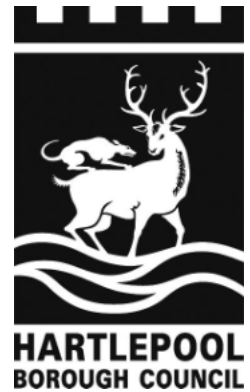


TRANSPORT AND NEIGHBOURHOODS PORTFOLIO DECISION SCHEDULE



Monday 28th September 2009

at 9.00 am

in Committee Room C,
Civic Centre, Hartlepool

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

1. KEY DECISIONS

- 1.1 Guidance on the appropriate selection and positioning of Street Furniture – *Head of Neighbourhood Management*
- 1.2 Household Waste Recycling – *Head of Neighbourhood Management*

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Pride in Hartlepool Proposals – *Head of Procurement, Property and Public Protection*
- 2.2 Minor Works Proposals, Neighbourhood Consultative Forums – *Head of Neighbourhood Management*
- 2.3 Proposed Bus Stop Locations – *Head of Technical Services*
- 2.4 St Mary's Street /High Street, Headland – Road Closure Petition – *Head of Technical Services*

3. ITEMS FOR INFORMATION

- 3.1 Keep Britain Tidy Deprived Areas Perception Project and Big Tidy Up Champion – *Director of Regeneration and Neighbourhoods*
- 3.2 National Indicator 196 Improved Street and Environmental Cleanliness – Fly Tipping – *Head of Neighbourhood Management*
- 3.3 Skills for You Project – *Director of Regeneration and Neighbourhoods*

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
28 September 2009



Report of: Head of Neighbourhood Management

Subject: Guidance on the appropriate selection and positioning of Street Furniture

SUMMARY

1. PURPOSE OF REPORT

To seek approval of the proposed guidance on the appropriate selection and positioning of street furniture.

2. SUMMARY OF CONTENTS

This guidance sets out a framework for managing street furniture with a view to reducing clutter in streets. The guidance is in two parts. The first part gives guidance on appropriate selections for new developments and the second part gives guidance for existing streetscapes.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Highway related issues.

4. TYPE OF DECISION

Key decision. Test (ii) applies.

5. DECISION MAKING ROUTE

Transport and Neighbourhoods Portfolio on 28 September 2009.

6. DECISION(S) REQUIRED

That the Portfolio Holder approves the guidance on the appropriate selection and positioning of street furniture.

Report of: Head of Neighbourhood Management

Subject: Guidance on the appropriate selection and positioning of Street Furniture

1. PURPOSE OF REPORT

1.1 To seek approval of the proposed guidance on the appropriate selection and positioning of street furniture.

2. BACKGROUND

2.1 The main purpose of this guidance is to help the delivery of good design and management of streetscapes, for example by avoiding sign clutter or rearranging street furniture, without compromising road safety or accessibility for all.

2.2 In addition to the main purpose, the guidance provides a framework for ensuring that designs and reviews cover all of the necessary requirements for providing an uncluttered and attractive streetscape.

2.3 The guidance is based upon principles contained in English Heritage's "Streets for All" and the DfT's "Manual for Streets".

2.4 The guidance is in two parts as follows:

1. Designing New Highway Schemes
2. Reviewing an Existing Streetscape

2.5 The guidance is attached as **Appendix 1**.

3. RECOMMENDATIONS

3.1 That the Portfolio Holder approves the guidance on the appropriate selection and positioning of street furniture.

4. CONTACT OFFICER

Paul Mitchinson
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Neighbourhood Services
Hartlepool Borough Council
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Appendix 1

Guidance on the Appropriate Selection and Positioning of Street Furniture

Introduction

Historically, highways have been designed with the needs of the motorist as the primary concern. This has sometimes led to a proliferation of measures with which to regulate and control motorists and what they do with their cars such as traffic signs, traffic lights, street name plates and bollards.

Other items have also been added to streetscapes as facilities such as street lights, pedestrian barriers, bus stops, litter bins and dog fouling bins.

And finally there are other assets that have been introduced to improve amenity, such as highway trees, bushes and flower boxes/hanging baskets.

Through time this has led to increasing pressure on space in the public highway and has also led the highway environment towards a cluttered appearance. In response to this perception, English Heritage developed a guidance advice document in 2005; entitled “**Streets for All**” and the DfT developed the “**Manual for Streets**” in 2007 to give new advice on the design of residential streets.

Attractive streetscapes take planning, foresight, sensitivity to local context, and an understanding of how small incremental changes can either reinforce or diminish local distinctiveness. Consequently, the aim of the guidance is to help the delivery of good design and management of streetscapes, for example by avoiding sign clutter or rearranging street furniture, without compromising road safety or accessibility for all.

Policy Statement

The objective of this Council is to initiate and manage procedures for dealing with cluttered streetscapes, enabling as far as reasonably possible the development of neighbourhoods with identity and character. It is the Council's policy to develop safe and functional but attractive streetscapes.

It is the Council's intention that a consistent and co-ordinated approach to streetscape design and maintenance is delivered throughout the Borough and that the available resources are deployed in a cost effective and efficient manner. This will be achieved by restricting decluttering activities to areas targeted by use of objective prioritisation.

Hartlepool Borough Council will allocate funding to cover reasonable costs incurred in carrying out the decluttering function in accordance with identified needs. The funding will be provided in such a way as to allow for the variable nature of the likely costs.

Scope of this document

There are two principal reasons why advice on street clutter may be sought.

1. When designing new highway schemes
2. When reviewing an existing streetscape

This document provides a framework for ensuring that designs and reviews cover all of the necessary requirements for providing an unduttered and attractive streetscape.

Part 1 focuses on the design process. The detailed requirements are not dealt with in this guidance as they are already available in other listed documents, but a design process checklist is included. This should not be a problem as the personnel involved in design are familiar with the concepts of the Manual for Streets and should be ensuring good design practice anyway. The attached checklist merely acts as a formal declaration that these aspects have been addressed.

Part 2 focuses on the street audit process. The data collection part of the exercise is provided by the completion of an evaluation checklist. This can be achieved either by printing out the checklist and filling it in by hand, or by importing an electronic multi street Excel spreadsheet checklist onto a hand held device. The data analysis is the most important part of the exercise however, and in this case it will not necessarily be carried out by personnel familiar with the concepts of the Manual for Streets. Consequently, before the declutter exercise is carried out on the ground, the proposals should be signed off by an officer who is competent and trained on the requirements of traffic management.

Streetscape Items/Issues Covered

- Lighting Columns
- Traffic Signs
- Bus Stop Poles
- Bus Shelters
- Pedestrian Barriers
- Trees/Tree Grilles
- Bollards
- Litter Bins
- Dog Fouling Bins
- Street Name Plates
- Road Markings
- Telephone Boxes
- Street Advertising
- Flyposting
- Plant Containers/Flower Boxes

1. Designing New Highway Schemes

When considering a new design, the “Design Guide and Specification for Residential and Industrial Estates Development” must be the principle guidance referred to. It establishes the aims of the design process, specifies the adoption procedure and policy, highlights the statutory requirements and details the design requirements for adoptable highways including:-

- Residential developments
- Industrial Developments
- Parking Standards
- Traffic Calming
- Cycle Facilities
- Road and Footway Construction
- Street Lighting
- Highway Drainage
- Highway Verges
- Street Nameplates

The design guide was originally developed from the Government guidelines “DB 32 Layout of Residential Roads and Footpaths” published in 1993, adapted by Cleveland County Council and then by the four ex-Cleveland unitary authorities following the abolition of Cleveland in 1996. Its suitability for purpose is monitored by the Tees Valley Engineers group, which has developed the document significantly since 1996. The design guide has been updated in the year 2007/2008 to take into account the guidance from “Manual for Streets”.

A key recommendation in the Manual for Streets is that increased consideration should be given to the ‘place’ function of streets. This function is essentially what distinguishes a street from a road, where the main purpose is to facilitate *vehicular* movement. Good design is fundamental to achieving high quality, attractive places that are socially, economically and environmentally sustainable and high quality open space is a key component of successful neighbourhoods. All of these concepts are now incorporated into the Design Guide following its recent revision.

To summarise the design aspect, ‘clutter’ should not be designed in to new schemes. Each and every component of design should have a purpose and be clearly thought out.

New designs occur on a regular basis. The location of the design will depend on the priorities of the day, but new designs are routinely prepared, usually by the design team located within the Engineering Consultancy or the Building Consultancy. The scheme clients can vary. Sometimes the Client is an expert client e.g. a member of staff in Highway Services or in Traffic and Transportation. They will be in a position to both specify the requirements and take a view on the resulting streetscape.

Sometimes the Client is not an expert client, e.g. a member of staff in Planning or Economic Development. They may not have the technical knowledge to take a view on the resulting streetscape, but should nevertheless take diligent care to ensure that the requirements of streetscape are taken into account at the design stage. Advice for inexperienced Clients is available at the English Heritage website and in their “Streets for All” document published in 2005.

Each design must be signed off by both Client and Designer as having taken into consideration the requirement for minimum clutter of the resulting streetscape. Minimising the quantity of assets in the highway should not only improve the finished appearance of the scheme, it should also help to make savings. A template for a signing off checklist is attached as Appendix A.

2. Reviewing an Existing Streetscape

Existing streetscapes are seldom reviewed from the perspective of street clutter. The most frequent activity that has attempted to make progress on this subject is “Cleansweep”. The most appropriate data collection method for existing streetscapes is the “Street Audit”.

Data Collection

The simplest method to carry out a street audit would be to print out a copy of Appendix B of this document, attach it to a clipboard and record observations relating to street clutter in accordance with the items listed on the form. This method is adequate for occasional ‘ad hoc’ street audits.

A more structured approach is necessary if large areas need to be audited. For the purposes of mass data collection, an Excel spreadsheet has been developed that enables all of the items listed in Appendix B to be collected for all streets in an inspection zone. This spreadsheet can then be uploaded onto the Area Highway Inspectors Data Capture Device (DCD). As the DCD already contains the software for the collection of highway defects, the Inspector can then collect the data whilst carrying out service inspections of the highway. It is simple and straightforward to toggle between the two software packages. The noted details must be supported by photographs taken by the inspectors on their mobile phones.

Each street audit must then be analysed in readiness for the preparation of an action plan.

Data Analysis

Once the Street Audit data has been collected, the streetscape can be analysed against the requirements given in the HBC Design Guide, and decisions made on the desired outcome. The majority of declutter

decisions will be a matter of common sense. The photographs can be used to provide an overview – to demonstrate visually the impact of the street assets. Changes can then be planned using the detailed information collected on the checklists.

Some of the common issues are listed below:-

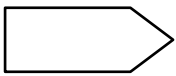
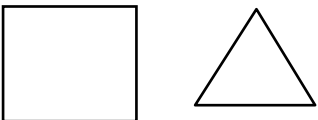


Bollards adjacent to the corners of streets, particularly on narrow streets, are clearly there to protect the corner from vehicle overriding and the consequent damage caused. Removal of such bollards would be harmful in the long term and should be avoided, but not all bollards serve a useful purpose.

Pedestrian barriers can also sometimes be present to alleviate hazard e.g. in front of school gates, to remind the schoolchildren of the road as they leave the school premises. Not all pedestrian barriers serve such a purpose however, and common sense must be used when choosing to remove them.

The positioning of a traffic sign pole is most often dependant on the specific distance required between the sign and the potential hazard (e.g. junction, bridge, sharp bend etc). Consequently, these assets are likely to be the most difficult to reduce. Where they can be combined, no more than three signs may be on one pole, there must be 2.3m clearance below the lowest edge (2.1 absolute minimum) and no assembly can be more than 4.0m above ground level. Given this degree of constraint on the traffic signs alone, it is not possible to predefine specific and measurable targets.

Neither this document nor the design guide covers all of the legal and technical aspects of the provision of traffic signs and road markings on the highway. Therefore the advice of trained and experienced officers should be sought on whether a particular sign is correct, appropriate and necessary in each case.

Temporary signs should be removed after a prescribed period depending on the type of sign. The table over page shows the length of time particular signs are permitted to be present on the highway.

