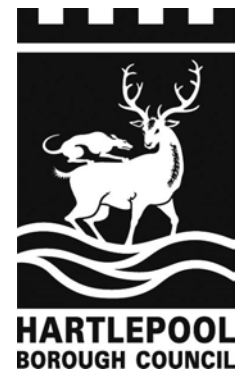


TRANSPORT AND NEIGHBOURHOODS PORTFOLIO DECISION SCHEDULE



Monday, 20 July 2009

at 9.00 am

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

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

1. KEY DECISIONS

- 1.1 Throston Neighbourhood Action Plan(NAP), Final For Endorsement – *Head of Regeneration (test ii)*

2. OTHER ITEMS REQUIRING DECISION

- 2.1 North Hartlepool Single Regeneration Budget (SRB) Projects – *Director of Neighbourhood Services*
- 2.2 Data Quality Visit For The Landfill Allowances And Trading Scheme – *Head of Neighbourhood Management*
- 2.3 Neighbourhood Services Departmental Plan 2009/10 – *Director of Neighbourhood Services*
- 2.4 Minor Works Proposals, Neighbourhood Consultative Forums – *Head of Neighbourhood Management*
- 2.5 Neighbourhood Agreements – *Director of Neighbourhood Services*
- 2.6 Revised Local Transport Plan (LTP) Budget Allocations For 2009/10 – *Head of Technical Services*
- 2.7 Wharton Terrace / Parton Street– Proposed One Way Street – *Head of Technical Services*
- 2.8 Adoption Of Highways Hartlepool Marina – *Head of Technical Services*
- 2.9 Avenue Road – Changes To Parking Restrictions – *Head of Technical Services*
- 2.10 Draft Neighbourhood Management Strategy For Hartlepool – *Head of Neighbourhood Management*

- 2.11 Multi-Operator Bus Ticketing Scheme – *Head of Technical Services*
- 2.12 Residents Only Parking Controls – Grange Road – *Head of Technical Services*
- 2.13 Residents Only Parking Restrictions – Vicarage Gardens – *Head of Technical Services*
- 2.14 Stagecoach-Cancellation Of Services 20 And 456 As Commercial Services – *Head of Technical Services*
- 2.15 York Road – Creation Of 1 Hour Limited Waiting Parking Bay – *Head of Technical Services*

3. ITEMS FOR INFORMATION

- 3.1 Dyke House / Stranton / Grange Neighbourhood Action Plan (NAP) Refresh – *Head Of Community Strategy*
- 3.2 Neighbourhood Action Plans – The Way Forward Action Plan – *Head of Community Strategy*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

None

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
20th July 2009



Report of: Head of Regeneration

Subject: THROSTON NEIGHBOURHOOD ACTION PLAN
(NAP), FINAL FOR ENDORSEMENT

SUMMARY

1.0 PURPOSE OF REPORT

1.1 To seek agreement to the final draft of the Neighbourhood Action Plan (NAP) for Throston. The Plan is attached as **Appendix 1**.

2.0 SUMMARY OF CONTENTS

2.1 The report describes the background to NAPs with a specific focus on the Plan for Throston. It outlines the consultation process undertaken, the contents of the Plan and implementation procedures proposed. It also summarises the financial implications of the NAP once endorsement has been sought from relevant partners.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 NAPs fall within the remit of the Transport and Neighbourhoods Portfolio Holder, previously the Neighbourhoods and Communities Portfolio Holder. Once the Throston NAP has been finalised and endorsed, it will have an impact on service delivery and will potentially influence future funding opportunities in the Throston NAP area.

4.0 TYPE OF DECISION

4.1 Key decision. Test (ii) applies.

5.0 DECISION MAKING ROUTE

5.1 The final draft has already been taken to the Hartlepool Partnership Board (Friday 26th June), and subject to some minor alterations being made to reflect some late comments received on the draft, it was well received and endorsed.

6.0 DECISION(S) REQUIRED

6.1 The Portfolio Holder is requested to endorse the Throston NAP (attached as Appendix 1), subject to the inclusion of the late minor comments received towards the end of the consultation process.

Report of: Head of Regeneration

Subject: THROSTON NEIGHBOURHOOD ACTION PLAN
(NAP), FINAL FOR ENDORSEMENT

1.0 PURPOSE OF REPORT

1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) for Throston. The Plan is attached as **Appendix 1**.

2.0 BACKGROUND

2.1 NAPs are the local elements of Hartlepool's Neighbourhood Renewal Strategy (NRS), which are used to inform and improve service delivery within the priority neighbourhoods identified in the NRS. The Strategy forms part of the updated Community Strategy; Hartlepool's Ambition, which provides a new strategic policy framework for the Borough.

2.2 In the new Community Strategy; Hartlepool's Ambition, Throston has been added as a priority neighbourhood. Although the 2007 Index of Multiple Deprivation (IMD) does not place Throston in the bottom 10% overall, in the key areas of employment, health, deprivation and disability it is within the bottom 10% nationally. As these factors are key priorities for the Hartlepool Partnership it was agreed that Throston should be included as a priority neighbourhood in the NRS, resulting in a NAP being developed for the area.

2.3 Throston is located in the north of the Borough and covers most of the Throston Ward. The neighbourhood is encircled by Throston Grange Lane and Wiltshire Way, extends to the west to include St David's Walk and Caernarvon Grove and to the east to include Salisbury Place.

3.0 CONSULTATION PROCESS UNDERTAKEN

3.1 As reported at the Neighbourhoods and Communities Portfolio Holder meeting on 31st March 2009, work commenced on developing the NAP for the Throston area, following the endorsement of the revised Community Strategy; Hartlepool's Ambition in July 2008. A Family Fun Day, held in September 2008, marked the launch of the NAP for Throston and the start of the consultation process, to begin to identify the main issues and priorities facing the neighbourhood. The event was well received by the local community with over 300 local people attending.

3.2 Following this event, a door-to-door Household Survey was conducted in the area to which over 200 responses were received. This was another method of

identifying the issues affecting the quality of life of residents in Throston. Two Community Conference events have also been held, in October and December 2008, to further identify the community's priorities. Attendees were also involved in an exercise to prioritise key concerns, the results of which were used to inform the allocation of the Working Neighbourhoods Fund (WNF) budget for 'quick win' projects in the neighbourhood for 2008/09. The details of the environmental improvements undertaken with these monies were also reported at the March 2009 meeting. Further to this work, it can now be noted that the remaining budget has now been fully expended to improve youth provision in the area - to begin to address gaps in service provision for young people aged between 11 and 12 years and, to improve the availability of activities throughout the holiday periods of 2009.

- 3.3 Whilst consultation with local people and Ward Councillors was ongoing, service providers through their Theme Partnership were asked to prepare a Theme Assessment to inform the development of the NAP, alongside the information received from local people. Theme Partnerships utilised available neighbourhood statistics and sought to involve as many partners as possible in developing the assessment for their Theme. Each Theme Assessment set out to gain a broad understanding of existing local service provision, to establish gaps in current provision from the service provider's perspective, to identify what service providers feel are the key priorities for the Throston neighbourhood and to highlight any opportunities for future development. In addition, local survey information, such as the TellUs3 Survey, has also been used to inform the NAP document.
- 3.4 Following the consultation outlined above, the draft Plan was prepared and agreed by both the Neighbourhoods and Communities Portfolio Holder and the Hartlepool Partnership Board, in March 2009, as a consultation document. To complement the initial work and, to seek comments on the draft Plan, a consultation period of 8 weeks was agreed. During this time, a wide range of consultation exercises has been undertaken including; an online consultation, drop-in sessions, distributing the Plan with an accompanying questionnaire to every household, a Coffee Morning, work with schools serving the Throston area plus meeting with key community/voluntary organisations, including youth groups, and key stakeholders. The draft Plan has also been considered by each of the Theme Partnerships, for comments. All feedback on the Plan has been positive and constructive and helped to ensure the Plan provides a real understanding of the issues affecting the quality of life of local people. The Plan also outlines what action needs to be taken to improve the neighbourhood and provides a clear vision of what Throston will look like in the future.
- 3.5 The final version of the Plan was approved by the Hartlepool Partnership, at its meeting on the 26th June, subject to a number of minor amendments to reflect some late comments received through the consultation process, which were not available when the plan went to print. These amendments include some updates

to the Glossary of Terms, (the main one of which is to reflect the Primary Care Trust's commissioning role) and, an additional action in the Community Safety Theme to indicate that the Safer Hartlepool Partnership will work with partners to undertake some targeted work with local people, to address fear of crime concerns. The Plan will also be taken to the North Neighbourhood Consultative Forum as an Item for Information, in July 2009.

4.0 THE CONTENTS OF THE PLAN

- 4.1 As identified in paragraph 2.1, NAPs are used to deliver the NRS at a local level and therefore follow the same eight Themes of the Community Strategy; Hartlepool's Ambition.
- 4.2 As noted in the report to the Neighbourhoods and Communities Portfolio Holder, in March 2009, when the document was taken to be agreed as a draft for consultation, the format differs from any previous NAP that has been developed. The format and content of the Plan have been well received by the local community with many positive responses received throughout the second round of consultation.
- 4.3 Once the Plan has been endorsed it will be available on both the Borough Council and Hartlepool Partnership websites, along with a supplementary document (an A-Z), which outlines the key resources and programmes that are available to residents of the Throston area.

5.0 IMPLEMENTATION

- 5.1 Annual Action Plans will be prepared each year to take forward the Plan. The first of these, for 2009/10, will focus on the three themes of Jobs and the Economy, Lifelong Learning and Skills plus Health and Wellbeing.
- 5.2 Firstly, a commissioning template will be circulated to key service providers and local community/voluntary organisations, to enable them to propose potential schemes, which will seek to address one or more of the actions identified in the Plan.
- 5.3 A 'Prioritisation Event' will then be held in September 2009. All local residents will be encouraged to attend this event, to choose which of the submitted schemes should be supported by the £20,000 Residents Priorities Budget allocated from the WNF, this year. Names and addresses of people interested in taking part in such a process have already been collected, through the survey work undertaken as part of the consultation process. Twenty six residents from the area indicated that they would be interested in taking part in a local Forum; these people will be directly invited to attend the event. Posters and leaflets will also be used to publicise the event to other local residents, who may also be interested in attending. The projects selected will feed into the Annual Action

Plan, which will include named project leads (sponsors), actions to be addressed, support requirements and resources and, the date the scheme is scheduled to be completed.

- 5.4 Following the Prioritisation Event a NAP Forum will be established to receive progress and monitoring reports from each of the project sponsors for the schemes making up the basis of the Action Plan. The Throston NAP Forum will meet quarterly and will be open to all residents (with the nucleus being those who have already registered an interest and/or attended the Prioritisation Event), Ward Councillors, local community/voluntary organisations and service providers. Themed discussions will also take place at these meetings, to develop actions to deliver services to 'narrow the gaps', particularly with regard to the three initially targeted theme areas. Each Forum meeting will conclude with a series of agreed actions to be carried out and reported on at the meeting planned for the following quarter.
- 5.5 Progress on the Action Plan will also be monitored through the Council's Covalent system, with annual reports being received by Hartlepool Partnership's Performance Management Group and Theme Partnerships.
- 5.6 This streamlined implementation framework is a new approach to NAP delivery in the town. It will be reviewed toward the end of the financial year and any resulting lessons learnt will be fed back to the Partnership and to other NAP Forums.

6.0 FINANCIAL IMPLICATIONS AND RISK

- 6.1 In addition to the monies allocated to the Throston NAP from the WNF, it is anticipated that the NAP will also be influential in the future allocation of resources. The NAP provides a strategic analysis of the current needs and priorities of the community and the gaps in current service provision, which could be tackled should any new funding streams emerge. Impact upon priorities is expected to be made by using more efficiently and effectively existing mainstream resources on the more disadvantaged areas. This will coincide with a continuous improvement to services by all partners, which often only involves a series of small adjustments and more efficient co-ordination of activity.
- 6.2 There are no substantial risks in the NAP implementation process as the Neighbourhood Management framework is already well established. The implementation process will operate slightly differently to established procedures in other NAP areas however, as noted in paragraph 5.6 this new approach is to be reviewed at the end of 2009/10. The Borough Council's North Neighbourhood Manager has managed similar processes throughout other neighbourhoods in the North area of Hartlepool and worked with Forums in the allocation of WNF budgets. There is, however, a degree of risk associated with securing future resources, over and above the existing WNF monies for this year. The Local

Forum and the relevant officers will, however, be continually working in partnership with other service providers/organisations to ensure that every funding opportunity is utilised.

7.0 RECOMMENDATION

- 7.1 The Portfolio Holder is requested to endorse the Throston NAP (attached as Appendix 1), subject to the inclusion of the late minor comments received through the consultation process, as outlined in paragraph 3.5.

Throston

Neighbourhood Action Plan (NAP)



Final - June 2009

Text extracts can be made available in Braille, talking tapes and large print, on request. If you would like information in another language or format, please ask us. ☎ (01429) 523598.

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☎ (01429) 523598. (Arabic)

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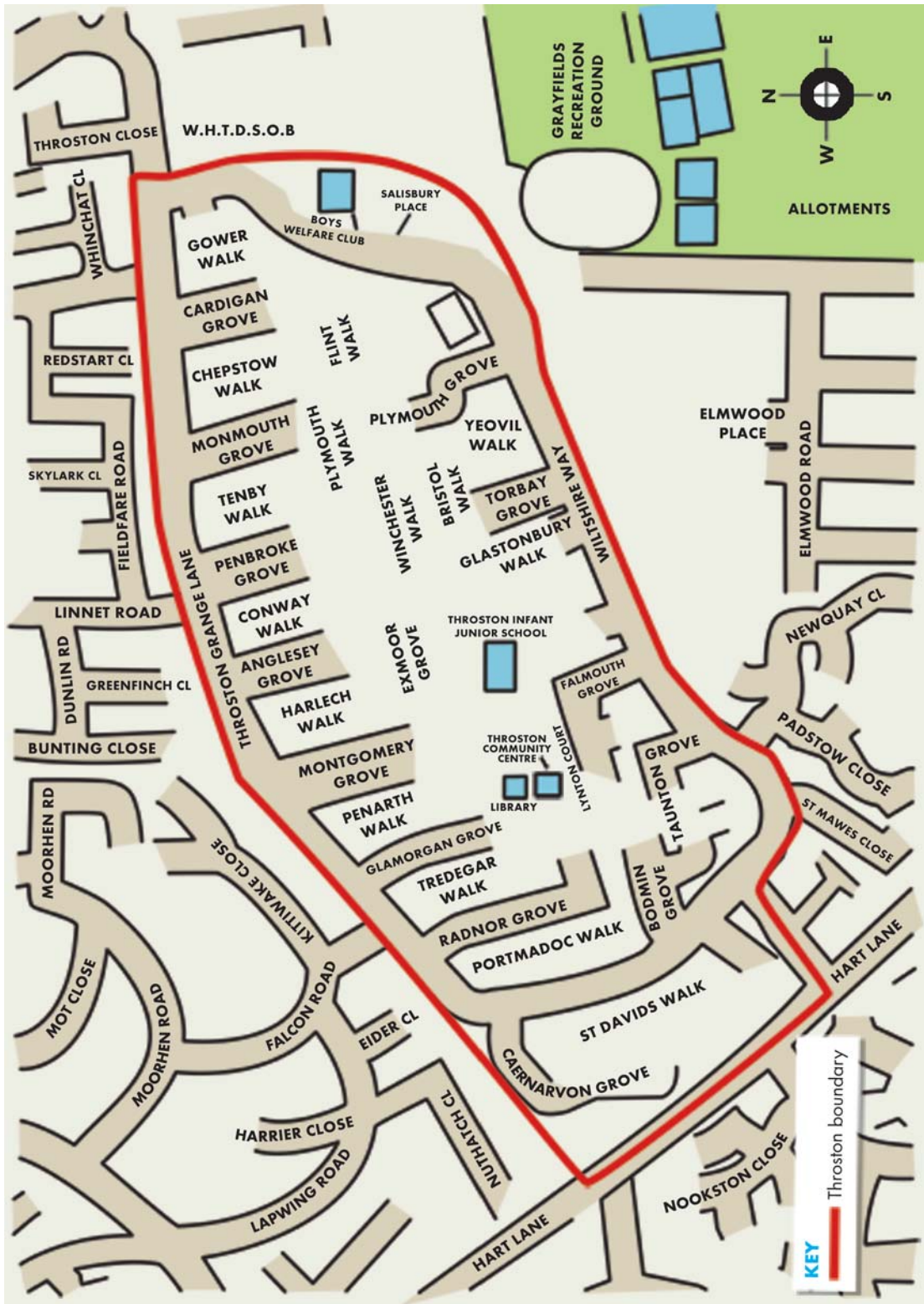
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Jeżeli chciałby Państwo uzyskać informacje w innym języku lub w innym formacie,
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Foreword

Neighbourhood Action Plans (NAPs) are developed in consultation with key partners who inform and develop the contents of the document. The Plans identify issues affecting the quality of life of residents and incorporate specific actions, which address the needs of the local neighbourhood. The agreed actions are a means to achieve the vision over a five year period.

The information presented in this Plan provides a real understanding of the issues facing the Throston area. It also looks at what action needs to be taken to improve the neighbourhood and, provides a clear vision of what Throston will look like in the future.

In order to develop the Plan, a substantial amount of work with local people, Ward Councillors, community/voluntary organisations and service providers has been undertaken to establish the needs and priorities of the community. The information reflected in the document has been obtained through a range of consultation sessions held between September 2008 and June 2009, including a Fun Day, which marked the launch of the NAP for Throston.

The preparation of the Plan is only the beginning of the process. We want to encourage all residents from the Throston NAP area and the adjacent neighbourhoods to come forward and get involved, as local people are the key driving force in taking forward the Throston NAP. We need to build on existing strengths in the community to tackle the issues and concerns identified in this Plan.



Karen Oliver, Neighbourhood Manager (North), Hartlepool Borough Council.

Introduction

What is a Neighbourhood Action Plan (NAP)?

A Neighbourhood Action Plan (NAP) sets out the key issues and priorities of a neighbourhood, which are established and agreed through working with local people, including children and young people, Ward Councillors, community/voluntary organisations and service providers.

NAPs are important in encouraging service providers to work together with local people to inform and improve local service provision, ensuring the delivery of high quality services, which are responsive to the needs of the local community.



Neighbourhood Action Plans in Context

Hartlepool's Community Strategy describes a long term vision of Hartlepool's ambition and aspirations for the future:

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

Hartlepool's Neighbourhood Renewal Strategy (NRS), which forms part of the Community Strategy; 'Hartlepool's Ambition', sets out to reduce inequalities in the most disadvantaged communities and tackle social and economic exclusion. NAPs are used to deliver the NRS at a local level and follow the same eight Themes of the Community Strategy: Jobs and the Economy; Lifelong Learning and Skills; Health and Wellbeing; Community Safety; Environment; Housing; Culture and Leisure and Strengthening Communities.

The Hartlepool Partnership is the town's Local Strategic Partnership (LSP), which brings together all of the town's partners delivering local services and oversees the Community Strategy at a strategic level. It is a network of partnerships working to ensure everyone in Hartlepool has a good standard of living and access to quality services that improve year on year.

The sub-groups of the Hartlepool Partnership are the Theme Partnerships. These groups focus on delivering the eight themes of the Community Strategy, as identified above. They are responsible for addressing specific issues referred from the Hartlepool Partnership Board and reporting back to the Board on progress. For more information about the Hartlepool Partnership please contact the Partnership Support Team on Tel. 01429 284147 or via their website at <http://www.hartlepoolpartnership.co.uk>.

The Hartlepool Partnership has a number of opportunities for residents, community/voluntary organisations and service users to get involved, and support its work to deliver the Community Strategy. The Hartlepool Community Network provides support for those interested in getting involved. They can be contacted on Tel. 01429 262641 or via their website at <http://www.hvda.org.uk/comment>.

About the Throston neighbourhood

Throston is located in the north of the town. The neighbourhood is encircled by Throston Grange Lane and Wiltshire Way, extends to the west to include St David's Walk and Caernarvon Grove and to the east to include Salisbury Place. The neighbourhood is directly adjacent to Grayfields Recreation Ground.

The Throston neighbourhood is a close knit community. There is a resident population of approximately 2,005 people living in 900 households. The housing stock is made up of 47.7% owner occupied, 44.4% socially rented including sheltered accommodation (owned by Housing Hartlepool, Tees Valley Housing Group and Anchor Trust) and 7.3% privately rented, which includes Throston Grange Nursing Home (Census, 2001). The age profile of the population is 18% under 15 years, 57% between 16 and retirement age and 25% over retirement age (Tees Valley Joint Strategy Unit, 2008).

The Throston area has a good range of local facilities including a local shopping parade at the top of Wiltshire Way and community facilities such as Throston Grange Library, Throston Community Centre, Throston Youth Project ('the Welly'), Throston Grange Primary School and Springwell School. A doctor's surgery and a dental practice are also located within the neighbourhood.

How local people been involved in developing the Plan

The Throston NAP has been developed through a range of consultation sessions with local people including children and young people, community/voluntary organisations, Ward Councillors and service providers who deliver services to the



Throston area (e.g. Cleveland Police, Hartlepool Borough Council and Housing Hartlepool). A Fun Day was held in September 2008 at West Hartlepool Technical Day School Old Boys (WHTDSOB) Rugby Union Football Club and Throston Youth Project ('the Welly') on Wiltshire Way. This event was very successful with over 300 local people in attendance. At the Fun Day people had the opportunity to feed their thoughts about the area in to the NAP development process by completing surveys, noting down their comments on the



graffiti walls, recording their views in the 'Big Brother' Video Diary Room and through Vox Pops (voice recorded impromptu interviews) as well as making arts and crafts with Scribbly Artz and, participating in painting a tile to illustrate their thoughts and opinions about the area. A DVD of the day is available, if you wish to borrow a copy, free of charge, please Tel. 01429 523598.

