

CULTURE, LEISURE AND TOURISM PORTFOLIO DECISION SCHEDULE



Tuesday 29th September 2009

At 10.00 am

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

Councillor V Tumilty, Cabinet Member responsible for Culture, Leisure and Tourism will consider the following items.

1. KEY DECISIONS

- 1.1 Playbuilder Project – Consultation, Site Selection and the Way Forward –
Director of Child and Adult Services

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Consideration of a Naturist Beach at Seaton Carew – *Director of Child and Adult Services*
- 2.2 Hartlepool Cultural Strategy 2009-2014 – *Director of Child and Adult Services*
- 2.3 Libraries Opening Time Proposals for Christmas 2009 / New Year 2010 –
Director of Child and Adult Services

3. ITEMS FOR INFORMATION

- 3.1 Annual Complaints Report 1 April 2008 – 31 March 2009 – *Director of Child and Adult Services*
- 3.2 The Big Mix 2009 – A Mini-Festival of Diversity – *Director of Child and Adult Services*

CULTURE LEISURE AND TOURISM PORTFOLIO

Report to Portfolio Holder

29th September 2009



Report of: Director of Child and Adult Services

Subject: PLAYBUILDER PROJECT – CONSULTATION,
SITE SELECTION, AND THE WAY FORWARD

SUMMARY

1. PURPOSE OF REPORT

Further to the Culture, Leisure and Tourism Portfolio report of 17th March 2009, this report seeks to:

- Update the Portfolio Holder on progress in delivering project.
- Request approval of the sites for implementation and delivery which have resulted from the public 'Site Consultation' exercise.

2. SUMMARY OF CONTENTS

The report outlines:

- (i) The intended purpose of Hartlepool's Play builder funding and the national perspective in which it has been awarded.
- (ii) The Public Consultation process that has been undertaken to identify suitable Play Builder sites within the Borough.
- (iii) The ongoing consultation and visioning exercises with able and non-able bodied children from across the Borough. Exploring what concepts work well in existing Play Builder play areas in the North East region, and how children use these play spaces.
- (iv) The challenges, and compromises faced in bringing the visions for Play Builder play areas into reality.
- (v) Explains the need to embed the 'Risk – Benefit Assessment' process within Hartlepool's approach to play provision.
- (vi) Identifies the sites that are recommended to be taken forward for delivery through the Hartlepool Play builder scheme.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holders have responsibility for Playgrounds and Children's Play Strategy respectively.

4. TYPE OF DECISION

Key Decision (Test ii)

5. DECISION MAKING ROUTE

Culture Leisure and Tourism Portfolio 29th September 2009 and Children's Services Portfolio Holder meeting 8th September 2009.

6. DECISION(S) REQUIRED

The Portfolio Holders are asked to:

- Note the community orientated public consultation process that has focused upon identifying suitable sites.
- Note the ongoing children's consultation.
- Note the challenges, and compromises faced in bringing the visions for Play Builder play areas into reality.
- Note the need to embed the 'Risk – Benefit Assessment' process within Hartlepool's approach to play provision.
- Approve the year 1 and year 2 Play Builder sites in Table 1 for implementation and delivery; retaining option to research alternative sites if a supplementary site becomes necessary. Discontinue work on sites identified to 'Drop' which are unsuitable for inclusion in the programme of work at this time.

Report of: Director of Child and Adult Services

Subject: PLAYBUILDER PROJECT –
CONSULTATION, SITE SELECTION, AND
THE WAY FORWARD

1. PURPOSE OF REPORT

1.1 Further to the Culture, Leisure and Tourism Portfolio report of 17th March 2009, this report seeks to:

- Update the Portfolio Holder on progress in delivering project.
- Request approval of the sites for implementation and delivery which have resulted from the public 'Site Consultation' exercise.

2. HARTLEPOOL'S PLAY BUILDER FUNDING AND THE NATIONAL PERSPECTIVE ON PLAY AREAS

2.1 The £1.12million Play Builder Project is being delivered by the Hartlepool's Parks and Countryside Section. The Section Head is managing the project supported by the Parks Development Officer. The project also draws heavily upon the expertise and support of the Children's Services Young People and Play Coordinator.

2.2 Using the Department of Children, Schools and Families Play Builder fund Hartlepool Borough Council alongside most Local Authorities in England, will be looking to refurbish or develop 22 play areas over the next 2 years.

2.3 The intention, wherever possible, with the funding and resources available is to develop sites creatively. An important part of this approach is to understand that traditional play equipment should not be the sole feature of a play area; rather it can be part of the overall design as a good play space within a more natural environment is not dependent upon it. Landscaping, planting and possibly community art installations, for example, can offer young children as much play value as apparatus.

2.4 A combination of these elements, complementing one another within the overall design for an area can allow able and non-able bodied children to have good play experiences, make friends, learn how to manage risk, and help keep fit and healthy. This approach supported and developed in partnership with neighbours and surrounding communities can, it is hoped, help reinforce community ownership and enjoyment of areas.

3. SEEING PLAY AS A CENTRAL PART OF HEALTHY COMMUNITIES

- 3.1 Over 30 suggested sites were put forward through the three neighbourhood consultative forums. The Play Builder fund has clear investment criteria and a tight delivery programme. It was essential to get assistance from communities to help focus on which projects could be achieved in the timescale available and taken forward for consultation, design and development with the children of the areas. Similarly the Project Team wanted to begin to build bridges into the communities that might ultimately host these facilities by consulting them in more detail about their suitability. Three separate consultation events were proposed focusing on the North, Central and Southern areas of Hartlepool Borough.
- 3.2 Members of Parks and Countryside's Lifeguards hand delivered over a 1200 invitation letters, which included a map of proposed sites, to local residents across the Borough who might be directly affected by overlooking proposed sites. The Project Team also invited community groups and Ward members, and received wide press coverage before the events. Vital support was given by the Admin teams in Municipal and Civic who helped produce the display materials and set up events held at the Belle Vue Centre on 8th and 9th June and the Borough Hall on the 11th June 2009.
- 3.3 At the well attended events participants were divided into small groups who worked with facilitators from the Project Team, the Assistant Director Community Services, and other senior members of the Parks and Countryside Team who had volunteered their support to help at the evenings. Together these groups reviewed all the proposed sites in an area using maps, photos and case studies from other areas of the country. Participants were asked to provide their opinion on the suitability of a site by completing an anonymous score sheet. The results of these scores have been collated in the table contained in **Appendix 1** of this report.
- 3.4 The project team believe the consultation events helped bring clarity to what the Play Builder programme is about. They emphasised the desire to engage with members of all the communities involved and in so doing build some shared ownership of potential play sites and the decision making process that will bring about their development.
- 3.5 For anyone wishing to get a better understanding about the evolving national vision for outdoor play opportunities and the Play Builder programme a good starting point is '**Design for Play: A guide to creating successful play spaces**' and its companion book '**Managing Risk in Play Provision: Implementation guide**'. Both guides are available for free download on the Play England web site <http://www.playengland.org.uk> along with a wealth of resource

materials; page 16 to 21 of Design for Play is a good starting point and talks about creating inspiring places for play.

4. THE CHILDREN'S VISION FOR PLAY SPACES

- 4.1 The Project Team are now moving forward engaging with able and non-able bodied children from across the Borough through a series of Play Tours and visioning exercises. An experienced team of participation workers from the children's charity Barnardos, working out of Cafe 177 on York Road, Hartlepool have been engaged by the Project Team to work with children's summer play groups across the Borough canvassing the opinions and experiences of a wide cross-section of able and non-able bodied children.
- 4.2 The children will be taken on a series of Play Tours to existing Play Pathfinder and Play Builder sites in the North East. The participation team will work with the children to begin to understand what concepts work well, and how children use these play spaces. The tours will be followed up with a series of visioning exercises based at Cafe 177 where the children will work with the participation team to build mood boards filled with their ideas for a good play space.
- 4.3 Once this important work is complete the Project Team plan to take the visions from the children and working with an experienced play designer/ landscape architect to produce artist's impressions of the potential new and revitalised inclusive play sites. These drawings will be brought back to the communities in which they will be based so people can see how both the children's and adults ideas have contributed to shaping the proposed play spaces.

5. BRINGING THE VISIONS INTO REALITY

- 5.1 The small Project Team is working with colleagues in other sections to try to secure the help of an experienced play designer/ landscape architect for this specialist piece of work. To meet the challenging project delivery deadlines for year 1 site planning permissions will be submitted in September 2009.
- 5.2 The team have held a productive meeting with HBC Procurement to ensure an effective procurement process for works and equipment that allows successful delivery of year 1 sites by the end of March 2010.
- 5.3 The Play Builder financial resource, although a welcome substantial capital investment, is not sufficient on its own to meet the aspirations for play areas that appeal to children, respond to their needs and sustain their engagement over time. This is especially true when we consider the desire for these new and revitalised areas to make a positive contribution within communities creating opportunities for

improving health, wellbeing, ownership, cohesion and respect for public greenspace areas.

- 5.4 The Project Team has worked hard and successfully to access match funding opportunities which add greater value to the Play Builder investment. Many avenues for potentially adding value to the existing pot of money remain insufficiently explored. As a consequence many of the proposed play sites will be put forward as initial core areas which offer, resources permitting, opportunities for further expansion through phased developments in the future.

6. OUTLINE TIMETABLE FOR SITE DELIVERY

- 6.1 It is proposed to push all 22 sites identified in **Appendix 1** forward through the planning stage in year 1 2009-2010. Fourteen sites have been identified as feasible to deliver during 2009 – 2010 but only 11 will actually be delivered by the end of March 2010; the remaining 3 sites will be added to year 2 and completed by March 2011.
- 6.2 Considering the extreme time pressure the whole Play Builder programme is under, the Project Team will continue to work all 14 year 1 sites through to final tender stage just in case any delays are encountered during the planning permission phase. If necessary this approach will give the team some leeway to drop a problem site and return to it in year 2 of the programme.
- 6.3 Four 'dropped' sites have had alternative venues identified for further research by the project team. If the programme has a shortfall in its year 2 sites resulting from unsuccessful negotiations with third parties to host Play Builder facilities these sites will be examined and a second phase of planning applications may be necessary in during 2010.
- 6.4 Results of site consultation process, see **Appendix 1** for details:

Year 1 Sites:	Year 2 Sites:	Research alternate site:	Drop:
King George V	Phoenix Centre	Hart Primary	Henry Smith
King Oswy	North Cemetery	St. Mark's	Murfield
St. Bega's	Lynnfield School	Flint Walk	Dalton Street
Brougham	Stranton School	Orwell Walk	St. Cuthbert's
Town Moor	Dalton Piercy		Fens 2
Clavering	Elwick Village		Fens 1
Burbank	Summerhill		
Oxford Road	Greatham Village		
Burn Valley			
Rossmere Park			
Jutland Road			
Owton Manor 2			
Seaton Park			
Owton Manor 1			

7. THE ESSENTIAL ROLE OF RISK IN CHILDRENS PLAY

- 7.1 Play Builder is not simply about infrastructure and equipment it represents a fundamental shift in the approach to children's outdoor play provision and thinking. In 2008 the Government published the Play Strategy for England which holds a vision of the public realm that is safer for, and more welcoming of children playing out. A central part of this vision is that public play areas should reflect and respond to children's need for adventurous, challenging play opportunities. The new investment in children's play, of which Play Builder is just part, asks local authorities and all those involved in the design and management of public play space to respond to children's need to take risks when they play, and to manage those risks within a framework of understanding the benefits that they offer to children as well as the need to protect them from serious harm.
- 7.2 The *Managing Risk in Play Provision: Implementation guide* develops the commitment made in *Staying Safe* the governments Safeguarding Strategy. It was recognised that wrapping children in cotton wool or minimising all risks, however small, for fear of litigation, was having a negative impact on children's play opportunities and their more general freedom to explore and encounter the world appropriate to their age. The research undertaken pointed to the uncertainty and challenge found in much of the children's play studied, and how this was part of its appeal for them; it also enhanced the development of their adaptability and resilience to cope in other areas of life.
- 7.3 The following is a quote taken from *HM Principle Inspector, Health and Safety entertainment and Leisure Sector* contained in the endorsements section of *Managing Risk in Play Provision: Implementation Guide*: –
- 7.4 'The Health and Safety Executive (HSE) recognises the importance of play in children's lives and for their opportunities to learn about risk. HSE is pleased to commend the **Managing risk in Play Provision: Implementation guide**. Its application of risk-benefit assessments is a sensible approach to the health and safety management of play provision.'

8. EMBEDDING THE ‘RISK – BENEFIT ASSESSMENT’ PROCESS WITHIN HARTLEPOOL’S APPROACH TO PLAY PROVISION

- 8.1 For the Play Builder investment to bring real improvements for the children of Hartlepool the Authority and the communities it serves need to continue to build upon their track record for successful provision of challenging play opportunities which are grounded in an appropriate environment of managed and monitored safety. The development of play provision at Summerhill Country Park is just one such successful example of this approach which is held in high regard regionally.
- 8.2 **Risk – Benefit Statement.** As an authority the Council has a technical inspection and maintenance programme run by the Parks and Countryside Section. ‘*Managing Risk in Play Provision*’ advises the creation of a shared statement on the authorities approach to offering and managing opportunities for risk and challenge in play provision.
- 8.3 **Risk – Benefit Assessment.** The risk-benefit assessment process needs to be rolled out to sit alongside the procurement process for the Play Builder programme. As ‘visions’ and proposed designs for Play Builder sites are put forward it is suggested that a multidisciplinary team from across the authority including representation from: Legal, Health and Safety, Insurance, Health, Children’s Services, Parks and Countryside, Neighbourhood Services, and appropriate outside representation e.g. ROSPA; are involved in the production of a risk-benefit assessment for sites.
- 8.4 **Monitoring and Audit Trail.** Monitoring and record keeping is an important part of a sound risk management system. Of primary importance is the monitoring of overall performance of the play sites, taking into account the risks and benefits, in order to see if they are working as planned or need to be modified.
- 8.5 **Communication of Strategy.** Providers of play facilities need to give clear information to parents, carers, and children about their approach to play provision and who to contact if there are problems; signage and positive media coverage are an important part of this communications strategy. A statement such as that in 8.6 below could be used to highlight the fact that the play space is designed with an element of risk, and that minor injuries in particular are to be expected. These statements are no value in law but they help raise awareness about the nature and role of play in children’s lives and healthy development.
- 8.6 *‘Children need and want to take risks when they play. Play provision aims to respond to these needs and wishes by offering children stimulating, challenging environments for exploring and developing their abilities. In doing this, play provision aims to manage the level of*

risk so that children are not exposed to unacceptable risks of death or serious injury.'

9. RECOMMENDATIONS

9.1 The Portfolio Holder is asked to:

- Note the community orientated public consultation process that has focused upon identifying suitable sites.
- Note the ongoing children's consultation.
- Note the challenges, and compromises faced in bringing the visions for Play Builder play areas into reality.
- Note the need to embed the 'Risk – Benefit Assessment' process within Hartlepool's approach to play provision.
- Approve the year 1 and year 2 Play Builder sites in Table 1 for implementation and delivery; retaining option to research alternative sites if a supplementary site becomes necessary. Discontinue work on sites identified to 'Drop' which are unsuitable for inclusion in the programme of work at this time.

CONTACT OFFICER: Chris Wenlock, Parks and Countryside Manager

1.1 APPENDIX 1

Hartlepool Play Builder - Results of public consultation on suitability of sites for 'Play Builder' play area installations

Colours indicate percentage (%) of respondents in a particular category:

High Percentage

Low Percentage

100 - 90	90 - 80	80 - 70	70 - 60	60 - 50	50 - 40	40 - 30	30 - 20	20 - 10	10 - 0
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Location in the Borough:

North Area Site:



Central Area Site:



South Area Site:



Site	Site suitability for play area		Type of play area			Respondent type				Site details		Site progression	
	In favour of proposed site	Respondents relationship to site	Natural	Mixture	Traditional	Parent	Other with children	No children	Other	Land Ownership	Additional points to note about proposed site arising from consultation process	Progress, Back up, Shelve, or Drop	Year
Phoenix Centre	96.2	12.0 Overlook site 32.0 Live in n'hood 56.0 No relationship	37.5	62.5	0	21.7	8.7	13.0	56.5	HBC HH	<ul style="list-style-type: none"> Would augment existing facilities at centre Accessible with car park adjacent CCTV camera pole adjacent would need extra camera Need agreement from Housing Hartlepool 	Progress	2
King George V	95.8	4.3 Overlook site 8.7 Live in n'hood 87.0 No relationship	4.8	61.9	33.3	27.3	9.1	54.5	9.1	HBC	<ul style="list-style-type: none"> Would augment existing toddler play facilities at site 	Progress	1
King Oswy	95.7	0.0 Overlook site 0.0 Live in n'hood 100.0 No relationship	9.5	81.0	9.5	20.0	10.0	60.0	10.0	HBC	<ul style="list-style-type: none"> Would augment existing toddler facilities at site 	Progress	1
St Bega's	91.7	5.0 Overlook site 5.0 Live in n'hood 90.0 No relationship	52.6	47.4	0	30.0	5.0	55.0	10.0	HBC	<ul style="list-style-type: none"> Go path network suitable for wheel chairs and slope which would work well for wide slide feature CCTV camera pole adjacent would need extra camera Check position away from proposed road development 	Progress	1
Hart Primary	70.8	17.4 Overlook site 4.3 Live in n'hood 78.3 No relationship	64.7	35.3	0	14.3	14.3	57.1	14.3	other	<ul style="list-style-type: none"> Feedback suggests proposed site in school area is unworkable Feedback has also suggested possible alternatives in Hart which need further investigation and consultation 	Drop (Research Hart as Back up site)	(2)
Brougham	65.2	0.0 Overlook site 10.0 Live in n'hood 90.0 No relationship	15.4	84.6	0	29.4	5.9	58.8	5.9	other	<ul style="list-style-type: none"> Need to clarify ownership issue with school which has fenced out land as surplus to needs 	Progress	1

1.1 APPENDIX 1

Hartlepool Play Builder - Results of public consultation on suitability of sites for 'Play Builder' play area installations

Site	Site suitability for play area			Type of play area			Respondent type				Site details		Site progression	
	In favour of proposed site	Respondents relationship to site		Natural	Mixture	Traditional	Parent	Other with children	No children	Other	Land Ownership	Additional points to note about proposed site arising from consultation process	Progress, Back up, Shelve, or Drop	Year
St Marks's	57.9	5.9	Overlook site	22.2	77.8	0	25.0	6.3	56.3	12.5	HBC	<ul style="list-style-type: none"> Land immediately behind church is now unavailable An area of land to the west could substitute subject to further investigation and consultation - St Mark's (West) 	Drop (Research St M. West as Back up)	(2)
North Cemetery	56.5	5.3	Overlook site	84.6	7.7	7.7	31.6	5.3	52.6	10.5	HBC	<ul style="list-style-type: none"> Check burial records for specific location Liaise with managing department Would need to engage more fully with Friends group. 	Progress	2
Town Moor	53.6	7.4	Overlook site	21.1	42.1	36.8	23.1	11.5	57.7	7.7	HBC	<ul style="list-style-type: none"> Existing area with play and games facilities and proposal would augment these facilities. 	Progress	1
Flint Walk	52.2	0.0	Overlook site	46.2	46.2	7.7	20.0	5.0	65.0	10.0	HBC	<ul style="list-style-type: none"> Actual consultation site across road from estate next to allotments. Feedback unsuitable because of traffic. Where site would be Greyfields only a short distance – possible alternative? 	Drop (Research Greyfields as Back up)	(2)
Clavering	52.0	4.2	Overlook site	12.5	81.3	6.3	26.1	13.0	52.2	8.7	HBC	<ul style="list-style-type: none"> Existing area with play and games facilities and proposal would augment these facilities. Accessible with car park adjacent Concerns about adjacent roads and traffic 	Progress	1
Henry Smith	40.9	0.0	Overlook site	0	88.9	11.1	23.5	5.9	70.6	0	HBC	<ul style="list-style-type: none"> Land set-a-side for housing play should be part of Section 106 agreement at some point in future. 	Shelve	
Muirfield	28.0	9.1	Overlook site	62.5	37.5	0	27.3	9.1	54.5	9.1	HBC	<ul style="list-style-type: none"> Land sales will make this site unfeasible. 	Drop	
Lynnfield School	100.0	0.0	Overlook site	46.2	53.8	0	25.0	58.3	16.7	0	other	<ul style="list-style-type: none"> Existing open school site. Will need to secure partnership with school 	Progress	2