SIGN	TSRGD Directions	DIAG NO.	LENGTH OF TIME FOR REMOVAL.
 Housing development sign.	13(3), 38(2)	2701 & 2701.1	May be retained for not more than 6 months after completion of the named development.
 Range of Roadworks signs.	36	Schedule 12	Should be removed on completion but may be retained after completion of the scheme for as long as the Authority thinks fit.
 Generic sign for changed circumstances.	36, 37/(1)	7014 variants*.	May be retained not later than the end of the period of 3 months beginning with completion of the works. *See TSRGD for permitted variants.
 NEW 30 MPH SPEED LIMIT IN FORCE	36, 37/(2)	7032	(No variants). May be placed only during the period of 6 months beginning with the day on which the 30mph speed limit comes into force; and shall not be retained after the end of that period.

Nearly all traffic signs are installed by the highway authority. Housing development signs however, are not normally erected by the council but by the developer or an outside body. Therefore the removal of these signs is the responsibility of the developer. Nevertheless, new developments are monitored for adoption; consequently it is a simple matter to note that the signs should be removed when a development is substantially complete.

Unfortunately, because most ‘clutter’ issues are already in situ through emerging issues, any declutter exercise carried out will be a cost and consequently must be budgeted for.

Appendix A Design process checklist

Scheme Title :-

Scheme Initiation		
Scheme definition	Define scale and type of the scheme at project inception to inform subsequent team structure, scheme evaluation, skill needs and training.	
Establish scheme vision	Define a 'vision' describing wider scheme context, characteristics, guiding design principles and contribution to relevant policies and goals. Consider scheme's position in terms of 'place' and the function hierarchy.	
Determine scheme purpose and actions	Establish scheme purpose and specific actions required to deliver it, e.g. to calm vehicle movements (purpose) through raised crossings and widened footways (actions).	
Design champion	For large projects, appoint a scheme-specific design champion. For small schemes, nominate relevant officer to act as design champion within the wider works programme.	
Establish available funding	Consider means to derive a monetary scheme benefit value pre-and post-evaluation. Assess the area in terms of its traffic management and streetscape performance to assist in justifying expenditure in relation to streetscape aspects.	
Managing risk	Establish coherent lines of design responsibility giving specific consideration to corporate responsibility, seeking appropriate support for innovative schemes.	
Maintenance planning	Establish whole-life costs, accounting for ongoing maintenance to a standard of quality commensurate with the implemented scheme. Consult and involve those directly responsible for maintenance at an early stage of scheme development.	
Determine monitoring arrangements	Plan for both quantitative and qualitative scheme performance monitoring and feedback.	
Consider consultation needs and programming	Plan for informal and formal scheme consultation and how it may best inform design development. Consider visual aids for scheme consultation, e.g. 3D sketches and computer visualisation.	
Establish skills required	Review required and available design team skills; consider recruitment or sub-contracting design support as appropriate.	

Establish relevant team organisation and communication	Consider how best to provide for effective team communication and collaborative working in terms of leadership, structure and protocol.	
Risk identification	Record identified risks to scheme integrity and delivery, e.g. 'baton passing' between design and implementation teams. Plan to manage identified risks through effective communication among team members and monitoring progress against initial scheme vision, purpose and actions.	

Design		
Establish applicable design performance goals and relevant evaluation methodology	Undertake an initial design evaluation for pre-and post-evaluation of scheme traffic management and streetscape performance.	
Establish minimum scheme requirements	Use professional discretion to interpret and apply regulations, standards and guidance to the benefit of the scheme and the streetscape in particular. Take 'blank sheet' approach to design: assess movement needs and the streetscape context, and then minimise provision of traffic signs, road markings and street furniture to achieve the desired traffic management function.	
Quality auditing	Prepare and implement a plan for quality auditing and related topic-specific audits, e.g. road safety, traffic signs and road markings, clutter and cycling.	
Design development – sketch	Prepare design sketches, considering use of 3D drawing and visualisation as appropriate.	
Establish performance standards for external consultants and contractors	Consider preparation of appropriate and measurable performance standards for external design and implementation sub-contractors to preserve design integrity and provide performance feedback to planning for future projects.	

The above scheme has been audited against the requirements specified in the Hartlepool Borough Council “Design Guide and Specification for Residential and Industrial Estates Development” and the recommendations listed in English Heritage’s “Streets for All”

..... (Client Officer for the scheme)

..... (Designer of the scheme)

Appendix B Evaluation checklist

Impact issues: Street furniture				
Positives				
Design complements adjacent streetscape characteristics				
Integrated street furniture design				
Design of individual items adds to quality of the scene				
Total				

Negatives				
Unnecessary bollards				
Unnecessary pedestrian barriers				
Unnecessary litter bins				
Unnecessary recycling containers				
Unnecessary duplication of traffic sign posts				
Unnecessary traffic regulatory signs				
Unnecessary traffic non-regulatory signs				
Poorly located/ fixed traffic signs				
Unnecessarily obtrusive surface equipment				
Unnecessarily obtrusive cameras				
Unco-ordinated bus shelters/ bus stop signs				
Total				

Added optional bonus				
General contribution of street furniture to streetscape				
Total				

Impact issues: Ground surfaces				
Positives				
Design complements adjacent streetscape characteristics				
Integrated paving layouts, including tactile paving				
Materials suitable for purpose				
Total				

Negatives				
Ill-considered paving materials				
Broken slabs				
Unco-ordinated/poorly laid out paving slabs				
Poor workmanship				
Poorly laid out tactile paving				
Unnecessary changes in kerb alignment				
Poorly laid out dropped kerbs				
Unnecessary road markings				
Poorly executed road markings				
Unnecessary road colours				
Total				

Added optional bonus				
General contribution of ground surfaces to the streetscape				
Total				

GRAND TOTAL	100			
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Percentage score: scheme maximum × 100/scheme score				
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TRANSPORT & NEIGHBOURHOODS PORTFOLIO
Report to Portfolio Holder
28 September 2009



Report of: Head of Neighbourhood Management

Subject: HOUSEHOLD WASTE RECYCLING

SUMMARY

1. PURPOSE OF REPORT

- To seek approval to increase the number of recyclable materials available for collection through the Council's kerbside collection service.
- To seek authorisation from the Portfolio Holder in respect of the communication campaign to advertise the expansion of the recycling service and change in branding.
- To seek approval to carry out enforcement activities in relation to domestic household waste recycling.

2. SUMMARY OF CONTENTS

The report provides an update on the action which arose from the Scrutiny investigation with respect to increasing the number of recyclable materials involved in the Kerbside Collection Service, change to the branding used via a new communication campaign and considers the introduction of enforcement where residents refuse to recycle.

3. RELEVANCE TO PORTFOLIO MEMBER

Waste Management is included within the Portfolio Holder's responsibilities.

4. TYPE OF DECISION

Key decision. Test (ii) applies.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 28 September 2009.

6. DECISION(S) REQUIRED

- Notes the contents of the report and approves the proposals to carry out enforcement activities in relation to domestic household waste recycling.
- Approves the increase in the number of recyclable materials available to be collected through the Kerbside Collection Service.
- Authorises the Communication Campaign and the change in branding.

Report of: Head of Neighbourhood Management

Subject: HOUSEHOLD WASTE RECYCLING

1. PURPOSE OF REPORT

- 1.1 To seek approval to increase the number of recyclable materials available for collection through the Council's kerbside collection service.
- 2.2 To seek authorisation from the Portfolio Holder in respect of the communication campaign to advertise the expansion of the recycling service and change in branding.
- 2.3 To seek approval to carry out enforcement activities in relation to domestic household waste recycling.

2. BACKGROUND

- 2.1 The Council currently operates a kerbside collection service using a 240 ltr green wheeled bin for residual waste, 55 ltr blue box and 35 ltr blue bag for glass, cans and paper respectively, and a 240 ltr brown wheeled bin for garden waste and a 120 ltr white reusable bag for plastic bottles and cardboard. We have 17 mini bring centres located across the town and the Household Waste Recycling Centre in Burn Road.
- 2.2 Despite efforts to promote and encourage recycling, we are only managing to recycle approximately 40% of all household waste. This figure has not increased at the rate envisaged when household waste kerbside recycling was first introduced in 2007. Scope for improvement is therefore considered to be minimal without the introduction of a more-stringent collection regime.
- 2.3 In October 2008 the Tees Valley Authorities commissioned Measurement Evaluation Learning (MEL) to undertake a waste analysis to better understand the material streams available in their area. The report on the findings of this waste analysis indicated that on average a further 19.9% (1.42kg per household per week) of Hartlepool residual wastes (material in green bins) could have been recycled via current kerbside schemes.
- 2.4 In 2008/09 Hartlepool Borough Council collected 18,585.25 tonnes of residual waste from resident's green bins. Using the information above,

it was determined that 3,717 tonnes could have been recycled, saving the Authority a minimum of £120,200 in disposal costs.

- 2.5 In December 2008 the Scrutiny Coordinating Committee undertook an investigation into the current operation of the Council's kerbside recycling scheme and other recycling service provision making suggestions for improvement with respect to communication, education and enforcement.

3. CURRENT PARTICIPATION LEVELS

- 3.1 Participation in kerbside recycling schemes in Hartlepool in 2008 averaged 83%, whilst overall participation rates across the borough are very good, there are areas of low participation (see **Appendix A**).

- 3.2 Whilst the Council's Scrutiny Coordinating Committee were pleased to see the vast majority of Hartlepool residents have embraced and continue to support the need to recycle, they recognised there is a need to encourage those who at first sight appeared not to be participating fully and the Committee supported the suggestions for the introduction of:

- a) an overarching campaign thanking residents who are recycling, whilst encouraging those who are participating in recycling some materials, but not all, to do a little bit more;
- b) conduct a targeted communications campaign targeting areas with participation rates lower than 80% for dry recyclables or 60% for green waste, and
- c) where encouragement and education fails to improve participation use enforcement action were applicable.

4. COMMUNICATION CAMPAIGN

- 4.1 "Recycle with the Hartlepool Heroes" branding was introduced in 2004 and has been the main identity for communications surrounding recycling. It is also felt that whilst the heroes were a draw to children, the characters may trivialise the message behind recycling.

- 4.2 Whilst reviewing the communications to launch additional materials into the existing recycling scheme, it was felt that a more direct "Recycle for Hartlepool" slogan would be a better choice of branding as it gives ownership to the residents, has a more direct tone and is more in line with the national logo, which will help to mitigate against any confusion which can be caused between local and national campaigns.

- 4.3 It is proposed to use the new 'Recycle for Hartlepool' branding for all communications developed by the Council to:
- Focus on the recycling services provided Hartlepool Borough Council;
 - Include positive messages and not be negative or reproachful;
 - Be consistent with regard to the look and feel of all communications;
 - Make it easy for people to take action and reduce waste and recycle;
 - Provide regular feedback on the progress and success of the scheme to householders
- 4.4 The kerbside collection service enables residents to recycle their waste directly from their home without having to visit a bring centre or the Council's own Household Waste Recycling Centre in Bum Road. Residents are able currently to recycle cans, glass, paper, garden waste, plastic bottles and cardboard.
- 4.5 We have received many requests from residents to increase the number of materials which can be recycled through the kerbside scheme. It is proposed we extend this service to include Tetra Paks (waxed cardboard cartons) and plastic food containers e.g. yoghurt pots. We have not been able to provide this service to residents previously as we were not able to procure a sustainable outlet
- 4.6 When the scheme is launched information leaflets will be distributed to every resident to highlight additional materials available for recycling as part of the kerbside collection service, (see **Appendix B**). We will take the opportunity to inform residents of why it is important to recycle and what happens to their waste when it is recycled.
- 4.7 In addition to the leaflet further press releases and website updates will be used to highlight the inclusion of mixed plastics and Tetra Pak to the existing plastic bottle and cardboard collection scheme and promote the new branding. Further information on the kerbside recycling scheme and the life cycle of the materials collected will also be included on the Council's website. We will also advertise the new branding "Recycle for Hartlepool" on new livery on refuse, recycling and bulky waste vehicles.
- 4.8 We will concentrate our efforts on areas of low performance in an attempt to encourage residents to participate, this will be through attendance at resident groups and associations together with the production of additional literature.

- 4.9 The Scrutiny investigation commented on the container used for recycling paper and considered the introduction of soft lids for blue boxes. Trials have been introduced involving a different container to collect paper, similar to the poly bag; an example will be available at the Portfolio meeting. Soft lids for blue boxes are being trialed at various properties across the town, specifically the Fens.