A Household Survey has also been undertaken with over 200 households responding. This was used as another method of identifying the key problems and issues facing the Throston area. Two Community Conference events were also held in October and December 2008, which were used in identifying the community's priorities.



All of the comments received have been incorporated into this Plan. The Throston NAP will be used to influence the future allocation of resources by service providers and will aim to ensure improved co-ordination and the delivery of services in the area.

How service providers been involved in developing the Plan

While consultation with local people and Ward Councillors was ongoing, service providers through their Theme Partnership were asked to prepare a Theme Assessment to inform the development of the NAP, alongside the information received from local people. Theme Partnerships utilised neighbourhood statistics (e.g. Ipsos MORI, 2008) and sought to involve as many partners as possible in developing the assessment for their Theme. Each Theme Assessment set out to gain a broad understanding of existing local service provision, to establish gaps in current provision from the service provider's perspective, to identify what service providers feel are the key priorities for the Throston neighbourhood and to highlight any opportunities for future development. In addition, the Community Vitality Index (CVI) and local survey information, such as the TellUs3 Survey, have also been used to inform the NAP document.

Initial progress made

Work on tackling some of the priorities identified by local people has commenced. The area has already benefited from Operation Cleansweep, which took to the streets in January 2009. The decision to target Throston stemmed from the initial findings of the NAP consultation, in which local people indicated that addressing environmental issues were of high priority. Work on tackling some of these issues, along with looking at improving community safety, took place throughout a week of targeted activity in the area.

Local people may have noticed the improvement works across the estate as pot holes were repaired, gullies cleansed, road markings re-painted and pavements mechanically swept.

Teesside Probation Service brought in their Community Payback Team to tidy up the grass verges throughout the estate, whilst Work Routes Environmental Task Force, funded through the Safer Hartlepool Partnership, cut back trees and shrubs in and around the area.

Parking enforcement and environmental officers were out on patrol, particularly out of hours, targeting irresponsible dog owners, fly-tippers and people who drop litter.

During the week, local people took advantage of free crime prevention advice and equipment from Hartlepool Borough Council's Community Safety Team and the Neighbourhood Policing Team at a Community Safety event held in Throston Grange Library. The Fire Brigade were also on hand at the event to offer advice and provide local people with the opportunity to sign up for a free Home Fire Safety Check.

Alongside this, a number of schemes were implemented, which have been supported by monies allocated to the Throston NAP, from the Working Neighbourhoods Fund (WNF), to respond to some of the community priorities.

These schemes included the installation of additional litter bins and dog litter bins on Flint Walk, the replacement of bollards throughout the estate, the resurfacing of existing parking areas in Bodmin Grove and Plymouth Walk, upgrading and replanting of raised flower beds and planting trees. In addition to these environmental improvements, monies have been allocated to various community/voluntary organisations to begin to improve youth provision in the neighbourhood.

Delivering a low footprint future for Throston

This Neighbourhood Action Plan (NAP) sets out how we can work together to make Throston a better place to live. In making these improvements we need to be sure that we are making changes that will last and that do not damage our environment.



All of us affect the environment in many different ways. The water we use, the food we eat, the buildings we live in, the energy we consume, the waste we produce, the way we travel and the distance we go all add up. The overall effect of our lifestyles can be described as a footprint. The more resources we use, the larger our footprint.

The information is presented in the eight themes: Jobs and the Economy; Lifelong Learning and Skills; Health and Wellbeing; Community Safety; Environment; Housing; Culture and Leisure and Strengthening Communities. For each of the NAP's eight themes there is a section that sets out how we could work together to deliver a low footprint future for Throston.

Jobs and the Economy

To successfully deliver the Jobs and the Economy Theme within Hartlepool's Neighbourhood Renewal Area there are a number of challenges that need to be addressed. These include poor transport to employment opportunities and personal barriers for residents to overcome to enter employment or set up their own business.



Unemployment within Hartlepool and within the Neighbourhood Renewal Area remains higher than the national average. More than 12% of the working age population are in receipt of Incapacity Benefit and within Throston this figure rises to 18% (Department of Work and Pensions, 2008).

A key aim of the Hartlepool Partnership is to create more employment opportunities for local people.

Within the Neighbourhood Renewal Area, partners are working to:

- Remove the barriers residents may face when going into employment and training;
- Provide more opportunities for residents to access jobs;
- Provide further opportunities for residents to take up training and develop their skills; and
- Provide advice and support for residents wanting to go into self-employment.

What local people told us

- People who work in the area are helpful and friendly, particularly those employed in local shops.
- 'Cathie's Corner', a general dealer on Flint Walk, is very popular.
- The proximity of the local shopping parade and the services available are convenient for many residents.

What action local people think is needed to improve the neighbourhood

- Further services should be provided to overcome gaps in current provision for example, support with IT, job searching and creating and developing CVs should be delivered from local venues.
- Existing services and opportunities need to be promoted to residents, particularly in relation to adult education courses/training and job searching.
- Further shopping provision across the estate would be welcomed as the existing local shopping parade is inaccessible for some residents due to its locality at the southern end of the estate.

What service providers say

Statistics

- 51% of the population are in paid work compared to 43% in the Neighbourhood Renewal Area, 50% in the Borough and 60% Nationally (Ipsos MORI, 2008).
- A significant proportion of the population are retired. 28% of respondents in Throston compared to 24% in the Borough were retired (Ipsos MORI, 2008).
- There are however, high levels of the population classed as economically inactive - 46% compared to the Borough average of 42% and 36% Nationally (Ipsos MORI, 2008).
- There are slightly higher levels of people with long-term limiting illness - 31% in Throston compared to 29% in the Borough and only 19% Nationally (Ipsos MORI, 2008).
- 45.5% of households are without a car compared to 39% Borough wide (Census, 2001).
- There is a high proportion of older people who have financial needs, including improved access to services (TellUs3 Survey, 2008).

Resources

- There are a number of services being delivered to address the issues of unemployment however, more can be done to improve accessibility and availability of these services in the Throston neighbourhood.

What service providers know about the economic wellbeing of children and young people

Statistics

- There are very few young people who are not in education, employment or training (NEET).

What action service providers think would improve the neighbourhood

- Further improve links to Jobcentre Plus, Connexions, the Adult Careers Information and Advice Service plus the wider Jobsmart Consortium, to ensure joined up services, avoiding duplication.
- Utilise key community venues including the Throston Grange Library, Throston Community Centre and Throston Youth Project ('the Welly'), delivered from the former Boys Welfare Centre, to provide services such as employment and training advisors at times that are flexible for residents.
- Develop a Jobs Club to provide jobsearch facilities, confidence building classes and Information, Advice and Guidance services.
- Provide self-employment workshops and one-to-one support for residents looking to start up their own business or a social enterprise.
- Promote the employment and training services available through events and literature.
- Develop further volunteering opportunities, with incentives.

What service providers think should be done for children and young people to achieve economic wellbeing

- Increase information and support to assist children and young people to choose subject options and plan for their future e.g. help from a teacher or careers advisor to choose subject options and think about jobs and careers.

Working together the aim is to ensure that within Throston

- Support is available within the neighbourhood to assist residents into education, employment, training and self-employment opportunities, which are widely advertised.
- Opportunities for volunteering are actively promoted within the neighbourhood.
- Shopping provision is accessible to all residents.
- Older people can access the financial services and support they require.

A low footprint future

The way we travel to and from work has an impact on the environment. Car sharing or cycling can save money and reduce our carbon footprint. Many employers have signed up to the Government's Cycle to Work initiative that allows employees make big savings on new bikes. Many residents in Throston do not have access to a car and Hartlepool's network of cycle routes are a great alternative.



Local shops and businesses can do their bit to help create a low footprint future by encouraging staff to recycle at work. Simple tasks like turning off lights and office equipment when you're not using it, setting printers to print double sided, reducing water consumption by fixing any drips and asking suppliers about take-back schemes for unused products can all save money, waste and energy. National research shows that more than a third of consumers would favour a product that has been designed with low environmental impact, minimal packaging or recyclability in mind, so being good to the environment can also be good for business. Companies that offer visitors refreshments could offer fairtrade drinks and demonstrate their commitment to a low footprint future.

Throston has a Residents Association, a number of youth projects and community/voluntary organisations that are always on the look out for equipment. Local businesses updating IT facilities or buying new office furniture, could pass on your unwanted equipment to a community group.

Lifelong Learning and Skills

The Lifelong Learning and Skills Theme covers early years, school, Further Education, Higher Education, skills development and community learning. This is an important theme for the Neighbourhood Renewal Area as poor educational attainment and low skill levels impact on the ability of residents to gain employment.



A key aim of the Hartlepool Partnership is to increase the skills and academic achievement of residents in Hartlepool.

Within the Neighbourhood Renewal Area, partners are working to:

- Raise the achievement of pupils, students and learners and improve the attainment of all children;
- Develop the skill levels and qualifications of residents to meet the needs of the labour market; and
- Improve the skill levels of residents of all ages, particularly in literacy, numeracy and ICT.

What local people told us

- Local primary schools serving the Throston area have a really good reputation within the community, especially in relation to their community roles and specific initiatives such as after school clubs.

What action local people think is needed to improve the neighbourhood

- Need to increase and promote learning provision locally, for both young people and adults, using local venues.
- For a small minority of children and young people there are a number of specific issues at local schools, which need to be addressed.
- Facilities on school sites need to be improved.



What service providers say

Statistics

- 26 Throston residents achieved their first full level 2 qualification in 2007/08 via LSC funded programmes with a further 11 achieving first level 3's (Learning and Skills Council, 2009).
- 73 adults from Throston took part in Further Education programmes in 2007/8 with half going to Hartlepool College of Further Education. This is fewer than in the previous year (Learning and Skills Council, 2009).
- 106 adults participated in LSC funded adult participation in learning programmes in 2008/09, an increase on the previous year. The most significant

increase in participation is in Train to Gain with an additional 21 employed learners from 2007/08 to 2008/09. This trend is reflected across Hartlepool (Learning and Skills Council, 2009).

- 123 Throston residents are participating in Hartlepool Adult Education classes, 18 of which are attending provision in the NAP area (Learning and Skills Council, 2009).
- 26% of residents from Throston have identified that they need to improve their maths skills, which is 10% above the Borough average (Ipsos MORI, 2008).
- 14 adult residents from Throston are currently being supported by the nextstep service (Adult Careers Information and Advice Services via Learning and Skills Council, 2009).

Knowledge

- There is very little learning provision actually delivered within the Throston area however, this does not seem to be a barrier to the local population as above average levels of residents are taking part in learning and training.
- Hartlepool Adult Education service has delivered courses at Springwell School and Throston Primary School. Courses have included craft, family literacy, play and language and Healthy Snacks. Residents from Throston have also accessed Adult Education provision elsewhere in the town.

What service providers know about the attainment levels/ achievements of children and young people

Statistics

- In 2007/08 a total of 90 young people from Throston participated in Learning and Skills Council (LSC) funded learning. This remains slightly above the average for the town. There has been a small but consistent growth in participation between 2006/07 and 2008/09 for Throston in contrast to Hartlepool overall, which saw a reduction in 2008/09 (Learning and Skills Council, 2009).
- The not in education, employment or training (NEET) rate for Throston is 4.6%, which is below the average for the town. This figure places Throston 9th of 16 wards with the highest rate being 14%. Hartlepool has made significant progress in reducing NEET over the last 12 months through targeted funded to support those in the greatest need (Learning and Skills Council, 2009).
- 33 young people from Throston were employed as Apprentices across a wide range of employers in 2007/08. The Apprenticeships were delivered by 11 training organisations based across the UK. The sectors covered include construction, engineering, childcare, dental nurses, administration, information technology, retail and electrical (Learning and Skills Council, 2009).
- At Key Stage 3 the percentage of pupils achieving the national expectation of Level 5, or higher was greater than the Borough average in all three core subjects of English, Mathematics and Science. 64% of the Throston pupils achieved the higher level 6+ in Maths, which is above both the



Borough and National average of 57%. However, only 16% achieved level 6 or higher in English, which is less than both the Borough (25.3%) and National average (33%) (HBC Children's Services, 2008).

- The percentage of pupils achieving 5+ GCSE's at A*-C was 48.1% compared to 66.7% in the Borough and 65.3% Nationally (HBC Children's Services, 2009).
- In comparison to the Borough as a whole, the population of Throston have fewer qualifications such as O Levels and GCSEs, A and AS Levels, NVQs and degree level qualifications (Ipsos MORI, 2008).
- 24.6% of Throston children are registered as having a Special Educational Need (SEN), which is slightly higher than the Borough average of 22% (HBC Children's Services, 2008).

Resources

- Throston Grange Library provides a weekly homework club (in term time only), board books for babies, a children's library, special needs books and a Bookstart programme as well as access to IT most week nights.
- Grayfields Recreation Ground with modern facilities including a Third Generation All Weather Pitch and Pavilion. The ground can be hired for educational work.

What action service providers think would improve the neighbourhood

- Promote the Adult Careers Information and Advice Service and explore the possibility of community based delivery in the neighbourhood.
- Support the delivery of Adult Education within the neighbourhood.
- Promote the Train to Gain programme to residents who are already employed.
- Promote the availability of free level 2 and 3 qualifications at local educational establishments.
- Increase access to literacy, numeracy and ICT training locally.
- Support the development of the Children's Centre at Throston Primary School.
- Work with key providers and partners to raise concerns about poor GCSE attainment levels and encourage the issue to be addressed.

What service providers think should be done to help children and young people enjoy and achieve

- Increase provision of homework clubs where a tutor is on hand to offer assistance/quiet space to do homework.

Working together the aim is to ensure that within Throston

- Learning provision is delivered locally, is responsive to the needs of the community and is widely advertised to ensure local residents take part.
- Support is provided within the neighbourhood to encourage young people into education, employment or training.
- Further Education opportunities, apprenticeship and entry to employment programmes are actively promoted in the neighbourhood.
- There is a successful Children's Centre at Throston Primary School.
- Support is available to ensure a greater number of pupils within the neighbourhood achieve 5 or more A*-C Grade passes at GCSE level or equivalent.

A low footprint future

It's important that children and young people in Throston grow up safely and with the skills and knowledge they need to succeed. For many children and young people, care for the environment is high on their list of concerns. Some of Hartlepool's schools are working to become sustainable schools – one that through its teaching, fabric and its day-to-day practices encourages students, governors and teachers to care:

- for oneself (our health and well-being);
- for each other (across cultures, distances and generations); and
- for the environment (both locally and globally).

There's lots of information available online, in newspapers, schools and libraries about reducing our carbon footprint and doing our bit for the environment. Sometimes it's difficult to know where to start. Local training providers deliver a range of learning opportunities, and they'll often develop a course to meet local needs. Residents Associations or community/voluntary organisations could encourage local training organisations to provide information on composting, gardening, visits to Saltholme nature reserve or understanding gas or electricity bills.



Health and Wellbeing

Although improving, Hartlepool residents suffer from more ill health and disability, higher death rates from diseases such as cancer and respiratory disease and live shorter lives than most other parts of the country. In 2007 the Throston neighbourhood was within the worst 10% nationally for the health of its residents.



Key aims of the Hartlepool Partnership include improved health for the people of the town and easier access to health services.

Within the Neighbourhood Renewal Area, partners are working to:

- Protect and improve health;
- Target neighbourhoods with screening and support services for heart disease, strokes and cancers;
- Encourage residents to adopt healthy lifestyles;
- Reduce smoking, alcohol, drugs and solvent abuse;
- Reduce teenage conceptions and improve sexual health and;
- Improve mental wellbeing.

What local people told us

- Amenities, including a dental practice and doctors surgery, are within the neighbourhood.
- Local people like the close proximity of the hospital however, there are concerns regarding its closure.
- A weight loss and weight management group; Slimming World, run sessions in Throston Primary School.
- Throston Grange Residents' Association provide a Fruit and Veg Scheme on Wednesday and Friday mornings from their premises on Flint Walk.
- Throston has an active Allotment Association.
- There is a variety of activities and clubs in the area, specifically for young people, delivered from local venues, but they are not widely publicised.

What action local people think is needed to improve the neighbourhood

- People need to be encouraged to take more exercise.
- Provision of sport/leisure/play facilities and activities, particularly for young people, needs to be increased.
- Links between schools and the Allotment Association need to be developed in order to provide young people with the opportunity of growing their own fresh fruit and vegetables.
- Information needs to be available to educate the community of the dangers associated with dog fouling and litter.
- Education around the dangers of smoking is required.
- Levels of alcohol/drug consumption/dependency need to be reduced.

- Local shopping parades need to be improved in relation to range/variety of produce and, an increase in shopping provision across the area is required.
- Underage drinking needs to be tackled.

What service providers say

Statistics

- Almost 30% of residents report that they eat 5 portions of fruit or vegetables a day. This is much higher than the Borough average of 18% (Ipsos MORI, 2008).
- The Throston neighbourhood is one of the 10% most health deprived neighbourhoods in England (Index of Multiple Deprivation, 2007).
- 23% of residents describe their health as “not good” in the last 12 months compared to the 20% Borough average and 12% National average (Ipsos MORI, 2008).
- 31% of the Throston population have a long standing limiting illness compared to 29% for the Borough and 19% Nationally (Ipsos MORI, 2008).
- 30% of Throston residents smoke, which is comparable to the Borough average, but much higher than National smoking rates of 22% (Ipsos MORI, 2008).
- Although many Throston residents do regular exercise, there are still increasing number of residents who are overweight (Hartlepool Joint Strategic Needs Assessment, 2008).
- 22% of residents have problems with anxiety, nerves, depression or stress compared to the Borough average of 20% (Ipsos MORI, 2008).
- 9% of residents report feeling lonely or isolated, which is higher than both the Neighbourhood Renewal Area (7%) and Borough (6%) averages (Ipsos MORI, 2008).



Knowledge

- Throston Primary School has been awarded Healthy School Status.
- 446 adults use community care services in the neighbourhood (HBC Adult and Community Services, 2008).
- Over 750 patients visit the Hospital’s Accident and Emergency department every year with sprains, fractures, cuts, respiratory and circulatory problems and abdominal pains. The majority of patients are discharged without an overnight stay (North Tees and Hartlepool NHS Trust, 2008).
- People want to have health and care services provided closer to home.

Resources

- The Primary Care Trust (PCT) Health Trainer for the Throston and Dyke House communities is based at Brougham Annexe in Wharton Terrace. This is a free service whereby information and support is available in relation to weight management, diabetes awareness, healthy eating and smoking cessation.
- Throston Primary School hosts a weekly Tai Chi session.

What service providers know about children and young people's health and emotional wellbeing

Statistics

- 15% of Throston pupils are eligible for free school meals. This is lower than the Borough average of 20% (Hartlepool Joint Strategic Needs Assessment, 2008).
- An increasing number of children and young people are overweight (Hartlepool Joint Strategic Needs Assessment, 2008).
- Young people show more risk taking behaviours in Hartlepool, demonstrated by high rates of under 18 conceptions and sexually transmitted infections (Hartlepool Joint Strategic Needs Assessment, 2008).



Knowledge

- The more prepared children and young people are to cope with a wide range of pressures the more likely their outcomes will improve.

Resources

- Grayfields Recreation Ground with modern facilities including a Third Generation All Weather Pitch and impressive pavilion. The ground can be hired for educational work as well as football and football related activities.
- The town wide Football Development scheme runs primarily from Grayfields Recreation Ground, supports and enhances football activity placing a key emphasis on under represented areas of football. A number of football activity sessions are delivered weekly for between 5 and 18 year olds for example, Grayfields Street League.
- Throston Youth Project ('the Welly'), delivered from the former Boys Welfare Centre, is well used with a wide range of activities on offer including 5-a-side football. There is also the opportunity for young people to discuss many issues such as sexual health, drugs, alcohol and smoking.
- Brinkburn Football Club train at Grayfields Recreation Ground, weekly.
- Throston Primary School runs a Healthy Living Project, for its pupils, covering topics such as healthy eating, exercise, smoking etc.

What action service providers think would improve the neighbourhood

- Help people to stop smoking so that everyone who smokes can easily find the support they need to stop, close to where they live or work.
- Ensure those residents with long term conditions maintain their own health and lead independent lives
- Ensure easy access to fresh fruit and vegetables and healthy eating initiatives.
- Increase take up of screening opportunities.
- Extend awareness raising programmes relating to living healthier lifestyles to ensure that parents have access to the same information as their children.
- Look at the possibility of basing the Primary Care Trust (PCT) Health Trainer locally to offer advice and guidance on healthy eating, diabetes awareness, weight management and smoking cessation. Sessions could be delivered from Throston Community Centre.

- Investigate hosting a luncheon club in the Community Centre to bring people together and provide a healthy meal.
- Further develop the Healthy Living Project at Throston Primary School, inviting members of the public to work with young people, to promote healthy living amongst local people and encourage intergenerational activity.
- Bring the relevant service providers together by way of an event to determine health needs of the Throston Community.

What service providers think should be done to improve children and young people’s health and emotional wellbeing

- Improve access to information and advice around healthy eating, alcohol, smoking, drugs, sex and relationships.
- Help young people not to want to start smoking and support those who want to stop.
- Support young people to improve their diet and increase their uptake of exercise.
- Seek to provide 1:1 support for those children and young people who want to lose weight.
- Ensure that children and young people, particularly those aged 11-15 are ready to cope with the stresses that modern day life can place upon them.
- Control underage sales of alcohol and tobacco.
- Ensure that all parents have the information that they require to support their children to make healthy choices.
- Provide more opportunities for children and young people to take part in sport and active recreation, including gym facilities and sports clubs.