1.1 APPENDIX 1

Hartlepool Play Builder - Results of public consultation on suitability of sites for 'Play Builder' play area installations

Site	Site suitability for play area			Type of play area			Respondent type				Site details		Site progression	
	In favour of proposed site	Respondents relationship to site		Natural	Mixture	Traditional	Parent	Other with children	No children	Other	Land Ownership	Additional points to note about proposed site arising from consultation process	Progress, Back up, Shelve, or Drop	Year
Stranton School	100.0	0.0	Overlook site	18.2	72.7	9.1	25.0	58.3	16.7	0	other	<ul style="list-style-type: none"> School site with Play Ranger. Will need to secure partnership with school which acknowledges requirement for open site. 	Progress	2
Burbank	100.0	9.1	Overlook site	15.4	84.6	0	25.0	58.3	16.7	0	HBC	<ul style="list-style-type: none"> Only identified opportunity in this area of town for a play space. Some short falls in relation to size of space and surrounding road conditions. Continue to engage with local resident group. 	Progress	1
		27.3	Live in n'hood											
		63.6	No relationship											
Dalton Piercy	100.0	0.0	Overlook site	57.1	35.7	7.1	36.4	45.5	18.2	0	other	<ul style="list-style-type: none"> Early ideas centred on beck and surrounds on south side of road ; allows access without need to cross road. Other Parish land may be available. Will need to secure agreement . Currently no play space in village. 	Progress	2
		8.3	Live in n'hood											
		91.7	No relationship											
Orwell Walk	100.0	0.0	Overlook site	23.1	76.9	0	27.3	54.5	18.2	0	HBC	<ul style="list-style-type: none"> Not available being used for redevelopment. Alternate overgrown site near Rift House Primary and adjacent to our Masfield Road community centre (Where soil dumped from building Masfield centre). 	Drop (Research Masfield as Back up)	(2)
		16.7	Live in n'hood											
		83.3	No relationship											
Oxford Road	94.1	0.0	Overlook site	25.0	62.5	12.5	23.1	46.2	30.8	0	HBC	<ul style="list-style-type: none"> This will be a major replacement of current provision and will allow for good variation. 	Progress	1
		21.4	Live in n'hood											
		78.6	No relationship											
Burn Valley	92.9	0.0	Overlook site	72.7	27.3	0	30.0	50.0	20.0	0	HBC	<ul style="list-style-type: none"> Successful development of this area is part of the phased environmental enhancement programme for Burn Valley . It should significantly enhance facilities. 	Progress	1
		23.1	Live in n'hood											
		76.9	No relationship											
Elwick Village	84.6	0.0	Overlook site	18.2	81.8	0	30.0	60.0	10.0	0	other	<ul style="list-style-type: none"> Existing site with good levels of use. Opportunities to enhance play provision. Only identified site available in village. 	Progress	2
		16.7	Live in n'hood											
		83.3	No relationship											
Summerhill	78.6	0.0	Overlook site	30.0	70.0	0	33.3	44.4	22.2	0	HBC	<ul style="list-style-type: none"> Existing hub for play activity with wide scope for enhancement and diversification to provide challenging natural play opportunities to all Play Builder target groups. 	Progress	2
		30.0	Live in n'hood											
		70.0	No relationship											

1.1 APPENDIX 1

Hartlepool Play Builder - Results of public consultation on suitability of sites for 'Play Builder' play area installations

Site	Site suitability for play area			Type of play area			Respondent type				Site details		Site progression	
	In favour of proposed site	Respondents relationship to site		Natural	Mixture	Traditional	Parent	Other with children	No children	Other	Land Ownership	Additional points to note about proposed site arising from consultation process	Progress, Back up, Shelve, or Drop	Year
Dalton Street	64.3	0.0	Overlook site	55.6	44.4	0	30.0	50.0	20.0	0	other	• Planning application in for redevelopment as housing site	Drop	
		0.0	Live in n'hood											
		100.0	No relationship											
St. Cuthbert's	61.1	5.0	Overlook site	27.3	54.5	18.2	18.8	43.8	37.5	0	other	• Existing use as school fields precludes play development at this time.	Drop	
		17.6	Live in n'hood											
		52.9	No relationship											
Rossmere Park	96.3	0.0	Overlook site	20.0	72.0	8.0	12.0	28.0	60.0	0	HBC	• The local residents are showing great interest in the development of the park and this will help significantly in the development of this site	Progress	1
		22.2	Live in n'hood											
		77.8	No relationship											
Jutland Road	95.7	8.7	Overlook site	4.8	90.5	4.8	18.2	31.8	45.5	4.5	HBC	• The Ground Work Trust has been working closely with local residents on the proposals for this site.	Progress	1
		13.0	Live in n'hood											
		78.3	No relationship											
Owton Manor 2	87.5	0.0	Overlook site	47.6	52.4	0	10.5	26.3	63.2	0	HBC	• Open space containing Owton Manor 2 & 1 sit already used intensively by children for imaginative play, ball and game play; and local residents for relaxation. • This site has great potential for natural play.	Progress	1
		15.0	Live in n'hood											
		85.0	No relationship											
Seaton Park	88.5	8.3	Overlook site	27.3	63.6	9.1	13.0	21.7	65.2	0	HBC	• This development will augment the existing play site and add more variety to a well used site.	Progress	1
		0.0	Live in n'hood											
		91.7	No relationship											
Owton Manor 1	82.6	0.0	Overlook site	38.9	61.1	0	21.7	8.7	13.0	0	HBC	• On the fringe of an area used extensively for informal ball and game play, potential for imaginative active play space that addresses the aspirations of young girls.	Progress	1
		10.0	Live in n'hood											
		90.0	No relationship											
Greatham Village	76.9	0.0	Overlook site	36.4	59.1	4.5	9.1	36.4	54.5	0	other	• The site has great potential but agreement needed from Hospital of God and Parish.	Progress	2
		4.5	Live in n'hood											
		95.5	No relationship											

Hartlepool Play Builder - Results of public consultation on suitability of sites for 'Play Builder' play area installations

Site	Site suitability for play area			Type of play area			Respondent type				Site details		Site progression	
	In favour of proposed site	Respondents relationship to site		Natural	Mixture	Traditional	Parent	Other with children	No children	Other	Land Ownership	Additional points to note about proposed site arising from consultation process	Progress, Back up, Shelve, or Drop	Year
Fens 2	11.1	25.8	Overlook site	80.0	20.0	0	6.7	23.3	66.7	3.3	HBC	<ul style="list-style-type: none"> Fens is a challenging area of town in which to find acceptable sites with wide community backing. Children in area are clearly using some spaces for informal play but not without antagonism of local residents. Poor estate design and green space allocation is clearly a factor in this situation. 	Drop	
		54.8	Live in n'hood											
		19.4	No relationship											
Fens 1	5.4	41.9	Overlook site	100.0	0	0	6.5	22.6	67.7	3.2	HBC	<ul style="list-style-type: none"> During consultation exercise mitigation approaches to begin to manage relationships between children and residents were discussed which included low key community designed natural facilities. Unfortunately the challenging community relationship issues and tight Play Builder project delivery timetable preclude further work in this area at this point in time. 	Drop	
		35.5	Live in n'hood											
		22.6	No relationship											

Notes:

It is proposed to push all 22 sites forward through the planning stage in year 1 2009-2010. Fourteen sites have been identified as feasible to deliver during 2009 – 2010 but only 11 will actually be delivered by the end of March 2010, the remaining 3 sites will be added to year 2 and completed by March 2011.

Considering the extreme time pressure the whole Play Builder programme is under the project team will continue to work all 14 year 1 sites through to final tender stage just in case any delays are encountered during the planning permission phase. If necessary this approach will give the team some leeway to drop a problem site and return to it in year 2 of the programme.

Four 'dropped' sites have had alternative venues identified for further research by the project team. If the programme has a shortfall in its year 2 sites resulting from unsuccessful negotiations with third parties to host Play Builder facilities these sites will be examined and a second phase of planning applications may be necessary in during 2010.

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report To Portfolio Holder

29 September 2009



Report of: Director of Child and Adult Services

Subject: CONSIDERATION OF A NATURIST BEACH AT SEATON CAREW

SUMMARY

1.0 PURPOSE OF REPORT

To consider the request from the Three Rivers Outdoor Club to establish a naturist beach at Seaton Carew

2.0 SUMMARY OF CONTENTS

An application has been received from the Three Rivers Club requesting the Council to consider designating the beach at the south end of Seaton Carew as a naturist beach. The application letter is appended for information (**Appendix 1**).

3.0 RELEVANCE TO PORTFOLIO MEMBER

Foreshore activities and services are the responsibility of the Portfolio Holder

4.0 TYPE OF DECISION

Non Key

5.0 DECISION MAKING ROUTE

Culture Leisure and Tourism Portfolio – 29 September 2009

6.0 DECISION(S) REQUIRED

The Portfolio Holder is requested to note the contents of the report and consider undertaking a site visit with the significant players and the Three Rivers Club to assist a final decision.

Report of: Director of Child and Adult Services

Subject: CONSIDERATION OF A NATURIST BEACH AT SEATON CAREW

1. PURPOSE OF REPORT

- 1.1 To consider the request from the Three Rivers Outdoor Club to establish a naturist beach at Seaton Carew

2. BACKGROUND

- 2.1 An application has been received from the Three Rivers Club requesting the Council to consider designating the beach at the south end of Seaton Carew as a naturist beach. The application letter is appended for information (**Appendix 1**).
- 2.2 The club has been established for a number of years and express a view that there is currently no designated beach within the North East, indeed the nearest official beach is believed to be in Lincolnshire.
- 2.3 It should also be noted that the request is similar to others received by a number of NE local authorities from the club.
- 2.4 The specific request is described as:-
- ‘The section of beach north of the abandoned jetty and adjacent to the Seaton Carew Golf Club. This beach is separated from any public area (the golf club) by dunes and is far enough away from busy areas to prevent the public from coming across naturists unexpectedly.*
- Signs at either end of the beach could be used to advise members of the public of the likelihood of encountering naked bathers. There may be other more suitable sites available.”*
- 2.5 The request has been circulated around the Foreshore Group for comment and I have received an ambivalent response, a response that generally speaking has been reflected within the local media via ‘vox pop’ articles portraying reactions from members of the public. The general view has been one of ‘each to his/her own’ and ‘I am not offended by this’ etc.

3. ISSUES

- 3.1 The beach is not as isolated as the Club are describing and this may be due to a lack of local knowledge, indeed the response from Natural England can be quoted as it is representative of a number of responses:-

Natural England supports the use of Seaton Dunes for quiet recreation and enjoyment, and these uses are consistent with the various designations referred to above. In addition, both the HBC Countryside Wardens and the Teesmouth Field Centre use the area for educational purposes, involving schoolchildren as well as adult groups. I note that the Council's Countryside Service has made great efforts to restore the SSSI Unit's condition (through the removal of invasive sea buckthorn) and has also sought to reduce antisocial behaviour (under-age drinking, fires), for which the wardens deserve great credit.

Whilst I accept that naturism is an entirely legitimate pursuit, I am not convinced that it is compatible with Seaton Dunes' status as a Local Nature Reserve. Ordinary visitors using the area for exercise, recreation and education would be likely to be deterred by the presence of naturists, and by the same token undesirable voyeuristic individuals might be attracted in.

On balance therefore I cannot support the proposal.

- 3.2 Similarly the response received from Cleveland Police indicates some caution due to the public nature of the site:-

This raises a number of practical issues both in terms of the use of the beach for naturism and the response of the local population.

The first issue is one of privacy. I am not sure that the area selected will provide sufficient cover for the naturists. The North Gare pier is nearby, the Zinc Road too and the locale sits beside a much used golf course and the Blue Lagoon car park. In addition the vicinity is, I am led to believe, replete with bird watchers and that activity would provide for individuals of a lascivious temperament, a ready made and difficult to rebut excuse to be in the area.

Locals who regularly use the beach may have an adverse reaction when confronted with naturists; in short I am not convinced that the area can be considered a "sterile" environment for this activity. I accept that may have to be a degree of live and let live but those of a more traditional outlook may not be so sanguine.

I am more than happy to visit the area and assess it for privacy and if the venture goes ahead then any policing issues will be dealt with appropriately by the NPT staff.

- 3.3 Clarification was sought from the club regarding the beach in question. Whilst it is certainly one of our remotest beach areas it is indeed, very popular and accessible for many and varied reasons, indeed, remote in the Hartlepool context can be described as quite urban, in reality. No beach in Hartlepool Borough can be described as remote, should this be a basic requirement of the club's needs or desires.
- 3.4 The sand dunes and beach are part of a site of special scientific interest (SSSI), part of a nature reserve and do suffer from misuse from 4x4 quad bikes and off road motorcycles.
- 3.5 The nearest car park at the old coach park has been an area of anti social behaviour and the 'disused jetty' is in fact the North Gare which shelters the blue lagoon, another popular beach with walkers and bird watchers. The Tees Road car park gives good access and the requested beach is effectively on a popular circular walking route.
- 3.6 The response from the Three Rivers Club has been most positive, suggesting that these potential causes for concern may indeed be somewhat mitigated by additional use of the beach particularly during the daytime.
- 3.7 In many respects the club's views indicate that their members are unperturbed by the close association of the general public and that any designation does not seek to restrict in any way the current access freedoms that members of the public currently have. The club accept that it is difficult to ascertain if the section of beach proposed would provide the most suitable location and they suggest that the beach known as the 'blue lagoon' may provide a more suitable location.

4. CONCLUSION

- 4.1 The request has certainly provided an unusual challenge in that the general response has been remarkably positive and suggests a view that 'each to their own' should prevail. From your officer's perspective it is less about the addition of this facility to the uses of the Seaton beaches, more a question of will it have a detrimental effect on reducing current use through people being off put by the risk of coming across the presence of naturists. The club have suggested that the Council provide signs indicating the beach designation – whilst this would be relatively cheap there is no guarantee that they would survive for any length of time. It has been suggested that if the Club were present in force at any particular time then it would be more cost effective to have temporary banners to alert sensitive individuals to their presence.
- 4.2 The tourism potential of this initiative should not be overlooked, if the Naturists of Britain are finding it difficult to identify and gain approval for

designated beaches then this could be another visitor segment attracted to Hartlepool and the Tees Valley with the economic benefit that they could bring in terms of local spend.

- 4.3 The close proximity to the urban environment of all Hartlepool's beaches would at first consideration suggest that this is not an acceptable use. However the willingness of the group to accept the reality of some of the problems and to turn a negative into a positive would suggest that this is an issue that should be investigated further.
- 4.4 A review of the beach requested and site visits with interested parties is worthy of consideration prior to any final decision.

5. RECOMMENDATIONS

- 5.1 The Portfolio Holder is requested to note the contents of the report and consider undertaking a site visit with the significant players and the Three Rivers Club to assist a final decision.

CONTACT OFFICER: John Mennear, Assistant Director, Community Services



Three Rivers Outdoor Club

A company limited by Guarantee
Website: threeriversclub.org.uk
From The Events Organiser:

Mr R Currie, Brookside Farm, 18 The Green, Bishopston, Co Durham TS21 1HF organiser@nudeswims.co.uk

2nd August 2009

Councillor Victor Tumilty
(Culture, Leisure and Tourism Portfolio Holder)
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

Dear Councillor,

I work in the Longhill Industrial Estate area of Hartlepool and I am keen to see the town benefit from any opportunities to increase business.

One such opportunity is to provide facilities for an oft-misunderstood minority group which is very poorly catered for in the UK.

The activities of this group are not against the law (see the Appendix for details) but can be considered offensive by some members of the public, and sometimes result in the Police taking action. Although successful prosecutions are very rare, the fear of police action and the genuine desire not to cause offence means that members of this group are effectively prevented from carrying out their lifestyle choices.

I am referring to naturists, i.e. those who prefer to swim, sunbathe, and carry out other leisure activities naked.

Social nudity is more widely accepted in the UK than many people think.

For example, according to a Daily Mirror poll, 27% of the population have gone skinny-dipping.¹

According to an NOP poll, 2% of the UK population describe themselves as naturists², meaning that there are over 1 million naturists in the UK.

Many naturists choose to keep a relatively low profile because of the common misconceptions some people hold about naturism. The result is that there is a much poorer provision of facilities and services for naturists than for other minority groups. There is no designated naturist beach in the North East of England.

¹ <http://nuff.org.uk/factfile/content/view/full/129/66/> or <http://tinyurl.com/m4ory7> click "Newspaper Travel Survey"

² <http://nuff.org.uk/factfile/content/view/full/131/66/> or <http://tinyurl.com/92kye2> click "Question 5"



Affiliated club of the Central Council for British Naturism



Member of the International Naturist Federation

Company Registration Number: 6879870. Registered in England
Registered Office: 10 Allendale Terrace, Aonfield Plain, STANLEY, Co. Durham DH9 8JT
Secretary: John Thompson Telephone 01207 233275 Mobile 07 778 835221 Email Secretary@threeriversclub.org.uk

One way in which Hartlepool could cater for this group, and possibly attract some additional business to coastal resorts, would be to follow the example of a number of local authorities and other landowners and designate an area of beach as "clothing optional". Although some naturist beaches are directly overlooked by the sea front (such as at Brighton), most are in less public areas.

One area which might be suitable is the section of beach North of the abandoned jetty and adjacent to Seaton Carew Golf Club. This beach is separated from any public area (the golf club) by dunes, and is far enough away from busy areas to prevent the public from coming across naturists unexpectedly. Signs at either end of the beach could be used to advise members of the public of the likelihood of encountering naked bathers. There may, however, be other, more suitable, sites available.

Many naturist beaches have "user groups" who can liaise with Councils, Landowners, and Police, and organise events such as fun days, litter pick days, charity and environmental events and so on, all of which can bring extra visitors to the area. The club could assist in setting up such a group.

We look forward to receiving a positive response to our suggestion and would be happy to discuss this matter with you in more detail if required.

Yours sincerely



Mr R Currie
Events Organiser



Affiliated club of the Central Council for British Naturism



Member of the International Naturist Federation

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CULTURE, LEISURE AND TOURISM PORTFOLIO

Report to Portfolio Holder
29th September 2009



Report of: Director of Child and Adult Services

Subject: HARTLEPOOL CULTURAL STRATEGY –
2009-2014

SUMMARY

1. PURPOSE OF REPORT

To seek approval and endorsement of the revised Cultural Strategy for the Borough, 2009 – 2014.