5 ENFORCEMENT

- 5.1 The Scrutiny investigation recognised that where encouragement and education fails to improve participation the use of enforcement action was appropriate.
- 5.2 The Neighbourhood Action Team currently uses powers contained in the Clean Neighbourhoods & Environment Act 2005 and the Environmental Protection Act 1990 to ensure residents comply with Council rules regarding domestic household waste collection. Specifically, residents are issued with a Notice under section 46 of the Environmental Protection Act 1990.
- 5.3 Breach of this Section 46 Notice renders people liable to prosecution and a fine of up to £1,000; alternatively, people have the option of discharging liability to prosecution by payment of a fixed penalty notice of £100.
- 5.4 The Section 46 notice will be adapted for use in instructing residents to recycle **all** recyclable household waste. That is to say, residents will not be permitted to include any recyclable items such as glass, cans, paper or textiles when presenting their general household waste.
- 5.5 Essentially, areas of 'low participation' will be the target of enforcement; however, individual problem households anywhere in the town will also be considered. Such individual or isolated cases will stem from intelligence reports e.g. service requests / complaints from members of the public, the Council's refuse collection staff.
- 5.6 Bags containing general household waste will be checked by enforcement staff, in situ, prior to collection. Investigations will be timed so as to cause minimal disruption to the refuse collection service.
- 5.7 An Enforcement Officer will be required to witness the presence of recyclable materials amongst general household waste, and also find evidence of the person(s) responsible.
- 5.8 An element of discretion will be required in checking wastes. That is to say, there should be a pre-determined amount of recyclable material permitted amongst general household waste.

- 5.9 It is proposed that a dedicated 'Recycling Enforcement Officer' post is created with responsibility for ensuring the initiative is effectively carried out in the community. The post will sit within the existing Environment Enforcement team.

6. CONSULTATION

- 6.1 Resident consultation is fundamental to this enforcement campaign and accordingly details of the initiative will be given through via the following means:

- a) Resident Group meetings
Visits by officers to various meetings, particularly in 'target' areas
- b) Neighbourhood Consultative Forums
Presentations, question and answer sessions, including the distribution of leaflets / information
- c) 'Drop-in' sessions
Attendance by officers at various central locations such as schools, community centres and libraries, once again using question and answer sessions, leaflets / information
- d) 'Door-knocks' and leaflet/letter distribution
By officers to all properties in 'targeted' areas / leaflet / information distribution, Section 46 and accompanying explanatory letter / information.
- e) Press releases
Hartlepool Mail and Hartbeat features providing information and reasoning behind the initiatives.
- f) The Council's website/e-consultation
Website features providing information and reasoning behind initiatives. Frequently asked questions. E-consultation / Your Town Your Say consultation surveys to obtain public views

7. RISK / IMPLICATIONS

- 7.1 The Household Waste Recycling Act 2003 places a statutory duty on all Local Authorities to ensure that by December 2010 they collect at least two recyclable wastes together or individually separated from the rest of the household waste stream.
- 7.2 The National Waste Strategy provides greater focus on National Targets, which are recycling, reuse, and composting of household waste of at least 40% by 2010, 45% by 2015 and 50% by 2020. It is anticipated these targets will increase substantially in the near future.

Failure to meet these statutory targets will result in Government intervention and severe financial penalties for the Council.

8. FINANCIAL CONSIDERATIONS

- 8.1 Whilst there are potential savings to be made on landfill and incineration costs, Section 2.4 identified that if 3,717 additional tonnes were recycled there would have been a saving to the Authority of circa £120,200. There will clearly be an increase in the cost of enforcement, particularly if the initiative were to be carried out on a town-wide basis.
- 8.2 Consideration should also be given towards the added cost of support services such as that of the Council's Legal team - the recent upsurge in the numbers of fixed penalty notices issued for Section 46 violations has resulted in a significant increase in the number of residents being prosecuted.
- 8.3 It is envisaged the initiative will require the dedication of one full-time employee whose duties will essentially involve the serving of legal notices, inspecting domestic household waste, and the issuing of fixed penalty notices.
- 8.4 The Recycling Enforcement Officer is a new post, which has been evaluated at Band 7. With on-costs, this equates to circa £24,000 per annum.
- 8.5 It is envisaged the cost of this post will be recovered via reductions in land fill / incineration costs and the receipts of any fixed penalties issued by the post holder.

9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 The Neighbourhood Action Team has DIA's (Diversity Impact Assessments) and INRA's (Impact Needs Requirement Assessments) in place to ensure that equality and diversity considerations are integrated within its services. These DIA's and INRA's are reviewed on an annual basis, or whenever there is a significant change to service delivery.

10. SECTION 17 CRIME AND DISORDER

- 10.1 Whilst the failure by householders to recycle does not contribute directly towards addressing crime and disorder, this initiative does compliment similar initiatives aimed at cleaning up back streets.
- 10.2 Section 46 Notices are presently being used to ensure residents present their household waste in the correct way and do not leave

wheeled bins in the back street. Such unacceptable behaviour results in rubbish being strewn around and wheeled bins being set alight, stolen or used to enter peoples' properties. Collectively, this impacts upon the amenity of the area and contributes significantly towards the social decline of communities.

11. RECOMMENDATIONS

- The Portfolio Holder notes the contents of the report and approves the proposals to carry out enforcement activities in relation to domestic household waste recycling.
- The Portfolio Holder approves the increase in the number of recyclable materials to the Kerbside Collection Service, as per paragraph 4.5.
- The Portfolio Holder authorises the Communication Campaign and the change in branding.

12. REASONS FOR RECOMMENDATIONS

- 12.1 Despite efforts to promote and encourage recycling, Hartlepool residents are only recycling around 40% of all household waste. This figure has not increased at the rate first envisaged when household waste recycling was introduced in 2007, and scope for improvement is therefore considered to be minimal without intervention.
- 12.2 At an average of 83.03%, overall participation rates across the borough are very good; however, areas of low participation have been identified, despite campaigns aimed at encouraging residents to recycle. Without intervention and the use of enforcement, it is unlikely that participation rates in these areas will improve.
- 12.3 An independent survey carried out by MEL (Measurement Evaluation Learning) indicated that on average 19.9% (1.42kg per household per week) of Hartlepool's residual wastes could have been recycled via current kerbside schemes (materials in green bins). It is therefore essential that appropriate regimes are introduced to enable the Council to exploit the potential for savings on landfill and incineration cost, which could be in the region of £120,000 per annum.
- 12.4 Hartlepool Borough Council, along with all other Local Authorities, is coming under increasing pressure to meet statutory targets set by the Government for the recycling of domestic household waste. Failure to meet these targets will result in Government intervention and severe financial penalties for the Council.

13. BACKGROUND PAPERS

- 13.1 A copy of the MEL (Measurement Evaluation Learning) Tees Valley Waste Analysis report is available upon request.
- 13.2 Kerbside Recycling Scheme, Scrutiny Coordinating Committee, December 2008.

14. CONTACT OFFICER

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APPENDIX A

Participation Rates Area Breakdown for all materials					
Area	Glass	Cans	Paper	Plastic	Cardboard
Headland	56.82%	65.92%	65.99%	81.78%	84.98%
Central Estate	61.75%	69.50%	64.29%	87.31%	93.77%
Brus	69.40%	75.12%	75.19%	84.39%	87.65%
King Osw y	78.67%	84.10%	80.56%	87.68%	90.78%
King Osw y / Clavering /Hart	80.61%	81.67%	81.01%	77.90%	87.07%
Throston/ Dyke House (Hart Lane)	74.89%	77.73%	83.66%	67.24%	67.17%
Dyke House	83.00%	84.56%	82.51%	86.23%	86.47%
Park Road- Elw ick Road	75.05%	75.90%	77.60%	96.71%	96.62%
Burbank Marina	81.44%	82.50%	83.07%	55.83%	56.31%
West Park - Dalton/ Elw ick	75.05%	75.90%	77.60%	89.17%	89.17%
Back Streets	63.25%	67.92%	64.91%	94.18%	95.17%
Warrior Drive	81.44%	82.50%	83.07%	87.30%	87.24%

Seaton	85.70%	88.35%	89.26%	90.64%	90.27%
Jutland Road / A Block / Brierton Lane	70.91%	76.27%	81.99%	88.21%	88.57%
Oxford Road Kingsley	83.89%	87.63%	88.58%	97.81%	97.81%
Belle Vue	50.00%	38.07%	52.72%	91.84%	91.84%
Fens Greatham	73.12%	77.08%	77.73%	95.33%	90.32%
Fens	82.86%	83.85%	86.67%	95.33%	95.26%
M Block - I Block	94.12%	96.32%	74.39%	83.70%	89.83%
Ow ton Manor Lane/ Wynyard (Rift House)	49.14%	61.77%	50.72%	93.01%	92.84%
Masefield Road	47.54%	50.19%	50.04%	69.96%	85.57%
Throston	74.76%	79.55%	77.59%	93.36%	93.36%
Bishop Cuthbert	67.27%	69.57%	70.11%	79.72%	77.80%
Marlow / Masefield/ Brow ning	46.28%	71.42%	70.86%	79.75%	85.12%
Clavering	85.33%	87.13%	85.25%	75.97%	75.97%
Deerpark	91.44%	85.73%	92.76%	89.55%	93.33%

TRANSPORT & NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
Monday 28 September 2009



Report of: Head of Procurement, Property and Public Protection

Subject: PRIDE IN HARTLEPOOL PROPOSALS

SUMMARY

1. PURPOSE OF REPORT

To consider the recommendations of the Pride in Hartlepool Steering Group in respect of proposals for community projects.

2. SUMMARY OF CONTENTS

List of Pride in Hartlepool proposals and recommendations for funding of those proposals.

3. RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for environmental initiatives.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Recommendation of the Pride in Hartlepool Steering Group to Transport and Neighbourhoods Portfolio Holder.

6. DECISION(S) REQUIRED

To agree the recommendations of the Pride in Hartlepool Steering Group in respect of community environmental projects.

Report of: Head of Procurement, Property and Public Protection

Subject: PRIDE IN HARTLEPOOL PROPOSALS

1. PURPOSE OF REPORT

- 1.1 To consider the recommendations of the Pride in Hartlepool Steering Group in respect of proposals for community projects.

2. BACKGROUND

- 2.1 The Pride in Hartlepool Steering Group met on the 28th of August 2009 and recommended the following for approval:

3. NEW PROJECT PROPOSALS

3.1 RIFTY Youth Project

The RIFTY Youth Project have requested £1,000 in funding to adopt a section of the Waverley Terrace Community Garden. The section of the garden will be designed, planted and maintained by the young people involved in the RIFTY. This will involve young people in horticulture and allow them to be involved in a community project. The aim of the project is to give young people from the Waverley Terrace area input and ownership of the community garden project

- 3.2 Members recommended that the £1,000 be approved in full.

5. FINANCIAL CONSIDERATIONS

- 5.1 The funding for the above projects is available within the Pride in Hartlepool budget.

6. RECOMMENDATIONS

- 6.1 That the recommendation of the Pride in Hartlepool Steering Group be approved.

7. CONTACT OFFICER

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**TRANSPORT AND NEIGHBOURHOODS
PORTFOLIO**

Report to Portfolio Holder
28 September 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

That the recommendations of the Neighbourhood Consultative Forums be approved.

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 Various Wards

North Trees Strategy – verbal presentation.

Total cost of this scheme **£50,000**

3.1.2 Various Wards – Dropped Crossings

The Dropped Crossing Strategy was introduced to all three Forums in 2001/02. Since this time, each Forum area has continued to commit the sum of £3,500 toward the ongoing rolling programme to provide dropped crossings throughout the town.

Total contribution towards this scheme **£3,500**

3.1.3 Hart Ward – Sandbanks Drive – tarmac grass verge

Both residents and Ward Members state that vehicle parking is a major problem in Sandbanks Drive, and that vehicles are overriding the grass verges outside their properties making them unsightly and dangerous. Following on from previous minor works scheme it is proposed to remove the grass verge and infill with tarmac to provide an area where vehicles can pull onto and allow unimpeded vehicle access to the remaining properties.