Working together the aim is to ensure that within Throston

- Locally based health services and facilities are provided which are convenient, accessible, co-ordinated and of high quality.
- Healthy lifestyle choices are available and actively promoted within the neighbourhood.
- Information, advice and guidance is available to support local people to improve their overall health and wellbeing.

A low footprint future

Leading a healthy lifestyle can also lead to a healthy planet. Eating fresh, local, unprocessed food that is in season significantly reduces our affect on the environment. Choosing food that has travelled a shorter distance will help to reduce congestion and transport emissions that contribute to climate change. National research shows that the healthier the community, the lower its carbon footprint.



Throwing away food unnecessarily costs the average family £420 a year. By planning meals, making shopping lists and being creative with leftovers you can save money and reduce food waste. Throston Residents’ Association

runs a Fruit and Veg Scheme from their premises on Flint Walk, which is open to all residents to join.

Community Safety

Community Safety is one of the highest community priorities. Whilst there have been recent improvements in reducing crimes such as burglary and vehicle crime, reducing the fear of crime and the need for public reassurance remain a high priorities.

70% of incidents of Anti-Social Behaviour reported to the Police are from the Neighbourhood Renewal Area, with many of these incidents being alcohol related.



Key aims of the Hartlepool Partnership are to improve neighbourhood safety, and reduce Anti-Social Behaviour and the fear of crime.

Within the Neighbourhood Renewal Area, partners are working to:

- Maintain and increase the visibility of uniform presence within neighbourhoods;
- Reduce Anti-Social Behaviour;
- Target underage drinking;
- Provide a range of diversionary activities for young people within local neighbourhoods;
- Engage with parents, guardians and families to prevent youth offending and Anti-Social Behaviour;
- Tackle the problem of drug misuse; and
- Improve the appearance of neighbourhoods by tackling vandalism, graffiti and fly tipping.

What local people told us

- Access to the Ringmaster Neighbourhood Watch initiative provides residents with up-to-date information about crime issues affecting the neighbourhood, as well as community safety advice.
- The dedicated Neighbourhood Policing Team is an asset to the community.
- Local people generally feel that the neighbourhood is a safe place to live.

What action local people think is needed to improve the neighbourhood

- Further action needs to be taken to reduce incidents of criminal damage, especially car crime, vandalism and graffiti.
- More visible police patrols are required throughout the area, including raising the profile of the area based Neighbourhood Policing Team further.
- Relationships between residents and the Neighbourhood Policing Team need to be strengthened.
- Work with young people and residents to overcome issues in relation to playing football near to residential properties for example, encourage the use of soft footballs to ensure that playing football on green/open spaces is safe and not intrusive to residents living nearby.

- Need to reduce the fear of crime that is perceived by some residents in the area.
- Actively promote the Ringmaster scheme to increase household participation (i.e. using local amenities and community buildings).
- Further diversionary activities, facilities and partnership working between services are needed to reduce 'gangs' hanging around the estate particularly around the shopping parade and underneath 'flying' bedrooms, and especially after dark.
- Motorbikes on footpaths are a problem, which needs to be resolved.
- There has been a few reported incidents when drug related litter has been found. These have, however, been in 'hotspot' areas and once reported have been removed. Need to continue to encourage people to report any future drug related incidents.
- Need to make available security measures to residential properties, including target hardening measures for example 'dusk til dawn lighting', for vulnerable homes (particularly bungalows) and residents.

What service providers say

Statistics

- 18.6% of households in the Throston NAP area are signed up to the 'Ringmaster' scheme, which is higher than Throston Ward at 13.1% and Borough averages of 10.8%. (HBC Community Safety, 2009).
- 25% of Throston residents identify car crime as a serious problem, which is higher than both the Neighbourhood Renewal Area (12%) and Borough (8%) averages (Ipsos MORI, 2008).
- 72% of Throston residents see teenagers hanging around as a problem, which is higher than both the Neighbourhood Renewal Area (58%) and Borough (51%) averages (Ipsos MORI, 2008).
- 34% of Throston residents are dissatisfied with the service provided by the Police, which is significantly higher than the Neighbourhood Renewal Area average of 19% and Borough average of 18% (Ipsos MORI, 2008).
- 49% of Throston residents identify disturbance from crowds and gangs or hooliganism as a problem, which is significantly higher than the Neighbourhood Renewal Area average of 36% and Borough average of 30% (Ipsos MORI, 2008).
- 53% of Throston residents feel unsafe walking alone in or around the area after dark compared to the Neighbourhood Renewal Area average of 45% and the Borough average of 37% (Ipsos MORI, 2008).



Knowledge

- The Vulnerable Localities Index (VLI) is used to focus Community Safety actions.
- There is a Designate Public Places Order area in Throston covering the play area on Grayfields Recreation Ground and Wiltshire Way.

- Criminal damage accounts for almost a quarter of all crimes within the Throston neighbourhood with vehicle related crime accounting for over a third of all criminal activity. Also, the trend shows that this is increasing.
- Criminal activity peaks on Fridays, Saturdays and Sundays between 12.00am and 1.00am with Anti-Social Behaviour most commonly occurring on Fridays, Saturdays and Sundays between 4.00pm and 10.00pm. The majority of the Anti-Social Behaviour is identified as rowdy behaviour.
- There is recognition by Hartlepool Police that fear of crime issues, public reassurance and confidence, are equally of concern to the Throston community.

Resources

- To help combat graffiti in the area, free graffiti removal kits are available for all community groups and residents from the Community Safety Office (8 Church Street, Hartlepool).
- Target hardening and security advice is available from the Community Safety Office for all business premises where required and to all burglary victims and vulnerable residents.
- The Ringmaster neighbourhood watch scheme is available for all residents to sign up to free of charge, to keep residents informed of crime within the local area and seasonal campaigns.

What service providers know about ensuring the safety of children and young people

Resources

- Around 40 young people from the neighbourhood attend the Throston Youth Project ('the Welly'). The Throston Youth Project is delivered from the former Boys Welfare Centre and runs 5 evenings a week (Sunday to Thursday).
- The Safer Hartlepool Partnership is working with all partners including Police, Fire Brigade, Local Authority, Joint Action Groups and residents to provide diversionary activities for young people where possible.

What action service providers think would improve the neighbourhood

- Increase the number of residents who are signed up to the Ringmaster scheme and utilise the scheme to relay further key messages to the community.
- Agree community safety 'hot spots' within the area and investigate potential solutions.
- The Neighbourhood Policing Team will continue to provide a highly visible, reassuring presence in the Throston area, applying problem solving principles to local needs and concerns.

What service providers think should be done to ensure children and young people stay safe

- Build stronger links between Officers from the Neighbourhood Policing Team and young people.

Working together the aim is to ensure that within Throston

- Anti-Social Behaviour including rowdy and nuisance behaviour, misuse of motorbikes and criminal damage in particular vehicle related crime, graffiti and vandalism is deterred.
- Neighbourhood safety and public confidence is high and fear of crime is low.
- Information, advice and guidance relating to community safety issues is readily available.
- Residential properties are secure, particularly vulnerable homes and those belonging to vulnerable residents.

A low footprint future

Good outdoor lighting can put off or draw attention to a burglar. The most appropriate form of lighting to use is high-efficiency low-energy lighting, controlled by a dusk-to-dawn switch so that it comes on only when it's dark. This provides a constant and uniform level of light. It costs very little to run and helps to create a more reassuring environment.



All Hartlepool schools have school travel plans. These set out practical steps for improving children's safety on the journey to and from school.

Environment

The environment in which we live plays an important role in the quality of life of residents within a neighbourhood. Access to open spaces with play areas and sports facilities, quiet areas, and the natural environment are all important factors in achieving the type of community in which people enjoy living.

Key aims of the Hartlepool Partnership include the protection and enhancement of the natural and built environments and the provision of an improved and accessible transport system.

Within the Neighbourhood Renewal Area, partners are working to:

- Increase the environmental quality of all public open spaces;
- Ensure that neighbourhoods have access to good quality public transport; and
- Provide safe and convenient access for pedestrians and cyclists.

What local people told us

- There is easy access to the A19 and the Town Centre.
- Generally the Throston area is a clean, attractive environment with trees, shrubs and green open spaces plus Grayfields Recreation Ground, including the beck, and Ward Jackson Park are in close proximity.
- In general, the area is served by a reliable public transport system.
- Many residents have access to parking provision.

What action local people think is needed to improve the neighbourhood

- Implement measures to address speeding traffic throughout the area, particularly on Throston Grange Lane, the roads surrounding Throston Primary School, Throston Community Centre/Throston Grange Library and Wiltshire Way.
- Address dog fouling issues, especially on Flint Walk, Conway Walk, Penarth Walk, around Throston Community Centre and on open green areas throughout the area.
- Footpaths, parking areas, lay-bys and roads across the neighbourhood are in a poor state of repair and need improving.
- Pedestrian crossing provision needs to be improved on Throston Grange Lane.
- Litter, including chewing gum, broken glass and debris from recycling collections is a problem, particularly in areas where access is difficult for street cleansing to be undertaken.
- Grass cuttings are not collected, which makes the area untidy and can cause footpaths to become slippery in wet weather.
- Improvements need to be made to the street lighting across the area, in particular Tenby Walk, near to the bungalows, and the path adjacent to the allotments.
- Street signs need to be upgraded throughout the area.
- Car parking issues/provision need to be addressed in the area including Springwell School and especially in relation to the development of the

Children's Centre at Throston Primary School, as the surrounding area suffers from traffic congestion at school pick-up and drop-off times already.

- Explore the possibility of developing a Community Garden in the area.
- Improve pedestrian links to the Lidl store.
- The general appearance of the area and the surrounding environment could be enhanced.
- Although the area is served by a reliable public transport system there is a need for an improved bus service on Wiltshire Way for example, number 6 bus service serving the Throston area.
- Improve the appearance of local shopping parades including the provision of cycle parking.

What service providers say

Statistics

- 19% of Throston residents identify dogs causing nuisance and mess as a serious problem, which is similar to the Neighbourhood Renewal Area but higher than the Borough average of 13% (Ipsos MORI, 2008).
- Graffiti problems continue in some specific areas within the neighbourhood. 42% of Throston residents view vandalism, graffiti and other deliberate damage to property as a problem, which is similar to the Neighbourhood Renewal Area average of 43% and is much higher than the Borough average of 33% (Ipsos MORI, 2008).
- 56% of Throston residents view litter and rubbish in the streets as a problem compared to the Neighbourhood Renewal Area average of 62% and the Borough average of 53% (Ipsos MORI, 2008).
- 29% of Throston residents say that the speed and volume of traffic in the area is a problem, which is much lower than the Neighbourhood Renewal Area (46%) and Borough (42%) averages (Ipsos MORI, 2008).
- Overall 93% of Throston residents are satisfied with the area as a place to live, which is significantly higher than the Neighbourhood Renewal Area (78%) and Borough (86%) averages (Ipsos MORI, 2008).

Knowledge

- The quality of resident car parking is of concern, as is the low level of street lighting in these areas.
- Street lighting levels across the wider estate are also considered to be poor.
- The number of trees within the area is only of a moderate level with the access to the wider countryside being poor other than by road.

What service providers know about the environment for children and young people

Resources

- There is an active Year 1 and Year 2 Gardening Group at Throston Primary School.
- Throston Primary School is currently involved in the 'Eco-Schools International Award Programme'. This programme assists the school on their sustainable journey. The ultimate aim is to embed care for the environment into the heart of school life.

What action service providers think would improve the neighbourhood

- Dog Wardens to regularly visit the area and issue Fixed Penalty Notices when appropriate.
- Provide additional dog bins where necessary.
- Develop a programme to improve the general level of lighting around the neighbourhood.
- Provide additional tree planting and beautification within the areas of open space, including the grounds of both schools.
- Investigate ways in which access to the local countryside can be improved.
- Resurface roads in Glamorgan Grove and Plymouth Grove, as outlined in Hartlepool Borough Council's five year programme for planned highway maintenance works, from 2009/10.

What service providers think should be done to improve the environment for children and young people

- Work with Throston Primary School on the problems of dog fouling.
- Create a cleaner, safer, more attractive environment.
- Work with local schools on the benefits of improving the environment, including the potential to develop some tree/shrub planting schemes within the school grounds, to involve young people in the planting.

Working together the aim is to ensure that within Throston

- The local environment is enhanced and the general appearance of the area has been upgraded.
- Pedestrians, cyclists and motorists can access the neighbourhood safely.
- Residents take pride in their neighbourhood and assist in creating a high quality environment.
- Local shopping parades are attractive and accessible.

A low footprint future

There are lots of different ways that we can work together to reduce the impact that the Throston neighbourhood has on the environment. Within homes and buildings using energy efficient bulbs will produce less CO₂ and save up to £60 in electricity over the lifetime of each bulb.



In the garden, collecting rainwater in water butts and using it for watering your garden saves valuable resources. Hartlepool's Home Compost Scheme encourages residents to compost all their garden and kitchen waste at home. By transforming this good waste into compost you can improve the health of your plants and flowers and reduce the amount of rubbish that is being put out for collection. You can find out more about composting by visiting www.recyclenow.com/compost.

Much of what we throw away is in perfect working order but is discarded because it is out of date or no longer needed. Repair and reuse is often cheaper and is certainly a much better option for the environment than recycling or disposal. Throston residents could come together and match people who have things they want to get rid of with people who can use them. Freecycle is a network that promotes this activity. Find out more about them by visiting <http://uk.freecycle.org/>.

Housing

The majority of residents within Hartlepool are satisfied with their accommodation. The changing housing market has however, led to increased demands for social housing. The condition of social housing stock has improved markedly resulting in low vacancy rates and long waiting lists. There is more of a need for supported housing for vulnerable people, especially with an increasingly elderly population.

The key aims of the Hartlepool Partnership are to ensure that there is access to a choice of good quality housing across all tenures, improve the quality of existing housing and to meet the housing needs of vulnerable people.



Within the Neighbourhood Renewal Area, partners are working to:

- Achieve decent homes standards for social housing and private housing occupied by vulnerable groups;
- Provide support to vulnerable households so they can live as independently as possible; and
- Address the issue of fuel poverty.

What local people told us

- The range of housing types within the area meets the diverse needs of local people.
- Significant improvements have been made to Housing Hartlepool properties throughout the area, which have enhanced the area as a place to live and improved the homes of local people.

What action local people think is needed to improve the neighbourhood

- Look to resolve issues in relation to 'flying' bedrooms, which can contribute to anti-social behaviour.
- Existing homes and accommodation need to be improved to meet and exceed 'decent homes standard', especially Springwell Flats.
- Increase the availability of affordable housing and bungalows.
- Further support is required to assist the elderly population to live independently and neighbourhood accessibility needs to be improved for the elderly and disabled.

What service providers say

Statistics

- 47.7% of properties on the estate are owner-occupied, 7.3% are privately rented and 44.4% are rented from social landlords with Housing Hartlepool being the biggest provider of social rented properties in the neighbourhood (Census, 2001).

- 42% of Housing Hartlepool residents in the neighbourhood are elderly and a number of these have stated that they have mobility difficulties (Housing Hartlepool, 2008).
- A Housing Hartlepool survey has highlighted issues with Anti-Social Behaviour, which stem from the layout of the estate (Housing Hartlepool, 2008).
- 98% of Throston residents are satisfied with their accommodation compared with a Borough average of 93% and Neighbourhood Renewal Area average of 90% (Ipsos MORI, 2008).
- 47% of the neighbourhood are single person households and 71% have lived in the area for 20 years or more, which is high compared with the Borough (47%) and Neighbourhood Renewal Area (41%) averages (Ipsos MORI, 2008).

Knowledge

- There are no significant housing issues in the Throston neighbourhood.
- All Housing Hartlepool properties have had improvements to take them above the Government's decent homes standard.
- The average house price in Throston is below the Borough and National averages. The value of property in the neighbourhood has however increased significantly over the last few years.
- In addition to Housing Hartlepool, Anchor Housing and Tees Valley Housing also provide social housing in the neighbourhood.

Resources

- There is a private nursing home within the neighbourhood; Throston Grange Nursing Home. This is, however currently facing closure due to lack of demand for this specific accommodation.
- There are Sheltered Housing Complexes within the area; Springwell Flats owned by Housing Hartlepool and, Linton Court owned by Anchor Housing. Housing Hartlepool also provide 105 bungalows for people aged 65+ or for those who have a physical disability, these are Warden controlled.

What service providers know about the housing for children and young people

- No specific issues have been raised regarding housing for children and young people in the Throston neighbourhood.

What action service providers think would improve the neighbourhood

- Entrances to communal blocks to be improved in full consultation with residents of the blocks effected.
- A further scheme to improve the outside of all Housing Hartlepool properties is to be drawn up. This will see improved fencing etc. over the next 5 years.
- Housing Hartlepool continue to work to agreed Service Standards, which include a weekly visit to the neighbourhood, neighbourhood inspections every 12 weeks, removal of offensive graffiti within 12 working hours and non-offensive graffiti within 28 days of being reported amongst others.



What service providers think should be done to improve the housing for children and young people

- There are no specific issues to address in relation to housing for children and young people.

Working together the aim is to ensure that within Throston

- Social housing and accommodation meet and exceed the 'decent homes standard'.
- People have access to good quality affordable housing.

A low footprint future

The easiest way to make your home energy efficient is by having loft and cavity wall insulation. For information on grants and discounts for such work (even if you do not claim benefits) call Tees and Durham Energy Advice Centre (TADEA) on Tel. 01642 373021 or visit their website www.tadea.com.



When shopping for new appliances it is important not just to consider the cost of buying an item, but to look at how expensive it is going to be to run. Everything from light bulbs to fridge freezers now have an energy saving "recommended" label showing how much energy they use. Some tell you how much water they use too. Call the Act on CO₂ advice line on Tel. 0800 512 012 for advice on saving energy and money in your home or visit their website www.saveenergy.org.

Culture and Leisure

Culture and Leisure are key elements to regeneration with access to high quality museums, libraries and sport and physical activities all vital to improved quality of life for local residents.

Key aims of the Hartlepool Partnership are to strengthen communities and improve the places where people live through the enjoyment of leisure, culture and sport.

Within the Neighbourhood Renewal Area, partners are working to:

- Develop concessionary schemes to increase access to arts and sports;
- Increase the use of community facilities;
- Develop youth provision; and
- Protect and enhance children's play areas, open spaces and parks.



What local people told us

- Amenities, including Throston Community Centre and Throston Grange Library, are ideally located in the community.
- The library is well used and has a range of activities available.
- There is a variety of activities and clubs in the area, specifically for young people and delivered from local venues, but they are not widely publicised.
- Throston Youth Project ('the Welly'), delivered from the former Boys Welfare Centre, provides a place for young people to socialise with friends, take part in activities and access support when required.
- The newly created Phoenix Youth Club delivered at Throston Primary School allows young people to meet, socialise and take part in activities.
- Lots of green open space, including the field at Throston Primary School, which provides areas for children and young people to play.
- The Throston area is in close proximity to Grayfields Recreation Ground, including the skate park and the beck, the West Hartlepool Technical Day School Old Boys (WHTDSOB) Rugby Union Football Club, Throston Grange Allotments, High Throston Golf Club, Ward Jackson Park, the Wacky Warehouse and Hart reservoirs, which provide opportunities for local people.
- The Throston neighbourhood is well served by amenities, including a parade of shops.

What action local people think is needed to improve the neighbourhood

- Access to further sport/leisure facilities and meeting spaces is required and existing facilities need to be improved.
- The programme of activities, available throughout the school holidays, needs to be expanded and publicised.
- Need to increase the provision of sustainable activities for people of all ages, at local venues, to address the gaps in amenity provision, specifically for young people and the elderly.

- Need to address the gap in youth service provision for young people aged between 11 and 12 years of age.
- Existing activities and facilities need to be promoted to encourage maximum use, especially Throston Community Centre and Throston Youth Project ('the Welly'). Any barriers to access need to be overcome, including cost of hire.
- Access to nearby activities and facilities needs to be improved including organised outings/trips and structured activities such as a local football league.

What service providers say

Statistics

- 54% of Throston residents are dissatisfied with children's play areas, which is much higher than both the Neighbourhood Renewal Area (44%) and Borough (32%) averages (Ipsos MORI, 2008).
- 38% of Throston residents are dissatisfied with parks and open spaces, which is higher than the Neighbourhood Renewal Area average of 33% the Borough average of 23% (Ipsos MORI, 2008).

Knowledge

- Throston Grange Library is very well used and is the second busiest branch library in the town.
- A longer term vision for the library is to develop the grass space at the front of the premises as a Community Garden.

Resources

- The Throston Grange Library and Throston Community Centre are in the centre of the neighbourhood.
- The library offers public access to computers, internet, e-mail and printing facilities and, a weekly coffee morning.
- The Community Centre offers a range of activities to residents such as Carpet Bowls, Bingo evenings, a Ladies Club and a Friendship Club however, usage has dropped over the previous two years.
- Throston Primary School hosts a weekly Tai Chi session.
- Throston has a thriving Allotment Association.

What service providers know about culture and leisure activities for children and young people

Resources

- Around 40 young people from the neighbourhood attend the Throston Youth Project ('the Welly'), which runs 5 evenings a week (Sunday to Thursday).
- The Throston Grange Library provides a weekly homework club (in term time only), board books for babies, a children's library, special needs books, a Bookstart programme, story times and weekly Kids Club.
- The Children's Centre (North 2 Locality) provides support to extend delivery of services from local schools, including Throston Primary School and local community venues, for the benefit of the community in Throston. This includes a number of activities; Jump and Jive, Trampolining, Little Kickers, Krafty Kids, Fit Tots and Baby Signing.