2. SUMMARY OF CONTENTS

The Strategy is a revision of the first strategy, produced in 2003.

The current version falls into three distinct sections.

- The first is a textual reflection, analysis and commentary on: the context for the strategy, and a description of the process used to create and test it.
- The second section sets out the strategy's visions, aims and objectives
- The third is the action.

3. RELEVANCE TO PORTFOLIO MEMBER

Culture is a responsibility of the Culture Leisure and Tourism Portfolio

4. TYPE OF DECISION

Non key

5. DECISION MAKING ROUTE

Report and strategy to be presented to Culture Leisure and Tourism Portfolio – 29 September 2009

6. DECISION REQUIRED

That the Strategy be approved

Report of: Director of Child and Adult Services

Subject: HARTLEPOOL CULTURAL STRATEGY 2009-2014

1. PURPOSE OF REPORT

- 1.1 To seek approval and endorsement of the revised Cultural Strategy for the Borough, 2009-2014. (**Appendix 1**)

2. BACKGROUND

- 2.1 The Town's first cultural strategy was produced and published in 2003 and is in need of review.
- 2.2 Although much of the original strategy remained relevant, developments and changes in the Town - and their implications – required the production of a new strategy.
- 2.3 Taking the original as its starting point, the reviewed strategy was built by way of consultation across the Council's cultural services and their partners. The principal means to achieving this was through discussion and reaction to the developing text by the Culture, Leisure and Lifelong Learning Partnership.
- 2.4 Gaining approval from the Portfolio Holder will be the penultimate stage before publication. The last stage will be to circulate the document once more for a final consultation and call for evidence to determine any inaccuracies on the current text.

3. PROPOSALS

- 3.1 The overall vision of the aim driving the strategy is “to create a cultural identity for Hartlepool which attracts people to Hartlepool and makes us proud to live and work here”.

3.2 Detailed analysis then identifies a six strategic aims, together with an underpinning aim. The strategic aims are:

- To create a strong cultural identity for Hartlepool within the region.
- To celebrate Hartlepool and express that local identity.
- To develop a sustainable cultural economy
- Seek to support excellence in local cultural, artistic, live entertainment, sporting, and leisure provision / practice.
- Increase participation, inclusion and opportunity for access and diversity.
- Advocate the value of culture, and use it in meeting the expressed needs and aspirations of the community, to raise the bar for levels of cultural awareness, aspiration and participation.

3.3 The underpinning aim is to use provision of cultural opportunities and engagement with them as a means of contributing to the wider process of enhancing wellbeing for all.

4. RECOMMENDATIONS

4.1 That the strategy be approved

CONTACT OFFICER: John Mennear, Assistant Director, Community Services

FINAL DRAFT FOR PORTFOLIO APPROVAL

HARTLEPOOL CULTURAL STRATEGY

2009 to 2014



"[Culture is...] anything you do not have to do to live, but have to do to feel alive, it's what gives meaning to our lives"

Francois Matarasso

Making a difference to the quality of life for all,
through cultural, sporting and leisure opportunities

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i. Introduction

Welcome to this new cultural strategy for Hartlepool.

The Town's first cultural strategy was written in 2003. It set out plans for culture in the Borough up to the end 2008.

Now, with many exciting changes for the Hartlepool already either underway, or on the horizon, this new plan gives details of the next phase of cultural development. A phase which not only will see the continuation of some of the earlier plans, but also new directions and opportunities such as The Tall Ships Races 2010, and the development of new facilities and opportunities for aquatic sports, libraries, heritage and performance arts.

And with culture and leisure forming an important part of '**Hartlepool's Ambition**' - the Hartlepool Partnership's community strategy and neighbourhood renewal strategy 2008 to 2020- now is a good time to be refreshing our plans for the immediate future so that culture and leisure go on playing a key part in making a difference to the quality of life for all.

1. A Cultural Strategy for Hartlepool

We think Hartlepool is a special place. So our vision of the aim driving a Cultural Strategy for the Town has been developed to express this ...

."To create a cultural identity for Hartlepool which attracts people to Hartlepool and makes us proud to live and work here".

Our culture is developed from a number of aspects: our geography - the sea and the maritime influence; our heritage - a recorded settlement for over two thousand years; and our residents' resilience to change.

Our cultural background gives us a pride in the town. And the quality of activity that takes place here gives confidence and self-esteem. There is a strong link from our quality of life and cultural wellbeing, to employment opportunities and skills training. Culture has a significant role to play in creating a favourable environment for economic regeneration.

Culture impacts on everyone's daily life. Indeed culture has been at the centre of Hartlepool's dramatic improvement in appearance and development over the last ten years. It is important that this continues to create a sustainable economy and further enhance our growing reputation as a town with a distinct identity within the region 'the North East' and sub-region 'The Tees Valley'.

This Strategy establishes a context to help Hartlepool residents achieve a better future and quality of life, and to do this by promoting and celebrating everything that culture has to offer.

We have some tremendous natural and developed assets, foremost being the Marina, a lively town centre, the historical Headland and the seaside resort of Seaton Carew, all surrounded by the attractive historic villages of Hart, Elwick, Dalton Piercy and Greatham. We will continue to develop these assets to ensure Hartlepool is recognised throughout the region as a vibrant and entertaining place to visit.

The strategy will help guide the detail and make more of our Christian and Anglo Saxon heritage which will bring increased visitors and a more attractive ambience to the medieval core of our town on the Headland.

The development of the St. Hilda's Church Visitor Centre in 2005 - and the Heugh Gun Battery in 2008 - have commenced the process. The Headland Sports Hall providing badly needed sporting facilities where none had previously existed became operational in 2006. Integrated into the existing Borough Buildings site, it provides a 'hub' of community facilities in the heart of the Headland all on one site, that has brought substantial health and recreation benefits to North Hartlepool. We hope to replicate this with our future ambition for the redevelopment of the Mill House site.

The Marina is a success, this has been maintained through the ongoing objective of securing the development of a 'national maritime visitor attraction', which provides an enhanced future for our most recognised visitor attractions HMS Trincomalee and the Hartlepool Maritime Experience enabling the town to extend its development as a major player among visitor destinations. A major hotel development is currently being planned to enable more overnight stays and conference business thus adding to our economic wellbeing.

The town's evening economy has improved beyond recognition. This needs further critical mass to ensure sustainability. The development of the Cultural Quarter within the Town Centre Strategy will give added focus to Hartlepool's increasing reputation for its night-life and eating out.

On the rural fringe, Summerhill Country Park is now a well established site with growing confidence in its role as an active recreational centre, being a hub for a wide range of outdoor sports. These include: archery; cross country running; cycling; BMX; climbing and high ropes. Our confidence in the quality of Summerhill, and the facilities it provides, was recognised in 2008 with a Green Flag award from the Civic Trust. Ward Jackson Park also achieved this award. At the same time the development of an RSPB Nature Reserve is well underway at Salthome. Opening in March 2009, this is a development of National importance, and will help develop the mix of visitors welcomed to the Town and creates a wealth of opportunity for resident involvement.

Hartlepool can celebrate like no other! The Maritime Festival has grown in its regional impact and has generated a number of entertainment and community event spin offs (such as Dockfest 09) that will play a part in the cultural surround to The Tall Ships Races 2010.

The Tall Ships Races 2010 themselves will mark a major moment of achievement and progression for the Town and its Culture and Leisure offer. In August 2010 Hartlepool is the destination port for The Tall Ships Races, this will be the largest celebration ever to reach the shores of the Town. Between Saturday 7th and Tuesday 10th an anticipated fleet of 100 ships will plot course to, and arrive in, Hartlepool as they finish the last leg of this prestigious international event. In itself a spectacle not to be missed, The Tall Ships Races 2010 in Hartlepool is likely to attract 1 million visitors and residents who are expected to contribute £16m¹ to the Town's culture and leisure economy. Furthermore there will be a programme of cultural activities and events leading up to and accompanying The Tall Ships Races 2010, that will see a vibrant range of spectacular happenings, lively sports activities and performances that will make a new and different contribution to the Town's cultural environment.

Frankly, our ambition knows no bounds. Good communications within the Tees Valley will help Hartlepool to secure development and become a major deliverer of the Tees Valley Vision.

¹ Source: "Looking forward to 2010 A framework document for The Tall Ships' Races Hartlepool Quays" page 6, referenced to NGI '05 evaluation.

The people of Hartlepool have a tremendous community spirit, the community and voluntary sector is noted for its vibrancy and organisation. There is much going on in the Borough that we can be proud of, the consultation process demonstrated this and helped to point out how much better and more appreciated this can be with greater efforts at co-ordination. This we will do.

The community will directly benefit from the Adult Education, Libraries and Museum services development which will give greater life long learning, outreach and social inclusion opportunities through the development of the People's Network and the Renaissance museums initiative. It is recognised it is important to improve access to learning and information.

Culture can, of course, be an end in itself. Artistic creativity and sporting endeavour allow self-expression and self-fulfilment, furthermore, an appreciation of local history, the natural environment and tradition can assist in a sense of place and identity.

The role of culture is important and the benefit of cultural activity should be seen as central to everything that we now do. Thus culture is firmly at the centre of the Hartlepool Partnership and the Local Area Agreement [LAA], and it is through these initiatives that we will progress.

2. What is Culture?

The word 'Culture' will portray different images and activities to everyone, although in reality, it is whatever you choose to do in your spare time.

"Anything you do not have to do to live but have to do to feel alive, its what gives meaning to our lives"

Francois Matarasso

Whatever you do, you do it because it interests you and you want to do it, because it makes you feel good, increases self-confidence, gives new skills, makes you feel better and fitter.

The benefit this can give to an individual can also benefit the community in which you live and the town as a whole.

The Department of Culture, Media and Sport requested every Local Authority to produce a Local Cultural Strategy which should demonstrate how culture is important and central to our lives and how we can make it better and more relevant to the individual community and the social and economic well being of Hartlepool.

Culture can be

Entertainment	Visiting the cinema, playing bingo, eating out in a restaurant or visiting a local pub or town centre night-spot.
Arts/Literature	Watching a performance, visiting the art gallery, participating in a local art club class, visiting a library, attending evening classes, playing an instrument or curling up in the chair with a good book!
Sport	Participating or coaching in sports activity, visiting the leisure centre, playing golf, netball, basketball, rugby, sailing out of the marina, watersports and angling, attending keep-fit sessions.
Recreation	Walking the promenade, walking in the countryside or the park, attending events, attending a spectator sport, shopping, tending the allotment or leisure gardening.
Heritage	Visiting museums, historic buildings and archaeological sites, re-enactment groups or historical societies, maritime heritage and conservation areas.
Tourism	Promoting the town's attractions, attracting visitors, creating a critical mass of activity which helps sustain each partner, highlighting Hartlepool as an interesting and exciting place to visit in a regional and national context.

3. **Introducing the Vision, Strategic Aims and Objectives**

The development of the Vision, Strategic Aims and Objectives has taken account of where Hartlepool wants to be in the region and sub-region and the expressed cultural needs, demands and aspirations of the local community.

This is an over-arching document, which embraces and promotes a wide range of strategies and actions. Delivery of the resulting Action Plan is the first step towards realising the vision:

“To create a cultural identity for Hartlepool which attracts people to Hartlepool and makes us proud to live and work here”.

Hartlepool's current rejuvenation has been dramatic, changing the face of the Town and attracting more and more regional attention. It is important that this continues, to create a sustainable economy and further enhance our growing reputation as a town with a distinct identity within the region.

The six Cultural Strategy Aims are:-

- 1. To create a strong cultural identity for Hartlepool within the region.
- 2. To celebrate Hartlepool and express that local identity.
- 3. To develop a sustainable cultural economy
- 4. Seek to support excellence in local cultural, artistic, live entertainment , sporting, and leisure provision / practice.
- 5. Increase participation, inclusion and opportunity for access and diversity.
- 6. Advocate the value of culture, and use it in meeting the expressed needs and aspirations of the community, to raise the bar for levels of cultural awareness, aspiration and participation.

4. The Strategy in Context

This is the Cultural Strategy for Hartlepool; however it is closely allied to the Tees Valley Cultural Strategy which is being prepared to give an overview for the Tees Valley. Its aim is to ensure that, as a sub region, we are well placed to secure strategic funding for major projects which seek to benefit everyone living and working in the Tees Valley.

This all helps to deliver the broad objectives of the Regional Cultural Strategy which was published in July 2001. There is an integral link with the separate Tees Valley Tourism Strategy and the Regional Economic Strategy

The Hartlepool Cultural Strategy will link the wider objectives of the Tees Valley with the expressed desire of the local community in Hartlepool.

5. Hartlepool Today

Hartlepool is located in the southern part of the North East region, on the coast at the eastern end of the Tees Valley and has a significant port facility. The A19 passes through the western rural part of the Borough, which contains some distinct villages in attractive countryside. It is a compact Borough with a population of about 91,000. The town has seen a major transformation over the last 20 years, through regeneration programmes and private sector investment. The Borough contains major visitor facilities, including a modern Marina, a revitalised town centre with a wide range of retail facilities, the historic Hartlepool Headland, coastal and estuarine sites of international nature conservation importance, significant international business operations and major opportunities for investment, especially at the new Queens Meadow Business Park, the Marina, Hartlepool Headland, Wynyard and Seaton Carew.

Hartlepool people have a strong sense of identity, the Borough has a strong tradition of partnership working, community and voluntary sector activity and delivering change.

We are an important part of the region with strong connections to the adjoining areas of part of the new Durham Unitary Authority, and are an integral part of the Tees Valley Sub Region.

6. Hartlepool's cultural assets include

Hartlepool has a long history of providing cultural activity. Prior to the industrial development of the mid 19th century, the Headland and Seaton Carew were noted spa and seaside resorts much favoured for summer residence by the gentry of Darlington and Stockton.

Early 1900's North Eastern Railway seaside posters extolling the virtues of visiting 'Happy Healthful Hartlepool' provide continuing evidence of the importance and attractiveness of the town's main physical attractions: its beaches and promenade walks.

Parks and Countryside

The countryside and maritime environment continue to be important, whether it's the dunes, denes and little tem colony near Crimdon to the north or the Site of Special Scientific Interest at Seaton and the North Gare. All are

Summerhill

Summerhill is a major Countryside development on Hartlepool's doorstep. Since 1997 the 100-acre Council owned site has been transformed for conservation and sports.

Classed as a Local Nature Reserve Summerhill is primarily a new woodland with associated wetlands and meadows. There are also several archaeological sites, notably the remains of the Iron Age / Romano British Catcote Village settlement. It is however the range of outdoor activities that make Summerhill unique. Most facilities are open access and free to use at any time. Some highlights are the adventure play areas, the competition standard BMX course and the outdoor Boulder Park – the largest of its type in Europe.

Today Summerhill plays a major role as an attraction people can visit free of charge and a venue for meetings and events (including major sporting events such as National BMX competitions). The staff based at the Visitor Centre also run a wide range of activities and events for schools, community groups, businesses and the general public.

Summerhill represents an excellent resource to support artistic aspects of the Cultural Strategy. The site has a number of art features – notably the Longscar Sound Base. The Visitor Centre is an excellent venue for events – support from the BIG Lottery has enabled free events for play to be hosted, offering almost something every day during the school Summer holidays. Future plans include the 'Monsters, Myths and Legends' trail development, linked to the Cultural Olympiad 2012, which could result in a major new Cultural attraction for the Town, combining physical arts and the understanding of Local History whilst encouraging free and healthy exercise in the Countryside on people's doorstep.

bounded by beaches with water quality good enough to be awarded Blue flags. Former railway lines have been converted into linear walkways which also link up with the Sustrans national cycle routes. The inclusion of the rural fringe within the Tees Forest has brought major tree planting opportunities, Burn Valley Family Wood and the development of Summerhill, which introduces active participatory sport and recreation into a country setting, the high rope frame, climbing boulders and BMX track are not what one may expect to find in a rural setting.

The traditional public parks are receiving much overdue attention to reverse years of decline. Ward Jackson Park has been restored to its former glory with contemporary additions, following a £2 million restoration, and in 2008 received a Green Flag Award. Rossmere Park has been similarly improved. Both have active 'friends' who seek to incorporate high profile events into the annual calendar. The Burn Valley is high on the list for renovation and the Borough's network of footpaths and bridleways is now 95% signed and accessible. Burn Valley Gardens has benefited from significant

investment in the lower part of the gardens from the Heritage Lottery Fund. This included landscaping, lighting and play areas/features. The development of the upper Burn Valley Gardens is subject to a report commissioned by the Environment Agency. This will look to develop the biodiversity value of the upper burn valley and will include the further development of Family Wood.

The town has almost 1100 allotment gardens which represents one of the highest provisions per 1000 population in the North East and reflects a keen allotment gardening culture within the town. Furthermore a self-managing, collective model of management for allotment sites in the Town has been introduced by the gardeners holding allotments as part of the Woodcroft Allotment Association. These aspects form the sound foundations for the Allotment Strategy published in 2009. This has the aspiration of moving towards a setting where the HBC Parks and Countryside service work with allotment holders and surrounding communities to encourage – through partnership working – the growth of vibrant, supportive and inclusive allotment groups. It also seeks to encourage, support and take forward works to improve the quality, appearance and environmental value of allotments, whilst promoting greater community participation.

By the same token, recreation for Children is a crucial concern in the realm of Parks and Countryside. This is developing - thanks to major investment provided by the Department for Children, Families and Schools - in 22 Playbuilder sites in a variety of locations across the Town, and being shaped with input from the their users – the young people likely to play there.

Arts and Events

The Town's Strategic Arts Service exists to create an inclusive setting that provides: more opportunities; for more people (both Hartlepool residents and visitors to the Town); from more diverse backgrounds, to come into more contact with, participate, and engage with, more high quality, diverse, artistic experiences; in more places in Hartlepool, more often. To this end it provides opportunities for everyone to engage with creative activity through projects commissioned by the Arts Development Unit, whilst the venues provide an outlet for a broad range of live performance and entertainment.

The Town Hall Theatre is a 400 seat performing arts space, well used by the community, but also hosting a varied and accessible professional theatre programme including drama, ballet, contemporary dance, comedy and light entertainment.

The Community Studio (on Tower Street) provides a lively venue for local music, with a seven-day week programme for all tastes and a platform for new bands. It has a suite of recording studios and provides training and facilities for new groups and the unwaged. This means that The Studio has considerable potential to form a 'hub' for popular music activity and its development in the Town. This is complemented by Dyke House Secondary School Music Centre together with the proposed new facilities at St. Hilda's School, and an additional new studio development being progressed by Red Dreams.

The refurbished Borough Hall provides an unrivalled venue for major events being able to accommodate over 1200 patrons to concerts, snooker tournaments, televised boxing championships and community dances. It also hosts occasional television and radio programmes such as Question Time and Any Questions and 'Flog It!' (sic.). And such are its multiple potential uses, that every year it provides a setting for the much loved Hartlepool Horticultural Show – one of the Town's traditional events.

Maritime Festival

The Festival originated in 2000 as Hartlepool's Millennium celebration and was the largest participatory arts event organised in Hartlepool, involving 23 community groups and 28 schools in the creation of props, street decoration and costume for an 800 strong procession around the Marina. The Festival focused on the vibrant past, present and future of Hartlepool's maritime heritage.