Total cost of this scheme **£18,000**

3.1.4 Various Wards – Pride in Hartlepool – various schemes

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

Total contribution towards this scheme **£5,000**

3.2 Central Neighbourhood Consultative Forum

3.2.1 Stranton Ward – Brubank Street – Zebra Crossing

Residents in the Burbank area have requested a zebra crossing to facilitate safe crossing to the Community Garden on Burbank Street. The total cost of implementing the scheme is £15,000. There is an agreed contribution of £5,000 from Local Transport Plan monies, and a further £2,000 agreed from Housing Hartlepool towards this scheme. The Forum agreed to approve a contribution of £8,000 to enable the scheme to go ahead

Total contribution towards this scheme **£8,000**

3.2.2 Rift House Ward – Garrick Grove – car parking improvements

As identified earlier the Rift House estate is one of many in Hartlepool that were never designed to accommodate the level of car ownership that exists today, and the lack of adequate parking often causes damage to grassed verges and disputes over car parking provision. From the options provided the Forum decided on the removal of the grassed verge on both sides of the Grove and to replace it with a tar macadam material, in addition to dropping the kerb line to enable cars to park partially off road.

Total cost of this scheme **£13,024**

3.3 South Neighbourhood Forum

3.3.1 Fens Ward – Innes Road – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks.

Total cost of this scheme **£2,230**

3.3.2 Fens Ward – Coningsby Close – removal and replanting of trees

The existing two trees on this piece of open space are in a poor condition and it is proposed, once the poor quality trees have been removed, to replant with 2 healthy specimens of tree (such as Birch or

Sorbus with a 16-18cm girth) and again support these with stakes and weldmesh cages.

Total cost of this scheme **£600**

3.3.3 Owton Ward – Duncan Road – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks. The cost of this scheme is £8,000. A contribution of £4,000 has been agreed from Housing Hartlepool. This scheme also includes three bollards at each end in order to prevent cars from driving across existing driveways and thus avoiding potential accidents.

Total contribution towards this scheme **£4,000**

3.3.4 Owton Ward - Lovat Grove – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks. The scheme also includes one bollard at one end in order to prevent cars from driving across an existing driveway and thus avoiding potential accidents.

Total cost of this scheme **£3,830**

3.3.5 Owton Ward – Greenock Road – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks. The scheme also includes one bollard at one end in order to prevent cars from driving across an existing driveway and thus avoiding potential accidents.

Total cost of this scheme **£2,400**

3.3.6 Owton Ward – Hamilton Road – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks. The scheme also includes one bollard at one end in order to prevent cars from driving across an existing driveway and thus avoiding potential accidents.

Total cost of this scheme **£4,300**

3.3.7 Rossmere Ward – Pickering Grove – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks.

Total cost of this scheme **£6,400**

3.3.8 Rossmere Ward – Callendar Road – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks.

Total cost of this scheme **£7,930**

3.3.9 Seaton Ward – Farndale Road – tarmac grass verge

Replacing the grass verge with tarmac hard-standing will improve the aesthetics of the area while helping with parking congestion, subject to the appropriate utility checks.

Total cost of this scheme **£8,400**

3.3.10 Seaton Ward - Bransdale Grove – horticultural scheme

After receiving reports that motorists are driving over the grassed area at the top of Bransdale Grove, in order to access Station Lane, it is proposed, to plant 3 reasonably mature trees (Birch or Sorbus with a 16-18cm girth) and support these with stakes and weldmesh cages. The strategic placement of these trees will effectively block off vehicular access and ensure pedestrians safety, while maintaining the aesthetics of the area.

Total cost of this scheme **£900**

3.3.11 Seaton Ward – Elizabeth Way Service Road – bollard scheme

It is proposed to erect 10 bollards in order to preserve the open space grass verges from being repeatedly churned up by delivery vehicles etc. This will help improve the aesthetics of the area as well as eliminating potential trips from rutted verges.

Total cost of this scheme **£2,000**

3.3.12 Various Wards – Dropped Crossing

The Dropped Crossing Strategy was introduced to all three Forums in 2001/02. Since this time, each Forum area has continued to commit

the sum of £3,500 toward the ongoing rolling programme to provide dropped crossings throughout the town.

Total contribution towards this scheme **£3,500**

3.3.12 Various Wards – Pride in Hartlepool – various schemes

In order to continue with the successful implementation of schemes in the South area, through the Pride in Hartlepool initiative, a request is made to contribute £5,000 from the Minor Works Budget as has been the case in the previous 3 years.

Total contribution towards this scheme **£5,000**

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

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TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
28 September 2009



Report of: Head of Technical Services

Subject: Proposed Bus Stop Locations

SUMMARY

1. PURPOSE OF REPORT

To seek approval for additional bus stops at various locations, to improve accessibility to the new “10 minute services” introduced by Stagecoach recently.

2. SUMMARY OF CONTENTS

The report details the locations at which new bus stops have been requested, the consultation undertaken and the proposed course of action.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

That the Portfolio Holder approve the recommendations as detailed in section 6 of this report.

Report of: Head of Technical Services

Subject: Proposed Bus Stop Locations

1. PURPOSE OF REPORT

- 1.1 To seek approval for additional bus stops at various locations, to improve accessibility to the new “10 minute services” introduced by Stagecoach recently.

2. BACKGROUND

- 2.1 In response to a continuing decline in bus patronage, Stagecoach have carried out a review of their services in Hartlepool. Following this process, some routes were altered and “10 minute services” (Monday – Saturday, daytime only) were introduced on core routes on Monday 24 August.
- 2.2 In order to give easier access to the amended routes Stagecoach have requested the installation of six new bus stops, at the following locations:-
- Navigation Point (see **Appendix 1**).
 - Raby Road, opposite Morrison’s (see **Appendix 2**).
 - Elwick Road, east of Wansbeck Gardens (see **Appendix 3**).
 - Balmoral Road, 2 stops, outside and opposite Balcary Court (See **Appendix 4**).
 - Warrior Drive, just north of Station Lane (see **Appendix 5**).

3. PROPOSALS

- 3.1 **Navigation Point** – Service 4 has been diverted along Middleton Road in order to access Navigation Point, and a new stop is proposed opposite Vibes. Buses would enter the site and use the turning circle, before stopping while facing towards Middleton Road.
- 3.2 While at the stop, buses would prevent access/ egress to a small number of parking bays, but the stop would not be used as a timing point and buses would be there for the minimum time necessary to pick up and drop off.
- 3.3 **Raby Road** – Service 1 has been diverted northbound via Swainson Street and Raby Road, and a new stop is proposed opposite Morrison’s car park, just north of Tees Street. The stop would be sited

a sufficient distance away from the southbound stop to prevent a bus at each one from blocking the road.

- 3.4 **Elwick Road** – Services 2, 3 & 4 have been diverted along Elwick Road via Baden Street, and a new eastbound stop has been requested between Wansbeck Gardens and Lansdowne Road.
- 3.5 **Balmoral Road** – Services 7 & 7A have been combined and now divert along Rossmere Way and Balmoral Road, rather than Stockton Road and the bottom section of Owton Manor Lane. Two new stops have been requested south of Braemar Road, outside of and opposite Balcary Court.
- 3.6 The northbound stop is adjacent to a large grassed area, while the southbound stop is outside of sheltered accommodation and close to Bonnyrigg Walk which has no on-street parking, the nearest available area being Balmoral Road.
- 3.7 A petition has been received from local residents (copy available for the meeting) and representations have been made by ward councillors, against the bus service being re-routed along Balmoral Road. It should be noted that the Council does not have the power to prevent bus companies from running services along a road, provided they have registered those services with the Traffic Commissioners and have gone through the 56 day notice period.
- 3.8 The Council do need to give approval however, before a bus stop can be sited on a road, hence this report. The petition, which states that people feel the new route is a road safety risk and also invades people's privacy, has also been sent to Stagecoach for their consideration. The accident record for the road has been checked and it was found that there have been no accidents recorded on Balmoral Road in the last 3 years.
- 3.9 **Warrior Drive** – Service 1 has been altered to access Warrior Drive, and a new southbound stop is proposed between the nursery and Station Lane.
- 3.10 The stop is adjacent to a grassed area, and opposite 4 large properties, with ample off-street parking.

4. CONSULTATION

- 4.1 **Navigation Point** - Consultation letters were sent out to Flats 9-73 Navigation Point and also the restaurants/ bars/ shops in the vicinity of the proposed bus stop. 73 letters were sent out in total with 10 responses in favour of the proposal and 10 against.

- 4.2 Congestion was the main objection to the proposed location along with the loss of parking space, which is at a premium. It was also suggested that the bus stop could be sited in the turning circle, or alternatively on Middleton Road.
- 4.3 Use of the turning circle is not a practical solution, as its design does not allow buses to pull in level to the kerb restricting access, particularly to people in wheelchairs or with pushchairs. Stopping on Middleton Road would also leave buses with no obvious area to turn round, whilst making the new service less attractive to residents and visitors to Navigation Point.
- 4.4 Parking spaces would not be lost, and although access would be prevented for the short periods while buses are picking up and dropping off passengers, this should only be for a matter of seconds.
- 4.5 It is recommended that the bus stop be implemented as shown in **Appendix 1** and the site be monitored. Should significant congestion occur then the alternative would be to remove a section of parking bays altogether, and site the bus stop in this area.
- 4.6 **Raby Road** – Consultation has taken place with JHP Training, whose premises are located where the proposed stop would be sited. They are in agreement with the bus stop being installed. The hairdressers and a residential property opposite were also in agreement. No objections have been forthcoming to the proposal.
- 4.7 **Elwick Road** - Consultation letters were sent out to No's 103 – 117 (odds) & 90 – 104 (evens) Elwick Road. Of the 16 letters sent out there were 6 replies received against the proposal, and one reply in favour, from a ward councillor.
- 4.8 Reasons for objections were the location of the proposed stop, and also the increase in frequency of buses. There are now 6 buses an hour in each direction (Monday – Saturday daytime), and one an hour each way on an evening and on Sundays.
- 4.9 This location was selected partly because houses at this location have longer front gardens than neighbouring properties, and high walls/hedges, which would mitigate against any noise emanating from buses. It is also away from junctions, shopping areas and far enough from York Road traffic signals so as not to cause congestion.
- 4.10 **Balmoral Road** – Consultation letters were sent to residents of 19 – 36 Balcarly Court (consecutive), 1 – 4 Bonnyrigg Walk and 22 – 30 Balmoral Road (evens). From the replies received there were 8 in favour of the proposal and 6 against.
- 4.11 The main reason for objection was the loss of parking for residents of Bonnyrigg Walk. Two evening site inspections have been carried out,

which found two vehicles parked on one occasion and only one vehicle on the other.

- 4.12 **Warrior Drive** – Letters were sent to residents of 1- 4 Warrior Drive, whose houses are opposite the proposed bus stop. One reply was received, which was against the proposal as they felt the bus stop was too close to the bend.
- 4.13 The proposed bus stop would be sited a sufficient distance from the bend, and is also on the outside of the bend so is not considered to pose a risk to road safety.

5. FINANCIAL CONSIDERATIONS

- 5.1 The low floor bus infrastructure, bus stop poles and carriageway markings will be funded from existing Transportation budgets.

6. RECOMMENDATIONS

- 6.1 **Navigation Point** – That the proposed bus stop be approved, and its operation be monitored. Should significant congestion occur then consideration be given to re-locating the stop off the main carriageway, in the adjacent parking area.
- 6.2 **Raby Road** - That the proposed bus stop be approved.
- 6.3 **Elwick Road** – Portfolio Holder’s decision requested.
- 6.4 **Balmoral Road** – That both bus stops be approved, each in the opposite position to that initially proposed in order to allow parking closer to Bonnyrigg Walk, subject to further consultation with those residents directly affected.
- 6.5 **Warrior Drive** - That the proposed bus stop be approved.

7. REASONS FOR RECOMMENDATIONS

- 7.1 To give easier access to public transport following the introduction of the Stagecoach “10 minute” services.