- The Children's Centre (North 2 Locality) fund and co-ordinate a range of holiday activities for children under 5 years of age. A programme of activities for those over 5 years of age is also provided, funding permitting.
- Throston Primary School hosts a variety of weekly activities including a Parent and Toddler Group, Dance Classes, Brownies, Rainbows and Guides, the 'Fun for All' Youth Group and the Phoenix Youth Clubs.
- Hartlepool PATCH (Parent and Toddler Group) and Talking Tots run from Throston Community Centre, weekly.
- Springwell School hosts a Parent and Toddler Group each week.
- Brinkburn Football Club train at Grayfields Recreation Ground.
- Grayfields Recreation Ground with modern facilities including a Third Generation All Weather Pitch and Pavilion. The ground can be hired for educational work as well as football and football related activities.
- The town wide Football Development scheme run primarily from Grayfields Recreation Ground supports and enhances football activity placing a key emphasis on under represented areas of football, including girls and women's football, mini soccer and disability football. A number of football activity sessions are delivered weekly for between 5 and 18 year olds for example, Grayfields Street League.

What action service providers think would improve the neighbourhood

- Provide a service from the Throston Grange Library, which assists job seekers in developing and writing CV's.
- Look to work with the Allotment Association and local residents to develop a community garden within Throston.
- Promote Hartlepool Borough Council's Sports and Recreation services within the community to increase participation in healthy activities.
- Promote and publicise the facilities available within Throston Community Centre and work with local people to increase uptake on services available.
- Utilise the Community Centre as a venue for keep fit/aerobics classes in conjunction with Hartlepool Borough Council's Sports Development Team.
- Increase the availability of Adult Education courses at the Community Centre.
- Work with young people and residents to overcome issues in relation to playing football near to residential properties for example, encourage the use of soft footballs to ensure that playing football on green/open spaces is safe and not intrusive to residents living nearby.

What service providers think should be done to improve the culture and leisure experiences of children and young people

- Improve access to arts, crafts, wildlife, dance, music, astronomy, archaeological and film/video-making sessions and classes.
- Provide organised outings/trips to nearby facilities such as the cinema, theatre, swimming pools (outside of school lessons) etc.
- Improve activities and facilities at Throston Grange Library for children and young people.
- Access to safe play areas/playgrounds is required.
- Better activities for children and young people overall, including access to more sports facilities.



Working together the aim is to ensure that within Throston

- A range of culture and leisure activities are available locally, including those for the elderly and young people.
- Community facilities and play areas are available locally, with good access to nearby facilities.
- Public access to I.T. facilities including internet, e-mail and printing facilities are available within local venues and are well publicised.

A low footprint future

You might not know it, but the choices we make buying food and consumables has a big impact on the environment. Televisions are consuming a greater share of our household energy bills as we move to new display screen technology, select larger screen sizes and leave televisions and other equipment on 'standby', which still uses energy. If you are replacing an old television make sure you select an energy efficient model with an appropriate screen size.



In general the more we spend on food; the greater our impact on the environment. So whether it's alcoholic drinks, meals out or our weekly shop it all adds up. We also make a big impact with unused food we throw away. Try to cut your food waste by making a shopping list, storing food properly and being creative with leftovers.

Strengthening Communities

Strengthening and valuing communities are at the heart of Neighbourhood Renewal. Empowering individuals and groups and increasing the involvement of citizens in all decisions that affect their lives is fundamental to the process of the improvement of local neighbourhoods.

The key aims of the Hartlepool Partnership are to ensure that people feel that they have a greater influence over the decisions that effect their local neighbourhood and the wider community, that local voluntary and community groups are fully valued, and to increase community cohesion within Hartlepool.

Within the Neighbourhood Renewal Area, partners are working to:

- Develop and support Residents Associations to enable local people to make their views and aspirations known;
- Develop networks from the neighbourhood level to feed into the Hartlepool Partnership; and
- Provide support to all diverse sections of the community.

What local people told us

- Throston Grange Residents' Association, Throston Grange Allotment Association and Throston Parents Forum operate within the local community.
- Throston Community Centre and Throston Grange Library are ideally located in the community.
- There is a diverse community.
- The majority of local people are friendly, including individuals who work in the area.
- Throston has a stable community with friends and family tending to live nearby.
- There is a good community spirit.



What action local people think is needed to improve the neighbourhood

- Intergenerational activities are required to assist in overcoming barriers between young people and older generations, and improve communication.
- Need to deliver more community events, activities and projects to bring the community together and strengthen community spirit.
- Local venues and community activities need to be promoted further to encourage use by the local community, particularly Throston Community Centre. Any barriers to access need to be addressed including cost of hire.
- Need to further establish relationships/links with residents from the Bishop Cuthbert area.
- Need further opportunities for local people to be consulted and informed of what is going on in the area including establishing regular communication through a Community Newsletter, and organising meetings at a variety of times and venues to cater for those who work, or do not have access to transport.

- Young people from Throston Youth Project ('the Welly'), delivered from the former Boys Welfare Centre, would like to establish links with Throston Grange Residents' Association.

What service providers say

Statistics

- Only 17% of Throston residents feel that they can influence decisions in their local area, which is low in comparison with the Neighbourhood Renewal Area and Borough averages of 21% and 23% respectively (Ipsos MORI, 2008).
- However, 48% feel that there is a lot of community spirit in the neighbourhood, which is higher than both the Neighbourhood Renewal Area and Borough averages of 40% and 44% respectively (Ipsos MORI, 2008).
- Similarly, only 12% do not feel part of the local community compared to 19% in the Neighbourhood Renewal Area and 15% in the Borough (Ipsos MORI, 2008).
- 71% have lived in the area for 20 years or more, which is high compared with the Borough (47%) and Neighbourhood Renewal Area (41%) averages (Ipsos MORI, 2008).
- Only 5% of Throston residents have been involved in a local organisation on a voluntary basis over the last 3 years compared with 11% in the Neighbourhood Renewal Area, 10% in the Borough and 22% Nationally (Ipsos MORI, 2008).

Resources

- Throston Grange Residents' Association operates within the neighbourhood however, membership has declined and the range of activities held by the Association has reduced in recent years.
- A number of local groups are working with residents from the Throston neighbourhood.
- Throston Parent's Forum has been established for parents living in the Throston and neighbouring Bishop Cuthbert area, which allows parents (with the support of key service providers) to shape the services that are delivered by Throston Primary School and Children's Centre, and to discuss any other community issues.
- The Children's Centre Fund (North Locality 2) and Hartlepool Borough Council's Adult Education offer an accredited town wide Volunteering Programme.
- The Children's Centre (North Locality 2) co-ordinates Family Learning activities that are delivered by Hartlepool Borough Council's Adult Education Team and take place at Throston Community Centre and Throston Primary School.

What service providers know about children and young people making a positive contribution

Resources

- Around 40 young people from the neighbourhood attend the Throston Youth Project ('the Welly'), which runs 5 evenings a week (Sunday to Thursday).



What action service providers think would improve the neighbourhood

- Provide support to Throston Grange Residents' Association to help them to work with more people in the area and bring in new members.
- Encourage and support groups to work together when planning community activities.
- Improve communication between all groups and residents through the joint production of a community newsletter.

What service providers think should be done to help children and young people make a positive contribution

- Develop an intergenerational project through Throston Youth Project ('the Welly').
- Develop further volunteering opportunities for young people.
- Work with young people to develop a newsletter.
- Throston Allotment Association to work with young people in a developing Youth allotment.
- Increase space available e.g. youth centre/café for children and young people to meet, spend time/socialise with friends (with few or no organised activities).
- Provide opportunities/assist children and young people to make a positive contribution, ensuring their views are listened to in decisions about the local area.

Working together the aim is to ensure that within Throston

- Local groups and organisations have access to support and guidance to assist them in the delivery of their services.
- Opportunities are available for residents to influence decisions that affect their area and play a larger role in helping to improve their neighbourhood.
- Support is available to enable all residents to feel part of the wider community.
- Activities are held regularly to encourage people of all ages to get on well together.
- There is a thriving community/voluntary sector.

A low footprint future

By working together, community/voluntary organisations in Throston can make a real difference to reducing the neighbourhood's carbon footprint. One of the best ways is to set up a network of re-use schemes. Popular schemes operating in other parts of the country include furniture re-use schemes or community-run paint reuse projects. Many Allotments Associations run schemes to share and to re-use equipment. Some Children's Centres provide notice boards to swap clothes and toys and Throston Primary School operates a uniform recycling service.



Implementing the Neighbourhood Action Plan (NAP)

Annual Action Plans will be prepared each year to take forward the Neighbourhood Action Plan (NAP). The first of these, for 2009/10, will focus on the three themes of Jobs and the Economy, Lifelong Learning and Skills plus Health and Wellbeing.

Firstly, a commissioning template will be circulated to key service providers and local community/voluntary organisations, to enable them to propose potential schemes, which will seek to address one or more of the actions identified in the Plan.

A 'Prioritisation Event' will then be held in August/September 2009. All local residents will be welcome to attend this event, to choose which of the submitted schemes should be supported by the £20,000 Residents Priorities Budget allocated from the Working Neighbourhood Fund (WNF), this year. Names and addresses of people interested in taking part in such a process have already been collected, through the survey work undertaken as part of the consultation exercise. Twenty six residents from the area indicated that they would be interested in taking part in a local Forum; these people will be directly invited to attend the event. Posters and leaflets will also be used to publicise the event to other local residents, who may also be interested in attending. The projects selected will feed into the Annual Action Plan, which will include named project leads (sponsors), actions to be addressed, support requirements and resources and, the date the scheme is scheduled to be completed.

Following the Prioritisation Event a NAP Forum will be established to receive progress and monitoring reports from each of the project sponsors for the schemes making up the basis of the Action Plan. The Throston NAP Forum will meet quarterly and will be open to all residents (with the nucleus being those who have already registered an interest and/or attended the Prioritisation Event), Ward Councillors, local community/voluntary organisations and service providers. Themed discussions will also take place at these meetings, to develop actions to deliver services to 'narrow the gaps', particularly with regard to the three initially targeted theme areas. Each Forum meeting will conclude with a series of agreed actions to be carried out and reported on at the meeting planned for the following quarter.

Progress on the Action Plan will also be monitored through the Council's Covalent system, with annual reports being received by Hartlepool Partnership's Performance Management Group and Theme Partnerships.

This streamlined implementation framework is a new approach to NAP delivery in the town. It will be reviewed toward the end of the financial year and any resulting lessons learnt will be fed back to the Partnership and to other NAP Forums.

Glossary of Terms

Aim: Ambition or objective. In relation to the Neighbourhood Action Plan (NAP) it is what we would like to see the neighbourhood look like in the future.

Beautification: Beautification is a term used to describe the process in which an area's aesthetic image is enhanced by environmental improvements.

Borough: A town, for example Hartlepool.

Children's Centres: Service hubs where children under five years old and their families can receive seamless integrated services and information. Services available might include early education and childcare, support for parents, child and family health services and activities to help parents into work.

Community Strategy: A strategy that sets out the overall strategic direction and long term vision for the economic, social and environmental wellbeing of an area. Hartlepool's Community Strategy is called 'Hartlepool's Ambition'.

Community Vitality Index (CVI): Awaiting definition from JSU.

Designated Public Place Order (DPPO): In an area covered by a DPPO, any Police Officer (PC) or Police Community Support Officer (PCSO) can require a person to cease drinking alcohol (or anything believed to be alcohol), and can confiscate and dispose of the alcohol and its container. This also applies if the Officer believes that a person is intending to consume alcohol in a designated public place.

Extended Schools: Schools that offer access to a range of services for children, young people, their families and communities often beyond the school day. Extended services include childcare provided on the school site, activities such as homework clubs and study support, sport, music tuition, special interest clubs and volunteering, parenting and family support and providing wider community access to ICT, sports and arts facilities, including adult learning.

Fair Trade: Fair trade is a trading partnership which aims to achieve sustainable development for excluded and disadvantaged producers. It seeks to do this by providing better trading conditions, by awareness raising and by campaigning.

Hartlepool Partnership: The Local Strategic Partnership (LSP) for Hartlepool, the partnership responsible for implementing the Community Strategy.

Ipsos MORI: A Social Research Institute that conducts sample survey work to obtain statistical information from households, bi-annually. 2008 data has been used in the preparation of this Plan.

Local Strategic Partnership (LSP): A collection of organisations and representatives coming together voluntarily to work in partnership. The LSP for Hartlepool is the Hartlepool Partnership.

Neighbourhood Policing: Teams that work with local people and partners to deliver solutions to issues, which people say make them feel unsafe in their

neighbourhood. These can include crime, anti-social behaviour, disorder, speeding and environmental issues such as street lighting.

Neighbourhood Renewal: Activity to reduce inequalities in the most disadvantaged communities and to tackle social and economic exclusion by lowering worklessness and crime and improving health, skills, housing and the physical environment.

Neighbourhood Renewal Strategy: The part of the Community Strategy that sets out how Neighbourhood Renewal will be delivered in Hartlepool.

Social Enterprise: A Social Enterprise is a service or business that is owned and managed by the community they serve and that operates primarily for the benefit of the wider community, re-investing any benefits that have been achieved.

Sustainability: Sustainability is a characteristic of a process or state that can be maintained at a certain level indefinitely.

Sustainable Development: Development which meets the needs of the present without compromising the ability of future generations to meet their own needs.

Tees Valley Joint Strategy Unit (JSU): The Tees Valley JSU, based in Middlesbrough, was set up in 1996 to provide a support service to the five local authorities in the Tees Valley. Services provided include strategic planning, including strategic transport planning and technical support; sub-regional economic development strategy; information and forecasting - providing and utilising neighbourhood statistics and, the management and administration of European programmes.

Theme Partnership: The Theme Partnerships bring together key service providers under the Local Strategic Partnership (LSP) to address specific issues in relation to their theme and to manage performance in their respective theme areas.

The Theme Partnerships are The Economic Forum (Jobs and Economy), Skills Partnership (Lifelong Learning and Skills), Health and Wellbeing (Health and Wellbeing), Safer Hartlepool Partnership (Community Safety), Environment Partnership (Environment), Housing Partnership (Housing), Culture, Leisure and Community Learning Partnership (Culture and Leisure), Hartlepool Community Network (Strengthening Communities) and Children and Young People's Strategic Partnership.

Voluntary/Community Sector: Includes voluntary and community organisations, social enterprises, charities, cooperatives and mutuals.

Vulnerable Localities Index (VLI): Is a measure that can be used by the Police and Crime and Reduction Partnerships (CDRPs) to identify neighbourhoods that require prioritised attention. Its origins stem from partnered work between the Jill Dando Institute of Crime Science and the National Centre for Policing Excellence (NCPE) that worked towards developing new policy for community cohesion. Since then it has become more widely applied to Neighbourhood Policing.

Working Neighbourhoods Fund (WNF): A Government programme which was introduced in 2008 replacing the Neighbourhood Renewal Fund (NRF). It provides resources to local authorities to tackle worklessness and low levels of skills and enterprise in their most deprived areas.

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**TRANSPORT AND NEIGHBOURHOODS
PORTFOLIO**

20th July 2009



Report of: Director of Neighbourhood Services

Subject: NORTH HARTLEPOOL SINGLE
REGENERATION BUDGET (SRB) PROJECTS

SUMMARY

1. PURPOSE OF REPORT

To seek the Portfolio holder's views on the future maintenance of two SRB sponsored projects.

2. SUMMARY OF CONTENTS

Current condition of two SRB funded projects at the Headland.

3. RELEVANCE TO PORTFOLIO HOLDER

Maintaining SRB funded projects is the responsibility of the Portfolio Holder.

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

Portfolio Meeting 20th July

6. DECISION(S) REQUIRED

That the Portfolio Holder agree:-

- (i) To replace the Celtic Cross as set out in the report and funding be sought from current budgets.
- (ii) That a scheme be prepared for the replacement of the cobblestones in Durham Street and a bid be submitted to the

- Council in 2010/11 for this and other unfunded schemes to be maintained.
- (iii) That in the meantime officers continue to effect repairs as appropriate.

Report of: Director of Neighbourhood Services

Subject: NORTH HARTLEPOOL SRB PROJECTS

1. PURPOSE OF REPORT

- 1.1 To seek the Portfolio holder's views on the future maintenance of two SRB sponsored projects.

2. BACKGROUND

- 2.1 As the Portfolio Holder is aware SRB Projects throughout the town, but particularly those in the north, were almost entirely funded through SRB monies. However, in very few, if any of these projects was there any revenue funding put in place to ensure their future maintenance.
- 2.2 Members of the SRB Board and officers were aware of this at the time that projects were suggested, costed and carried out but the single regeneration funding was only designed for the initial project work and commuted sums were not allowed. In other projects the Council has, over the past few years, insisted on commuted sums in order that ongoing revenue at least for up to 5 years after the scheme is completed is made available.
- 2.3 There have been several schemes which the north Hartlepool partnership sponsored which have caused maintenance problems. I am sure that the Portfolio Holder is aware of the ongoing difficulties of the Headland padding pool and the sunken lights along the promenade and these are only two examples, there are many others.
- 2.4 There are at present two schemes which are causing us major difficulty and one Councillor has insisted that some work is carried out which is why the report has been brought to the Portfolio Holder.

Celtic Cross

- 2.5 Recently the Celtic Cross located just outside St Hilda's Church has been vandalised and virtually destroyed. Attached to this report at **Appendix 1** are photographs showing the location of the cross which was on a corner plot and prone to vandalism, together with a photo showing a suggested location.
- 2.6 Initially the erection and purchase of the Celtic Cross was funded through SRB at a cost £2500 in 2007. Planning permission was approved for a sand stone Celtic Cross to be located adjacent to St

Hilda's Church Grounds. The cross was erected in 2008 and within 24 hours had been vandalised. SRB funded the repairs at that time but in April of this year the cross was once again vandalised but this time beyond repair.

- 2.7 The cost for replacement of the cross is £1600 in york stone the same as the original. However, there will be an additional cost for relocating with a concrete base of approximately £400. The relocation would be essential in order to endeavour to prevent any further vandal related problems nevertheless this cannot be guaranteed. The existing location is very close to the footpath which may have contributed to the level of targeted vandalism over the past year, the proposed site is set back and situated within a flower bed just below the original Celtic Cross foundations which still remain today.
- 2.8 The cross is a complimentary feature of the Headland's heritage and clearly adds to the story trail and other tourist attractions on the headland.

Durham Street Cobble Stones

- 2.9 In respect of the cobble stones in Durham Street then there are two problems to resolve. Firstly the nature of the construction which is one of small tiles grouted in to position with sand / cement and this is a high maintenance solution in footways. The grouted areas are disintegrating and the tiles are loosening in a lot of areas. Consequently, in the absence of a reconstruction scheme to relay we are unable to prevent repeat visits. As I understand it, our requirement to frequently revisit this area is one of the Councillor's complaints. Having said that, when we visit, and the tile(s) is/are there, we regrout them into position.
- 2.10 The second problem is that the tiles sometimes go missing. The existing material is Indian Sandstone. To date we have not been able to find a supplier with any stock of replacement tiles. We are trying to find a "similar" alternative, but as it is a natural material, getting a match has so far proved to be impossible. In the mean time we have been "forming" replacement tiles with small blobs of insitu concrete, trowelled to mimic the pattern of the surrounding area. The nature of this repair is, as I understand it, the second complaint.
- 2.11 I accept wholeheartedly that forming replacements from insitu concrete can only be considered to be a temporary repair. However our ability to deliver a permanent repair is dependant upon sourcing the appropriate materials. Consequently, in the short term, we must continue to maintain using our current method. Unless and until we can source and appropriate replacement, it is difficult to do anything else. If we can source a replacement material, we can estimate costs. It is likely to be a one off cost to purchase a minimum order of stock plus a square metre rate for laying them.

- 2.12 In the longer term it may be more cost effective to replace the material. I would note that we changed the first three rows of blocks used on the Town Wall scheme from grouted natural black stone cobbles to butt jointed concrete blocks. To the best of my knowledge there have been no further defects in that area since the change of materials. Perhaps in the long term, a change in materials in Durham Street would be appropriate. We have checked the remaining blocks and feel that they are likely to go the same way over the next 5 years or so, but that is a decision for further down the line and one that may involve some consultation. The grouting to the remaining areas of the Town Wall blocks is also deteriorating in a similar manner.
- 2.13 Finally, I think that it is important to achieve a sense of proportionality on this subject. By comparison, for instance to the York Road footways, this issue is relatively minor.
- 2.14 I have brought this issue to the Portfolio Holder because Officers need to be given some direction about major repairs for which there are no funding options. The Council can continue as we are at present by trying to affect repairs as and when they are needed but they will never be to the standard of the original scheme due to the reasons set out above.
- 2.15 The Council could allocate funding for such repairs but this was put forward as a budget pressure last year and was rejected because of more pressing needs.

3. FINANCIAL IMPLICATIONS

- 3.1 Whist the current repairs to the cobble stones in Durham Street can continue on an adhoc basis and not greatly affect the budget any scheme to replace would be a major cost and estimates are being prepared at present and hopefully will be available for the meeting.
- 3.2 The Celtic Cross replacement costs are £2,000 but this would be subject to planning agreeing to a relocation and the Cross not being replaced in sandstone.

4. RECOMMENDATIONS

- 4.1 That the Portfolio Holder agree:-
- (i) To replace the Celtic Cross as set out in the report and funding be sought from current budgets.
 - (ii) That a scheme be prepared for the replacement of the cobblestones in Durham Street and a bid be submitted to the Council in 2010/11 for this and other unfunded schemes to be maintained.

- (iii) That in the meantime officers continue to effect repairs as appropriate.