Now established on a biennial basis, the 2002 Festival focussed on raising awareness of cultural diversity in the Borough, and a strong partnership developed with The Circle of Life, who delivered workshops and performances across a wide range of cultural activities.

In 2008, the Festival took part in the regional and national Big Dance initiative by presenting a Nautical Hompope – danced to a specially commissioned piece of music by a massed group of over 500 dancers. Now in 2009 – as part of the build up to The Tall Ships Races 2010, Dockfest 09 – an additional major event in the Maritime Festival tradition - will present major stars from the worlds of popular music and comedy in a tented village next to the Hartlepool Maritime Experience site.

Other strategic events run to ensure that there is entertainment for all available on a free-of – charge basis. From the brass band concerts in the Town's Parks to the annual Firework display at Seaton Carew these events attract and are enjoyed by thousands of residents. And that is even before the popularity of the biennial maritime festival is allowed for.

The visual arts scene is served through a number of facilities and projects. Hartlepool Art Gallery, is a purpose designed conversion of Christ Church which now provides a splendid temporary exhibition venue, Tourist Information Centre and viewing tower. This is complemented by a new gallery at English Martyrs School which has Arts College status

and the continued vibrancy of product bursting forth from the Cleveland College of Art and Design in Church Square. Facilities for the creation of visual art by different parts of the community, with particular needs, are also available. Handprint Studio provide studios for the making of visual artworks (such as paintings, collages and sculpture) to Learning Disabled artists. From its premises on Park Road, The Artrium offers visual arts activities for people with mental health issues, whilst Café 177 makes available facilities for urban and digital visual arts to Young People. And casting the net wider shows what a vibrant visual arts culture the Town and its environs enjoys. For instance, the East Durham Artists Forum encourages community artists; practicing professionals have Studios in the Town and in its hinterland; whilst the idea of commissioning renowned sculptor Anish Kapoor to create a bridge sculpture as part of the proposed Victoria Dock development continues to be a source of excitement.

Sport and Recreation

Hartlepool is home to Hartlepool United Football Club based at Victoria Park which has seen considerable investment in recent years. Football as a sport is thriving at local level with 72 teams battling it out in local leagues. Rugby is well supported, West Hartlepool having achieved professional status in recent years, supported by many quality teams, including great rivals Hartlepool Rovers.

Hartlepool Cricket Club play in the highly regarded North Yorkshire and South Durham League and have hosted several first class Durham County Cricket Club games prior to the County side developing its own ground at Chester-le-Street. The town boasts three golf courses within its boundaries, two highly prized links courses at Seaton Carew and Hartlepool and a more recent development at Throston.

Other sports; tennis, indoor bowls, sailing athletics, boxing, basketball, hockey, archery, tennis, indoor bowls, are well represented with their own clubs. The town has an outdoor bowls consortium supported by the local authority, which manages 46 teams playing on 11 greens.

Community Activity Network

The purpose of the Community Activities Network [CAN] is to bring together & align key objectives across partners working in sport and physical activity in Hartlepool. The network brings a coordinated approach in increasing opportunities for all in order to maximise participation.

Funding received both from Sport England, the Primary Care Trust and other sources, can be delivered to a central steering group, made up of community, voluntary and public sector members who may decide how best to allocate this. The approach is therefore led by the people of Hartlepool (rather than a purely public authority sports development led approach). The overall aim of the network is to establish a clear vision for the development of sport and physical activity based on the identification of the needs of the community within Hartlepool. CAN's steering group brings together key members who may have either extensive knowledge in sport or physical activity, may work directly with an appropriate target group. For example, children's fund manager has access to hard to reach groups, disabilities manager, facilities manager and so forth. Working together to establish gaps in provision across the town the group aims to widen access, bring together partners and enhance communication, thereby reducing the chances of duplicating funding and increasing capacity.

The steering group has already drawn in funding from Sport England and the PCT, amounting to £148,000 to date, for a variety of physical activity interventions to the benefit of Hartlepool residents.

Engagement with recent initiatives has seen the creation of a Community Activity Network for Hartlepool (please see box on left). As well as this, recreational and Leisure sports are well catered for by private gymnasiums and fitness centres, and ten-pin bowling alley; together with snooker and pool clubs which are part of national chains. At the same time important facilities are provided through voluntary sector resources, such as the Belle Vue Youth and Community Centre or on educational sites such as Brierton Community Sports Centre.

The 'Quest' accredited Mill House Leisure Centre is the major public leisure facility for the town, currently providing a 33¹/₃ metre swimming pool, a 57 metre flume and a

learner pool. These facilities are complemented by a main hall, catering for a full range of events as well as sporting activities, squash courts, a fitness suite and a floodlit outdoor area which contains a Skateboard and BMX Park. .

The Headland Sports Hall is the latest facility to become 'Quest' quality assured and is home to Hartlepool Sportability Club. This and other facilities are also supplemented by the provision of Community Centres across the town providing a base for a wide range of leisure and recreational activities offered by a whole host of clubs.

The Indoor Sports Facility Strategy for the Town was adopted in October 2007 - linking with the H2O Feasibility Study. As a consequence of ongoing plan development for the proposed Victoria Dock enhancement and the H2O Centre, a review of the future use of the Mill House site as a retained community sports hub within the centre of town seemed consistent with the emerging Central Area Investment Framework, being developed in discussion with ONE Northeast and went back to Cabinet in September 2008 to look at producing a detailed feasibility study on the future development of the site.

Critical to this will be to design new facilities meeting the aspirations of other key partners on the site (Hartlepool United FC, Hartlepool Indoor Bowls Club and Camerons Brewery), whilst utilising and integrating those sound elements of the buildings which will be retained.

The Indoor Sports Facility Strategy also examined the opportunities afforded for community use of school sites through the BSF initiative, resulting in the plans for co-location of facilities with Rossmere Primary School.

All of these facilities are well supported by the Sports Development Team – also now a 'Quest' quality assured service and only the second in the sub-region. They ensure that a wide range of innovative and engaging sport and physical activity initiatives are available at facilities throughout the town. There is a great emphasis on partnership work, especially with the Schools Sport Partnership and the Primary

Care Trust, hence the Sports Development Team is involved in a wide range of schemes such as: youth sport and extended activities, GP Referrals, obesity reduction, smoking reduction, workplace health , drugs intervention to name but a few. They also work extensively with the voluntary sector ensuring that Clubs can offer good standards in terms of coaching and national governing body accreditation.

Sports Development activity is further facilitated by the operation of an AALA licence for adventurous activity/outdoor pursuits and the Sport and Recreation Service were the first LA service to receive the EFDS (English Federation of Disability Sport) 'Count Me In' accreditation. This heralds the inclusive approach taken in the provision of facilities and activities.

The development of the Hartlepool Sporting Association (HAS) by the Hartlepool College of Further Education in association with six founder Member Clubs; Hartlepool Rovers Rugby Club, Hartlepool Cricket Club, St Francis Football Club, Hartlepool Heat Basketball and Hartlepool Table Tennis Club – seeks to promote education and health through sport and to help clubs grow in terms of quality of performance, coaching, facilities and equipment as well as the quality of players at all levels.

The London 2012 Olympic and Paralympic Games creates a great opportunity for Hartlepool to encourage more people to engage in sport and physical activity participation. A recent exciting development is the inclusion of the Marina facilities in the London 2012 Pre Games Training Guide for the Olympic and Paralympic sport of sailing. Working in partnership with colleagues in the region, it is very much hoped that we will be able to attract other countries to set up a training base for their athletes in the North-East leading up to London 2012.

Museums and Heritage

Evidence of the town's rich heritage is found throughout the Borough. The natural environment has shaped settlement patterns and economic development through fishing, a safe harbour, railways and docks. The whole story is comprehensively told within the award winning Museum of Hartlepool complete with its own Hartlepool-built paddlesteamer, PSS Wingfield Castle.

Since 2003 the Museums Service has been the lead partner in the Tees Valley for the North East Regional Museums HUB, representing the interests of all the museums across the Tees Valley under the MLA's Renaissance scheme. Hartlepool administers the Tees Valley Renaissance budgets and oversees sub-regional project delivery across a range of areas

The Battery was originally built in 1860 and was adapted several times in its history with the main re-building work taking place in 1900 and 1940. The site is unique in UK military history terms, being the only coastal Battery to fire a shot in anger during the entire First World War. The site was decommissioned in 1956 and into disrepair. In 2001 the Heugh Gun Battery Trust [HGBT] began a programme of work to render the site accessible to visitors. The aim of the HGBT is to ensure the long-term preservation, and regeneration of the Heugh Battery and promote it as an interesting part of our heritage. In 2008 the Battery opened to the public, and also began its work as a local and sub-regional teaching resource. In 2009 the Trust began working towards Museum Accreditation, a status it expects to achieve by 2010.

including collections management, audience development, outreach and marketing. It also manages a Renaissance funded learning team with a remit to deliver an education programme focused on the Museum of Hartlepool and Hartlepool Art Gallery. Hartlepool is also the lead partner and host of Tees Archaeology. This organisation provides statutory planning advice and public engagement – having archaeological digs across the boroughs of Hartlepool, Stockton, Redcar and Cleveland and Middlesbrough.

Hartlepool's Headland is an historical gem, with Saxon and earlier finds, a medieval church in St. Hilda's and the remnants of the Medieval Town

Wall. The Saxon church at Hart Village and early medieval churches at Elwick and Stranton underpin the Christian legacy in the area. The Victorian 'New Town' of West Hartlepool remains distinctly different in style and physical layout to the medieval intricacies of the Headland.

The town's visitor economy has turned full circle, with the new Marina being very much the focal point for regeneration. The Marina is the site of Hartlepool's visitor attractions, the Museum of Hartlepool, Hartlepool Maritime Experience and the world's second oldest warship afloat, HMS Trincomalee (1817). Trincomalee has undergone full restoration, and is now attracting increasing numbers of visitors as part of the Hartlepool Maritime Experience offer. The Marina is a focus for the town's watersports activity, the Diving Club, the Yacht Club and the focus for the new evening economy which boasts increasing numbers of restaurants, eateries and wine bars, all of which complement the well established and popular town centre pubs, wine bars and night clubs in Church Street and Victoria Road. A seven screen cinema and separate major bingo entertainment complex complete the leisure scene.

Libraries

The Public Library provides community based information, reading and learning services and promotes reading and writing as cultural and recreational activities. It provides public venues within the community that are open to all and offer scope for a wide variety of informal and formal events and meetings. All Libraries provide free computer access to the internet and a variety of software packages and information databases. The library provides a mobile library bus service and also a home delivered service.

In 2008/9 over 20,000 residents borrowed books, use of the public access ICT service averaged 6,500 hours each month, and the Reference and Information Service dealt with 23,000 enquiries (from local residents and also enquiries about Hartlepool from throughout the world). Over 600 people who are helped to live in their own home received the Home Library Service. The libraries act as learning resource centres and study spaces for people of all ages involved in formal and informal learning. In the Household User Survey of January 2008 the public library service scored the highest satisfaction rating of all Hartlepool Council's services. The library is a trusted and popular community based service, integrated and engaged with the public in many ways.

A major strand for future development is the refurbishment of the Central Library. Whilst the Central Library provides excellent services, the building is open to the public seven days per week and naturally suffers wear and tear. It is also necessary to adapt the internal lay-out of the building to deliver the service priorities for today and the foreseeable future within a setting that is pleasant and attractive. The study of family history attracts many people from outside of the town and from abroad. It is essential the local study facilities, based primarily in the Central Reference Library provide a positive image of Hartlepool. In accordance with the importance of learning for people of all ages the developments will enhance the library as an excellent study and learning centre, and a place to support parents and assist development children's literacy skills and learning. As a centre of culture, the Central Library will also host a diverse range of exhibitions and cultural and community activities.

To achieve this the library will establish costs of design, building and improvement works and identify possible sources of capital funding to carry these out. The library will also consult with the public in developing its plans and proposals. RFID self service technology was introduced within Central Library in early 2009 and consideration given to the scope for introducing a fully integrated RFID system across all library service points. This will offer increased functionality to the public and enable staff to spend more time assisting the public and provide a more 'value added' service. The Library will extend the breadth of information services available to the public through partnership arrangements with other organisations and information providers and will provide space and facilities within libraries for organisations to deliver their services. A successful model for this type of partnership already operates at Central Library with a child and disability information services.

7. Links with other Strategies

The initial development of this strategy drew upon the guidance published by the Department of Culture, Media and Sport (January 2002) and incorporates the requirements of the Best Value Key Performance Indicator for the adoption of a Local Cultural Strategy by December 2002.

Following this the 'Local' Cultural Strategy was devised to fit into a hierarchy of Strategic Regional thinking. The DCMS sponsored advisory body 'Culture North East' was established in and co-ordinated the production of the Regional Cultural Strategy published in July 2001. This was later reviewed and republished as the Revised Regional Cultural Strategy in 2005. More recently the Hodge Review in 2008 recommended the simplification of the support system for culture in the English region's through the ending of funding support for the Regional Cultural Consortia (in our case Culture North East) to be replaced by closer strategic coordination between Arts Council England, Sport England, the Museums, Libraries and Archives Council, and English Heritage.

And the role of the Association of North East Councils and the DCMS officers group – with representatives from the 12 North East Local Authorities - is now assuming greater cultural strategic significance.

Tees Valley Cultural Strategy

At sub-regional level, Hartlepool has strong linkages with its neighbouring authorities within the Tees Valley Partnership which will play a key role in delivering the sub regional economic development and regeneration agenda. The development of a Vision for the Tees Valley resulted in the production of a number of studies and strategies. There are three which are relevant in this context – the Tees Valley Economic Strategy, The Tees Valley Tourism Strategy and the Tees Valley Cultural Strategy.

The initial Tees Valley Cultural Strategy was developed in partnership with the Tees Valley Local Authorities – Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees. Hence major work is now progressing on achieving a refreshed version of this for the next five years.

The fundamental and long-term aim of the Tees Valley Cultural Strategy was to change the culture of the area and not just deliver a strategy for the development of cultural facilities and assets. This aim is likely to prevail at least until the completion of the next cultural strategy.

The three main objectives of the initial Strategy were: -

- Strengthen existing and important cultural assets of the Tees Valley
- Facilitate the provision of new cultural assets
- Undertake the above in a manner that promotes economic renaissance

The Strategy sought to tackle issues of self-esteem, aspirations, entrepreneurship and social inventiveness as well as addressing the important issues of place marketing, image improvements, employment creation and social inclusion.

Local Context

The Tees Valley Vision identified Hartlepool as pivotal to the success of the “Coastal Leisure and Tourism Belt” encouraging investment and development of the Tourism, Leisure and Wildlife potential. The existing Single Programme bidding round which includes the “Coastal Arc” in partnership with Redcar & Cleveland and the Maritime and Coastal Trail Theme of the Tees Valley Cultural Strategy builds on this pre-existing strength. The vision seeks to encourage further investment to help provide a self sustaining critical mass to Hartlepool’s tourism and cultural economy. A particular aspect of this, led by the thinking of the LTP ‘visit Tees Valley’ is to develop a robust economy based on wealth creation through the provision of major public events.

The most recent development on this matter has seen the five Borough’s of the Tees Valley co-operating with other partners (such as the sub-region’s Universities and Tees Valley Unlimited), to devise a new cultural strategy for the sub-region. The first draft of this was published in January 2009 and contains eight aims of strategic importance which resonate with much of the Hartlepool Cultural Strategy. (Please see appendix one).

Hartlepool Partnership (Local Strategic Partnership)

Culture and Leisure are specifically reflected within the Hartlepool Community Strategy and Vision providing a common framework and overall direction for the Hartlepool Partnership and the Borough Council.

The Community Strategy has seven priority aims which seek to improve all aspects of life in the Borough.

1. *Jobs and the Economy*
Develop a more enterprising, vigorous and diverse local economy that will attract investment, be globally competitive and create more employment opportunities for local people.
2. *Lifelong Learning and Skills*
Help all individuals, groups and organisations realise their full potential, ensure the highest quality opportunities in education, lifelong learning and training, and raise standards of attainment.
3. *Health and Care*
Ensure access to the highest quality health, social care and support services, and improve the health, life expectancy and well-being of the community.
4. *Community Safety*
Make Hartlepool a safer place by reducing crime, disorder and fear of crime.

5. *Environment and Housing*
Secure a more attractive and sustainable environment that is safe, clean and tidy, a good infrastructure, and access to good quality and affordable housing.
6. *Culture, Leisure & Community Learning*
Ensure a wide range of good quality, affordable and accessible leisure and cultural opportunities.
7. *Strengthening Communities*
Empower individuals, groups and communities, and increase the involvement of citizens in all decisions that affect their lives.

The Hartlepool **Culture, Leisure and Community Learning Partnership** is the thematic partnership for culture leisure, and adult education. This partnership is seen as the co-ordinating body for overseeing the delivery of this Strategy within the Borough on behalf of the Hartlepool Partnership.

Opportunities for culture and leisure add greatly to the richness and diversity of neighbourhood life, so it is important that a wide range of accessible facilities and opportunities are on offer to promote greater involvement in leisure and cultural activities. They provide a creative outlet and can be a powerful tool in tackling economic and social inclusion. Access to, and availability of culture and leisure facilities is a significant attraction for tourists.

8. Developing the Vision

In developing the initial Strategy [2001], a comprehensive analysis of all culturally related service plans, consultation questionnaires and Viewpoint 1000 panel returns was drawn upon to give a comprehensive picture of what the resident and visitor find attractive, enjoyable and satisfying about living in Hartlepool.

Key issues emerged from this overview of cultural activities and these are documented below. In addition, this was complemented by a commissioned report, which focussed on community groups within the well-developed voluntary sector.

Analysis Results 2001 ~ Key Issues

Visual Arts/Performing Arts

The overview suggests relatively low proportions of residents visit galleries in general, despite this, the Art Gallery in Hartlepool has favourable attendance levels in comparison with similar venues elsewhere and is identified as a resource that would seem to have the potential for greater cultural and social inclusion opportunities. Uninteresting activities and a lack of information are the most commonly cited barriers to meeting expressed needs, and as an imbalance in cultural wellbeing emerges from the overview in respect of the visual arts, it is identified as a key strategic issue.

The overview also identified an imbalance in cultural wellbeing from the performing arts. Whilst only relatively low proportions of residents go to see a performance, the majority of these are to performing arts venues outside Hartlepool.

This suggests an opportunity to expand the audience for venues within Hartlepool. The most significant barriers are a perceived lack of facilities, uninteresting activity and a local lack of information. With low current “usage/participation”, but a high level of ‘interest’ there remains excellent potential for development of theatre and performing venues in Hartlepool.

The perceived lack of adequate marketing for cultural venues and activities is identified as a key strategic issue.

Health

Poor health is a reason given by many respondents to explain why they are prevented from participating in cultural activities in which they have an interest. There may be a physical impairment which precludes undertaking the activity e.g. sport/exercise. In other cases a physical or mental condition may be an effective barrier to attendance at an event.

However, not all problems will be severe disabilities and some claims by respondents of ‘poor health’ may be excuses (perhaps to themselves) for non-participation. Relatively low proportions say they suffered poor health in the context of some activities e.g. going to the cinema or performance arts.

There is a wide range of personal health problems, and individual circumstances differ. For policy purposes suitable links with local health strategies may prove useful in treating this as a key strategic issue.