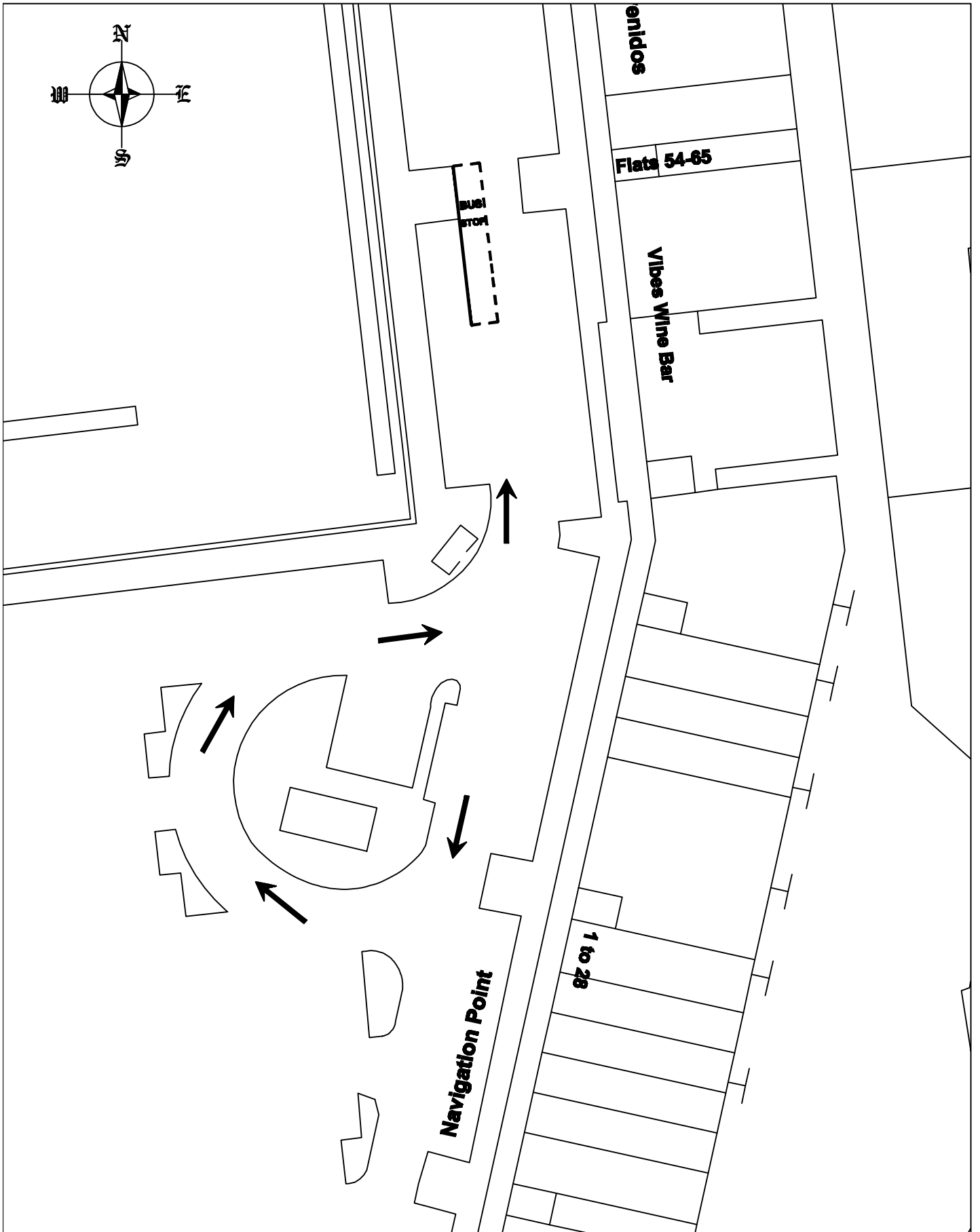
8. BACKGROUND PAPERS

- 8.1 Location plans – Appendices 1-5.
- 8.2 Balmoral Road petition – Available for the meeting.

9. CONTACT OFFICER

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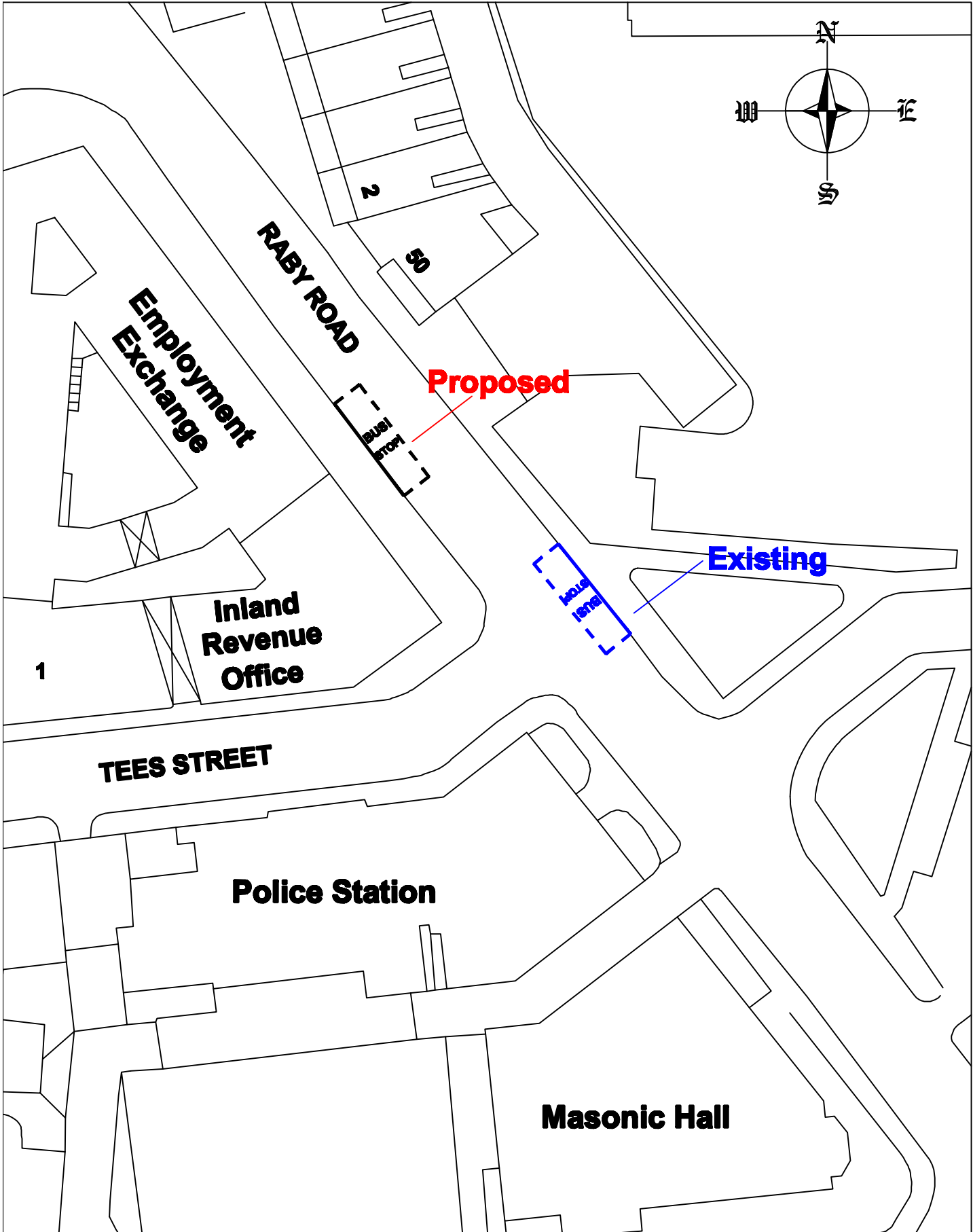


Title **Navigation Point Proposed New Bus Stop Appendix 1**



BOROUGH OF HARTLEPOOL
 NEIGHBOURHOOD SERVICES DEPARTMENT
 TECHNICAL SERVICES DIVISION
 HEAD OF TECHNICAL SERVICES : A.Smith
 Hanson House, Lynn Street, Hartlepool TS24 7BT. Tel. (01429) 266522

Drawn	SP	Date	June '09
Scale	NTS		
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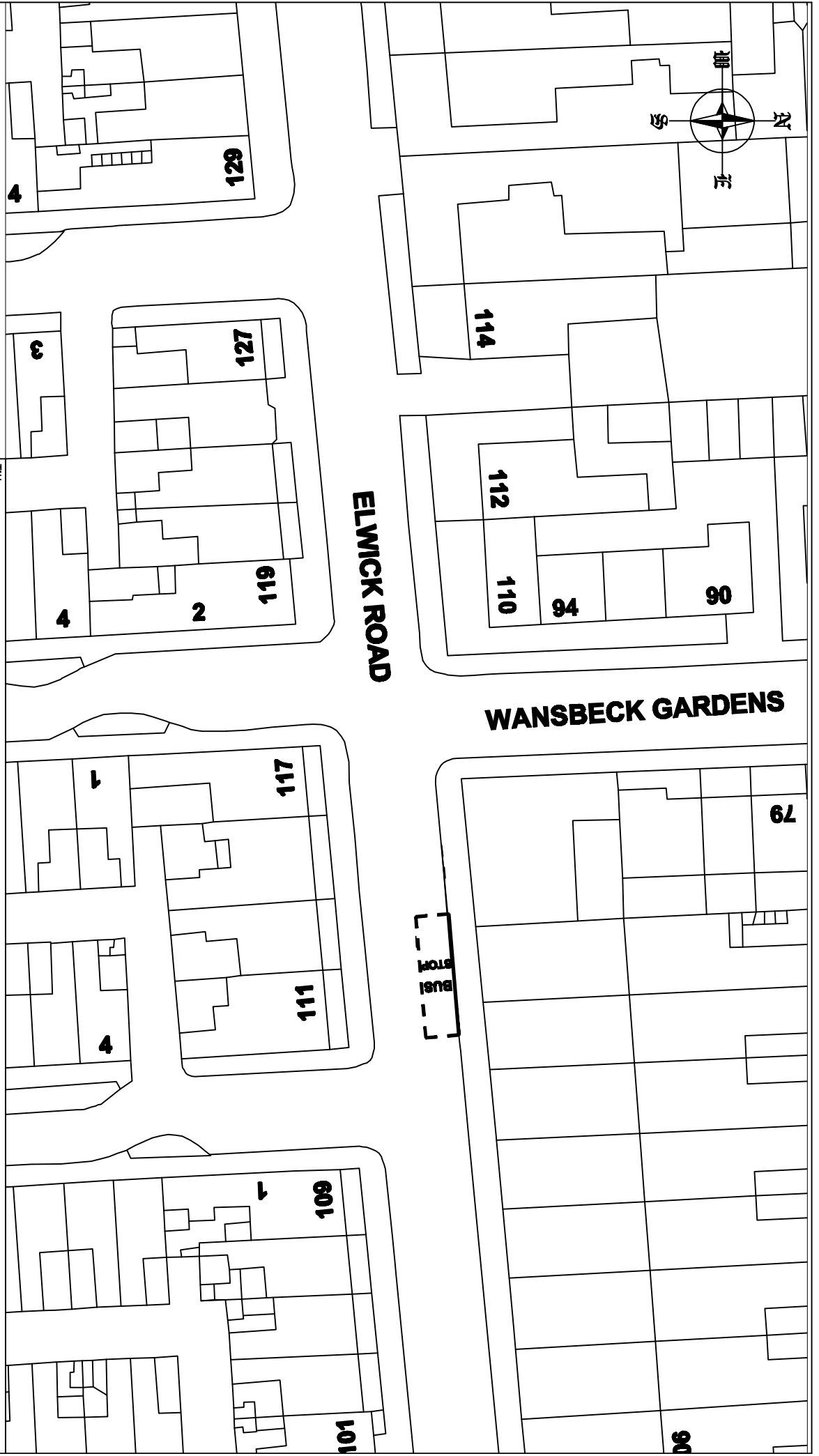
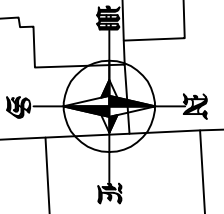


Title **Raby Road Proposed & Existing Bus Stop Appendix 2**



BOROUGH OF HARTLEPOOL
 NEIGHBOURHOOD SERVICES DEPARTMENT
 TECHNICAL SERVICES DIVISION
 HEAD OF TECHNICAL SERVICES : A.Smith
 Hanson House, Lynn Street, Hartlepool TS24 7BT. Tel. (01429) 266522

Drawn SP	Date June '09
Scale NTS	
Drg.No.	