5. CONTACT OFFICER

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**TRANSPORT AND NEIGHBOURHOODS
PORTFOLIO**

Report to Portfolio Holder
20 July 2009



Report of: Head of Neighbourhood Management

Subject: DATA QUALITY VISIT FOR THE LANDFILL
ALLOWANCES AND TRADING SCHEME

SUMMARY

1. PURPOSE OF REPORT

To inform to Portfolio Holder of the outcome of a recent inspection by the Environment Agency, the monitoring authority for the Landfill Allowances and Trading Scheme (LATS) in England.

To seek approval of the associated action plan to improve the existing system for the recording and reporting of LATS data through Waste Data Flow.

2. SUMMARY OF CONTENTS

The report comments on the Environment Agency Inspection report regarding recording and reporting of waste management via waste data flow, a web based data collection system used throughout the UK and recommends improvements to the existing system.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Waste Management.

4. TYPE OF DECISION

Non-Key.

5. DECISION MAKING ROUTE

Transport and Neighbourhoods Portfolio on 20 July 2009.

6. DECISION(S) REQUIRED

The Portfolio Holder notes the Data Quality visit for LATS and approves the associated action plan.

Report of: Head of Neighbourhood Management

Subject: DATA QUALITY VISIT FOR THE LANDFILL ALLOWANCES AND TRADING SCHEME

1. PURPOSE OF REPORT

- 1.1 To inform to Portfolio Holder of the outcome of a recent inspection by the Environment Agency, the monitoring authority for the Landfill Allowances and Trading Scheme (LATS) in England.
- 1.2 To seek approval of the associated action plan to improve the existing system for the recording and reporting of LATS data through Waste Data Flow.

2. BACKGROUND

- 2.1 Household waste and some trade waste together are collectively known as municipal waste. It is well known that we have to minimise the amount of municipal waste we produce as a nation and improve the management of these sites to prevent or reduce the negative effects of landfill waste on the environment and human health.
- 2.2 The EC Landfill Directive requires all member states including the UK to make lasting change. There is a statutory requirement on each Country to reduce the amount of biodegradable municipal waste that it sends to landfill. Each Waste Disposal Authority (WDA) in England has an individual contribution they must make to achieve the European and interim targets.
- 2.3 Authorities can adopt a flexible approach to meeting their allocations by bringing on-line new facilities in order to meet their goals or buying additional allowances from another Authority who is a high performer in terms of diversion. Waste can be diverted in a number of ways: minimisation, reuse, recycling, composting or recovery. Hartlepool is in a positive LATS position.
- 2.4 LATS was developed and introduced by Defra so that England can meet the requirements to divert biodegradable municipal waste (BMW) from landfill. The scheme runs from 2005 until 2020. Key target dates are 2010, 2013 and 2020 and interim targets have also been set up Defra to ensure that these European targets are met.

- 2.5 The Environment Agency (EA) has a duty to monitor and report on the performance of each WDA in meeting its landfill allowance allocation for each year of the scheme. The EA heavily rely on data submit of the data submitted in WasteDataFlow (WDF), a web-based data collection system for municipal waste, which is used throughout the UK to monitor the performance of each Authority.
- 2.6 To ensure the quality and consistency of the data submitted to WDF, the EA have visited 121 Local Authorities in England, over three years, starting in 2007. The aim of the inspection visits being to:
- Compare processes and systems across Authorities
 - Identify best practice and things which work well
 - Identify specific areas where there may be room for review / improvement
 - Identify generic areas of improve and develop guidance.
- 2.6 The EA report on whether Local Authorities have succeeded in diverting BWM away from landfill in order to meet annual allocations, monitor the performance of Local Authorities, and ensure information supplied in WDF is robust, accurate and consistent.
- 2.7 The overall performance is a qualitative assessment that as a guide is based on the following judgement / criteria:
- To be improved - 2-3 indicators (collection, quality, assuring and reporting data) assessed as “to be improved” and no indicator assessed as “good” or “excellent”
 - Reasonable – only 1 of the 3 indicators assessed as “to be improved”
 - Good – none of the three indicators assessed as “to be improved” and at least one assessed as “good” or “excellent”. Evidence of best practice.
 - Excellent – all three indicators assessed as “good” as a minimum and at least one indicator assessed as “excellent”. Evidence of exceptional performance and best practice that could be rolled out across England.

3. INSPECTION FINDINGS

- 3.1 The EA visited Hartlepool Borough Council in February 2009. The report highlights the areas which were found to be particularly good and can be used as best practice. The outcome of the assessment determines Hartlepool to be a “reasonable” one recording and reporting LATS data through WDF. A six month action plan has been developed to take forward the recommendations identified within the inspection report (**Appendix 1**).
- 3.2 Key messages identified in the report are listed below:
- The Authority gives waste a high priority and has in place reasonable processes and systems to ensure both consistent

and accurate municipal waste data and that the waste management team demonstrate a good level of knowledge of waste data.

- There are in place well established systems for collecting and checking data and there are good elements to quality assurance processes, including that all weighbridge data is checked and cross checks are made against different data sources.
- The Authority strives to be consistent and accurate in reporting and has sought guidance for example through the national LATS user group. The Authority has responded to changes in data reporting requirements.
- The Authority has a clear apportionment basis for co-mingled recyclables which is tested six monthly (plastic and cardboard).
- Contaminated recycling products are reported and occasional rejects have been reported for some green waste and has a low reporting number of other rejected materials.
- End destinations are known for recylates and mainly reported to WDF. There are however some informal arrangements in place which would benefit for being made formal, e.g. bring centre collections.
- Some inconsistencies were found in the reporting of fly tipped incidents between Flycapture and LATS, which need to be reviewed.
- When the Authority uses a residual Materials Recycling Facility when piloting changes to the service during the year it should be highlighted in WDF.
- Data on incinerator bottom ash (IBA) and metals recycling from the EfW plant need to be routinely reported to WDF, and clarification from the JSU and Tees Valley Partner Authorities relating to the portion of IBA recycled as aggregates.
- The quality assurance system is mainly paper based with large amount of manual data input. The majority of LATS reporting is currently handed by one person, there is data review through a formal monthly meeting with the authorising officer, which is positive and can ensure that LATS reporting related matters are regularly reviewed internally.
- Succession planning would also be supported by another officer being trained in the day to day use of WDF.
- Written procedures are required for compiling WDF to aid succession planning and accurate data reporting.

- The Tees Valley Partnership Authorities are looking to develop common data management systems in the future which may be helpful for consistent quality assurance and reporting.
- The Authority should review the functionality of its database; some data available electronically from contractors has to be manually input due to formatting difficulties with uploads.

4. CONCLUSION

- 4.1 The Environment Agency consider that Hartlepool Borough Council is working reasonably well at collecting, quality assuring and reporting accurate and consistent municipal waste data.
- 4.2 The Environment Agency identified 13 key recommendations to help the Authority improve. An action plan complete with milestones has been developed to take forward the recommendations.
- 4.3 The Environment Agency will be in touch with the Council over the next few months to see how things are progressing.
- 4.4 The vast majority of the recommendations have already been actioned.

5. RECOMMENDATIONS

- 5.1 The Portfolio Holder notes the LATS Data Quality report and approves the associated action plan.

6. CONTACT OFFICER

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Waste Data Flow Audit - Action plan

01 - Data Reporting			
Code	Recommendation	Action	By When
NSD WDF01a	Report accurately to Waste Data Flow (WDF): Co-mingled collection of plastic and cardboard	Report materials as co-mingled tonnage then apportionment calculated at Material Recycling Facility (MRF)	01/06/2009
NSD WDF01b	Report accurately to Waste Data Flow (WDF): Asbestos collection and land filled	Ensure all asbestos collections are recorded on Waste Data Base (WDB) and are included on monthly check list	01/06/2009
NSD WDF01c	Report accurately to Waste Data Flow (WDF): residual MRF use when this occurs	Record residual waste taken to MRF when this occurs.	01/06/2009
NSD WDF01d	Report accurately to Waste Data Flow (WDF): recycle extracted from residual waste in Q65 (not Q18)	Recorded recyclates from residual waste in Q65 in WDF	01/06/2009
02 - MRF use			
Code	Recommendation	Action	By When
NSD WDF02a	Routinely report rejects and ensure that apportionment of output tonnages remains valid for collected co-mingled wastes.	Obtain and report reject rates from MRF or obtain information to confirm zero rejects	01/06/2009
03 - Data Systems			
Code	Recommendation	Action	By When
NSD WDF03a	Review functionality of access database in particular reports and data uploads	Review upload functionality of Waste Management Database (WMD)	01/06/2009
NSD WDF03b	Review functionality of access database in particular reports and data uploads	Review reports available within Waste Management Database	01/06/2009
NSD WDF03c	Ensure there is a clear basis for recording, quality assuring and reporting commercial waste arisings	Procedure to ensure accuracy for reporting commercial waste included in WMD procedure	01/06/2009
NSD WDF03d	Review weighbridge data entry for scope to include gross and tare weights	Review data entry of weights entered into Access Database.	01/09/2009
NSD WDF03e	Review co-mingled waste data entry for scope to enter as per weighbridge ticket data and separately apportion weights to waste type	Report materials in WMD as co-mingled tonnage then use WMD to apportion weights by type.	01/09/2009

04 - Energy from Waste (EfW) Data			
Code	Recommendation	Action	By When
NSD WDF04a	Routinely report Incineration Bottom Ash (IBA) and Metal recycling from the Energy from Waste (EfW) plant	Include IBA and Metal reporting in check list and WMD procedure	01/06/2009
NSD WDF04b	Clarify with Joint Strategy Unit (JSU) and partner authorities the basis on IBA recycling as aggregates and reporting of this waste	Check with JSU that aggregates are part of IBA recycling	01/06/2009
NSD WDF04c	Periodically check with JSU apportionment from EfW to ensure correct tonnages are assigned	Included in WMD procedure apportionment checks	01/09/2009

05 - Risk Management			
Code	Recommendation	Action	By When
NSD WDF05a	Review how manual data is stored to support ease of retrieval and scrutiny	Identify box files for data storage and agree tickets to be stored in each	01/06/2009

06 - Data Reporting and Succession management			
Code	Recommendation	Action	By When
NSD WDF06a	Put in place written procedures for compiling WDF quarterly returns to include segregation of duties and procedures for checking claims	Complete documentation of WMD / WDF procedure	01/08/2009

07 - Succession planning			
Code	Recommendation	Action	By When
NSD WDF07a	Review scope to involve an additional officer in using WDF and understanding quarterly claim compilation. If progressed, ensure officer receives training in WDF	Review officer involvement in WMD and WDF.	01/09/2009

08 - Quality Assurance			
Code	Recommendation	Action	By When
NSD WDF08a	Develop written procedures for quality assurance and establish mechanisms to demonstrate data verification , tracking of data changes & queries and indicators to show when data is ready to use.	Review and complete WMD procedures	01/09/2009

Code	Recommendation	Action	By When
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09 - Rejects information

Code	Recommendation	Action	By When
NSD WDF09a	Obtain and accurately report reject data or confirmation that there are no rejects for all recyclates	Obtain and report reject rates from MRF or obtain information to confirm zero rejects	01/09/2009

10 - End Destinations

Code	Recommendation	Action	By When
NSD WDF10a	consider putting in place more formal arrangements with end markets contractor to agree recycling outlets	Contracts to be signed with recycling contractors were applicable	01/10/2009

11- Contracts

Code	Recommendation	Action	By When
NSD WDF11a	consider putting in place more formal arrangements for collection and recycling of waste from bring sites where none exists.	Setup Tees Valley wide agreement for collection of materials from bring sites (when end market position improves)	01/10/2009

12 – Contracts

Code	Recommendation	Action	By When
NSD WDF12a	Agree with partner authorities for planned future joint contracts, including interim contracts: contractors' reporting requirements and how the authorities' quality assure the incoming data	Setup regular meetings with partner authorities to agree contractor reporting procedures	01/06/2009
NSD WDF12b	Agree with partner authorities for planned future joint contracts, including interim contracts: how data is to be reported by authorities in WDF to ensure consistency in interpretation	Setup Regular meetings with partner authorities to agree interpretation	01/06/2009

13 - Reporting consistency

Code	Recommendation	Action	By When
NSD WDF13a	ensure consistency in the number of fly tipping incidents reported on WDF and Fly capture	Review procedure to ensure consistency for reporting fly tipping incidents.	01/06/2009

**TRANSPORT AND NEIGHBOURHOODS
PORTFOLIO**

Report to Portfolio Holder
20 July 2009



Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2009/10

SUMMARY

1. PURPOSE OF REPORT

To report to Portfolio Holder the Neighbourhood Services Departmental Plan containing the key objectives and actions for 2009/10.

2. SUMMARY OF CONTENTS

The Neighbourhood Services Departmental Plan 2009/10 is attached as **Appendix 1**, and sets out the key outcomes and actions within an Action Plan that shows what is to be achieved by the Department in the coming year. The plan describes how the Department contributes to the outcomes as identified in the 2009/10 Corporate Plan.

The Plan includes proposals from all divisions within the Neighbourhood Services Department and will be used as the basis for the quarterly monitoring reports to the Portfolio Holder.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for Neighbourhoods and Transport issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 20 July 2009.

6. DECISION REQUIRED

The Portfolio Holder is requested to approve the plan for distribution

Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2009/10

1. PURPOSE OF REPORT

- 1.1 To report to Portfolio Holder the Neighbourhood Services Departmental Plan containing the key objectives and actions for 2009/10.

2. BACKGROUND

- 2.1 Each year the Neighbourhood Services Department produces a Departmental Plan, which includes an action plan that details the key outcomes and actions that the department will be delivering in the coming year. 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.
- 2.2 The plan provides a framework for managing the competing priorities, communicating the purpose and challenges facing the Department and monitoring progress against overall Council aims.
- 2.3 Each Division will also produce a Service Plan, detailing the key tasks and issues facing each division in the coming year. 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. Divisional Chief Officers will have the lead responsibility for managing performance of issues and tasks identified in their divisional plans. Where appropriate, issues can be escalated for consideration by the Departmental Management Team.
- 2.4 The plans will be subject to quarterly monitoring throughout 2009/10 by the Portfolio Holders.

3 NEIGHBOURHOOD SERVICES DEPARTMENTAL PLAN 2009/10

- 3.1 The Neighbourhood Services Departmental Plan 2009/10 is attached as **Appendix 1** and includes proposals from all four divisions within the Neighbourhood Services Department. This document will be used as the basis for the quarterly monitoring reports to the Portfolio Holder

4 PERFORMANCE INFORMATION

- 4.1 The action plan includes a number of Performance Indicators that will be used to measure the Departments' progress throughout 2009/10. The information is currently being collected as part of the Council's Corporate Performance Indicator collection process, and not all of it is available at this time. It is proposed to report more detailed Performance Indicator information in the first quarter monitoring report in August.

5. RECOMMENDATIONS

- 5.1 The Portfolio Holder is requested to approve the plan for distribution

6 CONTACT OFFICER

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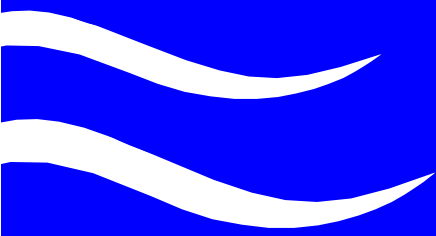
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Neighbourhood Services Department

2.3
Appendix 1

Departmental Plan 2009-2010





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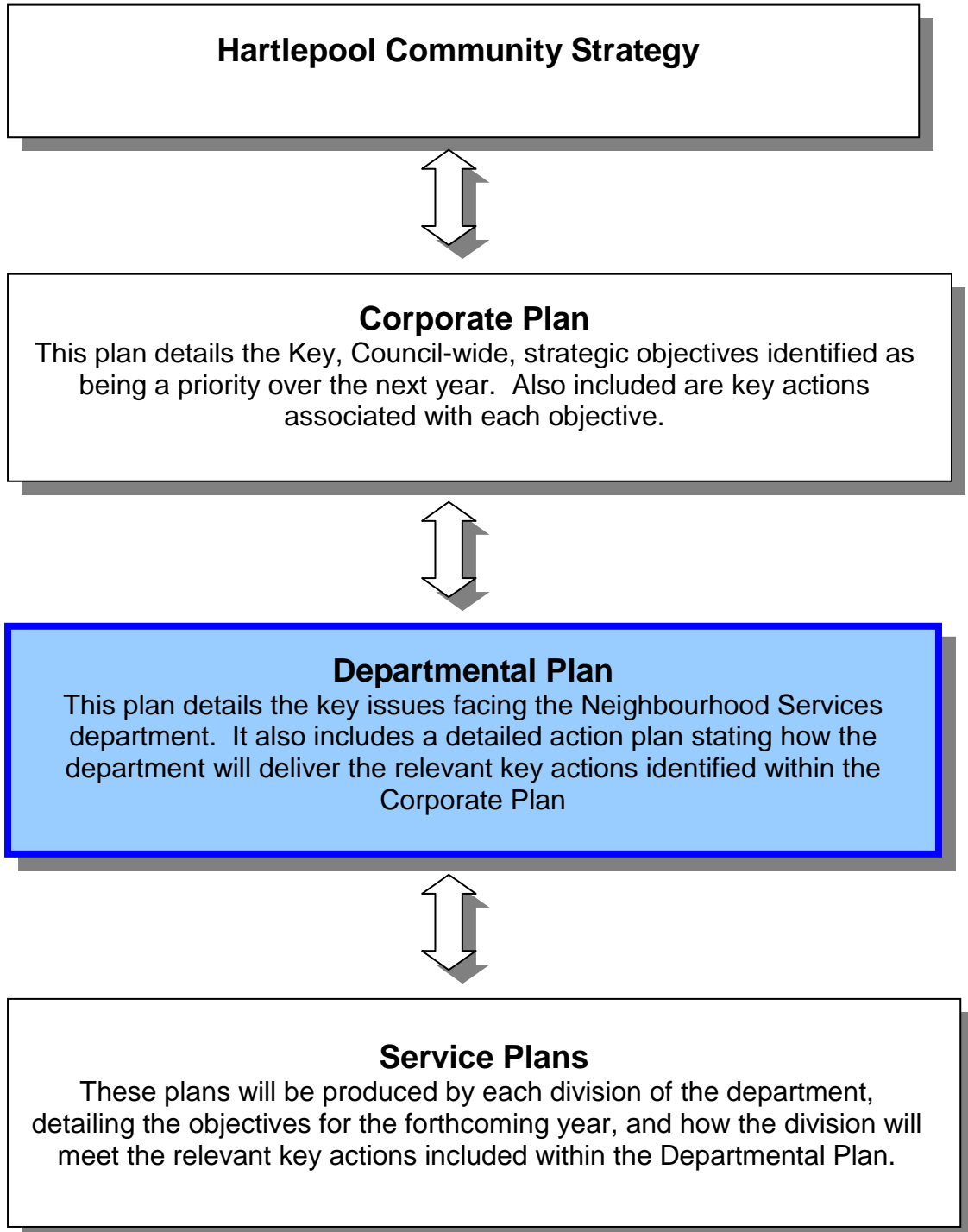
This plan details the priorities and issues facing the department over the next three years, and includes a detailed action plan for the next 12 months, showing how the Department will meet the Council's key priorities as stated in the Corporate Plan.

This plan should be looked at in conjunction with both the Council's Corporate Plan and the individual service plans, which together form part of the Council's overall service planning arrangements. This approach ensures that any objective appearing in the Corporate Plan can be traced through to specific actions in the Service Plans, and vice versa. It allows employees delivering services to see how their actions contribute to the Council's overall objectives.

The Neighbourhood Services Departmental Plan is approved by the Departmental Management Team (DMT) and Portfolio Holder for Neighbourhoods and Communities.

The Service Planning framework, shown on the following page, illustrates how the Departmental Plan fits within the overall framework, supporting the Council's Corporate Plan.

The departmental plan is further supported by Services plans covering in detail the services provided by each Division of the Department. A list of these Services Plans is attached as Appendix A.



Monitoring, Reviewing and Reporting



The Action Plan will be monitored by the Departmental Management Team (DMT) and service managers, through service plans, with a quarterly report presented to the Portfolio Holders updating them on progress and highlighting any key areas of achievement or concern.

Throughout the year, in certain circumstances, it may become necessary to either remove or amend an objective or specific action from the plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments will only be made with the full agreement of the relevant Portfolio Holder.

The plan contains the medium term priorities for the next three years that will affect the department and will need to be reviewed and updated to reflect these changing priorities on an annual basis.



The Neighbourhood Service Department provides services that have a direct impact on the day-to-day life of our communities. The culture of the Department is one of 'continuous improvement'; we continue to review service standards and performance in line with Council policy whilst meeting the Government's various agendas. We recognise that by engaging with our customers we are able to target and prioritise services to meet local needs.

Community involvement that influences service delivery continues to be a key driver and we have worked to develop our vision for the department in consultation with all stakeholders to benefit the citizens of Hartlepool. This gives everyone who works for the department a better understanding of their own special contribution to the town.

The Department provides services not only directly to the people of Hartlepool, but also through the provision of support services to other departments of the Council, in their service provision. Such centralised support services include the Council's vehicle fleet, along with the maintenance and management of the Council's assets, land, buildings & highways, keeping them safe clean and taking care of their long term sustainability. An Integrated Transport Unit that will help streamline and improve Council transport services and facilities and reduce costs has been introduced.

The Department, along with all other areas of the Council, is contributing to the Authority's overall Business Transformation Programme. This programme will result in a restructuring of the Council, reducing from five Departments to three. The functions provided by Neighbourhood Services will continue to be delivered during this transition period.