Expense

A reason for non-participation which occurs consistently across most category headings is the expense of gaining access to an activity or, less frequently, the expense of getting to an activity. Spending at a location e.g. eating out at a restaurant, is probably included and expense is of little importance only where access is free.

In Hartlepool a relatively high proportion of residents are dependent on benefits and a significant number of others survive on low incomes. Social inclusion may be particularly important to the participation of these groups in many cultural activities. The cost to individuals and families of participating in cultural activities is a key strategic issue.

Uninteresting Activities Locally

This was a barrier identified in the analysis for several activities in which respondents expressed an interest – sport/exercise; going out to a town centre pub/club or a local pub/club; art galleries; and performance arts. Where the activity generates significant number of trips out of Hartlepool it is probable that respondents have clear alternatives to local attractions in mind e.g. seeing a play. In other cases respondents may not have a clear idea of ‘interesting activities’.

Some people may not be sufficiently aware of local activities to make an effective judgement but assume them to be uninteresting, perhaps from hearsay. The perception that several activities are uninteresting locally is a key strategic issue that requires addressing through the local cultural strategy.

Information

Information has been touched upon in considering other key issues but it is also identified in its own right. Lack of information was mentioned specifically and frequently as a reason for non-participation in several cultural activities – sports/exercise; art galleries; museums/heritage; live music; opera etc. and libraries.

Information has a key part to play in coherent cultural provision, especially where many public agencies and private, voluntary and community sectors are involved. If people do not know about an activity, a linked activity or where they are housed they cannot attend. Even if they know about it they may assume it is ‘not for them’. In various dimensions, information may be crucial to removing several barriers and it is a key strategic issue.

The 2009 perspective – Relative Health, Wealth and Engagement

Although the 2001 consultation that led to the conclusions noted above took place for the original cultural strategy, new research carried out for Hartlepool Borough Council in 2009² provides indications of similar patterns.

That is, there is a strong association between the Town wards where there are low levels of personal health low levels of household income and low levels of satisfaction with the Town's arts and museums. Hence the issues and the resulting drive to contribute to the enhancing of wellbeing for all will be carried forward as an underpinning aim of our Cultural Strategy.

Thus both the initial and new data were used as a basis for extensive consultation within the Culture, Leisure and Lifelong Learning Partnership as this strategy was developed.

Cross Cutting Issues

A local cultural strategy can be expected to demonstrate 'joined up' thinking across cultural activities. Relationships between activities emerge from the analysis, for example 'walking' links parks/recreation with participation in sport/exercise; museums/heritage is linked to conservation areas and Summerhill. The process of strategy development must act as a catalyst to identifying and forging other links.

Links to Other Strategies

A Local Cultural Strategy requires links with regional and sub-regional cultural strategies and with the Hartlepool Community Strategy. Establishing links to other strategies (e.g. health) and making these links effective in delivering real benefits is also desirable. Identifying this as a key strategic issue can help to specify relevant processes through consultation.

To illustrate through an example, museums and heritage sites are vital to the success of the tourism sector in Hartlepool. Heritage attractions may need to be enhanced in future to maintain and increase visitor numbers and new attractions may need to be developed. Both residents and visitors would be beneficiaries.

Similarly, feeling safe from crime and vandalism is important to enjoying cultural activities. This was mentioned specifically in the context of parks/recreation and may be relevant to others e.g. public art.

Community and Voluntary Sector Consultation

The study has highlighted the important role the Voluntary/Community Sector has in the development and delivery of cultural activities in Hartlepool. It has confirmed a general willingness for co-operation between the voluntary sector, the Council and other partner bodies to improve service.

² **Ipsos MORI**, *Hartlepool Household Survey Results 2008*, research commissioned by the Hartlepool Partnership, Hartlepool NDC and Hartlepool Borough Council (Published February 2009)

Key issues have been identified, namely: -

- A need for a comprehensive directory on the community premises, facilities and resources available in Hartlepool. The outcome would be better use of existing facilities and increased co-operation between groups.
- The development of an effective network/forum to enable cultural sector groups the opportunity to share information through a series of regular thematic meetings, leading to better co-operation, increased planning and programming.
- Venue hire costs were identified as a perceived barrier to many, and a desire emerged for a standardised series of charges to facilities. Increased awareness of what is available at subsidised community rates would be helpful. The expansion of concessionary charges to charging cultural activities to the voluntary sector was desired.
- A desire to be consulted on the opportunities for alternative methods of use when improvements and re-developments are planned, including the adaptation of new spaces and non-traditional venues. A review of existing provision is required.
- A recognition that the quality of sports facilities is a problem, with a marked contrast between the flagship developments and older facilities. Support for action to redevelop the older sites.
- A recognition that many community facilities suffer as targets for vandalism, leading to security measures and repairs that have left unsightly and non-welcoming facilities. In addition, a perception of safety in parks and car parking areas giving cause for concern in terms of current security measures. A desire to be involved in discussions regarding solutions and examples of good practice elsewhere.
- Closer links between cultural and health initiatives was seen as a key issue. Whilst there was a willingness to participate, groups expressed that there was a lack of information about how they could do this. A desire for the voluntary sector to be represented at discussions for new initiatives which link culture and health activities.
- Community groups expressed great concern regarding their ability to continue to recruit new members and retain existing volunteers. The solutions included better induction, support and long term training programmes for volunteers, targeting of volunteers who can offer specialist skills e.g. marketing and fundraising. The possible role for Millennium Volunteers to act as a conduit to recruit younger people to cultural activities.
- General lack of confidence in securing positive responses from the media regarding voluntary activities. Action needs to be taken to support and train voluntary groups involved in cultural activities to access the local, regional and national media. Some specific concerns emerged regarding adequate representation within the local press. Training will assist in gaining positive

coverage and there is a need for local press to be more proactive in covering cultural activities.

- A call from the voluntary sector, particularly heritage groups, to be involved in the process of commissioning site specific pieces of public art, viewed as necessary to improve local significance of the artwork to improve local “ownership”.

The challenge for this Strategy is to ensure that all partners work together to address the identified issues.

The key issues identified within the consultation process have been incorporated within the resulting Action Plan and combine with the current strategic projects emerging from existing strategies and the Tees Valley Cultural Strategy to achieve a vision for Hartlepool.

In essence, everything that we seek to achieve will be delivered through the Culture, Leisure and Community Learning Partnership and will contribute to the aims of the Community Strategy which has been developed and approved by the Hartlepool Local Strategic Partnership.

9. The Vision, Strategic Aims and Objectives

The development of the vision, strategic aims and objectives takes account of where Hartlepool wants to be in the region and sub-region and the expressed cultural needs, demands and aspirations of the local community.

The strategic framework outlined below stems from these local aspirations and is expected to have a positive impact on Hartlepool and its residents. It is an overarching document for the many plans and strategies which will embrace the actions outlined and commit to ensure delivery. The resulting Action Plan a further step towards realising the vision: -

"To create a cultural identity for Hartlepool which attracts people to Hartlepool and makes us proud to live and work here".

The Strategic Aims and Objectives will work towards achieving this Vision. Against each objective are a number of actions and timescales for delivery. The timescales being: -

Short term; within 18 months (December 2010)

Medium term; within 3 years (March 2012)

Long term; within 5 years (March 2015)

Hartlepool's current rejuvenation has been dramatic, changing the face of the town and attracting more and more regional attention. It is important that this continues, to create a sustainable economy and further enhance our growing reputation as a town with a distinct identity within the region.

In order to maximise our potential the following six main Aims and Objectives have been created. Please see diagram on next page, and the following details of how these aims breakdown into objectives.

Hartlepool Cultural Strategy – The six main aims and objectives



Aim 1

To create a strong cultural identity for Hartlepool within the region.

Objectives

- Develop and promote an effective image for Hartlepool.
- Preserve and develop Hartlepool's built and natural assets and use them to promote local culture and heritage.
- Improve the promotion of our existing facilities and activities.

Aim 2

To celebrate Hartlepool and express that local identity.

Objectives

- Ensure that cultural provision is a key factor in community development and capacity building initiatives.
- Increase opportunities for celebrating Hartlepool and its cultural heritage.

Aim 3

To develop a sustainable cultural economy.

Objectives

- Encourage the provision of key cultural facilities and identify opportunities to develop relevant visitor attractions.
- Develop existing cultural facilities to improve their impact at regional, sub-regional and community levels.
- Encourage the establishment and growth of cultural sector businesses and the development of the town's evening economy.

Aim 4

Seek to support excellence in local cultural, artistic, live entertainment , sporting, and leisure provision / practice.

Objectives

- Enable exposure to artistic, cultural and sporting experience of the highest possible standard and quality
- Create opportunities for artists, performers and sports people in the Borough to challenge themselves to the very best of their abilities.
- Create pathways and routes for cultural exchange so that excellence in local practice is matched and enhanced by the importing of national and world practitioners who can be role models for people in Hartlepool.
- Build links to excellent international projects created to use culture to address similar issues to those facing communities in Hartlepool.

Aim 5

Increase participation, inclusion, and opportunity for access and diversity.

Objectives

- Remove barriers and open doors to cultural opportunities for all.
- Celebrate diversity, promote equality of opportunity for all in cultural provision.
- Value and encourage the voluntary and community sector in the delivery of cultural pursuits.
- Ensure that residents have good access to information and cultural facilities, within their neighbourhood.
- Enhance access, participation and service within the libraries through the major refurbishment and remodelling of the Central Library, and the introduction of RFID self-service technology.
- Instigate and encourage cultural projects devised and run as creative celebrations of difference, thus proclaiming the Town's commitment to inclusivity and diversity.
- Examine the potential for creating a fully accessible performing resource for use as an Inclusive and Diverse Arts Resource, through the means of pursuing elements of the arts development and inclusion plan.

Aim 6

Advocate the value of culture, and use it in meeting the expressed needs and aspirations of the community, to raise the bar for levels of cultural awareness, aspiration and participation.

Objectives

- Put in place the cultural capacity to enable schools to extend their use of culture as a vehicle to raise achievement and support engagement.
- Encourage people to discover new ways of learning and realise their full potential.
- Extend resident involvement with Sports Development initiatives.
- Ensure the Leisure, Culture and Community Learning Theme Partnership is led cohesively and championed comprehensively.
- Establish and harvest the benefits of a Community Arts and Inclusion Network.

10. Action plan

10. 1. Planned strategic initiatives by provision area

Sport & Recreation

- Continue to improve upon the facility infrastructure available in the town through the delivery of the indoor sports strategies. A replacement for the existing Mill House facilities is of particular importance.
- London 2012 – The marina is recognised as a potential training camp facility for the Olympics and Paralympics and we hope to realise our ambition to act as hosts to a visiting nation who wish to train for the sailing events.
- Drive up sport and physical activity participation in the Borough by 1% year on year reducing inequalities and barriers – This is all associated as part of the London 2012 legacy action plan (NI 8)
- Ensure that we have in place a suitable programme of activities and initiatives to improve the general health and well being of the local community.
- Continue to provide advice and funding support to the Community and Voluntary Sector
- Continue to work in partnership with a variety of internal and external partners, including all local, sub-regional, regional and national agencies and organisations to deliver social change

Museums & Heritage

- Deliver on current Renaissance programme and advocate for continued funding after 2011, with our partners in the Tees Valley and North East region.
- To operate and further develop the archaeology (via Tees Archaeology), learning, exhibitions, events and outreach programmes.
- To further develop the tourist industry in Hartlepool by maintaining, promoting and developing our tourist offer.
- To safeguard our collections, developing them as publically accessible in terms of both virtual and physical accessibility.
- To proactively participate and drive events of regional and national importance such as The Tall Ships Races 2010 and the Cultural Olympiad.
- To encourage and support volunteering at heritage sites, and engagement with young people.

Parks & Open Spaces

- Rejuvenate and improve existing Parks facilities.
- Develop wider use of Park facilities
- Replace, improve, or rejuvenate existing Recreation Grounds and develop wider usage of these facilities by people of all ages.
- Increase the number and quality of Outdoor Play Areas in line with the Out Door Equipment Play facilities strategy, Playbuilder Event Allocation and the MUGA strategy, with 22 Playbuilder sites planned to be in place by 2010.

- Implement the 2010 Allotment Strategy for the Borough, hence maintaining and rejuvenating the current Allotment stock providing for the widest user base whilst encouraging self-management
- Manage current Rights of Way and Countryside Access whilst improving the network and liaising with new developments on 106 agreements.

Libraries

- Continue developing and improving a Library Service that is attractive, promotes participation in reading and literature and supports local writing and creativity.
- Provide quality information services and inspire and support the study of local and family history.
- Increase and enhance the breadth of information services offered to the public through partnership arrangements with other organisations and information providers.
- Refurbish and enhance the Central Library, providing an attractive and welcoming community space for study, informal learning and the provision of a diverse range of exhibitions and cultural and community activities
- Introduce a fully integrated RFID system across the Library to all branches..
- Increase and enhance the breadth of the information service offered to the public through partnership arrangements with other organisations and information providers
- Provide support to parents and carers and assist in the development of children's literacy skills and learning.

- Support and work with the Library Friends Local History Group to create new resources and exhibitions and encourage participation in recording and celebrating local history and culture.
- Examine the current library network and explore new ways of delivering services to improve levels of community engagement with the library service (as measured by the National Indicator NI9).
- Continue to work in partnership with Hartlepool Cultural Service providers and a wide range of other local, regional and national partners and with the Third Sector to increase participation in literary and cultural activities.
- Examine how the Branch service network should be developed and explore and develop ways of delivering outreach services.
- Work within the framework of national and local priorities and the need to deliver services as efficiently as possible.
- Engage with the public and with communities to ensure services are embedded within locally expressed needs and priorities.
- Support and work with the Library Friends Group, and arrange regular meetings. The Library Friends group will be the principle library specific organisation for local public engagement in the planning, development and delivery of Public Library Services in Hartlepool.
- Continue to work in partnership with Hartlepool's Cultural Service providers and other local and Council services, with the voluntary and community sector and with regional and national partners and agencies.

Strategic Arts & Events

- Enhance levels of public engagement and access (as measured with NI11) by providing appropriate artistic and access opportunities.
- Devise, manage and deliver major events for the Town such as the Hartlepool Dockfest 2009 and its run ons.
- Collate and manage a review of the Hartlepool Borough Council Cultural Strategy.
- To develop and deliver arts development strategies for the Borough for the various art forms and disciplines, starting with a 'dance development strategy', to be followed by a 'young people's inclusive drama initiative'
- .
- Create and support networks and frameworks for the mutual information and skills between workers focusing on special activity themes (such as 'Youth Arts', 'Multicultural arts', 'dance', 'music' etc).
- To actively promote, advise and support a broad range of high quality arts and cultural events.
- To facilitate cultural and arts learning, training and participation through a wide range of activities and events across all art forms which specifically aim to increase awareness and interest amongst communities which do not currently engage in cultural activities.
- Deliver and promote Hartlepool's Halls Service together with other venues and performance sites as feasible opportunities arise.
- Create and use a strategic programming framework for arts and events in the Borough whilst enhancing partnerships, connections and engagements with the voluntary sector.

- Research and compile a delivery plan for a visual arts mural for the Town Railway Station timed for unveiling of artwork by Spring 2010 in time for Tall Ships.
- Provide input to the developing Tees Valley cultural strategy.
- Review stage access at the Town Hall Theatre as the starting point for further enhancing the venues' inclusivity.

10. Action Plan

10.2 LOCAL CULTURAL STRATEGY ACTION PLAN

Strategic Aim 1 - To create a strong cultural identity for Hartlepool within the region.

Objective 1a: Develop and promote an effective image for Hartlepool.

<i>Action</i>	<i>Potential Partners</i>	<i>Timescale</i>	<i>Lead Officer</i>	<i>Impact</i>
1. Develop and maintain a Marketing Strategy in order to improve publicity and promotion and raise awareness of the cultural offer within Hartlepool, thus encouraging increased tourism and resident participation.	Hartlepool Borough Council. Passport Group. Hartlepool Mail. Radio Cleveland. Regional/Media Operators. Tees Valley Joint Strategy Unit.	Short	Jo Cole	Raise awareness of the cultural offer. Increase participation.
2. To support the Hartlepool Tourism Strategy to achieve co-ordination of further Tourism related activities and create regional impact.	Hartlepool Borough Council. Sector Stakeholders. Tees Valley Partnership.	Short	Stuart Green	To identify forward strategies for key components of the Hartlepool Tourism offer.
3. Secure and deliver The Tall Ships Races 2010 for the Town	Hartlepool Borough Council. Sector Stakeholders. Tees Valley Partnership One North East	Short / medium	John Mennear	Tall Ships Races 2010 secured to run in August 2010. Workstreams in place and functioning. Maximise impact by attracting residents and visitors to the event.
3. Enhance visitor orientation and awareness of attractions through an ongoing Network of 'brown' signs.	Hartlepool Borough Council	Medium	Stuart Green	Enhancement of Town-scape through increased visitor orientation.

4. To support the Tees Valley Cultural Marketing and Events Agency for the co-ordination and development of new programmes designed to raise awareness of the cultural offer and maximise the impact, branding and marketing resources.	Hartlepool Borough Council. Tees Valley Partnership. Tees Valley Local Authorities.	Short	Julia Frater	Operate strategically in the Tees Valley on the timing and range of events. Maximise the impact of branding and marketing.
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Strategic Aim 1 - To create a strong cultural identity for Hartlepool within the region.

Objective 1b: Preserve and develop Hartlepool's built and natural assets and use them to promote local culture and heritage.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Continue to develop opportunities arising through the indoor sports and PPG17 Open Spaces study as well as BSF & Primary Capital Initiative.	Hartlepool Borough Council. Sport England. PCT. NGBs of sport.	Medium	Pat Usher	<i>Improved provision of sporting infrastructure within the Town..</i>
2. Continue to seek opportunities for the enhancement and development of Summerhill as a major countryside and cultural attraction in the Tees Valley	Hartlepool Borough Council. Strategic Funding Partners.	Long	Tony Davison	Improved access to the countryside on peoples' doorsteps through the development of visitor attractions Provision of an extensive activity and events programme with a wide ranging appeal Make available flexible and unique opportunities to see and take part in events.
3. Continue to identify and declare appropriate areas as local nature reserves.	Hartlepool Borough Council. English Nature. BCTV.	Long	Chris Wenlock	Improve and increase access to the natural environment.
4. Develop, adopt and implement the Allotment Strategy.	Allotment Association Development Control Parks & Countryside Community Safety	Long	Chris Wenlock	Enhanced provision of and access to allotment facilities.

Strategic Aim 1 - To create a strong cultural identity for Hartlepool within the region.

Objective 1c: Improve the promotion of our existing facilities and activities.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Develop 'Hartlepool NOW!' as an online, virtual place, to present information from a range sources the people of Hartlepool can go for good quality information about local services and to find out what is happening in their area.	HBC HVDA PCT Community Organisations	Long	Leigh Keeble	Range of information presented on line to be in an accessible form enabling the people of Hartlepool to access it with ease. Site empowers Hartlepool people to use it as a source of good quality information on local services and as a means of finding out what is on.
2. Review the effectiveness of current marketing and publicity avenues for the promotion of the town's cultural programme and develop Marketing Strategy.	Hartlepool Borough Council. Private Sector Operatives. Voluntary Sector/Trust Operators. Hartlepool Partnership. Hartlepool Mail. Regional Media Operators Tees Valley Museums.	Short	Claire Munroe	To improve the effectiveness of marketing and increase visitors and participants at the town's cultural attractions. Improve perceptions of the quality of the local product.
3. Increase awareness of cultural engagement according to the NI11 definitions by running a related promotional campaign	Hartlepool Borough Council The Community Studio Red Dreams Hartlepool Music Society Hartlepool dance schools	Medium	Stephen Cashman	Enhanced awareness among residents of NI11 engagement such that it supports an upward trajectory for this indicator.

