TICK ✓ ONE BOX ONLY

At least once a week	11%
Less than once a week but at least once a month	7%
Less often	9%
I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	8%
I have not given any unpaid help at all over the last 12 months	64%
Don't know	*

* = Excluded from calculation

SECTION 6: GETTING INVOLVED

Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

Q16 In the past 12 months have you...

(NI 3)

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Yes	No
Been a local councillor (for the local authority, town or parish)	1%	99%
Been a member of a group making decisions on local health or education services	3%	97%
Been a member of a decision-making group set up to regenerate the local area	4%	96%
Been a member of a decision-making group set up to tackle local crime problems	3%	97%
Been a member of a tenants' group decision-making committee	2%	98%
Been a member of a group making decisions on local services for young people	3%	97%
Been a member of another group making decisions on services in the local community	4%	96%

SECTION 7: RESPECT AND CONSIDERATION

Q17 To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children? PLEASE TICK ✓ ONE BOX ONLY (Base=1335)

(2006)
(NI 22)

Definitely agree	Tend to agree	Neither agree or disagree	Tend to disagree	Definitely disagree	Don't know
5%	24%	19%	27%	25%	*

Q18 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? PLEASE TICK ✓ ONE BOX ONLY (Base=872)

(2006)
(NI 1)

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area	All the same background
7%	64%	19%	9%	*	*	*

Q19 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration? PLEASE TICK ✓ ONE BOX ONLY (Base=1311)

(2006)
(NI 23)

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know / no opinion
12%	22%	47%	19%	*

Q20 In the last year would you say that you have been treated with respect and consideration by your local public services..... PLEASE TICK ✓ ONE BOX ONLY (Base=1214)

(NI 140)

All of the time	Most of the time	Some of the time	Rarely	Never	Don't know / no opinion
17%	53%	23%	5%	3%	*

* = Excluded from calculation

Q21 In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?
(NI 139)

(This could include help or support from public, private or voluntary services or from family, friends and the wider community).

PLEASE TICK ✓ ONE BOX ONLY (Base=1401)

Yes	No	Don't know
35%	13%	52%

SECTION 8: COMMUNITY SAFETY

Q22 How safe or unsafe do you feel when outside in your local area after dark?
(VP) PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW (Base=1384)

Q23 How safe or unsafe do you feel when outside in your local area during the day?
(VP) PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW (Base=1381)

	Q22 After dark	Q23 During the day
Very safe	9%	46%
Fairly safe	42%	41%
Neither safe nor unsafe	17%	7%
Fairly unsafe	19%	4%
Very unsafe	13%	1%
Don't know	*	*

Q24 Thinking about this local area, how much of a problem do you think each of the following are...
(NI 17, 41 & 42) PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT (2006)

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties	6%	8%	38%	47%	* (BASE=1345)
Teenagers hanging around the streets	16%	27%	40%	17%	* (BASE=1370)
Rubbish or litter lying around	16%	29%	40%	15%	* (BASE=1369)
Vandalism, graffiti and other deliberate damage to property or vehicles	12%	15%	47%	26%	* (BASE=1356)
People using or dealing drugs	15%	15%	32%	37%	* (BASE=1190)
People being drunk or row dy in public places	12%	16%	38%	34%	* (BASE=1316)
Abandoned or burnt out cars	2%	4%	18%	77%	* (BASE=1285)

* = Excluded from calculation

It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

Q25 So, how much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?
(NI 27) PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW (Base=1387)

Q26 And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?
(NI 21) PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW (Base=1365)

	Q25: Seek people's views	Q26: Are successfully dealing with
Strongly agree	7%	5%
Tend to agree	19%	23%
Neither agree or disagree	28%	32%
Tend to disagree	23%	15%
Strongly disagree	8%	7%
Don't know	14%	17%

SECTION 9: CHANGES IN THE LAST 3 YEARS?

To help it to monitor its progress, the council would like to know if you think things have changed in recent years.

Q27 Thinking about the way that Hartlepool Borough Council runs things, do you think this has got better or worse over the last three years or has it stayed the same?
(2006)

PLEASE TICK ✓ ONE BOX ONLY (Base=1213)

Better	Stayed the same	Worse	Don't know
23%	54%	23%	*

SECTION 10: ABOUT YOURSELF

Please complete these questions which will help us to see if there are differences between the views of different residents. All the information you give will be kept completely confidential.

Q28 Are you male or female? PLEASE TICK ✓ ONE BOX ONLY (Base=1405)

Male	48%	Female	52%
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Q29 What was your age on your last birthday? PLEASE WRITE IN BOX BELOW (Base=1383)

18-24	25-34	35-44	45-54	55-64	65-74	75+
4%	23%	14%	23%	15%	12%	9%

* = Excluded from calculation

Q30	How is your health in general? Would you say it is... PLEASE TICK ✓ ONE BOX ONLY				
	Base=1361				
(NI 119)	Very good	Good	Fair	Bad	Very bad
	29%	39%	24%	7%	1%

Q31 In which of these ways does your household occupy your current accommodation?
PLEASE TICK ✓ ONE BOX ONLY (Base=1363)

Ow ned outright	29%	Rent from Housing Association / Trust	7%
Buying on mortgage	46%	Rented from private landlord	5%
Rent from council	11%	Other (✓ AND WRITE IN BELOW)	1%

Q32 How many children aged 17 or under are living here? PLEASE TICK ✓ ONE BOX ONLY

None	66%	Three	3%
One	16%	Four	1%
Tw o	14%	More than four (✓ AND WRITE IN BELOW)	#

(Base=1360)

Q33 And how many adults aged 18 or over are living here? PLEASE TICK ✓ ONE BOX ONLY

None	-	Three	11%
One	26%	Four	4%
Tw o	59%	More than four (✓ AND WRITE IN BELOW)	#

(Base = 1356)

Q34 Which of these activities best describes what you are doing at present?
PLEASE TICK ✓ ONE BOX ONLY (Base = 1361)

Employee in full-time job (30 hours plus per w k)	38%	Unemployed and available for work	5%
Employee in part-time job (under 30 hours per week)	11%	Permanently sick/disabled	9%
Self employed full or part-time	6%	Wholly retired from work	22%
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	#	Looking after the home	6%
Full-time education at school, college or university	1%	Doing something else (✓ AND WRITE IN BELOW)	2%

* = Excluded from calculation

= Less than 0.5%

Q35 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 ✓ ONE BOX ONLY **(Base = 1355)**

Yes **35%** (PLEASE GOTO Q36)

No **64%** (PLEASE GOTO Q37)

Q36 Does this illness or disability limit your activities in any way?
PLEASE TICK ✓ ONE BOX ONLY **(Base = 491)**

Yes **72%**

No **28%**

Q37 To which of these groups do you consider you belong to?

PLEASE TICK ✓ ONE BOX ONLY

(Base = 1350)

White

Black or Black British

British **97.2%**

Caribbean

Irish **0.4%**

African

Any other White background
(✓ AND WRITE IN BOX) **1.0%**

Any other Black background
(✓ AND WRITE IN BOX)

White and Black Caribbean

0.1%

White and Black African **0.1%**

0.5%

White and .

Ba

Any other White background
(✓ AND WRITE IN BOX)

Any other Black background
(✓ AND WRITE IN BOX)

Chinese and Other ethnic groups

Chinese **0.7%**

Other ethnic group
(✓ AND WRITE IN BOX) **0.1%**

Q38 Is there anything else you would like to add? PLEASE WRITE IN BELOW