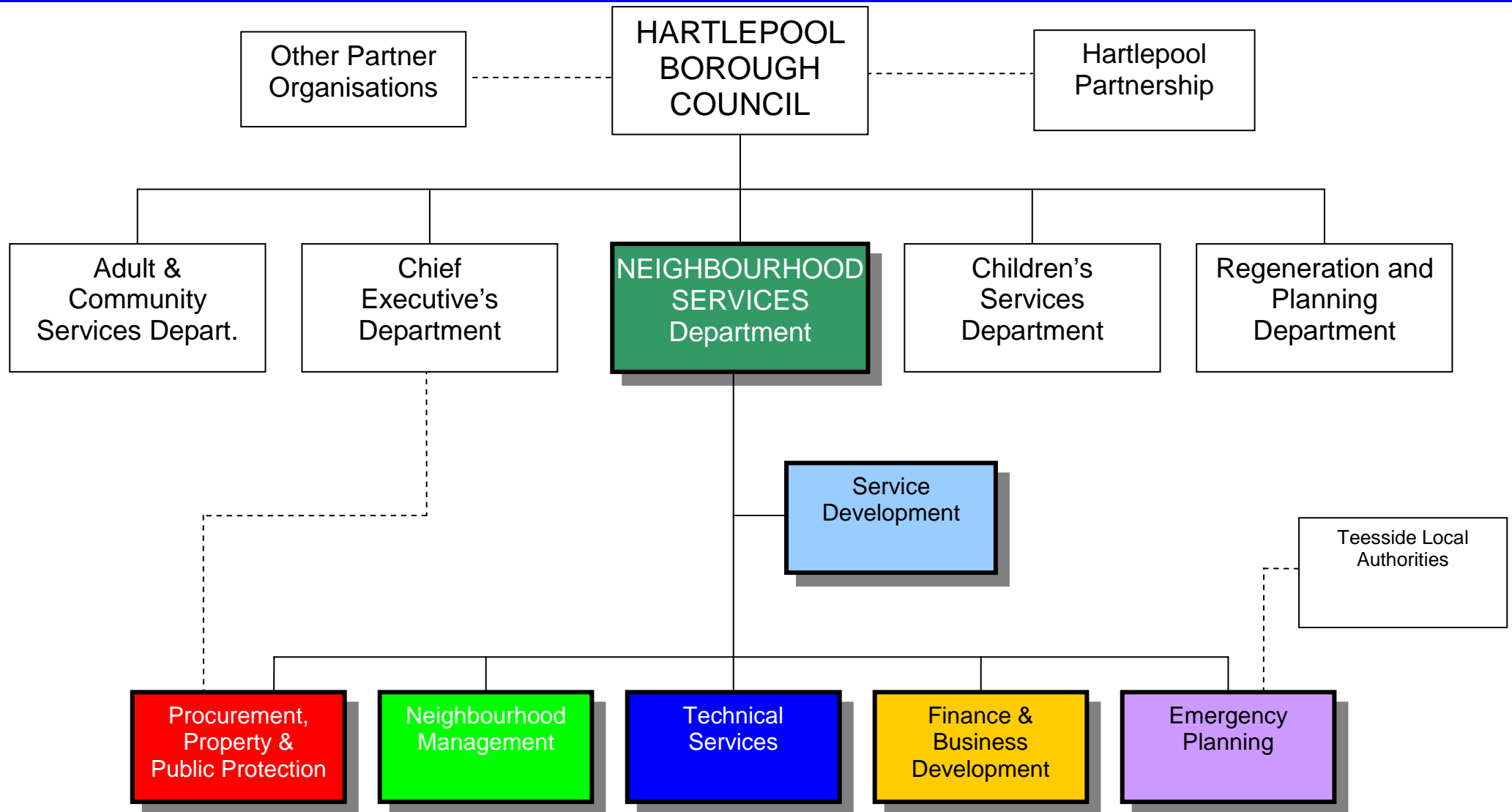
We look to achieve efficiencies and improvements in the delivery of services, through the identification of waste and reducing areas of non-productivity. A Business Improvement programme will continue to be delivered, as we look at all functions and services of the Department in order to identify and implement efficiencies and improvements.

The Department will have a significant role in the procurement and delivery phases of the Building Schools for the Future and Primary Capital programmes. Our involvement will focus on the design and procurement of buildings facilities management, and transport issues ensuring they are all sustainable and fit for purpose.

As a Department we are committed to acting against climate change and reducing our 'carbon footprint' through the Carbon Reduction and Environmental Sustainability Strategies. We will work toward achieving the aims of this strategy in the delivery of our services, as well as the day-to-day operations of the department, encouraging individual action, such as switching off unused electrical equipment and energy efficiency programmes.

In order to deliver our services to stakeholders the Department is currently structured into five divisions as illustrated over the following pages.

Neighbourhood Services Departmental Structure



Neighbourhood Services Departmental Management Team



Dave Stubbs
***Director of Neighbourhood
Services***



Graham Frankland
***Head of Procurement,
Property & Public
Protection***



Denise Ogden
***Head of Neighbourhood
Management***



Alastair Smith
***Head of Technical
Services***



Keith Smith
***Head of Finance & Business
Development***



Denis Hampson
***Head of Cleveland
Emergency Planning***



Carol Davis
***Service Development
Manager***

Emergency Planning

Emergency Planning, based in Middlesbrough, provides a Tees wide lead to ensure that appropriate levels and standards of resilience and civil protection are in place for a wide range of emergencies, should disaster or major incidents strike suddenly or unexpectedly.

Finance & Business Development

The Finance and Business Development division is key to supporting the provision of front line and professional services through the provision of timely and appropriate support in areas such as financial management, Information and Communication Technology (ICT) and administration. The division also provides support to services through the provision of depot and stores facilities

Neighbourhood Management

The Neighbourhood Management Division provides a wide range of services that have a direct impact on our communities, such as highway & grounds maintenance, street cleansing, waste management and environmental enforcement. Neighbourhood Managers influence how services are provided to Communities, they implement partnership's, Neighbourhood Action Plans in Neighbourhood Renewal Area, ensuring front line services are provided to the public in an effective manner. In addition the division provides a diverse range of facilities management services directly to the town's schools, e.g. Building Cleaning, School Meals and Grounds Maintenance. The division also provides an important co-ordinating role for a range of building related services in conjunction with the Procurement, Property and Public Protection Division.

Procurement, Property and Public Protection

Functions of the division include the provision of professional property

related services in the support of service delivery across the Council. This includes Strategic Asset Management, Building Management and Consultancy Services. The aim is to manage and improve the built environment for people working, living and visiting the Borough.

The Property Services section is integrated with the Council's Corporate Procurement Function and there is a Procurement Service Plan within the Chief Executives suite of documents.

The Public Protection section of the division, aims to safeguard and improve health and well-being for people working, living and visiting the Borough, whilst taking a lead role in the Council's Climate Change and Carbon Reduction strategies.

Public Protection investigates allegations of nuisance neighbours, ensures the safety of food that people eat, ensuring fair, equitable and safe trading or encouraging people to take up healthier lifestyles, are all aspects of the work undertaken to improve the quality of life for people in Hartlepool

Service Development

Service Development provides a strategic support service to all divisions and the department's management team. The division co-ordinates and responds to Corporate and Departmental cross cutting issues such as performance management, workforce development, equality, health, safety & well-being and efficiency, providing links between the Department and the corporate centre.

Technical Services

Technical Services provides technical and professional advice and services to effectively manage the Council's transport infrastructure, covering aspects such as highways, public transport and the management, maintenance and operation of the Council fleet. The division also has responsibility for the management and maintenance of coastline assets. Significant changes have, and will continue, through the course of this year, to be implemented to the division with the formation of

an Integrated Transport Unit. This formation of this unit will achieve considerable cost savings and facilitate the modernisation of the services.

Neighbourhood Services employs in the region of 1100 people across the Department based in the Civic Centre, Bryan Hanson House, Leadbitter Buildings, Church Street and at various sites and locations throughout the town providing refuse collection, grounds maintenance, street cleansing and highway services. Our facilities management service operate in over 100 establishments.

Workforce Development

In June 2007, The Director of Neighbourhood Services, in his role as the authorities 'Skills for Life' champion signed Hartlepool Borough Council up to the "Skills Pledge". This pledge was introduced as one of the recommendations of the Lietch review and commits us to assessing the workforce and ensuring all employees are offered the opportunity to achieve a first NVQ level 2.

The Department is committed to ensuring that we deliver key actions to develop the skills and ability of our people, helping us to plan for our future workforce requirements.

A new corporate Procurement Framework has been introduced across the Council, to ensure consistency and best value in delivering and procuring training. This new framework will entail all training required by the Department to be co-ordinated by the Department's Service Development and any procurement undertaken by the Corporate Workforce Development team.

A number of priorities in relation to the workforce need to be addressed over the coming year, including:

- Single Status
- Skills for you
- Evaluation
- IT Skills

Investors In People (IIP)

The Council successfully achieved corporate IIP status in 2008, following an external assessment in October 2008. The IIP champion for the Authority is the Director of Neighbourhood Services.

Recruitment and Selection

There are ongoing difficulties associated with the recruitment and retention of professionally qualified staff in areas such as Environmental Health, Trading Standards, Building Consultancy and across 'trade' areas, with the department currently having vacancies in several of these areas, reflecting national shortages.

A number of initiatives are in place to address the issues in these areas with divisions having a pro-active approach to identifying and recruiting students, employee development schemes and the encouragement and reward of professional development.

Job Evaluation – “Red book” employees

We will undertake an exercise for a local solution to evaluate the salary and terms & conditions of “craft” related staff.

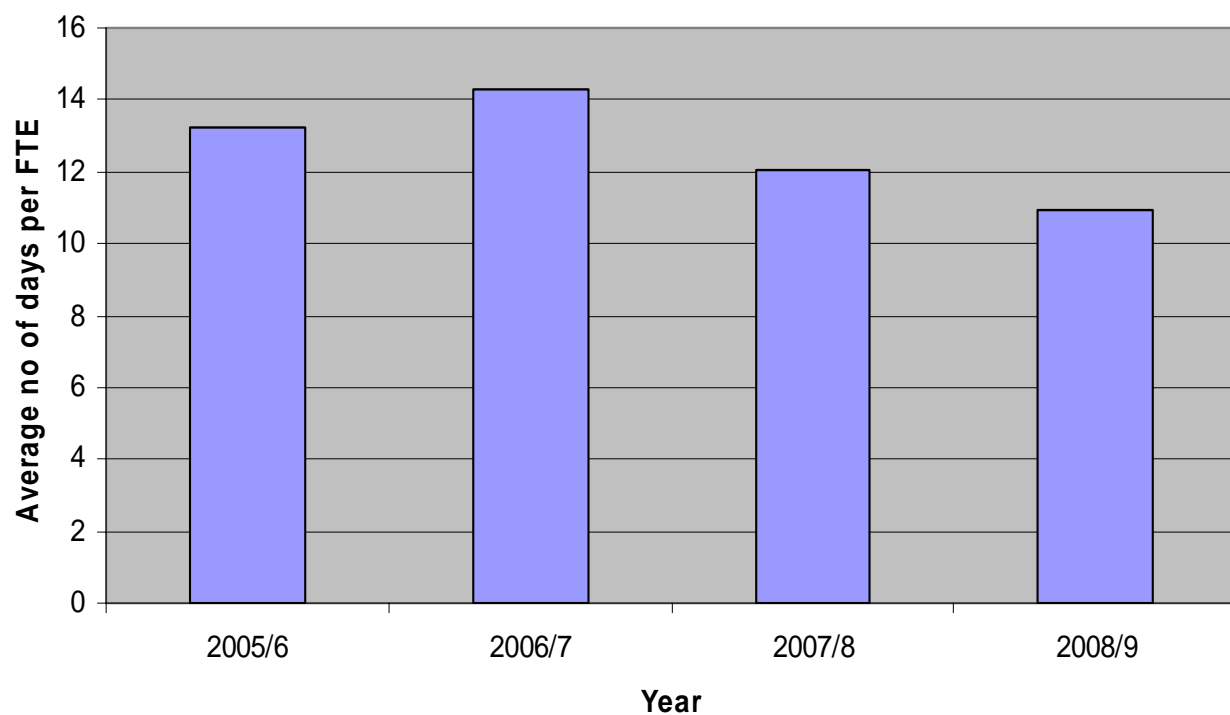
Staff Absence

The level of staff absence in 2008/9 continues to show an improvement over previous years with the Department achieving its target for the year of an average of 11 days per full time employee down from 12.06 days per full time employee in 2007/8 and 14.28 days in 2006/7.

Sickness levels are monitored closely in accordance with corporate requirements. 'Back to work' interviews are carried out with all staff returning to work and problem areas identified and addressed.

Staff are regularly referred for assessment and treatment in areas such as physiotherapy and counselling.

Neighbourhood Services Department Sickness Absence



Key Achievements 2008/09



The Department has, over the previous 12 months, made significant achievements in a number of areas including:

- A 10th successive year of the Environmental Roundabout. Educating primary school children in how to value and protect the environment.
- Development of a network of community weight management trainers, providing a structured approach to weight loss. Securing additional funding until 2011.
- Improvements in the level of cleanliness throughout the town
- Roll out of the MiDAS training scheme for all passenger transport drivers and other internal users.
- Securing £1.2m of grant aid funding for coastal protection projects.
- Completion of contaminated land remediation works to 96 properties at Seaton Carew.
- A further increase in recycling to 37.3% of waste collected from households.
- Extending the grass cutting season for open spaces and estates within the town as a response to resident concerns regarding grass clippings left on the highway.
- Agreeing with other Tees Valley Authorities to an enhanced concessionary fares scheme for 2009/2010 allowing free travel in the Tees Valley for over 60s and the disabled at all times rather than just off peak times
- Providing support to a range of bus services including Headland to town and between Hartlepool Hospital and North Tees Hospital
- Enhancement of Pride in Hartlepool campaign which continued supporting events including four Big Tidy Up events across Hartlepool, Beach Watch organised by the Marine Conservation Society, various litter picks and two family events.
- Making progress in addressing its own environmental foot print installing

water meters and monitoring equipment in primary schools, conducting energy audits in all schools and identifying actions and introducing paper recycling into schools.

- Actively contributed to the health and future well-being of children through the provision of varied nutritional menus to most schools in Hartlepool, encouraging children to eat healthier through initiatives such as salad bars in schools.
- Substantial reductions in vehicle related crime and vehicle arson through the identification and removal of untaxed / nuisance vehicles in conjunction with the Driver and Vehicle Licensing Agency (DVLA)
- Becoming one of twelve sites nationwide to achieve Exemplar status for integrating Neighbourhood policing with Neighbourhood Management.
- Entering into an agreement to provide National Driver Offender Retraining Schemes (NDORS) training to drivers who have been cautioned for driving offences.
- Successfully developing school travel plans with all schools in Hartlepool.
- Developing an accommodation strategy that will be a key element of the Business Transformation Programme.
- Client Services Section named as Best Performer for Building Cleaning in the annual APSE performance networks awards 2008.

Medium Term / Key Objectives



In delivering our services we need to plan not only for the next 12 months, but for the medium term (3-5 years). In doing so each division has identified a number of medium term objectives:

Description	Outcome / Action Reference(s)
Cross Cutting (those areas that affect the department as a whole)	
Provide customer focused accessible services to the whole community and work toward 'Excellent' status of the equity framework	CORP SC17
Deliver continuous improvement throughout the department.	OD15
Support achievement of Customer focused Services.	OD15
Reduce sickness levels across the department	OD14
Emergency Planning	
To develop effective response plan(s) to deal with the threat from a pandemic flu outbreak	CORP SC18
To develop the role of the Local Resilience Forum, particularly in the area of risk assessment and overseeing that the requirements of the Civil Contingencies Act are met by local responders	
To develop sustainable strategies to promote business continuity within the local community, particularly in respect of medium and small enterprises	
To develop sustainable strategies for the provision of information to the public so that they are aware of the risks of emergencies and they can be better prepared to protect themselves.	
Manage and implement the Tall Ship safety advisory workstream initiatives, together with partner agencies	
Neighbourhood Management	
Improve services and facilities in tourist areas	CORP JE01
Enhance the appearance of our Neighbourhoods and strategic routes.	CORP CS05 CORP CS06 CORP EN04 CORP EN05

Medium Term / Key Objectives



Description	Outcome / Action Reference(s)
Provide a school meals service which meets or exceeds the standard as laid down by the Schools Food Trust	CORP HW06
Adopt the Tees Valley Joint Waste Management Strategy and associated Implementation Plan	CORP EN08
Improve Highway asset management	CORP EN05
Procurement, Property & Public Protection	
Develop and deliver a Carbon Reduction strategy	CORP EN01
Develop an energy efficiency programme	CORP EN09 CORP EN12
All schools to achieve the healthy eating module of the healthy schools status	CORP HW06
Support the Schools Transformation Programme for secondary and primary schools.	CORP LLS13
Develop and implement an accommodation review as part of the Council's Business Transformation Programme.	CORP LLS16
Property rationalisation and disposal	
Review Facilities Management services to meet the needs of Council, Schools and other customers.	CORP CS05
Develop a Corporate approach to the management of assets.	CORP EN04 CORP EN12
Technical Services	
Address issues of contaminated land	
Completion of Transport Interchange	CORP EN07
Manage and implement event technical workstream initiatives for Tall Ships 2010	
Implementation and delivery of the Local Transport Plan (LTP)	CORP EN07
Address issues of Coastal Protection and flood protection	CORP EN04

Action Plan

(Actions linked to the Corporate Plan)



The following action plan details how the department will meet it's main objectives over the coming 12 months and work towards our Medium Term / Key objectives.

Corporate Plan Outcome: Attract Investment				
Departmental Plan Outcome: CORP JE01 - Continue to work with partners to provide key manufacturing, tourism and service sector infrastructure including appropriate sites and premises.			Associated Risks: NSD R028	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP JE01.4	Improve services and facilities in tourist areas.	March 10	John Brownhill	-

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Transform teaching and learning opportunities, supported by £100m+ investment from Building Schools for the future and the Primary Capital Programme				
Departmental Plan Outcome: COPR LLS13 – Select Building Schools for the Future design and build provider from the National framework through invitation to express interest and mini competition.			Associated Risks: BSF EPT R004, BSF PM R006, BSF PM R011	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP LLS13.1	Issue invitation to tender for BSF design and build contract	Sept 09	Graham Frankland	
CORP LLS13.2	Select preferred bidder for Building Schools for the Future design and build contract	May 10	Graham Frankland	
CORP LLS13.3	Design & Procure Space to Learn project at St. Hilds	July 09	Colin Bolton	
CORP LLS13.4	Review the delivery of facilities management services	Dec 09	Denise Ogden	
CORP LLS13.5	Provide service level agreements to all schools within Hartlepool tailored to meet the needs of each school	Mar 10	John Brownhill	
CORP LLS13.6	Complete Brierton remodelling to allow Dyke House school decant	July 10	Colin Bolton	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Transform teaching and learning opportunities, supported by £100m+ investment from Building Schools for the future and the Primary Capital Programme				
Departmental Plan Outcome: COPR LLS16 – Procure initial Primary Capital Programme projects, with a capital value of £8.4 million.			Associated Risks: BSF EPT R004, BSF PM R006, BSF PM R011	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP LLS16.1	Design and procure new Jesmond Road School	Sept 09	Colin Bolton	
CORP LLS16.2	Design and procure remodelled Rossmere school	Sept 09	Colin Bolton	

Corporate Plan Outcome: Improved Health				
Departmental Plan Outcome: CORP HW01 Improve the health and well-being of Hartlepool citizens by implementing the Public Health Strategy and action plan.			Associated Risks: NSD R034	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP HW01.2	Lead on appropriate public health workstreams and ensure implementation of annual actions plans	Mar 10	Sylvia Tempest	NI 55

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Improved Health				
Departmental Plan Outcome: CORP HW20 – Deliver an effective health development and enforcement service			Associated Risks: NSD R027, NSD R033, NSD R034	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP HW20.1	Carry out a programme of enforcement activities	Mar 10	Sylvia Pinkney	NI 182 NI 183 NI 184
CORP HW20.2	Promote targeted education and advice on health issues.	Mar 10	Sylvia Tempest	

Corporate Plan Outcome: Be Healthy				
Departmental Plan Outcome: CORP HW06 – Actively contribute to the health and future well-being of the Children of Hartlepool			Associated Risks: NSD R047	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP HW06.1	Encourage and improve the uptake of healthy food in schools	Mar 10	John Brownhill	NI 52a NI 52b

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Be Healthy				
Departmental Plan Outcome: CORP HW06 – Actively contribute to the health and future well-being of the Children of Hartlepool			Associated Risks: NSD R033	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP HW06.2	Delivery and co-ordination of the annual Crucial Crew safety event for year 6 school children	Mar 10	Sylvia Tempest	NI 55 (Children's Services)
CORP HW06.3	Implement community initiatives to address childhood obesity	Mar 10	Sylvia Tempest	

Corporate Plan Outcome: Reduce Crime				
Departmental Plan Outcome: CORP CS01 – Ensure compliance with Section 17 of the crime & disorder Act by supporting all council departments in developing their understanding and responsibilities to preventing and reducing crime and disorder when delivering services.			Associated Risks: NSD R042; NSD R047; NSD 048	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP CS01.3	Support the Community Strategy through the Local Transport Plan	Mar 11	Mike Blair	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Reduce Crime				
Departmental Plan Outcome: CORP CS01 – Ensure compliance with Section 17 of the crime & disorder Act by supporting all council departments in developing their understanding and responsibilities to preventing and reducing crime and disorder when delivering services.			Associated Risks: NSD R042; NSD R047; NSD 048	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP CS01.4	Implement design standards for the built environment to reduce crime.	Mar 10	Albert Cope	NI 196 EM02
CORP CS01.5	Establish partnership contract with Housing Hartlepool for delivery of CCTV monitoring out of hours and emergency planning services.	July 09	Graham Frankland	
CORP CS01.6	Reduce environmental crime and ASB through enforcement activity	Mar 10	Craig Thelwell	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Improved neighbourhood safety and increased public confidence, leading to reduced fear of crime and anti-social behaviour				
Departmental Plan Outcome: CORP CS05 – Reduce anti-social behaviour and criminal damage, including deliberate fire setting			Associated Risks:	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP CS05.4	Raise awareness of security related services to schools and public	Mar 10	John Brownhill	EM02
CORP CS05.5	Minimise levels of vehicle arson and vehicle related crime	Dec 09	Craig Thelwell	