Strategic Aim 2 - To celebrate Hartlepool and express local identity.

Objective 2a: Ensure that cultural provision is a key factor in community development and capacity building initiatives.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Provide the grants support scheme to develop the independent cultural sector.	Hartlepool Borough Council. Hartlepool Voluntary Development Agency.	Long	Pat Usher	Strengthen the Independent Cultural Sector. Broaden the town's cultural offer and stimulate social and economic well being.
2. Investigate existing provision of outreach services within the community, identify areas of need and develop and deliver appropriate library, museum, art and sport programmes working with the community and voluntary sector.	Hartlepool Borough Council. Arts Council, NE. Sport England. Community and Voluntary Sector (HVDA). MLA. Tees Archaeology. Teesside Archives. Tees Valley Arts, Teesside Sport Tees Valley Museums.	Short	David Worthington Graham Jarritt Pat Usher	Improved access. Capacity building. Life long learning opportunities.
3. Encourage, and work with, communities to identify cultural projects that can be supported from external funding, that support community involvement and capacity building.	Hartlepool Borough Council. North Hartlepool Partnership. New Deal for Communities (West Central Hartlepool). Neighbourhood Renewal Fund.	Short	John Mennear	Increase participation. Improve capacity building in cultural sector. Improve self-esteem and skills development.

4. Secure a new Partnership Agreement with the Arts Council (NE) to improve strategic positioning of the arts in the Local authority.	Hartlepool Borough Council. Arts Council, North East. Hartlepool Partnership (LSP) Community Safety Partnership. Hartlepool Primary Care Trust.	Short	John Mennear	<p>Improve linkages between the arts function and delivery partnerships. Commitment to the arts contributing to the local authority's priorities.</p> <p><i>Ongoing with ACNE and Tees Valley Authorities. Approval to March 2011</i></p>
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Strategic Aim 2 - To celebrate Hartlepool and express local identity.

Objective 2b: Increase opportunities for celebrating Hartlepool and its cultural heritage.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Devise and deliver arts development projects targeted at identified parts of the community with special provision / engagement needs (such as Young People, people with disabilities, cultural minorities, disadvantaged and hard to reach people).	Hartlepool Borough Council. Tees Valley Partnership (Single Programme). Youth Service Sector Partners. Arts Council, NE/Cleveland Arts. New Deal for Communities. Community / Voluntary Sector.	Short	Stephen Cashman	Enhance the local cultural offer. Develop skills and self-esteem. <i>Delivered successfully April, 2010, with comprehensive partnerships achieved.</i>
2. Continue to develop the regional impact of the biennial Hartlepool Maritime Festival (2004 onwards) and the Cultural Surround build up to Tall Ships Races 2010.	Hartlepool Borough Council. Tees Valley Partnership. Private Sector Sponsors. Community/Voluntary Sector.	Short	Stephen Cashman	Enhance the Maritime Heritage of the town. Increased visitor numbers.
3. Ensure complementary provision of event planning throughout the Borough to increase participation and optimise on resources.	Hartlepool Borough Council. HVDA. Private Sector Sponsors. Community Organisations.	Short	Stephen Cashman	More effective event planning that optimises local opportunity and links to Tourism opportunities.

Strategic Aim 3 - To develop a sustainable cultural economy.

Objective 3a: Encourage the provision of key cultural facilities and identify opportunities to develop relevant visitor attractions.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Support the HMS Trincomalee Trust in its bid to develop a sustainable future.	Trincomalee Trust. Private Sector. English Partnerships. Hartlepool Borough Council. Heritage Lottery Fund. National Maritime Museum. Tees Valley Partnership (Single Programme).	Short/ Medium	John Mennear/ Stuart Green	Secure the future of HMS Trincomalee in Hartlepool. Contribute to the Maritime Heritage visitor offer as a local / regional / national attraction.
2. Establish linkage to Green Tourism through support of the RSPB development of the Tees Valley International Nature Reserve at Port Clarence Marshes, Saltholme	RSPB. INCA. Stockton Borough Council. Hartlepool Borough Council.	Medium	Regeneration and Planning	A major visitor attraction to the south of Hartlepool with significant benefits to the visitor economy.
3. Support the Tees Valley County Sport Partnership to achieve excellence in the 'niche' sporting activities through better facilities, events and delivery.	Local Authorities.	Long	Pat Usher	Achieve positive results in tourism, regeneration, health and education. Improve health of residents. Give confidence to participate in sport and associated events. Pursue excellence in 'niche' sports established in the Tees Valley.

Strategic Aim 3 - To develop a sustainable cultural economy.

Objective 3b: Develop existing cultural facilities to improve their impact at regional, sub-regional and community levels.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Advocacy to ensure Hartlepool Museum as an integral part of the North East Hub established by the "Renaissance", initiative to improve museum funding support and outcomes to the sector.	MLA. DCMS. Tyne and Wear Museums. Bowes Museum. Beamish Museum. Tees Valley Museum Services.	Short	David Worthington	Deliver agreed outcomes to the regional museums sector and its users. Work in partnership with the North East Hub to deliver outcomes agreed with Resource. Increase users and satisfaction levels.
2. Continue to implement the principles of the Hartlepool Play Facilities Strategy to rationalise and improve the quality of outdoor play facilities which meet community needs and current standards by deploying Playbuilder funding.	Hartlepool Borough Council. Tees Valley Partnership (Single Programme). Sure Start. Children's Fund. North Hartlepool Partnership.	Medium	Richard Harland	

Strategic Aim 3 - To develop a sustainable cultural economy.

Objective 3b cont: Develop existing cultural facilities to improve their impact at regional, sub-regional and community levels.

Action	Potential Partners	Timescale	Lead Officer	Impact
3. Review community access opportunities to the town's cultural sector community assets.	Hartlepool Borough Council. Community Voluntary Sector. Culture Leisure and Lifelong Learning Theme Partnership.	Medium	John Mennear	Improved support for the community/voluntary sector. Positive community support. Sustainable venues.

Strategic Aim 3 - To develop a sustainable cultural economy.

Objective 3c: Encourage the establishment and growth of cultural sector businesses and the development of the town's evening economy.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Contribute to and participate in review of mechanisms for Cultural Partnerships between the Tees Valley Local Authorities.	Tees Valley Partnership. Tees Valley DCMS group Arts Council England North East Sports England TVSAOG Businesses.	Long	John Mennear Stephen Cashman	Map potential exit strategy from ACENE RFO status post 2011 Propose and agree new form and function for cross Authority officer groups such as Tees Valley Strategic Arts Officers Group.
2. Encourage improvements to the tourist infrastructure including the development of hotels and conference facilities.	Hartlepool Borough Council. English Partnership. Tees Valley Partnership. HMS Trincomalee Trust. Hartlepool United F.C.	Medium	Jo Cole	Increase bed space provision. Improve visitor retention rates. Enhance the requirement for the evening economy.

Strategic Aim 4 - Support excellence in local artistic, live entertainment, sporting & leisure provision.

Objective 4a: Enable exposure to artistic, cultural and sporting experiences of the highest possible standard and quality.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Devise, develop and deliver plans relating to opportunities flowing from the London 2012 Olympics.	Tees Valley Partnership. Tees Valley DCMS group Arts Council England North East Sports England TVSAOG Businesses.	Long	Pat Usher David Worthington Stephen Cashman	Develop a London 2012 sport & physical activity action plan. Create and implement plans relating to the Cultural Olympiad 2012, including assessing the viability of the Summerhill Monster Myths and Legends story trail.
2. Build on opportunities linked to Hartlepoons potential selection as a Olympic Training Site	Hartlepool Borough Council. Olympic Delivery Authority. Tees Valley Partnership.	Long	Pat Usher	Develop and implement sports provision built around possible Olympics infrastructure. Links to 2012 Action Plan (as above)

Strategic Aim 5 - Increase participation, opportunity for access and diversity.

Objective 5a: Remove barriers and open doors to cultural opportunities for all.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Increase targeting of arts and museums programming and outreach activity towards those communities who do not currently engage in cultural activities in accordance with community strategy priorities through Neighbourhood Renewal Strategy.	Hartlepool Borough Council. Culture and Leisure Theme Partnership. Tees Archaeology. Community Voluntary / Sector	Short	Stephen Cashman David Worthington	Increase participation of residents satisfied with Museums and Art Gallery. Reduce the satisfaction gap between the Neighbourhood Renewal Strategy residents and Hartlepool in general.
2. Provide reassurance and reduce negative perceptions regarding crime and anti social behaviour in accordance with Community Safety Strategy and NAP action plans	Hartlepool Borough Council. Community Safety Partnership. Culture and Leisure Partnership. Cleveland Police, Hartlepool Division.	Medium		Increase participation of residents in cultural activities. Improve perception of residents in respect of crime and anti social behaviour to reflect a more positive reality. Cultural aspirations included in NAP's (Neighbourhood Action Plans).

Strategic Aim 5 - Increase participation, opportunity for access and diversity.

Objective 5b: Celebrate diversity, promote equality of opportunity for all in cultural provision.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Implement the Corporate Diversity Action Plan	Hartlepool Borough Council.	Short	Stephen Cashman	Use Equality Standard mark as starting point for introducing cultural aspects of Diversity Action Plan..
2. Celebrate diversity within Hartlepoons' communities.	Hartlepool Borough Council. HVDA. Community diversity groups	Medium	Stephen Cashman Clare Irvine	Develop and implement plans for a Diversity Festival.
3. Support the implementation of the Disability Discrimination Act to maximise access to services and premises for disabled people, their carers/ partners.	Hartlepool Borough Council. HVDA. Community and Voluntary Sector.	Short	Stephen Cashman	Improve access to cultural activities and the ability to participate. <i>More to do – Best Value Review will include a 'Mystery Shopper' element to test current facilities.</i>

Strategic Aim 5 - Increase participation, opportunity for access and diversity.

Objective 5c: Value and encourage the voluntary and community sector in the delivery of cultural pursuits.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. To work in co-operation and provide support to the voluntary and community sector to develop, deliver and sustain cultural pursuits as identified in the Voluntary Sector Strategy	Hartlepool Borough Council. HVDA. Voluntary and Community Culture Leisure and Learning Theme Partnership. Early Years Partnership. Hartlepool New Deal for Communities. North Hartlepool Partnership. Tees Valley Arts. Teesside Sport.	Short	Margaret Hunt	Increase recognition of the role of the community and voluntary sector. Review implementation procedure.
2. Build upon current initiatives, involving partnership working in order to maximise the benefits of cross-sectoral working.	HBC. CCAD. The Studio. Voluntary and Community Sector. LEA. Private Sector. Teesside Sport.	Short	Stephen Cashman	Improved cultural benefit. Cost effective community partnerships. Detailed review of existing initiatives and new direction required.

Strategic Aim 5 - Increase levels of participation and opportunity for access and diversity.

Objective 5d: Ensure that residents have good access to information and cultural facilities, within their Neighbourhood.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Review existing methods and practices of marketing and promotion of information on cultural activities to residents and produce Marketing Plan.	Hartlepool Borough Council. HVDA. Culture and Leisure Partnership.	Short	Claire Munroe	Improve awareness of the Hartlepool culture offer. Improve audiences. Improve viability of community activity.
2. Establish the cultural agenda as part of IEG within Hartlepool.	Hartlepool Borough Council. Cultural and Leisure Partnership	Medium	John Mennear	Raises profile and hence awareness.
3. Implement the Sports and Recreation Strategy to develop sport participation as a key element of community development and capacity building.	Hartlepool Borough Council. Sport England. Culture and Leisure Partnership. Bowls Consortium. Teesside Sport.	Long	Pat Usher	Improved health capacity building in local areas. Increase participation. <ul style="list-style-type: none"> ○ Contribute to the Public Health Strategy ○ LPSA2 – GP Referral

Strategic Aim 6 - Advocate the value of culture in meeting the expressed needs and aspirations of the community.

Objective 6a: Put in place the cultural capacity to enable schools to extend their use of culture as a vehicle to raise achievement and support engagement

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Raise awareness of the Cultural Strategy to key partners including Head Teachers, Teachers and Governors to raise the profile of culture in School Improvement Plans.	Hartlepool Borough Council. Head Teachers. Teachers. Governors.	Short	Caroline O'Neill	Improved co-ordination. Implemented via School Governor Liaison meetings.
2. Increase opportunities for all teachers to improve their use of cultural tools to aid engagement with pupils including activity delivered via Sport and PE sub-group to BSF.	Hartlepool Borough Council. Creative Partnerships. NEMLAC. Schools and Colleges of F.E. Sport England. Tees Valley Arts. Tees Archaeology. Arts Council, NE.	Long	Pat Usher	Capacity building. Increase educational attainment.

Strategic Aim 6 - Advocate the value of culture in meeting the expressed needs and aspirations of the community.

Objective 6b: Encourage people to discover new ways of learning and realising their full potential.

Action	Potential Partners	Timescale	Lead Officer	Impact
1. Support the use of ICT to Culture and Learning by developing existing initiatives.	Hartlepool Borough Council. Arts Council, NE. NEMLAC. New Opportunities Fund. Hartlepool College of FE.	Short/ Medium	Graham Jarritt	
2. Strengthen and broaden the scope of Libraries as a community resource by implementing the actions identified within the Annual Library Plan.	Hartlepool Borough Council. NEMLAC.	Short/ Medium	Graham Jarritt	Widen access to services. Contributes to social inclusion. Increased use/skills in ICT.
3. Encourage the specialist schools and colleges to maximise the cultural offer to meet local needs and maximise effective use of resources.	Hartlepool Borough Council. Voluntary and Community Sector. Specialist College Status Schools. Hartlepool United F.C.	Medium		Increase community access to Schools. Football in the community (HUFC).
4. Promote recreational literature through reading groups	Hartlepool Borough Council. Voluntary and Community Sector.	Medium		Capacity Building. Increased participation.

Strategic Aim 6 - Advocate the value of culture in meeting the expressed needs and aspirations of the community.

Objective 6c: Ensure the Leisure and Culture Theme Partnership is led cohesively and championed comprehensively.

<i>Action</i>	<i>Potential Partners</i>	<i>Timescale</i>	<i>Lead Officer</i>	<i>Impact</i>
1. To ensure that culture is considered where appropriate in all strategies prepared by the Hartlepool Partnership.	Hartlepool Borough Council. Hartlepool Partnership.	Short/ Medium	John Mennear	Improved quality of life for Hartlepool residents.

APPENDIX ONE

TEES VALLEY UNLIMITED CULTURE STRATEGY (DRAFT)

Shared Strategic Priorities for Tees Valley 2009 - 2014

Any Strategy for the development of culture and creativity across the Tees Valley Sub-Region will operate in the context of attractive existing and potential resources to which many people are strongly committed. These include: histories of maritime exploration and commerce, of ancient rural communities, and of industrial revolution; outstanding natural environments; increasing facilities for sport; and self-defining local communities with strong senses of identity bound up with specific places.

The Shared Strategic Priorities outlined, have been defined by the Tees Valley Unlimited Culture Sub Group, in collaboration with a range of agencies and individuals, notably the University of Teesside, Tees Valley Arts, Tees Valley Sport, Arts Council England North East, and Visit Tees Valley.

In developing this strategy the contributors have considered those things which can be best done together or at a sub-regional, Tees Valley wide level. This is not therefore an expression of the total of all our priorities for culture, but only those that are sub-regional in character. An initial consultation with a wider set of stakeholders, through thematic groups, generated a host of ideas and aspirations, many of which have not found their way into this Shared Priority list, either because they were not a priority for all Districts, or they were concerned with small scale or low level work, were inherently local in character, or were not as high a priority as other initiatives. The omission of these ideas does not imply that they are not relevant or worthwhile in their intended context.

The proposed strategic aims can be grouped into two types; the inward facing, and the outward facing. This might also be thought of in terms of the product, and the packaging. The following 8 aims are strategically important and should drive investment up to and beyond 2014.

Inward facing aims;

1. Increase investment in existing cultural infrastructure, and develop efficient mechanisms for identifying, supporting and connecting local cultural projects/programmes to the benefit the whole Sub-Region
2. Utilise culture to raise aspirations and enhanced health, social engagement, education, and workforce development among the communities of the Tees Valley, initially through public sector investment, but with the aim of establishing conditions in which private investment would flourish.
3. Promote the Tees Valley's diverse cultural wealth coherently to local markets.
4. Celebrating difference and the richness of the Tees Valley, recognising that many cultural initiatives are developed in a specific place by a local community;

but while local loyalties and investments can overlap within the Sub-Region, collaboration can enhance projects that will benefit the whole Sub-Region.

Outward facing aims;

5. Develop the national and international 'image' of the Tees Valley both as a place with a very distinctive history and heritage, and as a sub-region with sites of major importance for wildlife and for access to the natural environment.
6. Promote the Tees Valley's diverse cultural wealth coherently to national and international markets.
7. Attract incoming commercial investment, not only in 'cultural industries' as such but also in other industries whose leaders would see commercial advantage in supporting the development of the creative community. Such an 'image' could enhance the tourism industry of the sub-region in a major way while also increasing pride and confidence among local communities and among exiled Teessiders, world-wide, who increasingly access digital links to their heritage.
8. Attract highly qualified and creative people to the sub-region, and retain them.

The Strategy also acknowledges that the public sector alone cannot create a lively and diverse cultural environment, and that ways need to be found to:

- create a Sub-Regional environment that will attract and retain cultural and creative entrepreneurs (including artists, retailers, restaurants and cafes, street performers, street artists, writers and performers, publishers and booksellers, print and broadcast journalism) who will thrive on the basis of our local creativity and histories;
- attract and retain major commercial sponsors and partners for major Sub-Regional cultural, environmental and sporting facilities;
- attract inward investment in other business sectors where advantage may be gained from a thriving cultural economy.

Shared Priority Objectives (or projects).

This section sets out a number of areas of activity in which effort and investment might be prioritised, perhaps at different times. Much more work would need to be done to define the mechanisms and procedures for each of these.

1. **HERITAGE.** A **review** should be carried out, and proposals formulated, about **how museums, archives, and archaeological activities** across the Tees Valley can best **be resourced, run, and marketed** so as to:

- 1.1. enable them, separately or together, to maximise pride in and international awareness of the distinctive industrial and maritime heritage of the region;

- 1.2. maximise opportunities for publicity about and participation in major events;

- 1.3. encourage local and international public engagement with the Sub-Region's heritage, through exhibitions, activities, education, publications, outreach, improved physical access, and projects involving digitisation and internet communications;

- 1.4. attract and support entrepreneurial investment in making and selling merchandise related to local and Sub-Regional heritage.