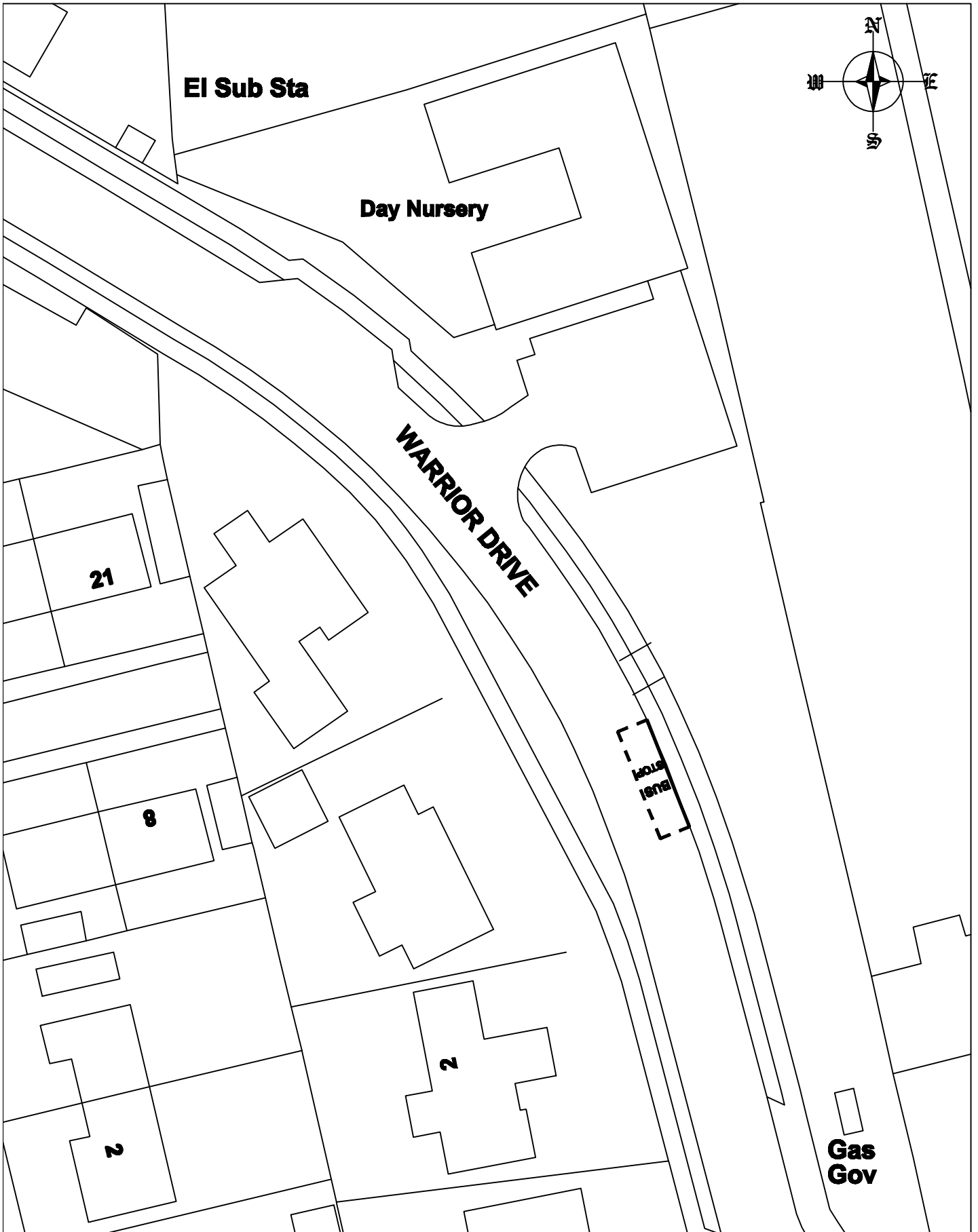
Title
Elwick Road Proposed New Bus Stop Appendix 3



BOROUGH OF HARTLEPOOL
 NEIGHBOURHOOD SERVICES DEPARTMENT
 TECHNICAL SERVICES DIVISION
 HEAD OF TECHNICAL SERVICES : A.Smith
 Hanson House, Lynn Street, Hartlepool TS24 7BT. Tel. (01429) 266522

Drawn	SP	Date	June '09
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Scale	NTS
Dwg.No.	



Title

Warrior Drive Proposed New Bus Stop Appendix 5



BOROUGH OF HARTLEPOOL
 NEIGHBOURHOOD SERVICES DEPARTMENT
 TECHNICAL SERVICES DIVISION
 HEAD OF TECHNICAL SERVICES : A.Smith
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Drawn	SP	Date	June '01
Scale	NTS		
Drg.No.			

**TRANSPORT AND NEIGHBOURHOODS
PORTFOLIO
REPORT TO PORTFOLIO HOLDER
28 September 2009**



Report of: Head of Technical Services

Subject: St. Mary's Street / High Street, Headland – Road Closure Petition

SUMMARY

1 PURPOSE OF REPORT

To seek approval for the introduction of parking restrictions on High Street and to report a petition objecting to the proposed closure of St. Mary's Street.

2. SUMMARY OF CONTENTS

The report details the background to the scheme and the results of the consultation undertaken.

3. RELEVANCE TO PORTFOLIO HOLDER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key decision.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION REQUIRED

The Portfolio Holder approves the implementation of parking restrictions on High Street and confirms that St. Mary's Street will remain open.

Report of: Head of Technical Services

Subject: St. Mary's Street / High Street, Headland – Road Closure Petition

1. PURPOSE OF REPORT

- 1.1 To seek approval for the introduction of parking restrictions on High Street and to report a petition objecting to the proposed closure of St. Mary's Street.

2 BACKGROUND

- 2.1 A complaint was received through the North Neighbourhood Consultative Forum with regards to parking on High Street, Headland, adjacent to the old pump situated in the centre of the carriageway, close to St. Mary's Street. Parking in this location can require passing traffic to travel on the wrong side of the pump to proceed along the road.

3 CONSULTATION

- 3.1 A consultation was carried out with regards to the introduction of double yellow lines on either side of the pump. During this consultation a local ward councillor highlighted that traffic leaving St. Mary's Street sometimes exited onto High Street by cutting across the pump, effectively on the wrong side. It was agreed to reconsult with residents and businesses with 3 options:-
- i) Parking restrictions only (see **Appendix A**).
 - ii) The closure of St. Mary's Street and parking restrictions (see **Appendix B**).
 - iii) Do nothing.
- 3.2 The consultation was sent to the 5 properties in the vicinity, ward councillors and the Parish Council. 3 responses were received from the nearby properties, with each response indicating a different option. The Parish Council also responded, and were not in favour of the road closure.
- 3.3 Due to the inconclusive nature of the consultation it was proposed to close St. Mary's Street on a 6 month trial basis, with the parking restrictions also being implemented. In response to this and following further consultation with local Councillors, a 37 name petition was received objecting to the closure (copy available for the meeting).

4 PROPOSALS

- 4.1 In view of the petition, and also the inconclusive response to the previous consultation, it is proposed to implement option (i). Parking restrictions only (see **Appendix A**).

5 FINANCIAL IMPLICATIONS

- 5.1 The restrictions would be funded through the Council's traffic management budget.

6 RECOMMENDATION

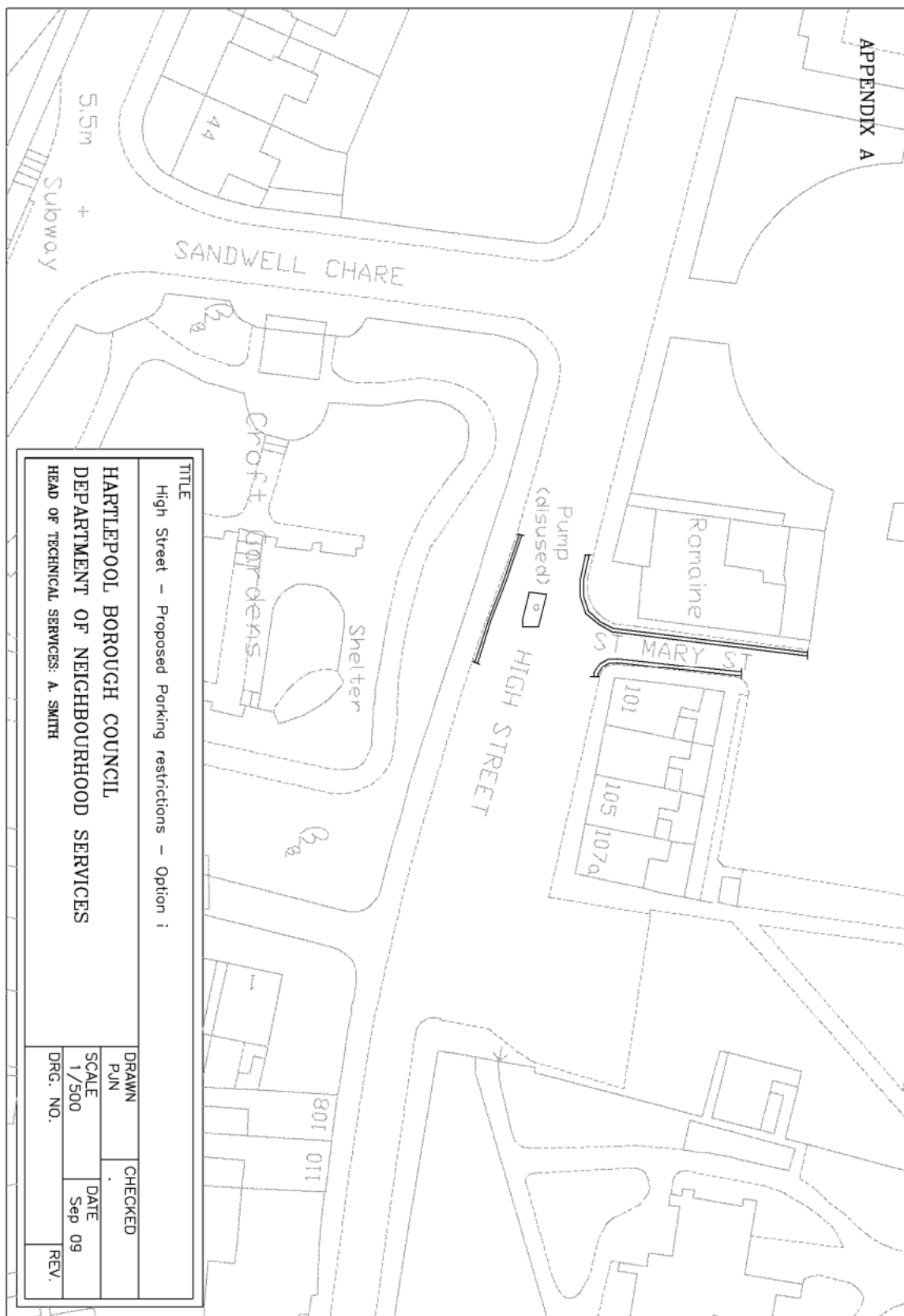
The Portfolio Holder approves the implementation of parking restrictions on High Street and confirms that St. Mary's Street will remain open.