Corporate Plan Outcome: Improved neighbourhood safety and increased public confidence, leading to reduced fear of crime and anti-social behaviour				
Departmental Plan Outcome: CORP CS06 – Promote community cohesion and engagement within communities, including the co-ordination of the local prevent strategy.			Associated Risks:	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP CS06.4	Deliver the Strategic Hartlepool Partnership reassurance agenda	Mar 10	Denise Ogden	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Improved neighbourhood safety and increased public confidence, leading to reduced fear of crime and anti-social behaviour				
Departmental Plan Outcome: CORP CS06 – Promote community cohesion and engagement within communities, including the co-ordination of the local prevent strategy.			Associated Risks:	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP CS06.5	Review consultation and feedback mechanisms in relation to Neighbourhood Policing and community safety liaison.	Aug 09	Clare Clark	
CORP CS06.6	Improve feedback mechanisms to the community with respect to service delivery.	Mar 10	Denise Ogden	

Corporate Plan Outcome: Deliver sustainable communities with high quality new build and sensitive conservation and protect and enhance the local natural environment.				
Departmental Plan Outcome: CORP EN01 – Coordinate the preparation of the local development framework embodying the core principle of sustainable development and climate change			Associated Risks: NSD R014, NSD R019	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN01.5	Implement the Corporate Bio-diversity Action Plan	Mar 10	Helen Beaman	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome:		Improved the quality of the local environment by having cleaner, greener and safer public, private and community spaces.		
Departmental Plan Outcome:		CORP EN04 – Improve and maintain the natural and built environment		Associated Risks: NSD R028
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN04.1	Improve access to public buildings through the delivery of a programme of works	Mar 10	Keith Lucas	NI 195 NI 189
CORP EN04.2	Implement the findings of the NAP SME surveys to improve the local environment in commercial areas and industrial estates	Dec 09	Karen Oliver	
CORP EN04.3	Engage the community in improving and valuing Hartlepool's natural and built environment	Mar 10	Emma Thompson	
CORP EN04.4	Undertake coastal protection studies	Oct 10	Alan Coulson	
CORP EN04.5	Implementation of the modernisation of Horticulture and Cleansing services to provide a more efficient joined up service.	Mar 10	Albert Cope	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Improved the quality of the local environment by having cleaner, greener and safer public, private and community spaces				
Departmental Plan Outcome: CORP EN05 – Protect the natural and built environment and enforce environmental legislation when appropriate.			Associated Risks: NSD R028	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN05.1	Review the terms of reference of the derelict buildings and unused land group.	Mar 10	Denise Ogden	
CORP EN05.2	Continue to work with public sector organisations to ensure waste sites in Hartlepool are managed appropriately	Mar 10	Denise Ogden	

Corporate Plan Outcome: Provide a sustainable, safe, efficient and accessible transport system				
Departmental Plan Outcome: CORP EN06 – Deliver the Local Transport Plan			Associated Risks: NSD R044, NSD R048	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN06.1	Improve the condition of unclassified adopted highways	Mar 10	Paul Mitchinson	NI 168 NI 169

Action Plan

(Actions linked to the Corporate Plan)



CORP EN06.2	Develop and implement the Highway Services strategy	Mar 10	Paul Mitchinson
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Corporate Plan Outcome: Provide a sustainable, safe, efficient and accessible transport system				
Departmental Plan Outcome: CORP EN07 – Establish an integrated transport structure.			Associated Risks: NSD R042, STR R018, STR R019	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN07.3	Review and further develop the road safety strategy	Mar 10	Mike Blair	NI 46 NI 47 NI 167 NI 175 NI 176 NI 177 NI 178 NI 198
CORP EN07.4	Implement the actions identified with the Local Transport Plan (LTP)	Mar 10	Mike Blair	
CORP EN07.1	Establish a Passenger Transport Strategy	Mar 10	Jayne Brown	
CORP EN07.2	Establish a Fleet Service Strategy	Mar 10	Dave Morton	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Make better use of natural resources, reduce the generation of waste and maximise recycling				
Departmental Plan Outcome: CORP EN08 – Implement the joint Tees Valley Waste Management strategy.			Associated Risks: NSD R020, NSD R021, NSD R022	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN08.1	Implement the sustainable waste management policy of the Tees Valley Waste Management Strategy	Mar 10	Helen Beaman	NI 191 NI 192 NI 193 NSD P005
CORP EN08.2	Increase the amount of waste recycled and composted from the household waste recycling centre.	Dec 09	Colin Ogden	
CORP EN08.3	Increase resident participation regarding household recycling	Mar 10	Colin Ogden	
CORP EN08.4	Develop the reuse and recycling of the bulky household waste collection service	Sept 09	Colin Ogden	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Make better use of natural resources, reduce the generation of waste and maximise recycling				
Departmental Plan Outcome: CORP EN12 – Deliver initiatives to reduce water, waste and energy use.			Associated Risks: STR R015	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN12.1	Work with schools to educate and engage them in the protection of the environment and the sustainable use of resources.	Mar 10	Emma Thompson	
CORP EN12.2	Develop energy efficiency programme as part of Business Transformation	Oct 10	Sylvia Tempest	

Corporate Plan Outcome: Prepare for the impact of and secure local and global action to tackle climate change				
Departmental Plan Outcome: CORP EN09 – Develop and deliver corporate environmental strategies			Associated Risks: NSD R039, NSD R014, STR R015	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN09.1	Develop and implement Corporate carbon reduction strategy action plan	Sep 09	Sylvia Tempest	NI 185 NI 186

Action Plan

(Actions linked to the Corporate Plan)



CORP EN09.2	Review and deliver the climate change strategy plan.	Mar 10	Sylvia Tempest	NI 188 NI 194
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Corporate Plan Outcome: Prepare for the impact of and secure local and global action to tackle climate change				
Departmental Plan Outcome: CORP EN09 – Develop and deliver corporate environmental strategies			Associated Risks: NSD R014, NSD R039, STR R015	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN09.3	Increase community and corporate knowledge and action on Environmental Sustainability	Mar 10	Sylvia Tempest	NI 185
CORP EN09.4	Develop Civic Centre adaptation strategy and action plan	Nov 09	Sylvia Tempest	
CORP EN09.5	Develop sustainable construction strategy / and action plan	July 09	Helen Beaman	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Promote community involvement in positive action to reduce poverty through fair trade and promoting peace and security				
Departmental Plan Outcome: EN11 – Promote Hartlepool as a Fair Trade town			Associated Risks:	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP EN11.1	Raise issue of Tall Ships at Steering Group and ascertain how Fair Trade can be widely promoted during the event	Sept 09	Sylvia Tempest	

Corporate Plan Outcome: Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport				
Departmental Plan Outcome: CORP CL01 – Develop and deliver strategies to improve culture, leisure facilities and events			Associated Risks:	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP CL01.4	Develop business case and design for Mill House Leisure centre site	Mar 10	Colin Bolton	

Action Plan

(Actions linked to the Corporate Plan)



Corporate Plan Outcome: Empower local people to have a greater voice and influence over local decision making and the delivery of services.

Departmental Plan Outcome: CORP SC01 – Ensure that sound mechanism are in place which engenders a culture that provided the opportunities for meaningful public participation in service delivery.

Associated Risks: NSD R023, NSD R024

Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP SC01.1	Develop and implement a Neighbourhood Management Strategy	June 09	Denise Ogden	
CORP SC01.2	Implement the Neighbourhood Community Fund review action plan	June 09	Karen Oliver	
CORP SC01.3	Develop resident engagement and participation mechanisms	Mar 10	Clare Clark	

Departmental Plan Outcome: CORP SC05 – Promote children and young people's participation in decision making

Associated Risks: NSD R023, NSD R024

Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP SC05.1	Support and improve young peoples participation in Neighbourhood Action Plan's and Neighbourhood Community Fund's in positive activities.	Mar 10	David Frame	

Action Plan

(Actions linked to the Corporate Plan)



Departmental Plan Outcome: CORP SC10 – Ensure Neighbourhood Managers have appropriate support in the implementation of Neighbourhood Action Plans			Associated Risks: NSD R023, NSD R024	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
CORP SC10.1	Implement Neighbourhood Action Plan with particular focus on disadvantaged areas.	Mar 10	Denise Ogden	
CORP SC10.2	Neighbourhood Managers to maximise opportunities by removing barriers to progress service delivery improvements	Mar 10	Clare Clark	

Departmental Plan Outcome: CORP SC018 – Ensure that robust emergency planning arrangements are in place			Associated Risks: NSD R016, NSD R017, NSD R018, NSD R015	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
SC18.1	Meet the actions and performance indicators shown within the Cleveland Emergency Planning unit Annual Plan.	Mar 10	Denis Hampson	NI 37
SC18.3	Review Pandemic Flu plan and associated risks for Hartlepool Borough Council	Dec 09	Sylvia Pinkney	
SC18.2	Review Business Continuity plan for HBC in conjunction with the Chief Financial Officer.	Mar 10	Hayley Leighton	

Action Plan

(Actions specific to Neighbourhood Services)



Departmental Plan Outcome: CORP SC17 – Enhance Equality and Diversity arrangements and mainstream into all Council service activities.			Associated Risks: NSD R036	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD SC17.1	Implement the Neighbourhood Services Departmental Equality and Diversity Plan	Mar 10	Carol Davis	
Departmental Plan Outcome: CORP OD02 – Implement risk strategy to ensure robust risk management arrangements are in place.			Associated Risks:	
NSD OD2.1	Review Strategic and corporate risk for areas covered by the Neighbourhood Services Department, in conjunction with service planning framework	Mar 10	Alastair Smith	
Departmental Plan Outcome: CORP OD14 – Implement the People Strategy and Workforce Development Strategy.			Associated Risks: NSD R003	
NSD OD14.1	Implement the Neighbourhood Services Health, Safety and Well-being plan	Mar 10	Steve Russell	

Action Plan

(Actions specific to Neighbourhood Services)



Corporate Plan Outcome: Improve efficiency and effectiveness of the organisation				
Departmental Plan Outcome: OD15 – Develop and implement Business Transformation Programme.			Associated Risks: STR R012, STR R013, STR R016	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD OD15.1	Implement Asset Management Business transformation workstrand	Mar 10	Denise Ogden	
NSD OD15.6	Implement Procurement Business transformation work strand	Mar 10	Graham Frankland	
NSD OD15.7	Implement the Transactional & Non-transactional business transformation work strands	Mar 10	Keith Smith	
NSD OD15.8	Continue to deliver Business Improvement Activity across the Neighbourhood Services Department	Mar 10	Angela Read	
NSD OD15.9	Develop service delivery options, framework and methodology review	Jun 09	Denise Ogden	

Management of Associated Key Risks



It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risk. This approach acknowledges that the purpose is not to remove all risks (this is neither possible nor, in many cases, desirable), rather it is to ensure that potential 'losses' are prevented or minimised and that 'rewards' are maximised. Each of the actions identified within this departmental plan have been assessed and the risks that could effect the successful implementation of the actions identified in the table below.

Code & Title	Managed By	Current Risk Matrix	Internal Controls	Related Outcomes / Actions
STR R012 Lack of resources to maintain building stock	Graham Frankland		Capital programme resources in place for 07/08, 08/09 and 09/10. Prudential borrowing arrangements to provide £3m towards the Civic Centre. Strategic Asset Management group established. Reviewed Capital Strategy and Asset Management Plan in place. Plan to reduce maintenance backlog produced for cabinet.	CORP OD15
STR R013 Failure in asset management planning to make best use of assets in terms of acquisition, disposal and occupation	Graham Frankland		Medium/long term accommodation strategy developing. Capital strategy and asset management plan revised. Capital program in place for 09/10 to 10/11. Use of prudential borrowing established (eg Civic Centre). Reviewed as part of service plans. Capital project evaluation system in place.	CORP OD15
STR R015 Environmental and financial consequences of climate change	Graham Frankland		Neighbourhood Services are leading on environmental & energy saving agenda within the Council. Draft Corporate Reduction Strategy and Action Plan produced in collaboration with Carbon Trust.	CORP EN12 CORP EN09

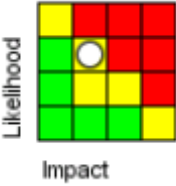
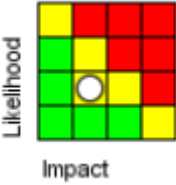
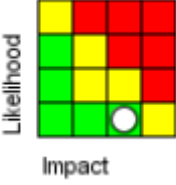

Management of Associated Key Risks



<p>STR R016 Failure to deliver efficiency savings through procurement</p>	<p>Graham Frankland</p>	<p>Likelihood</p> <p>Impact</p>	<p>Corporate procurement group established to drive implementation of national and local strategy requirements. Procurement strategy developed & baseline developed with progress & performance being monitored. Collaborative link with NE Centre of Excellence & Tees Valley Authorities. 5 year Procurement Plan in place with linked projects. Contract Procedure Rules updated. Business Transformation Business Case drafted.</p>	<p>CORP OD16</p>
<p>STR R018 Failure to operate vehicles safely</p>	<p>Alastair Smith</p>	<p>Likelihood</p> <p>Impact</p>	<p>4 weekly monitoring of trading position. Staff trained in the delivery of the MiDAS driver training scheme. Onboard weighing systems fitted to refuse vehicles, to monitor vehicle overloading. Selected driver training. Associated risk assessments and safe systems of work in place. All Workshop, Community Transport and Procurement risk assessments and Safe systems of work have been reviewed. Series of H&S actionplans in place to ensure continuous review and development.</p>	<p>CORP EN07</p>
<p>STR R019 Loss of O License</p>	<p>Alastair Smith</p>	<p>Likelihood</p> <p>Impact</p>	<p>Review as part of quarterly performance management. Loading measurement equipment & monitoring process implemented with weight readings fed directly to operational managers. Robust driver vehicle inspection regime supported by efficient vehicle maintenance facility. Tachograph and driver licences inspected on a regular basis. Comprehensive driver training scheme and code of practice initiated in Transport Services Section. 2 professional staff capable of holding 'O' licence. Transport Services drivers currently being trained to MiDAS standard with the intention to roll out to all other Council Depts. All Workshop, Community Transport and Procurement risk assessments and Safe systems of work have been reviewed. Series of H&S actionplans in place to ensure continuous review and development.</p>	<p>CORP EN07</p>

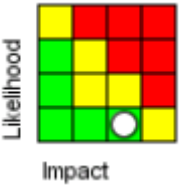
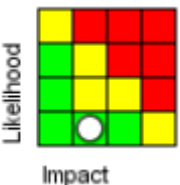
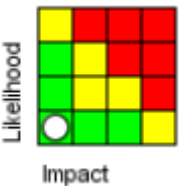
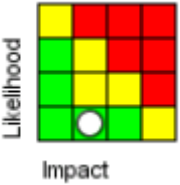
Management of Associated Key Risks



<p>NSD R014 Pressure on services due to the impact of Climate Change</p>	<p>Sylvia Tempest</p>		<p>Departmental Sustainability Action Plan being developed for 2008/9. Partnership arrangement agreed with the Energy Savings Trust through the KAM (Key Account Management) programme which will contribute to carbon reduction in the LA. TV Climate Change Strategy approved and adopted. Hartlepool Climate Change Officer in post. Hartlepool Climate Change Strategy approved by LSP and HBC. Climate Change Action Plan 2008/9 being developed in partnership..</p>	<p>CORP EN01 CORP EN09</p> <p>CORP SC18</p>
<p>NSD R015 Failure/loss of communications to be able to respond to an emergency.</p>	<p>Denis Hampson</p>		<p>Northgate ICT Disaster Recovery plan.. Range of mobile phones available to EMRT. Emergency satellite phones provided by HM Cabinet Office. Radio base station and 6 radios held in Emergency Centre. All mobile phones of Emergency Planners on ACCOLC.</p>	<p>CORP SC18</p>
<p>NSD R016 Non compliance with CCA</p>	<p>Denis Hampson</p>		<p>Additional staff recruited on to meet new duties. Implementation plan approved by Local Resilience Forum. Multi-agency Emergency Planning Unit. Structure of Groups & Sub Groups to progress requirements of Act. Community Risk Register approved by LRF. Head of Emergency Planning appointed as Secretariat to LRF. Council/EPU awarded Beacon Status in 2007 for EP.</p>	<p>CORP SC18</p>
<p>NSD R017 Failure in emergency plans/plan implementation.</p>	<p>Denis Hampson</p>		<p>Key information is kept up to date, with periodic review. Regular appropriate training provided.. Monthly EMRT Meetings. Carry out Emergency Planning / Response exercises. Monitor as part of the quarterly performance.. Corporate Emergency Response Plan. Exercising Testing regime in place.</p>	<p>CORP SC18</p>

Management of Associated Key Risks



<p>NSD R018 Loss of Confidence in Emergency Planning Service</p>	<p>Denis Hampson</p>		<p>Ongoing customer satisfaction surveys as part of BVP189 and 90. Discuss informally in performance management. Investors in People Award. Regular meeting with Chief Executives. Reporting to Joint EP Committee. Membership of Cleveland Local Resilience Forum. Close liaison with Regional Resilience Team. Website created and regularly updated. EPU awarded Beacon Status for EP in March 2007. Head of Emergency Planning manages LRF on behalf of multi-agency stakeholders</p>	<p>CORP SC18</p>
<p>NSD R019 Failure to promote sustainability and develop awareness in service provision</p>	<p>Albert Cope; Gary Hegarty</p>		<p>Reduce the amount of peat used in the production of annual bedding plants. Recycle and reuse shredded and chipped material arising from shrub bed maintenance. The Health and Environment Team provide innovative and interesting training sessions which can be designed to suit the needs of all staff. Purchase of environmental friendly consumables throughout Neighbourhood Management. Staff trained in Bio-Diversity. Green Star award for Nursery and Environment Team. Street lighting.</p>	<p>CORP EN01</p>
<p>NSD R020 Failure to achieve government recycling targets</p>	<p>Colin Ogden</p>		<p>Targets are reviewed as part of Neighbourhood Services regular performance management meetings. Alternate Weekly Collections of household waste over 100% of borough and introduction of plastic bottles, cardboard and greenwaste recycling. Provide a sustainable waste management service through recycling and bring centres. Implement section 46 enforcement initiative.</p>	<p>CORP EN08</p>
<p>NSD R021 Increase in waste disposal costs</p>	<p>Colin Ogden</p>		<p>Regular monitoring meetings with Teesvalley Waste Management Group. Recycling initiatives, waste minimisation.. Energy Recovery is main waste disposal option.. Joint waste strategy shares risk across former Cleveland authorities.. Landfill Allowance Trading Scheme. Negotiations with SITA waste disposal contractor. Implementation of Alternate Weekly Collections.. Implement section 46 enforcement initiative. Implement joint LATS strategy..</p>	<p>CORP EN08</p>

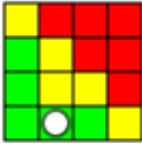
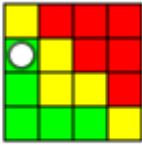
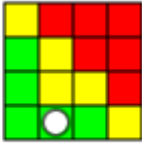
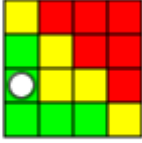
Management of Associated Key Risks



NSD R022 Loss of waste management licence	Colin Ogden		Discussion and review at performance management meetings liaising with EA. robust service planning, strong contractual arrangement. Joint municipal waste management strategy. Reviewed contract arrangements and supervision in place.	CORP EN08
NSD R023 Failure to develop Neighbourhood Management throughout the Council	Clare Clark; Irene Cross; David Frame; Susan McBride		Identification of champions within each department to work with Neighbourhood Action Plans.. Management arrangements in place for co-ordination of services through Neighbourhood Management Teams. Co terminus boundaries with Police and Primary Care Trust (PCT). Neighbourhood Managers responsible for implementation of NAPS for the authority. Neighbourhood Development officers appointed. Neighbourhood Forums. Neighbourhood Managers responsible for chairing of JAGs with ref to Neighbourhood Policing.	CORP SC01 CORP SC05 CORP SC10
NSD R024 Failure to integrate Neighbourhood Policing into Neighbourhood Management	Dave Stubbs		Head of Neighbourhood Management sits on the safer Hartlepool Executive and Neighbourhood Policing board. Neighbourhood Managers implement NRF Neighbourhood Action Plans. Police and Community Safety Forums. Neighbourhood Managers chair Joint Action Groups (JAGs). Visual audits to address issues in areas. Regular liaison with Neighbourhood Police Teams. Review of JAG's undertaken.	CORP SC01 CORP SC05 CORP SC10
NSD R027 Provision of nutritionally balanced school meals	John Brownhill; Sharon Edon		Menu's centrally controlled. New food standards implemented. Healthy eating training has been received by cooks and regular meetings to update are planned.. Working with healthy schools co-ordinator in certain areas of implimentation. Reduce levels of fat, salt & sugar ini all recipes / menus. Removal of confectionary items in all schools.. Using software to measure nutritional make-up of meals. Communication with school nutritionlist.	CORP HW20

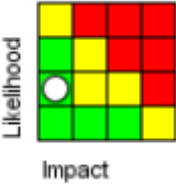
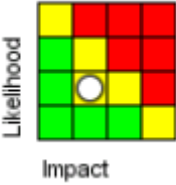
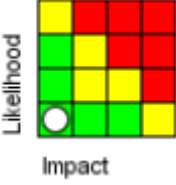