- 1.5. improve efficiency and effectiveness in the care and accessibility of collections

2. **NATURAL ENVIRONMENT.** A task group should be established to **determine ways in which the natural and physical environments** across the Sub-Region **can be recognised as possessing major cultural value**, and can best **be enhanced and marketed** so as to:

- 2.1. maximise pride in and international awareness of the distinctive rural and ecological heritage of the region, and of its value for creative leisure and tourism;

- 2.2. engage local communities and individuals in the exploration and conservation of their places by means of specific local projects – including both land conservation projects and imaginative cultural projects enabling people to represent their places in creative work;

- 2.3. fully recognise and act on the importance of the natural environment in the enhancement of health, happiness and social identity among local communities;

- 2.4. increase environmental awareness, and encourage environmentally responsible behaviour, at all levels of society.

3. **ARTS.** The TV Unlimited Culture sub Group will **consider and prioritise** any **major arts projects**, able both **to attract and involve local people** and to **engage national and international audiences**, to **maximise possible public and commercial investment and exploitation**.

A mechanism will be developed for the periodic evaluation of proposals, from whatever source, in order to;

- 3.1. identify existing local or capital projects capable of contributing in a major way to the development of the Sub-Region, and achieving a consensus across the Sub-Region about support for their investment and marketing;
- 3.2. select among proposals for new projects those which can best contribute to the development of the Sub-Region, and identifying ways of attracting investment in them;
- 3.3. identify commercial partners with whom cultural projects might be developed in collaboration with Sub-Regional groups or institutions.

4. **EVENTS.** **Increase live activities and events**, including those using digital media, and **improve marketing**, to **develop a sense of place** and of a lively community, and **raise and improve the profile** of the area.

This Strategy aims to create conditions in which local and community-based events and creative businesses will grow and prosper, while independent and commercial cultural interests will be attracted to the Tees Valley as a place and as a series of venues for events and performances. This will involve:

- 4.1. Commission production of a culturally imaginative Tees Valley brand which both community and commercial promoters would be glad to incorporate in their marketing of events; and of activities to publicise events across the whole Sub-Region
- 4.2. Improving the process for mapping plans of the five boroughs against each other; and for agreeing collaborations in scheduling, and in the development and marketing of distinctive venues for public and commercial events
- 4.3. Developing the workforce by drawing upon an infrastructure of co-ordinated training programmes (delivered by such bodies as community groups and Tees Valley Arts, schools, the Colleges including the College of Art, the two Universities, and the regional print and broadcast media) to enable young people across the Sub-Region to develop entrepreneurial planning, performance and presentation skills, and to have the opportunity to develop careers in the cultural and performance industries.

5. SPORT. Work in partnership with Tees Valley Sport and others to **attract and stage more high profile sports events** and use them to **improve the image of the Tees Valley** and **encourage participation** in sport and active leisure.

5.1.enhance the development and use of facilities across the Sub-Region as venues for high profile events attracting investment and sponsorship;

5.2.exploit opportunities to promote success stories and other news events, including those created by the 2012 Olympic and Paralympic Games, and the Cultural Olympiad;

5.3.support the development of sport and physical activity among people resident in the Sub-Region.

6. WRITING. Promote writing and publication by local people, and reading and access to archives, to **increase local pride** and confidence, and **create a national and international market** for the **history and culture** of the Tees Valley.

A forum of representatives of the universities and colleges, libraries and archives, writers' groups, local publishers, and representatives of booksellers and major publishers, and New Writing North, should be formed to develop proposals to enhance:

6.1.local, national and international access to historical and community archives across the Sub-Region, including the development of digital access;

6.2.access to library stocks across the Sub-Region for all users;

6.3.continuing development and support for writers' groups, and local history research groups, in terms of accommodation and mentoring;

6.4.routes by which Sub-Regional writers can be mentored in seeking national and international publication in print and broadcast media.

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report To Portfolio Holder
29 September 2009



Report of: Director of Child and Adult Services

Subject: LIBRARIES OPENING TIME PROPOSALS
FOR CHRISTMAS 2009/NEW YEAR 2010

SUMMARY

1.0 PURPOSE OF REPORT

To request approval by the Portfolio Holder for the proposed opening hours for libraries for the Christmas/New Year holiday period 2009/10

2.0 SUMMARY OF CONTENTS

An outline of the results of consultation with the public and the statistics measuring library use over the same period 2008/9 which have informed the opening times proposal.

Details of the proposed revised opening hours

A request for Portfolio Holder approval

3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder must be satisfied that the Council meets its statutory duty to provide a comprehensive and efficient library service.

4.0 TYPE OF DECISION

Non-key

5.0 DECISION MAKING ROUTE

Culture, Leisure and Tourism Portfolio, 25 September 2009

6.0 DECISION(S) REQUIRED

Approval of the proposed opening hours.

Report of: Director of Child and Adult Services

Subject: LIBRARIES OPENING TIMES PROPOSALS
FOR CHRISTMAS 2009/NEW YEAR 2010

1. PURPOSE OF REPORT

- 1.1 To request the approval of the Portfolio Holder to the proposed opening times for libraries over the holiday period Christmas 2009/New year 2010

2. BACKGROUND

- 2.1 Most Council staff have holiday over the whole period from Christmas Day to New years Day. At present libraries are closed on the statutory bank holidays, but open normally on all other days in the holiday period. The library decided to review actual usage during the holiday period and to issue a questionnaire to measure public demand for libraries to be open over the holiday period.
- 2.2 The research showed a slight fall in usage over the Christmas period, but the fall was not large. From Dec. 24th to Dec 31st there were 6,398 library visits. Of the 460 people who completed the questionnaire 57% said they used the library at least once over the holiday period, and 7% used it every day. 30% of respondents said it would be a problem for them if the library was closed.
- 2.3 On the basis of this evidence it was felt there was not a strong argument for closing libraries completely over the holiday period. However detailed research did show that over the holiday period there are specific times and days when usage is low. These are, Christmas Eve and New Years Eve after lunch time and all days after 5.00pm.
- 2.4 On the basis of this the library is proposing the following arrangements for opening times over the Christmas/New Year holiday period for 09/10, in addition to normal closure on the statutory holidays.
- 2.5 Christmas Eve, (Thursday December 24th.) All branch libraries to close at 12.30 pm. Central Library to close at 2.00pm.
- Sunday Dec 27th – The library will not be open
 - Tuesday December 29th, Wednesday December 30th. All libraries will close at 5.00pm
 - New Years Eve, Thursday December 31st. All branches to close at 12.30 pm. Central to close at 2.00pm.

This arrangement to be reviewed in January 2010 to consider longer term arrangements

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications to this proposal. In cases where an individual's working hours maybe affected, time will be taken as annual leave in line with arrangements for council workers who do not deliver front line services.

4. RECOMMENDATIONS

- 4.1 That the Portfolio Holder approve the proposed opening times for Christmas/New Year 2009/10

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report To Portfolio Holder

29 September 2009



Report of: Director of Child and Adult Services

Subject: ANNUAL COMPLAINTS REPORT
1 APRIL 2008 – 31 MARCH 2009

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To present the fourth Annual Complaints Report of the former Adult & Community Services Department on complaints and representations for the period 1 April 2008 to 31 March 2009.
- 1.2 The Annual Report is attached as **APPENDIX A** to this report.
- 1.3 The Annual Report is a means by which information is provided on the complaints framework. It draws together information in relation to complaints that have been received and dealt with during the reporting period.
- 1.4 Complaints relating to Community Services come within the Authority's Corporate Complaints Framework which is also reported to the Performance Management Portfolio.

2.0 SUMMARY OF CONTENTS

- 2.1 It is a legal requirement in adult social care that an Annual Report be published on complaints, be presented to the Portfolio Holder and made available to staff, the Care Quality Commission (CQC) and general public.
- 2.2 The report offers an opportunity to demonstrate learning that has occurred from complaints and also consideration of trends emerging through the year's activity within the Complaints Framework.

2.3 The content of the Report includes the following areas:

- Types of complaints and representations received 2008/09
- Outcomes of complaints
- Compliance with timescales
- Learning lessons and service improvement
- Overview of the effectiveness of the framework

2.4 The Report provides an analysis of recorded complaints and representations and draws comparisons with the previous year. Performance is highlighted in a range of areas and practice issues are considered.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 Service is within the Portfolio Member's responsibility.

4.0 TYPE OF DECISION

4.1 Non key.

5.0 DECISION MAKING ROUTE

5.1 Adult and Public Health Services Portfolio.

6.0 DECISION(S) REQUIRED

6.1 That the Report be received and proposals for development of the Complaints Framework be noted.

Report of: Director of Child and Adult Services

Subject: ANNUAL COMPLAINTS REPORT
(1 APRIL 2008 – 31 MARCH 2009)

1. PURPOSE OF REPORT

- 1.1 To present the fourth Annual Complaints Report of the former Adult & Community Services Department on complaints and representations for the period 1 April 2008 to 31 March 2009.

2. BACKGROUND

- 2.1 Complaints arising as a result of statutory adult social care functions were within the scope of the former Adult & Community Services Department Complaints Framework.
- 2.2 The Annual Complaints Report provides data and information about activity in relation to the operation of the Complaints Procedures for both Adult Social Care Services and Community Services.
- 2.3 The Annual Report outlines performance in a range of areas and also highlights areas for development to ensure continued improvement in the management and handling of complaints and representations regarding Adult Social Care Services.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications of the report.

4. RECOMMENDATIONS

- 4.1 That the Report be received and proposals for development of the Complaints Framework be noted.

Complaints, compliments and representations

Annual report

1 April 2008 – 31 March 2009

Hartlepool Borough Council

Adult and Community Services Department

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1. Introduction

Welcome to Hartlepool Borough Council's Adult and Community Services Department's fourth Complaints, Compliments and Representations Annual Report. The report covers the period 1 April 2008 to 31 March 2009.

This report will be presented to the Portfolio Holders for Adult and Public Health Services and Culture, Leisure and Tourism. It will also be provided to the Care Quality Commission (CQC) and be made available to members of the public and the Adult and Community Services workforce.

The report outlines:

- Details of the complaints and compliments received over the reporting period;
- Lessons learned and resulting improvements following enquiry into complaints;
- Performance in relation to our handling of complaints.

2. Background

Complaints and compliments are valued as an important source of feedback on the quality of services. Each complaint is investigated and, where appropriate, redress made. Equally important is the work to learn lessons to prevent a repeat of any failure in service quality.

3. Complaints Framework: Adult and Community Services (up to 31 March 2009)

Hartlepool Borough Council's Adult and Community Services complaints framework is derived from the statutory complaints procedure for complaints relating to Adult Social Care; and the corporate complaints procedure for those

relating to Community Services. The overall responsibility for both areas rests with the Department's Complaints Manager/Assistant Director (Support Services).

The frameworks cover situations where there is dissatisfaction about actions, decisions or apparent failings of services within the Department.

Effective from 1 April 2009 the Statutory Complaints Framework has changed. However, for the purpose of this report, the framework is derived from the following legislation:

- Health and Social Care (Community Health and Standards) Act 2003;
- Local Authorities Social Services Complaints (England) Regulations 2006. Guidance, issued by the Department of Health, entitled 'Learning from Complaints, Social Services Complaints Procedure for Adults' accompanies the legislation.

4. Principles and Outcomes

Good handling of complaints and representations involves:

- Keeping the complainant at the centre of the complaints process;
- Being open and accountable;
- Responding to complainants in a way that is fair;
- Being committed to try to get things right when they go wrong;
- Seeking to continually improve services.

Both statutory and corporate complaints are underpinned by the following:

- A procedure that aims to be fair, clear, robust and accessible;
- Support being available to those wishing to make a complaint;
- Timely resolution following enquiry into complaints/representations;
- Lessons learnt following complaints and services improved;

- Monitoring being used as a means of improving performance.

5. Adult Social Care complaints

For the period up to 31 March 2009 there were up to 3 stages to the Statutory Complaints Procedure as follows:

» **Stage 1**

Known as 'Local Resolution', this was an informal problem-solving stage at which most complaints were resolved.

» **Stage 2**

Known as 'Investigation', this was a formal stage where an independent investigation was undertaken by an officer who is not an employee of the Council.

» **Stage 3**

Known as 'Review Panel', this was where consideration was given to the thoroughness and fairness of the Stage 2 investigation and the Department's response to the investigation.

6. Community Services complaints

The process in relation to Corporate Complaints within Community Services is as follows:

» **Formal complaint**

Where a person remains dissatisfied with the service they have received or a decision made, they have the right to take their complaint to a formal stage. The complaint will be investigated by an Officer not directly connected with the action or decision being complained about.

» **Appeal**

If a person remains dissatisfied with the response to their formal complaint, they have the right for the matter to be referred to the relevant Portfolio Holder who will review the documentation connected with the complaint and decide whether or not the appeal should be heard by the General Purposes (Appeals) Committee.

7. Training

Two training sessions were held during the year to a total of 7 members of the Department's Adult Social Care workforce.

8. Public Information

Information about the complaints and representations framework is accessible via the Council's public access points and also the Council's website. Additionally, carers and service users of Adult Social Care are provided with leaflets when they take up a new service and also when care plans are agreed and reviewed.

Information in other formats such as large print, Braille, audio tape or translation in languages other than English are made available upon request. There is also available an easy-read format of the Statutory Adult Social Care complaints procedure.

9. Summary of representations in Adult Social Care

a. Compliments

Compliments are generally recognised to be an indicator of good outcomes for service users and carers. They also serve to provide wider lessons regarding the quality of services.

During the reporting period, 72 compliments have been received relating to Adult Social Care. Table 1 provides some examples of compliments received during 2008/09.

b. Concerns

Representations that were not formal complaints were made by 9 service users and/or carers. These were dealt with seriously and thoroughly so that they could afford opportunities to improve services.

c. Summary and analysis of complaints

» Complaints received

A total of 13 complaints were received with one complaint being withdrawn leaving 12 complaints investigated. The number of complaints investigated has decreased by two from 2007/2008. During the period some 4555 people received services from Adult Social Care, the number of complaints received represents considerably less than 1 per cent of service users.

» Client groups

The table below provides a comparison of the number of complaints received by client groups with those of the previous year.

Adult Social Care		
Client group	2008/2009	2007/2008
Older Persons	8	6
Disabilities	4	4
Adult Mental Health (Integrated Service)	1	0
Support Services	0	4
Sub total	13	14
Less complaints withdrawn	1	0
Total investigated	12	14

In summary, there were no complaints received this year relating to Mental Health Services or Support Services. Complaints about disabilities services have

remained the same and complaints about older people services have increased in comparison to the previous year.

» **Nature of complaints**

Table 3 outlines factors giving rise to complaints. Also detailed are the action taken and lessons learned in relation to them.

» **Statistical data of service users**

The service users who were the focus of the complaints were 3 (25%) males and 9 (75%) females.

All of the service users were White British and were aged as follows:

- 18-25: 2 service users
- 26-35: 1 service user
- 36-45: Nil
- 46-55: 1 service user
- 56-65: Nil
- 66-75: 1 service user
- 76-85: 4 service users
- 86+: 3 service users

» **Advocacy services**

All complainants are provided with details of advocacy service provision upon acknowledgement of their complaint. Two of the 12 complainants chose an advocate to assist them with their complaints.

» **Stages 1, 2 and 3**

Efforts have continued by Officers to resolve complaints as quickly as possible at the closest point of contact with service users and their carers.

Four (33.3%) of the 12 complaints received were resolved and concluded at Stage 1. The remaining eight complaints (66.66%) progressed straight to Stage 2.

Stage 2 of the complaints procedure represents a formal process for investigation and resolution of complaints. Of the 8 complaints, 5 were about contracted provision two of which had their complaints considered by the service provider in the first instance. Of the stage 2 complaints, 3 of the complaints have been resolved, 4 remain within the stage 2 process and 1 has progressed to Stage 3 Complaints Review Panel.

It is not yet known whether the complainant whose complaint has been heard by the Stage 3 Complaints Review Panel will approach the Local Government Ombudsman.

The outcome of one complaint, where the complainant approached the Local Government Ombudsman in 2007/2008 is still awaited.

» **Interim costs**

To date, the costs associated with Adult Social Care Stage 2 investigations completed during the year totalled £18,532.75. We are still awaiting two investigation costs for ongoing complaints. Additional costs incurred in connection with Independent Investigating Officers' attendance at Stage 3 Review Panels totalled £487.50. Other costs for training, room hire etc totalled £362.50.

» **Compensation**

A sum of £208.40 was awarded to a complainant where injustice was identified in relation to a complaint made in 2005/06.

» **Time taken to respond to completed complaints**

Response times	Adult Social Care	
Number of working days	Number of complaints	
	Stage 1	Stage 2
0-20	4	0
21-40	0	0
40-65	0	2
Over 65	0	1
Total	4	3

» **Stage 1**

The Complaints Procedure is required to operate within specified statutory timescales. It is envisaged most complaints at Stage 1 will be concluded within 10 working days, although there is scope for this to be extended to a maximum of 20 working days. All of the Stage 1 complaints during the period were completed within the required timescale.

» **Stage 2**

A Stage 2 investigation should be completed within 25 working days from the date on which the complainant's request for a Stage 2 investigation is received. However, this can be extended to a maximum of 65 working days where it is not possible to complete an investigation within 25 working days.

There was one Stage 2 complaint where the response was outside the required timescale. The table shows that 2 of the 3 completed Stage 2 complaints were concluded within the requisite timescale of 65 working days. The remaining Stage 2 investigation was concluded within 69 working days. The delay encountered was owing to the non availability of individuals for interview and the planned annual leave of the independent investigating officer.

» **Complaint outcomes**

All complainants received written findings and conclusions following investigation into their complaints. Outcomes of complaints received during the year are summarised at Table 2.

Of the 4 complaints concluded during the year at Stage 1:

- 2 were not upheld
- 2 were partially upheld

Of the 3 complaints investigated during the year at Stage 2:

- 3 were partially upheld

Some of the service improvements resulting from complaints during the year are detailed at Table 2.

10. Summary of representations in community services

a. Compliments

During the year, 11 compliments relating to Community Services have been recorded. Table 3 provides some examples of compliments received during 2007/08.

b. Summary and analysis of complaints

» **Complaints received**

In comparison to last year, the number of Community Services complaints received has increased; with 11 complaints being received compared to 8 in the previous year (2007/08).

» **Service areas**

The table below provides comparison of complaints received by different service areas.

Community Services		
Business unit	2008/2009	2007/2008
Adult Education	0	0
Parks and Countryside	5	2
Libraries	0	0
Sports and Recreation	5	4
Museums and Heritage	1	1
Strategic Arts	0	1
Total investigated	11	8

» **Nature of complaints**

Table 4 provides factors giving rise to complaints and, from these, some of the lessons that have been learned.

» **Costs**

One complainant was offered a refund for the purchase of an Active Card and one was offered a refund for the cost of a class. There have been no other costs connected with investigating and responding to Corporate Complaints.

» **Time taken to respond to complaints**

The Corporate Complaints Procedure is required to operate within a timescale of 15 working days. Of the 11 complaints investigated, 7 complaints, (64%), were responded to within the requisite timescale. The remaining 4 complaints were responded to within 18, 19 and 29 working days.

» **Complaint outcomes**

All complainants received written findings and conclusion following enquiry into their complaints. The outcomes of complaints received during the year are summarised at Table 5.

11. Local Government Ombudsman

Complainants who are dissatisfied with the investigation and/or outcome of their complaint may refer to the Local Government Ombudsman for adjudication.

It is not yet known whether the complainant whose Adult Social Care complaint has been heard by the Stage 3 Complaints Review Panel will approach the Local Government Ombudsman. No other complainants have approached the Local Government Ombudsman's office for consideration of their complaints. There remains one 2007/08 complaint that is still being considered by the Local Government Ombudsman.