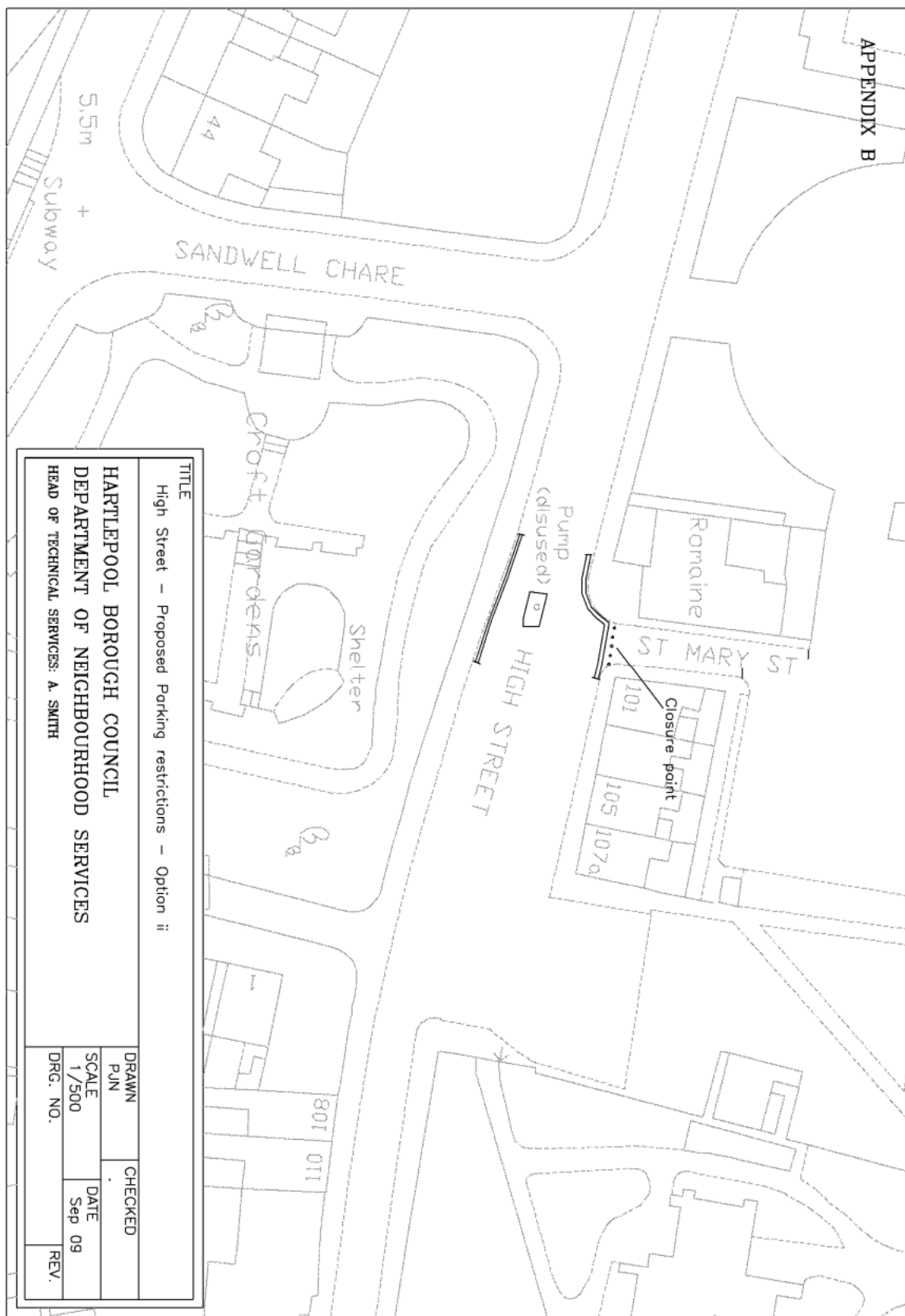
7 CONTACT OFFICER

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Appendix A





TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
28 September 2009



Report of: Director of Regeneration & Neighbourhoods

Subject: KEEP BRITAIN TIDY DEPRIVED AREAS
PERCEPTION PROJECT AND BIG TIDY UP
CHAMPION

SUMMARY

1. PURPOSE OF REPORT

- (i) To advise the Portfolio Holder that Hartlepool has been successful in its application to be considered as part of the Keep Britain Tidy Campaign to focus on public perception of local environmental quality.
- (ii) To advise the Portfolio Holder that Hartlepool has also been chosen as a Local Authority Champion of Keep Britain Tidy's Big Tidy Up campaign.

2. SUMMARY OF CONTENTS

The report advises on the success of two recent applications to Keep Britain Tidy. The campaigns are aimed at improving the perception of cleanliness of the town and community involvement.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Neighbourhood and Transport issues.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 28 September 2009.

6. DECISION(S) REQUIRED

The Portfolio Holder notes the report and seeks regular progress reports throughout the programme.

Report of: Director of Regeneration & Neighbourhoods

Subject: KEEP BRITAIN TIDY DEPRIVED AREAS
PERCEPTION REPORT

1. PURPOSE OF REPORT

- 1.1 To advise the Portfolio Holder that Hartlepool has been successful in its application to be considered as part of the Keep Britain Tidy Campaign to focus on public perception of local environmental quality.
- 1.2 To advise the Portfolio Holder that Hartlepool has also been chosen as a Local Authority Champion of Keep Britain Tidy's Big Tidy Up campaign.

2. BACKGROUND

- 2.1 The Council has for some years now investigated in street cleansing. The Council's street cleansing budget is £1,908,000. We were one of the first Authorities to introduce area delivery of front line services i.e. street cleansing and grounds maintenance.
- 2.2 The Neighbourhood Enforcement Team carry out inspection / surveys of the street cleansing service every four months following the guidelines set out in NI195, which measures the cleanliness of our streets and open spaces.
- 2.3 The table below identifies performance over the last four years, which demonstrates cleansing has improved and is being sustained.

BVPI199 / NI195 – Percentage of sites that are of an unacceptable level of cleanliness.

Year	Litter and Detritus	Graffiti	Fly Posting
2005/6	17.0%	2.0%	0.0%
2006/7	13.5%	2.0%	0.0%
2007/8	8.8%	1.0%	0.0%
2008/9	9.8%	2.0%	0.0%

- 2.4 However, public perception regarding the levels of cleanliness when measured in Customer Satisfaction disputes this (see Customer Satisfaction table below). Customer Satisfaction was previously measured by BVPI 89, which has subsequently been replaced with the Place Survey.

- 2.5 BVPI 89 – Percentage of people satisfied with cleanliness standard (Undertaken every 3 years)

Year	Result
2003/4	55%
2006/7	59%
2008/9*	48%

* No longer reported as National Indicator. Information collected as local PI as part of Place Survey.

3. DEPRIVED AREAS PERCEPTION REPORT

- 3.1 Through the Department of Environment, Food and Rural Affairs' (Defra) grant to Keep Britain Tidy, a significant piece of work has been funded to focus on public perception of local environmental quality (LEQ). The project which will run from 2009 to 2011, seeks to understand how opinions are formed, maintained and changed, and if incorporating public perceptions into strategies to improve standards of cleanliness can make a positive impact. This piece of work also hopes to develop and ultimately showcase a number of case studies demonstrating how to successfully change public perceptions. Over the course of the next two years Keep Britain Tidy will be running a series of local projects to build up this understanding.
- 3.2 Keep Britain Tidy will work at a neighbourhood level with nine Local Authorities measuring reality and perception data over time whilst working with the Authority to carry out a series of initiatives based on the baseline findings. The criteria for selection have been based on discussions with the Department for Environment, Food and Rural Affairs (Defra), the Home Office (HO), and the Department of Communities and Local Government (CLG) to ensure that the project outcome is improved LEQ and improved perceptions of LEQ, within areas defined as deprived. The selection process also considered the priority placed on relevant National Indicators by their inclusion within Local Area Agreements. Localities must also have been given Spearhead status by the Department of Health (DoH).
- 3.3 Hartlepool was invited to submit an expression of interest in taking part and committing to working on this project over the next seven months with Keep Britain Tidy, the expression of interest subsequently proved successful.
- 3.4 Objectives of the Study
- Understand perceptions and what drives perceptions of local environmental quality and related issues;

- To develop and share good practice in understanding factors affecting perceptions across England and to share good practice and learning.

3.5 The project will take a staged approach, see **Appendix 1** for details.

3.6 The project will commence in September 2009 and span seven months in total. Keep Britain Tidy is anticipating continued working with the Department of Communities and Local Government, Home Office and Department of Health in addition to Defra on this project.

Expectations

3.7 To ensure the project achieves set objectives, maximum value and effectiveness gained, the following set of pre-requisites is required from each partner Authority:

- To commit to the project in terms of meeting dates with Keep Britain Tidy;
- To provide the market research team with recent data which may assist in the design of the research;
- To liaise with the market research team to source / provide a suitable community venue(s) to host the focus groups (over a 2-3 evening period);
- Be committed to utilising the findings of the research and subsequent action plan in future activities;
- Be prepared to allocate some time after the study to promote the findings at seminars / conferences (2-3 events);
- Give permission for case studies to be presented about findings from the survey.

4. LOCAL AUTHORITY CHAMPIONS OF THE BIG TIDY UP CAMPAIGN

4.1 To celebrate the first anniversary of Keep Britain Tidy's "Big Tidy Up Campaign" local authorities were invited to apply to become Local Authority Champions of the campaign. Hartlepool Borough Council was one of 11 local authorities selected from 50 that applied.

4.2 As Local Authority Champions Keep Britain Tidy will provide us with:

- Localised and co-branded outdoor advertising within the Local Authority area, paid for by Keep Britain Tidy;
- Use of and the opportunity to localise the Big Tidy Up brand;
- Positive local publicity – co-brand our Local Authority with the national success of the Big Tidy Up;
- Specially designed co-branded Big Tidy Up tabards. These will be sustainable tabards which can be re-used by volunteers within the Authority when carrying out a Big Tidy Up. They will also feature the logo of the Council;
- An opportunity to engage with the local community and raise the profile of the Council in actively making improvements to the quality of the local environment in the area.

4.3 In return we are requested to:

- Hold a local launch event;
- Deliver 15 or more tidy up events during the next six months of the campaign (September to March);
- Use our local knowledge and contacts to actively promote the Big Tidy Up to as wide an audience as possible, ensuring our promotions target diverse and difficult to reach groups;
- Engage with 15 or more local businesses to encourage them to join the Big Tidy Up;
- Provide practical support – litter pickers, insurance, pick up bags etc.;
- Report back on achievements and lessons learned to Keep Britain Tidy at the end of the campaign (March 2010).

4.4 The launch event will take place on the 10 September 2009 and all 11 Local Authority Champions will be holding their launches on the same day. We are hoping to hold a number of Big Tidy Ups across the town on this day and we are currently organising this.

4.5 There will also be a pre-launch event on the 9 September 2009 at 11.00 am at the Cenotaph. Hartlepool Probation Service's Community Payback Team will be conducting a litter pick of the area around the Cenotaph and power washing the monument. There is also a photo opportunity planned for the event with the Mayor, the Portfolio Holder and the Pride in Hartlepool Officer.

- 4.6 Pride in Hartlepool is working closely with the Council's Enforcement and Waste Management Teams to identify a number of "hotspots" across the town that can be tackled by the Community Payback Team. Community groups, schools and businesses will also be encouraged to register for their own Big Tidy Ups in their local areas. These groups will be supported by Pride in Hartlepool with equipment loans and practical assistance.
- 4.7 The campaign will be widely promoted across the town with Keep Britain Tidy funding around 20 phone box posters and billboards during September and October. The posters will be branded "Let's Tidy Hartlepool Together".

5. FINANCIAL IMPLICATIONS

- 5.1 This project is funded through Keep Britain Tidy's work programme from Defra. As a participating partner the Council will not be expected to contribute financially to the programme, partner organisations are expected to support this study through staff time and knowledge and through finding venues to undertake focus groups, etc.
- 5.2 The advertising and promotional materials for the Local Authority Champions project are being funded by Keep Britain Tidy. The costs of the actual Tidy Up events (mainly refreshments) are minimal and are funded by Pride in Hartlepool.

6. RECOMMENDATIONS

- 6.1 The Portfolio Holder notes the report and seeks regular progress reports throughout the programme.