Management of Associated Key Risks



<p>NSD R028 Failure to improve and maintain the design and appearance of the natural and built environment</p>	<p>Denise Ogden</p>	<p>Likelihood  Impact</p>	<p>Street lighting, street cleansing and grounds maintenance services are monitored on a regular basis i.e. financial and performance. Employ and manage the NRF and NDC Environmental Task Force teams. Corporate working group to reduce the amount of derelict land and underused land and building. Regular liaison with development control over new schemes. Neighbourhood Coordinators in post. Service Improvement groups.</p>	<p>CORP JE01.4 CORP EN04 CORP EN05</p>
<p>NSD R033 Actively contribute to the health and future well being of the children of Hartlepool</p>	<p>Graham Frankland</p>	<p>Likelihood  Impact</p>	<p>Funding bids made to various bodies to enable activities such as Crucial Crew to be undertaken..</p>	<p>CORP HW20 CORP HW06</p>
<p>NSD R034 Failure to deliver public health strategy and action plan</p>	<p>Graham Frankland; Sylvia Tempest</p>	<p>Likelihood  Impact</p>	<p>Staff work closely with colleagues in the PCT ensuring no duplication of services.. Action plan on accident prevention and healthy eating prepared for delivery in 2008/9. Bid prepared and presented to Hartlepool PCT for inclusion in local delivery plan. If bid successful this will enable continued work on obesity & weight management.</p>	<p>CORP HW01 CORP HW20</p>
<p>NSD R036 Enhance equality and diversity within the activities of Neighbourhood Services</p>	<p>Carol Davis</p>	<p>Likelihood  Impact</p>	<p>Departmental working group in place to coordinate equality and diversity throughout the department.. Diversity and equality training for staff and included in induction.. Impact, Needs, Requirement Assessments and Diversity Impact Assessments carried out.. Equality objectives and targets in place, reviewed and monitored as part of service planning.</p>	<p>CORP SC17</p>

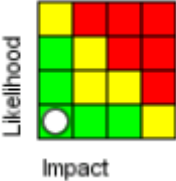
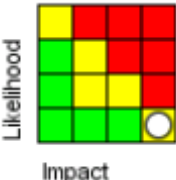
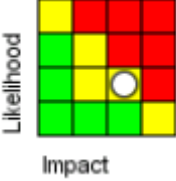
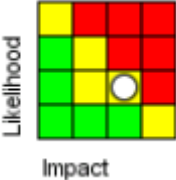
Management of Associated Key Risks



<p>NSD R039 Possibility of increasing pressure to reduce vehicle environmental impact.</p>	<p>Alastair Smith</p>		<p>Monitor as part of the quarterly performance. Vehicles fitted with 'CAT' system to reduce emissions.. Joint procurement arrangements with the Tees Valley procurement group to ensure sustainability issues are considered across the Tees Valley. All diesel engine vehicles are now operating on bio-diesel. All diesel vehicle specifications ensure the vehicles meet Euro IV standards. Pro-active work being carried out on awareness raising and demonstration vehicles.</p>	<p>CORP EN09</p>
<p>NSD R042 Failure to develop an integrated transport strategy</p>	<p>Alastair Smith</p>		<p>Discussions taking place to develop strategy and encourage 'buy-in' across the Council. All Depts have agreed to the development of an integrated transport unit within the Authority. Project initiation document agreed by Corporate Management team. Project plan currently being developed.</p>	<p>CORP CS01 CORP EN07</p>
<p>NSD R044 Failure to maintain highway infrastructure to acceptable standard resulting in additional cost implications through insurance claims</p>	<p>Denise Ogden</p>		<p>Established inspection regimes and policies.. Regular monitoring meetings with insurance officers to assess position.. Regular review on inspection frequencies in conjunction with insurance section to determine policy outcomes. Quarterly meetings to discuss claim trends and causation. Review of inspection regime through development of TAMP.</p>	<p>CORP EN06</p>
<p>NSD R047 Submission of local Transport Plan APR</p>	<p>Mike Blair</p>		<p>Requirement within service plan as a key task.</p>	<p>CORP HW06 CORP CS01</p>

Management of Associated Key Risks



NSD R048 Network management duty	Alastair Smith		Appointment of acting traffic manager to co-ordinate traffic, transportation and other. policies to ensure compliance with the requirements of the act.. Traffic Manger appointed. Working with North of England Traffic Managers to produce Network Management Plan for submission prior to LTP2 APR return date.	CORP CS01 CORP EN06
BSF PM R006 Lack of interest from the market for D&B	Peter McIntosh; Rachel Smith (BSF)		Appropriate marketing strategies in place.	CORP LLS13 CORP LLS16
BSF PM R011 Failure of D&B contractor to perform to brief (up to FC)	Peter McIntosh		Procurement and delivery teams planned and resourced.	CORP LLS13 CORP LLS16
BSF EPT R004 Failure of D&B contractor to perform to brief (following FC)	Derek Reynolds		Project Delivery Team to be established to ensure on site monitoring of project during construction phase.	CORP LLS13 CORP LLS16

Performance Indicators



The following tables detail Performance Indicators that will be used to measure how well the department is performing against both National Indicators (NI) and local targets as well as towards achieving the outcomes and actions set out earlier in this document. 2008/9 saw the introduction of the new National Indicators (NI's), replacing the former Best Value Performance Indicators (BVPI's). A number of BVPI's have continued as National Indicators as well as the introduction of a number of new indicators not previously measured by the Department.

PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 37	Awareness of civil protection arrangements in the local area	New indicator 2008/9	Baseline not available to set target	18%	Not Required	25%	Not Required	Denis Hampson
NI 47	People killed or seriously injured in road traffic accidents	4.7%	38.36%	8.1%	34.82%	31.27%	To be set as part of LTP 3	Peter Frost
NI 48	Children killed or seriously injured in road traffic accidents	-15.3%	7.37%	6.7%	6.88%	6.38%		Peter Frost

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 52a	Take up of school lunches - Primary Schools	N/A	62%	64%	63%	64%	60%	Lynne Bell
NI 52b	Take up of school lunches - Secondary Schools	N/A	52%	55.3%	53%	54%	52%	Lynne Bell
NI 167	Congestion - average journey time per mile during the morning peak	New indicator 2008/9	Information to be published by DfT during 2009				To be set as part of LTP 3	Mike Blair
NI 168	Principal roads where maintenance should be considered (BVPI 223)	1%	2%	2%	2%%	2%	2%	Paul Mitchinson
NI 169	Non-principal roads where maintenance should be considered (BVPI 224a)	4%	9.5%	11%	10%	10%	12%	Paul Mitchinson

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 175	Access to services and facilities by public transport, walking and cycling	50%	50%	42%	50%	55%	To be set as part of LTP 3	Mike Blair
NI 176	Working age people with access to employment by public transport (and other specified modes)	New indicator 2008/9	Baseline not available to set target	80%	80%	80%		Mike Blair
NI 177	Local bus passenger journeys originating in the authority area (BVPI 102)	5,677,032	5,869,350	5,698,909	5,750,370	5,578,820		Mike Blair
NI 178(i)	Bus services running on time - The percentage of non-frequent scheduled services on time	New indicator 2008/9	85.6%	79%	86.7%	87.8%		Mike Blair
NI 178(ii)	Bus services running on time - Excess waiting time for frequent services	New indicator 2008/9	1.25 mins	0.73 mins	1.25 mins	1.25mins		Mike Blair

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 182	Satisfaction of businesses with local authority regulation services	New indicator 2008/9	Baseline not available to set target	78%	80%	81%	82%	Sylvia Pinkney
NI 183	Impact of local authority regulatory services on the fair trading environment	New indicator 2008/9	Baseline not available to set target	1.05	1.04	1.03	1.02	Sylvia Pinkney
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	New indicator 2008/9	93%	86%	87%	88%	89%	Sylvia Pinkney
NI 185	CO2 reduction from Local Authority operation	New indicator 2008/9	Baseline not available to set target					Paul Hurwood
NI 186	Per capita CO2 emissions in the LA area	New indicator 2008/9	3.75%	7.1%	3.75%	3.75%	3.75%	Paul Hurwood

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 188	Adapting to climate change	New indicator 2008/9	Level 1	Level 0	Level 2	Level 3	Level 3	Paul Hurwood
NI 189	Flood and coastal erosion risk management	New indicator 2008/9	Baseline not available to set target	Information to be supplied by Environment Agency				Alan Coulson
NI 191	Residual household waste per head	New indicator 2008/9	720 kg	708 kg	718 kg	715 kg	712 kg	Colin Ogden
NI 192	Household waste recycled and composted	32.12%	35%	37.3%	39%	42%	45%	Colin Ogden
NI 193	Municipal waste land filled	11.67%	8%	8.5%	7%	6%	5%	Colin Ogden

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 194	Level of air quality - reduction in Nox and primary PM10 emissions through local authority's estate and operations	New indicator 2008/9	Baseline not available to set target					Paul Hurwood
NI 195 (i)	Improved street and environmental cleanliness (litter) (BVPI 199a – part)	11.1%	14.5%	8%	14%	13%	10%	Albert Cope
NI 195 (ii)	Improved street and environmental cleanliness (detritus) (BVPI 199a – part)	6.4%	8.5%	8%	8%	8%	8%	Albert Cope
NI 195 (iii)	Improved street and environmental cleanliness (graffiti) (BVPI 199b)	1.2%	2%	2%	2%	2%	2%	Albert Cope
NI 195 (iv)	Improved street and environmental cleanliness (fly posting) (BVPI 199c)	0%	0%	0%	0%	0%	0%	Albert Cope

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 196	Improved street and environmental cleanliness – (fly tipping) (BVPI 199d)	2	2	3	2	2	2	Craig Thelwell
NI 198a(i)	Children travelling to school - mode of travel usually used (Primary school – Cars)	New indicator 2008/9	35.6%	35.8%	34.8%	34%	To be set as part of LTP 3	Mike Blair
NI 198a(ii)	Children travelling to school - mode of travel usually used (Primary school – Car Share)	New indicator 2008/9	0.9%	2.6%	1%	1.1%		Mike Blair
NI 198a(iii)	Children travelling to school - mode of travel usually used (Primary school – Public Transport)	New indicator 2008/9	2.6%	2.4%	2.8%	3%		Mike Blair
NI 198a(iv)	Children travelling to school - mode of travel usually used (Primary school – Walking)	New indicator 2008/9	60%	58.6%	60.3%	60.6%		Mike Blair

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 198a(v)	Children travelling to school - mode of travel usually used (Primary school – Cycling)	New indicator 2008/9	0.6%	0.4%	0.8%	1%	To be set as part of LTP 3	Mike Blair
NI 198a(vi)	Children travelling to school - mode of travel usually used (Primary school – Other)	New indicator 2008/9	0.2%	0.2%	0.2%	0.2%		Mike Blair
NI 198b(i)	Children travelling to school - mode of travel usually used (Secondary school – Car)	New indicator 2008/9	16.8%	17.7%	16%	15.2%		Mike Blair
NI 198b(ii)	Children travelling to school - mode of travel usually used (Primary school – Car Share)	New indicator 2008/9	1.7%	1.8%	1.8%	1.9%		Mike Blair
NI 198b(iii)	Children travelling to school - mode of travel usually used (Primary school – Public Transport)	New indicator 2008/9	25.3%	26.2%	25.5%	25.7%		Mike Blair

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NI 198b(iv)	Children travelling to school - mode of travel usually used (Primary school – Walking)	New indicator 2008/9	55%	52.8%	55.3%	55.6%	To be set as part of LTP 3	Mike Blair
NI 198b(v)	Children travelling to school - mode of travel usually used (Primary school – Cycling)	New indicator 2008/9	1.1%	1.5%	1.3%	1.5%		Mike Blair
NI 198b(vi)	Children travelling to school - mode of travel usually used (Primary school – Other)	New indicator 2008/9	0.1%	0.1%	0.1%	0.1%		Mike Blair
EST S111	The percentage of buildings which are used by the public in which all public areas are suitable for, and accessible to, disabled people (BV 156)	34%	38%	34%	42%	46%		Keith Lucas
NSD P023	Rectification of street lighting faults: non DNO (BVPI 215 a)	1.01 days	1.2 days	1.23 days	1.2 days	1.2 days	1.2 days	Bob Golightly

Performance Indicators



PI Reference	PI Description	Previous Outturn 2007/8	Current Performance 2008/9		Future Targets			Responsible Officer
			Target	Outturn	2009/10	2010/11	2011/12	
NSD P034	Total number of Abandoned Vehicles removed.	N/A	175	119	100	100	100	Ian Burton

Budget Information



Budget Change	Value £000
Pressures	368
Savings	0
Efficiencies	(521)
Total	(151)

Detailed below is a summary of the key budget decisions for 2009/10, along with a description of the implications on services.

Division / Service	Type of budget change	Description of budget pressure / saving / efficiency	Value in 2009/10 £'000	Value in 2010/11 £'000	Description of impact on service delivery of budget decision
Neighbourhood Management Waste Management	Budget pressure	Increase in waste disposal rates	115		Maintain service
Procurement, Property & Public Protection Cemeteries and Crematoria	Income increase	Increase in cemetery and Crematoria prices	(55)		Price Increase
Neighbourhood Management	Cost reduction	Reduction staffing resources	(86)		Change to method of service delivery

Appendix A



Service Plans supporting this Document

Shown below are the service plans supporting this document with the sections contributing to them listed.

Division / Service Plan	Lead Officer / Contact Number	Areas covered
Neighbourhood Management		
<ul style="list-style-type: none"> • Catering • Clean & Green • Client Services • Waste Management • Neighbourhood Action • Highway Services • Neighbourhood Management 	John Brownhill (3807) Albert Cope (3811) John Brownhill (3807) Colin Ogden (3806) Craig Thelwell (3370) Paul Mitchinson (3706) David Frame (3034) Claire Clark (855560) Karen Oliver (3860)	Horticulture, Street Cleansing, Public Conveniences, Refuse Collection & Recycling, Environmental Action, Community Wardens, Street Lighting, Road & Footpath Repairs, Area Based Services, School and Civic Catering, Building Cleaning, Plant & Vehicle Training, Schools Horticulture, Civic attendants
Technical Services		
Engineering Consultancy Traffic & Transportation Transport Services Integrated Transport Unit	Alan Coulson (3242) Mike Blair (3252) Jayne Brown (3526) Paul Robson	Civil and Structural Engineering, Environmental Issues (including coastal protection, contaminated land and land drainage), Safety Camera Partnership, Road Safety, Project Management, Traffic, Transportation, Car Parking, Traffic Management, Asset Management, Workshop, Vehicle Procurement, Welfare Transport, Vehicle Hire

Appendix A



Emergency Planning		
<ul style="list-style-type: none"> Emergency Planning 	Denis Hampson (01642 221121)	Plan produced by Cleveland Emergency Planning Unit covering the four local authorities of the former county of Cleveland
Organisational Development		
<ul style="list-style-type: none"> Finance & business Development Service Development Finance & Admin (Leadbitter Bldgs) Finance & Admin (Hanson House) Logistics 	Keith Smith (3104) Carol Davis (3853) Ursula Larkin (3238) Sue Ayre (3574) Fred Davison (3813)	Finance Support; Information and Communication Technology, Admin Support, Workforce Development, Performance Management, Customer Services, Depot, Stores and Security Services
Procurement & Property Services		
<ul style="list-style-type: none"> Building Management & Maintenance Building Consultancy Property & Asset Management 	Albert Williams (3396) Colin Bolton (3399) Keith Lucas (3237)	Maintenance and Management of Public Buildings, Architects, M&E, QS Services, Valuation, Estates and Property Management
Public Protection		
<ul style="list-style-type: none"> Environmental Standards Consumer Services 	Sylvia Tempest (3316) Sylvia Pinkney (3315)	Pollution, Noise, Pest Control, Environmental Stewardship, Open Markets, Health Promotion, Cemeteries and Crematorium, Food Standards and Safety, Infectious Disease, Health & Safety at Work, Animal Health, Port Health, Water Quality, Trading Standards, Licensing

**NEIGHBOURHOODS AND TRANSPORT
PORTFOLIO**

Report to Portfolio Holder
20 July 2009



Report of: Head of Neighbourhood Management

Subject: MINOR WORKS PROPOSALS,
NEIGHBOURHOOD CONSULTATIVE
FORUMS

SUMMARY

1. PURPOSE OF REPORT

To consider recommendations of the Neighbourhood Consultative Forums in respect of Minor Works funding.

2. SUMMARY OF CONTENTS

List of Minor Works proposals.

3. RELEVANCE TO PORTFOLIO MEMBER

Recommendations of spend on Minor works Schemes must be confirmed by the Portfolio Holder for Neighbourhoods and Transport.

4. TYPE OF DECISION

Non key decision.

5. DECISION MAKING ROUTE

Recommendations of Neighbourhood Consultative Forums to Neighbourhoods and Transport Portfolio.

6. DECISION(S) REQUIRED

To agree the recommendations of the Neighbourhood Consultative Forums in respect of Minor Works proposals.

Report of: Head of Neighbourhood Management

Subject: MINOR WORKS PROPOSALS,
NEIGHBOURHOOD CONSULTATIVE
FORUMS

1. PURPOSE OF REPORT

- 1.1 To consider recommendations of the Neighbourhood Consultative Forums in respect of Minor Works funding.

2. BACKGROUND

- 2.1 The last cycle of Neighbourhood Consultative Forums recommended the following for approval:-

3. PROPOSALS

3.1 North Neighbourhood Consultative Forum

3.1.1 Throston Ward – Padstow Close – horticultural scheme

Officers and Ward Members have received a number of complaints regarding anti- social problems taking place in the dense undergrowth adjacent to Padstow Close. In order to eradicate the issue, officers are proposing to remove dense undergrowth and thin cut the tree area at the rear of properties.

Total cost of this scheme **£450**

3.1.2 St Hilds Ward – Bakers Mead – security fencing

Local residents have requested funding to improve security to the perimeter fencing at the rear of the estate. Local residents are experiencing problems with pedestrians and motor bikes damaging wooden fencing and cutting through the estate creating anti social behaviour. It is proposed to replace parts of the wooden perimeter fencing with palisade fencing, along with boulders and additional planting. Residents group has asked for a contribution of £500 towards funding this scheme.

Total contribution towards this scheme **£500**

3.1.3 Hart Ward – Westwood Way – tarmac grass verge

Local residents and Ward Members have requested that part of a grass verge area be tarmaced over allowing pedestrian access to the post box from the roadside to avoid having to stand on the grass. It is proposed to tarmac an area measuring approximately 1m x 1.8mtrs allowing residents to pull up road side in their cars and have hard standing to access the post box.

Total cost of this scheme **£400**

3.2 Central Neighbourhood Consultative Forum

3.2.1 Rift House Ward - Spenser Grove – car parking scheme

In 2007 / 08 funding for a car parking scheme in Spenser Grove was approved by the Forum but was not implemented due to an existing planning application in relation to the land in question. The application has now been withdrawn and we are in a position to proceed. The proposed scheme will increase car parking provision in the Grove and reduce congestion. Full consultation with Ward Members and residents has taken place.

Total contribution requested **£3,345**

3.2.2 Park Ward – Egerton Road – lighting

Poor lighting in Park Ward has been identified by Ward Councillors and Resident Representatives. Following a survey undertaken by the Street Lighting Engineer, that included an assessment of lighting levels and the condition of existing columns, Egerton Road has been identified as the most in need of improvement in this area. It is proposed to replace existing columns with 6m high steel columns and new lanterns. Total cost of the scheme is £11,500; the Forum is requested to contribute £8,500 towards this cost.

Total cost of contribution **£8,500**

3.2.3 Grange Ward – Eltringham Road – garden area

Following problems with criminal damage and anti-social behaviour, residents and Ward Members have requested that a small piece of land at the junction of Eltringham Road and Clifton Avenue be developed as a garden area that can be available for use by the local community. The scheme will involve the installation of wall toppings and a gate, together with a small area of soft landscaping.

Total cost of this scheme **£3,500**

3.2.5 Rift House Ward – Waverly Terrace – allotment community garden

In 2008/09 the Rift House East Residents Association were successful in obtaining funding to enhance security around a piece of allotment land that they aim to develop as a community garden. To assist in further development of the community garden the Forum agreed to make a contribution of £4,364 towards paving and planning.

Total contribution **£4,364**

3.2.6 Various Wards – dropped crossings

The Forum is asked to consider the request to contribute towards the dropped crossing programme in the Central Neighbourhood area.

Total contribution **£3,500**

3.2.7 Various Wards – Pride in Hartlepool – various schemes

The Forum is asked to consider the request continue its annual support to Pride in Hartlepool Project by contributing £5,000 towards schemes in the Central Neighbourhood area.

Total contribution **£5,000**

3.3 South Neighbourhood Forum

3.3.1 Seaton Ward – Kildale Road / Elizabeth Way – flowerbed

A gradual degeneration in the quality of the flowerbed in Kildale Road has led to a proposal to renovate by planting evergreen shrubs. It is proposed to remove / dispose of all existing plan material, replant with Hebe and Phormium, redefine shrub bed edge, supply and install weed control fabric, supply and spread bark mulch to site and plant 3 three (Prunus Serrula “Tibetica” with galvanised cages)

Total cost of this scheme **£2,680**

3.3.2 Fens Ward – Caistor Drive

Installation of new drain to alleviate flooding problems at Caistor Drive.

Total cost of this scheme **£4,118**

4. **RECOMMENDATIONS**

- 4.1 That the recommendations of the Neighbourhood Consultative Forums be approved.

5. REASONS FOR RECOMMENDATIONS

- 5.1 To improve the environment within each of the Neighbourhood Forum areas.

6. CONTACT OFFICER

- 6.1 Denise Ogden
Head of Neighbourhood Management
Neighbourhood Services
Hartlepool Borough Council

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