7. CONTACT OFFICER

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Stage 1	Stage 2	Stage 3	Stage 4
Review existing data and scope project	Qualitative research	Research debrief and development of action plan	Launch and show case
<p>Keep Britain Tidy will meet appropriate contacts at the local authority to review existing data and to identify the content of the research project. This will include issues identified by NI195 survey, the PLACE Survey or other relevant local data held by the local authority.</p>	<p>Qualitative research with residents of the locality; gathering a detailed understanding of residents' thoughts, feelings, attitudes, behaviours, and what drives their perceptions / the factors that affect their attitudes and behaviours and how to improve satisfaction or change behaviour.</p> <p>Our experienced recruiters will gather respondents from the localities and invite them to attend one of six locally held focus groups (6 x 10 respondents) at a convenient location within their area. Respondents will receive a small cash incentive as a thank you for contributing to the research.</p>	<p>Keep Britain Tidy will present the findings of the research project to the appropriate local authority contacts. The aim of the session is to identify the key issues affecting perceptions in the area; long term, short term and those that when addressed will have the greatest impact 'on the ground' and in the residents' perceptions of the area. The action plan will aid cross departmental / multi agency working and will be a working document left with the local authority providing a framework for the area's future activity.</p>	<p>We will seek promotional opportunities, such as events and publications in which we can showcase the research findings and share good practice and learning.</p>

TRANSPORT & NEIGHBOURHOODS PORTFOLIO
Report to Portfolio Holder
28 September 2009



Report of: Head of Neighbourhood Management

Subject: NATIONAL INDICATOR 196 IMPROVED STREET AND ENVIRONMENTAL CLEANLINESS – FLY TIPPING

SUMMARY

1. PURPOSE OF REPORT

To provide a concise overview of the National Indicator 196, Improved Street and Environmental Cleanliness with respect to fly tipping, and inform the Portfolio Holder of Hartlepool Borough Council's current performance standing.

2. SUMMARY OF CONTENTS

The report provides an overview of the Council's performance regarding environmental enforcement action taken during 2009/10.

3. RELEVANCE TO PORTFOLIO MEMBER

Environmental enforcement is a responsibility of the Portfolio Holder.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 28 September 2009.

6. DECISION(S) REQUIRED

That the Portfolio Holder notes the contents of the report and the success achieved by the Neighbourhood Action Team in addressing the issue of fly tipping in Hartlepool.

Report of: Head of Neighbourhood Management

Subject: NATIONAL INDICATOR 196 IMPROVED
STREET AND ENVIRONMENTAL
CLEANLINESS – FLY TIPPING

1. PURPOSE OF REPORT

- 1.1 To provide a concise overview of the National Indicator 196, Improved Street and Environmental Cleanliness with respect to fly tipping, and inform the Portfolio Holder of Hartlepool Borough Council's current performance standing.

2. BACKGROUND

- 2.1 This National Indicator measures how effective Local Authorities are in dealing with the issue of fly tipping.

2.2 Rationale

Reducing incidents of illegally dumped waste or 'fly tipping' forms a key part of the Government's Cleaner, Safer, Greener Communities work and its Waste Strategy for England, which was published in May 2007. Through the management information collected through the Flycapture database, Local Authorities should aim to reduce the total number of fly tipping incidents year on year. The data collected is also a key evidence base for formulation of national policy.

- 2.3 DEFRA has been developing a strategy to help deal with the problem of fly tipping which has five strands:

- Ensuring better prevention, detection and enforcement of fly tipping and other forms of illegal dumping. The Government is of the firm belief that more effort spent on these aspects will mean less needs to be spent on clear up and will result in cost savings;
- Making existing legislation more useable and effective;
- Extending the range of powers available in the toolkit so that Local Authorities can be more flexible when dealing with fly tipping;

- Improving the data and knowledge base so that existing resources can be better targeted; and
- Ensuring Local Authorities can do their job as effectively as possible and ensure that waste producers take responsibility for having their wastes legally managed.

2.4 Definition

The Indicator measures a Local Authority's performance based on a combination of calculating its year on year change in total incidents of fly tipping dealt with, compared with its year on year change in enforcement actions taken against fly tipping.

- 2.5 Very effective performance is indicated by a decrease in weighted incident numbers and an increase in weighted enforcement actions. If both weighted incident numbers rise and weighted enforcement actions fall, a Poor Performance score will be indicated.
- 2.6 Fly tipping is the illegal deposit of waste. Section 33 of the Environmental Protection Act 1990 (EPA 1990) sets out the offence.
- 2.7 A weighting is applied to each type of incident and enforcement action in order to recognise the differing effort involved in clearing larger fly tips and the deterrent effect of enforcement.

Enforcement Actions consist of the following and are weighted as shown:

Actions	Weighting
Warning Letters	1
Statutory Notices	5
Investigations	10
Fixed Penalty Notices	15
Duty of Care Inspections	20
Stop and Search	60
Vehicle Seizure	60
Formal Caution	60
Prosecution	100
Injunction	100

- 2.8 The scores of each Local Authority are reported on a monthly basis and gradings reported at a high level by DEFRA every year. Data at a greater level of detail are regularly supplied to Parliament and the media.

3. CURRENT GRADING

- 3.1 Due to a significant increase in enforcement activities over the past year, and the severity of those actions taken, Hartlepool Borough Council, through its Neighbourhood Action Team, has achieved Grade 1 – **‘Very Effective’**.
- 3.2 It is anticipated this would place Hartlepool Borough Council in the top quartile of Local Authorities assessed on this particular National Indicator.

4. SECTION 17 CRIME AND DISORDER

- 4.1 Fly tipping is a criminal offence, which not only contributes to the social decline of communities, but it is also extremely costly for the Council to fulfil its legal obligation to clear away. It is therefore essential that Hartlepool has an effective and efficient means of dealing with this widespread public nuisance.

5. RECOMMENDATIONS

- 5.1 That the Portfolio Holder notes the contents of the report and the success achieved by the Neighbourhood Action Team in addressing the issue of fly tipping in Hartlepool.

6. CONTACT OFFICERS

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TRANSPORT & NEIGHBOURHOODS PORTFOLIO
Report to Portfolio Holder
28 September 2009



Report of: Director of Regeneration & Neighbourhoods

Subject: SKILLS FOR YOU PROJECT

SUMMARY

1. PURPOSE OF REPORT

To brief the Transport and Neighbourhoods Portfolio Holder on the Skills for you Project

2. SUMMARY OF CONTENTS

The Skills for You Project aims to provide staff with the opportunity to gain a level 2 NVQ that is tailor made to their specific area of work and makes the most of funding available. This report details the progress made within the department.

- First NVQ Level 2 Qualifications are funded through a Government initiative Train to Gain.
- 77 employees have signed up to a qualification, which equates to £44,352 of free training
- The Skills for You Project has been rolled out to Technical Services with staff in car parking signed up to complete an NVQ
- The Local Environmental Services NVQ which combines Horticulture and Street Cleansing is due to start in September and funding has been secured to train an Internal Assessor.
- 20 Building Cleaning Staff have completed the NVQ2 in Cleaning and Support Services

3. RELEVANCE TO PORTFOLIO MEMBER

The project relates to training and development of staff within key services of the Member's portfolio.

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

Portfolio meeting on 28 September 2009.

6. DECISION(S) REQUIRED

6.1 That the Portfolio Holder note to report.

Report of: Director of Regeneration & Neighbourhoods

Subject: SKILLS FOR YOU PROJECT

1. PURPOSE OF REPORT

- 1.1 To brief the Transport and Neighbourhoods Portfolio Holder on the Skills for you Project

2. BACKGROUND

- 2.1 In June 2007 Hartlepool Borough Council was one of the first Authorities to sign up to the Skills Pledge. This pledge was introduced as one of the recommendations of the Leitch Review and in making the pledge the Authority has committed to ensuring all employees are offered the opportunity to achieve a first NVQ Level 2 (equivalent to 5 GCSE's grades A-C) by 2010
- 2.2 The Skills for You Project was established to support this commitment to the Skills Pledge. The project aims to provide staff with the opportunity to gain a level 2 NVQ, tailor made to their specific area of work. Neighbourhood Services were quick to volunteer to pilot the project with staff in Building Cleaning and subsequently within other service areas across the department to give all staff the opportunity to gain a qualification.
- 2.3 The Skills for You Project Group was set up within Neighbourhood Services to deliver the project as a pilot before rolling it out across the Authority. The group comprises of Corporate Workforce Development representatives, Neighbourhood Services Service Development, departmental representatives and Union Learning Representatives.
- 2.4 The Skills for You Project Group are responsible for sourcing and promoting appropriate NVQ's for service areas, briefing staff, liaising with the appropriate providers and supporting staff through to completion of their NVQ.

3. PROJECT UPDATE

Building Cleaning

- 3.1 The Skills for you Project was piloted in building cleaning, and started with the cleaning staff in English Martyrs School who set the bar very

high by completing the NVQ's in record time. The success of the pilot meant that the NVQ was subsequently rolled out and offered to cleaning staff working in other schools throughout the town.

- 3.2 Staff have welcomed the opportunity to gain a qualification that is specific and tailored to their area of work. To date 20 staff have completed the NVQ. The NVQ is promoted through Appraisals and training reviews and is still available to staff within Building Cleaning and continues to be promoted to reach staff working within smaller establishments.

Street Cleansing and Horticulture

- 3.3 The Local Environmental Services NVQ which combines horticulture and street cleansing is a new qualification, Hartlepool Borough Council are the first Authority in the region to deliver this qualification, because of this it has taken longer to get up and running. So far.....

- 18 members of staff from Street Cleansing and Horticulture have signed up to complete the qualification.
- A skills assessment has been carried out with staff to ensure that the NVQ is tailored to meet individual need.
- A basic skills assessment (literacy and numeracy) has been carried out with staff to assess competency levels, this will enable us to pitch the NVQ at the right level and give extra support where required.
- Hartlepool Borough Council is working in partnership with Hartlepool College of Further Education (HCFE) to develop the NVQ and HCFE will deliver the NVQ.
- The NVQ will be delivered at no cost to HBC.
- HCFE are funding a member of staff to complete the Assessors Award, this will be completed at the same time as completing the NVQ. Once qualified we will have an internal assessor to assess and guide staff through as more people volunteer to complete the NVQ.
- The NVQ units are set but as this is a new NVQ no workbook or guidance has been prepared for how the candidates will evidence the units (observation exercises, multiple choice questions, witness testimonies etc). Officers from Corporate Workforce Development have lead the development and liaised with HCFE on the production of a workbook supported by the Environmental Services Manager and Neighbourhood Services Development. The workbook forms the candidate's NVQ portfolio and is simple and easy to read and includes practical activities that guide candidates through to completion of the NVQ. This will support staff through the qualification and ensure minimal disruption to service delivery.

- HCFE have recruited internal and external verifiers which means the NVQ is in a position to start this month.
- An internal training programme has commenced to address the skills gaps identified through the skills assessments.
- The NVQ will be delivered to 3 cohorts of six staff. Inductions and starting dates will be staggered, starting in September, October and November.

Technical Services

3.4 Corporate Workforce Development have worked closely with the section heads in Technical Services to discuss suitable courses, delivery options and staff briefing sessions. So far....

- 8 School Crossing Patrol staff have signed up to undertake a Customer Service NVQ
- 9 Enforcement staff have signed up to undertake a Controlling Parking Areas NVQ.
- HCFE have agreed to fund training for an Officer from the car parking team to become the assessor for this area.
- Discussions are taking place in Transport Services exploring suitable qualifications for the drivers.

Income Generation

3.5 The project group are working on establishing a franchise arrangement between HBC and HCFE, this will mean that once qualified the HBC assessors would assess and support staff within their occupational area through the qualification. The College would be responsible for the internal verification, quality, administration, enrolments and exam fees for each candidate. HBC will receive a total payment of £500 for each successful candidate (50% on enrolment and 50% on achievement). This is a bonus for the Authority and one we aim to capitalise on by training more Assessors as we roll out further NVQ's.

4. RECOMMENDATIONS

4.1` The development of this programme has resulted the Council in being able to offer training to staff working in areas that traditionally because of the nature of their work, do not get the opportunity to complete NVQ's. The success of the programme as a whole has been down to staff and their willingness to learn and be part of something new; and the commitment and support from managers to release staff to attend and encourage and support staff through to completion of their NVQ.

4.2 Recommendations are that the department will continue to work closely with the Corporate Workforce Development team and service managers to:-

- Promote the project across the whole of the new department widening the opportunity for staff to gain a first level 2 NVQ.
- Offer second level 2's or first level 3's to staff where funding is available.
- Review and pick up any areas where there is still a potential for staff to gain a first level NVQ.
- Generate income by training our own assessors to work in partnership with HCFE
- Encourage more staff to sign up to NVQ's.

5. REASONS FOR RECOMMENDATIONS

5.1 To continue to develop the skills and abilities of our staff to further equip them to deliver excellent services.

6. RECOMMENDATIONS

6.2 That the Portfolio Holder note to report.

7 CONTACT OFFICER

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