12. Satisfaction surveys

Complainants' views are sought on the way the Complaints Procedure operates in Adult Social Care. They are routinely asked to give feedback about their experiences in using the Complaints Framework.

Responses are provided through completion of questionnaires by complainants. During the year, 3 complainants were issued with a complaints satisfaction survey; 1 of whom provided feedback. Reasons for non-issuing of the survey/non return include situations where the complaint investigation was ongoing or progressed directly to the next stage.

The response to the survey that was received was positive with the complainant indicating that they found making the complaint very easy and the information provided was clear and easy to understand. Overall that complainant was very satisfied with the way the department handled and investigated the complaint.

13. Lessons learned

Lessons learned are an important aspect of the Complaints Framework. Tables 3 and 5 respectively outline the context of some improvements that have been put in place as a direct result of complaints and representations received in both Adult Social Care and Community Services.

14. Advocacy

Advocacy provision is routinely highlighted to complainants when their complaint is acknowledged. To this end, they are provided with a copy of the Department's public information material.

Advocacy services are available through local advocacy providers. These include:

- Citizens Advice Bureau (CAB)
- Advocacy Information Foundation
- Hartlepool MIND
- Hartlepool Carers

During 2008/09, a total of 2 complainants sought use of an Advocate to support them with their complaints. One utilised the services of CAB and the other used the services of Hartlepool MIND.

15. Conclusions and way forward

We continue to ensure that a person-centred approach is adopted for the handling and investigation of each complaint. This approach provides a good basis for the introduction of the new complaints policy, 'Making Experiences Count'. We will continue to focus on ensuring that we monitor that: complainants receive appropriate and timely feedback on complaints; appropriate apologies are offered; and any service improvement recommendations are delivered.

16. New complaints procedures effective from 1 April 2009

A new single approach to dealing with complaints for both the National Health Service (NHS) and Adult Social Care started on 1st April 2009. These changes are contained in the Local Authority Social Services and National Health Service Complaints (England) Regulation 2009 and revoke the 2004 and 2006 regulations. The three-stage process for complaints has been removed in favour of a 'single level' process for formal complaints and a requirement for frontline staff to adopt a more low risk or informal approach to complaints and to deal with these promptly.

Activity during the coming year will include:

- The final development of the new complaints policy and procedure
- Promoting staff awareness in relation to the new policy and procedure
- Ensuring effective evaluation of lessons learnt from complaints and monitoring of service improvements resulting from recommendations.
- Promoting staff awareness in relation to compliments.

Appendix 1

Table 1: Examples of compliments received across adult social care services

“I would like to express my sincere thanks for the help and information with regards to my hearing test that the worker so kindly explained. He was most kind and helpful and explained in detail all the appliances and there uses which will be a great help”

- From a service user regarding a social worker from disability services

“I write to compliment the excellent service given to me by home care since January 26 2009 when I came out of hospital, until last week when I was able to be self-managing. All your staff who visited me were kind and considerate and always asked if there was anything else they could do for me. I cannot single any one person out for special comment – all were excellent. Please convey my sincere thanks to them all, and with my best wishes to them all.”

- From a service user regarding home care services

“Thank you for your letter of 20th inst advising me that you have closed your file on myself. I am taking this opportunity to express my thanks to you and your team for the really outstanding service you provided. I cannot fault it in any way, no sooner did I request anything it was delivered, sometime within hours. You have a team that you can really feel proud of, and both my wife and myself are most grateful.”

- From a service user regarding the Multi-Link Team

“During my six weeks the help has made me realise how good the support can be. It has helped me re-gain confidence to re-start my busy life again. Thanks to you all.”

- From a service user regarding home care services

“I would like to inform you how greatly appreciated that myself and my wife are as until we were introduced to the worker we were at our wit's end and the stress and frustration because of the lack of help or information regarding her illness was taking its toll. I'm relieved to say that a great deal of the stress and frustration has now been taken away due to the workers help advice and information that she was able to give us, was invaluable. Her thoughtfulness and caring attitude will not be forgotten by my or my wife.”

- From a carer regarding the Locality Team (North)

“Heartfelt thanks to you and the girls for the lovely care you all took of mam and dad. You were all superb and dad used to say you all brightened up their day.”

- From the daughter of a service user regarding the Locality Team (South)

Appendix 2

Table 2: Adult social care completed complaints investigations and actions taken/lessons learned

Reference	Complaint	Action taken/lessons learned
SO0275	<p>The complainant, the mother of services users, cites situations involving her sons that she is unhappy with and alleges a lack of information about 'In Control'.</p> <p>LEARNING DISABILITIES STAGE 1 PARTLY UPHELD TIME TAKEN: 6 WORKING DAYS</p>	<p>Reinforced with staff:</p> <ul style="list-style-type: none"> ▪ The importance of people obtaining the right information, in the right format and in a way that they can understand the process of self-directed funding (In Control). ▪ The importance that people have the time to write their support plans (with as little or as much help as they need) but also that the process ensures there is no great time lag between completing the support plan and putting monies in place to deliver the outcomes from that plan.
SO0274	<p>The complainant, the mother of a service user, is unhappy with aspects of her daughter's contact with her father and alleges the Department and the Unit where her daughter is placed have not adhered to a risk assessment said to have been carried out and in place. (There are 9 separate elements to this complaint.)</p> <p>LEARNING DISABILITIES STAGE 2 8 ELEMENTS OF COMPLAINT NOT UPHELD 1 ELEMENT OF COMPLAINT UPHELD TIME TAKEN: 69 WORKING DAYS</p>	<p>For the element of complaint that was upheld, the complainant's mileage allowance payment (in connection with her daughter's residential care placement) was maintained in line with HM Revenue and Customs (formerly Inland Revenue) the approved mileage allowance.</p>

SO0279	<p>The complainant, the daughter of a service user, is unhappy that her mother is being transferred from a hospital setting to a specific care home for rehabilitation and assessment rather than direct from the hospital setting to a care home that meets her mother's care needs. The complainant is of the opinion this would be one move too many and detrimental to her mother's health.</p> <p>OLDER PERSONS STAGE 1 NOT UPHELD FOLLOWING REASSESSMENT TIME TAKEN: 17 WORKING DAYS</p>	<p>A full explanation was provided to the complainant. A reassessment by a CPN was carried out which informed the decision for the complainant's mother to transfer directly from hospital to an EMI residential care placement of the service user's and family's choice.</p>
SO0282	<p>The complainant, the daughter of a service user, was unhappy with the care provided to her mother by an independent sector home care provider. (There were 7 separate elements to this complaint.)</p> <p>OLDER PERSONS STAGE 2 5 ELEMENTS OF COMPLAINT NOT UPHELD 2 ELEMENTS OF COMPLAINT UPHELD TIME TAKEN: 44 WORKING DAYS</p>	<ul style="list-style-type: none"> ▪ A gift in kind was offered to the complainant for her mother which was at least the equivalent of 1 ¼ hours financial contribution of home care. This offer was not taken up by the complainant. <p>The care provider reinforced with care workers through team meetings and supervision processes:</p> <ul style="list-style-type: none"> ▪ The current mechanism in place for care workers to alert line managers if all specified care tasks cannot be completed in the allocated time. ▪ Log books being initialled as an absolute minimum. ▪ Removing out-of-date foods on their entirety from a service user's home. This will eliminate an individual from taking foods back out of the dustbin and placing them back in the fridge.

SO0284	<p>The complainant, the granddaughter of a deceased service user, is unhappy with the quality of care provided by the independent sector residential care home in relation to her late grandmother's care. (There were 5 separate elements to this complaint.)</p> <p>OLDER PERSONS STAGE 2 3 ELEMENTS OF COMPLAINT NOT UPHELD 2 ELEMENTS OF COMPLAINT UPHELD TIME TAKEN: 62 WORKING DAYS</p>	<ul style="list-style-type: none"> ▪ Apology issued by the care home for the 2 elements of complaint that were upheld. The apology was also endorsed by the department for incidents which occurred in one of its commissioned services. ▪ 'Moving and Handling' review completed by Departmental staff in the care home concerned. The 'Moving and handling' Review was subsequently widened to all care homes in Hartlepool contracted with the Council to identify whether the particular incident was an isolated case or whether there are training and competency issues that need to be addressed in other care homes.
SO0285	<p>The complainant, the wife of a deceased service user, alleges that the social worker did not listen to her wishes which resulted in fees that she states she had paid to the care home 'under duress'.</p> <p>OLDER PERSONS STAGE 1 NOT UPHELD TIME TAKEN: 13 WORKING DAYS</p>	<p>A full explanation was provided to the complainant around fees in relation to care home residents who are admitted to hospital.</p>

SO0284	<p>The complainant, the wife of a service user, was unhappy with aspects of her husband's care. (There were 4 separate elements to this complaint.)</p> <p>PHYSICAL DISABILITIES STAGE 1 2 ELEMENTS OF COMPLAINT NOT UPHELD 1 ELEMENT OF COMPLAINT UPHELD 1 ELEMENT OF COMPLAINT PARTLY UPHELD TIME TAKEN: 14 WORKING DAYS</p>	<p>Reinforced with staff:</p> <ul style="list-style-type: none"> ▪ The importance of acknowledging receipt of correspondence. ▪ Keeping carers informed of any potential changes to care provision.
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Appendix 3

Table 3: Examples of compliments received across community services

“In terms of the support for this group, members of the local community with heart conditions and indeed a multiplicity of health issues, we have accessed the Central Library community room on a monthly basis. Staff have been very helpful when we have needed anything, the meeting room is accessible and in a central location. The group has also accessed the facility at Summerhill on a fortnightly basis and this really is the ‘jewel in the crown’. Staff have all been extremely welcoming from first contact at receipt to the manager. All staff have made every effort to support the members of this group and tailored any pieces of work accordingly. We have had lunch provided by the Havelock Centre and each meeting has been very enjoyable. This group has looked forward to these events immensely.”

- From a member of the Heart Health Group regarding the Central Library and Summerhill

“In terms of support for people with heart conditions, the support from sports development is excellent. I can honestly say that without this support I would not be where I am today. It can be a long road to recovery, or for some, a deteriorating condition, however, the programmes that are set up for support are excellent. Staff are well trained, knowledgeable, caring and give great consideration to individual needs. Staff at both Mill House and the Headland Sports Centre are friendly, welcoming and extremely helpful from reception to the sports workers. Sessions are fun and friendly and progress is carefully monitored. All in all an excellent service!”

- From a person attending the cardiac rehab sessions provided by Sports Development

“Can I say ‘thank you’ to all HBC staff involved on behalf of my niece as she received a ‘Captain’s Chair’ and will now renovate it to its former glory. Many thanks once again.”

- From visitor to Borough Hall

“I thought it was brilliant that a) the museum would accept a small group as none of the other museums in the Tees Valley would. The group travelled to Hartlepool from Stockton with very young children as our local museum does not accept small groups at their public workshops, b) the helpfulness of the staff at the workshop and in the Museum and c) the content of the workshop.”

- From a visitor to Hartlepool’s Maritime Experience who attended a workshop with her playgroup

Appendix 4

Table 4: Community services complaints and actions taken/lessons learned

Reference	Complaint	Action taken/lessons learned
CS0081	<p>The complainants (a group of 19 members of a Tuesday Keep Fit Class) were unhappy with the increased price rise for weekly sports development activity sessions.</p> <p>NOT UPHELD TIME TAKEN: 15 WORKING DAYS</p>	<p>An explanation was provided around annual price increased which are approved by the relevant Portfolio Holder.</p>
CS0082	<p>The complainant, an allotment holder, was dissatisfied with:</p> <ul style="list-style-type: none"> ▪ No response to an earlier email; ▪ Vacant plots which are derelict and overgrown. <p>PARTLY UPHELD TIME TAKEN: 8 WORKING DAYS</p>	<p>An apology was issued to the complainant for not responding to an earlier email. Response outlined Department's intended action relating to vacant plots.</p> <p>Reviewed the way emails are dealt with to avoid a future reoccurrence.</p>
CS0083	<p>The complainant, the husband of an allotment holder, was dissatisfied when his wife received a warning notice for non cultivation of the plot. The complainant alleged that when asbestos was found on the plot, telephone contact was made with the Council and the matter of clearing the site has been ongoing since October 2007.</p> <p>UPHELD TIME TAKEN: 2 WORKING DAYS</p>	<p>The complainant's wife was refunded one year's rent as a result of her inability to use the plot.</p> <p>The warning notice for non cultivation was withdrawn.</p> <p>A meeting with the allotment holder to progress clearing the plot was held and agreement reached.</p> <p>Implementation of a system to record all telephone call queries electronically on the Allotments software package.</p>

CS0084	<p>The complainant, a user of the Mill House Leisure Centre, was dissatisfied with the closure of the instructor led mixed circuit class.</p> <p>NOT UPHELD TIME TAKEN: 4 WORKING DAYS</p>	<p>An explanation was provided to the complainant relating to the class being under review for some time. Despite being advertised, the class numbers did not increase.</p> <p>The complainant's 'silver pass' was extended for a further 2 weeks so that the complainant could try other available classes.</p>
CS0085	<p>The complainants, 2 young persons, expressed that the skate park was untidy and they wished for a new skate park.</p> <p>NOT UPHELD TIME TAKEN: 15 WORKING DAYS</p>	<p>A full explanation was provided which referred to the Playground Inspector tidying the skate park on a daily basis. The visits are logged so an accurate record of inspections and cleansing is kept.</p>
CS0086	<p>The complainant, a visitor to the Summerhill Centre, expressed her dissatisfaction around an event's performance content.</p> <p>NOT UPHELD TIME TAKEN: 2 WORKING DAYS</p>	<p>An explanation that the show was part of a free-play programme of activities was provided to the complainant. It was acknowledged that the content of the performance was based on a traditional style which may upset some people.</p>
CS0087	<p>The complainant, a visitor to the Maritime Experience, was unhappy that as a visitor from outside Hartlepool, the entrance cost to the attraction was £5.75 more than if she had been a Hartlepool resident.</p> <p>NOT UPHELD TIME TAKEN: 4 WORKING DAYS</p>	<p>An explanation was provided that Elected Members had agreed to offer Hartlepool residents a discounted rate given that the local council tax payers subsidise the museum service though their council tax. This type of situation is not unique. Other local authorities offer similar schemes to their local Council Tax payers.</p> <p>All staff at the Maritime Experience were made aware of the charging policy and the reasons for this to prevent any inaccurate information been given to visitors.</p>

CS0088	<p>The complainant, a user of the Mill House Leisure Centre, expressed his dissatisfaction with respect to an alleged change of policy where cancellation fees are now levied.</p> <p>NOT UPHELD TIME TAKEN: 18 WORKING DAYS</p>	<p>A full explanation was provided to the complainant which indicated that a Cancellation Policy had always been in place but had not been followed by staff. Staff had been reminded of the Policy and the need to implement consistently which resulted in the complainant being charged.</p>
CS0089	<p>The complainant, a user of the Mill House Leisure Centre, expressed her dissatisfaction with respect to changes made in the operating hours of the Learner Pool.</p> <p>NOT UPHELD TIME TAKEN: TOTAL 29 WORKING DAYS (2 LETTERS)</p>	<p>A full explanation was provided to the complainant. Following consideration of the options available, the change in operating hours was a decision reached by the Portfolio Holder.</p> <p>Complainant offered a full refund on the Active Card she'd purchased.</p>
CS0090	<p>The complainant, a former allotment holder, expressed his dissatisfaction that there was no compensation for his caravan, which had been located on his former allotment plot, when it was set alight in an alleged arson attack.</p> <p>NOT UPHELD TIME TAKEN: 18 WORKING DAYS</p>	<p>A full explanation was provided which included reiterating the allotment tenancy agreement relating to the value and protection of equipment/property is the allotment holder's responsibility.</p>

CS0091	<p>The complainant, a user of the Mill House Leisure Centre, was dissatisfied with the introduction of an Aquafit class which, in part, coincided with the Adult Improver Swimming Class. The complainant further alleged that she was not made aware that there would be 2 separate classes taking place at the same time when she enrolled.</p> <p>PARTLY UPHELD TIME TAKEN: 19 WORKING DAYS</p>	<p>A full explanation was provided to the complainant including criticism in an Audit by the Amateur Swimming Association for not utilising the pools to offer different activities at the same time.</p> <p>Complainant was offered a refund.</p>
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CULTURE, LEISURE AND TRANSPORTATION PORTFOLIO

Report to Portfolio Holder
29 September 2009



Report of: Director of Child and Adult Services

Subject: THE BIG MIX 2009 - A MINI-FESTIVAL OF
DIVERSITY

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of plans for the forthcoming mini-festival entitled 'The Big Mix 09'.

2. SUMMARY OF CONTENTS

A brief outlining of the rationale behind this series of events is followed by a description of detailed plans for the various events it includes. The projected call on the Borough's Arts Development Budget then follows together with details of additional investment attracted from other sources.

3. RELEVANCE TO PORTFOLIO MEMBER

Arts Development is a responsibility of the Portfolio Holder

4. TYPE OF DECISION

For information.

5. DECISION MAKING ROUTE

Culture Leisure and Tourism Portfolio – 29 September 2009

6. DECISION REQUIRED

Report to be noted

Report of: Director of Child and Adult Services

Subject: THE BIG MIX 2009 - A MINI-FESTIVAL OF DIVERSITY

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of plans for the forthcoming mini-festival entitled 'The Big Mix 09'.

2. BACKGROUND

- 2.1 Strategic Arts & Events have developed a mini festival of diversity in consultation with various community groups and organisations including Hartgables, Disability Services, HBC Diversity and Equality Forum, Sports Development, Northeast Diversity Arts Forum (NECDAF) and The Community Studio.

3. PROPOSALS

- 3.1 The Big Mix 09 is a week long programme which consists of five culturally diverse arts events/performances to be hosted in various locations across the Town. The aim of the week is to raise awareness of the importance of identifying and valuing difference, improve community cohesion, engage members of the community in the arts, enlighten, enhance and enrich people's lives.

- 3.2 The week consists of five events/performances as detailed below

- **Urban Horizons**
 - Urban Horizons is a multimedia performance piece based around a huge steel cage structure and employs the use of text, movement and video. The piece is based around the challenges people face living in modern day cities.
- **Pop Art**
 - Handprint Art Studio have designed a series of images in the style of 'pop art' to illustrate cultural diversity and the affects it had on people with disabilities since the 1900's

- **Dance Marathon**
 - A full day of dance where youth and community groups and schools can showcase their work and also try out new styles of culturally diverse dance in taster sessions. A day for all the family, a day to celebrate the diversity of dance in Hartlepool.
 - Up to 20 local dance schools / groups to present work
 - 1000 - 2000 people attending during the day
 - Dance workshops in 5 different styles of dance running throughout the day
 - Engagement with public and private sector
 - Engagement with diverse communities in Hartlepool
 - Cross generational appeal
 - People can drop in and out or stay all day
- **Power of Touch**
 - Older carers from disability services will work with Creative Writers whilst being given gentle hand massage treatments in the hope that this will relax carers and encourage them to talk of their life experiences helping them to put their thoughts and memories into words. The idea behind the project is that the Power of Touch releases the word. There will be a presentation of the work at Cromwell Street, the day will be a very sensory day using aromatherapy essential oils, fragrant teas and coffees and will be open to the public.
- **Dare to Flair**
 - Creative writers will work with Hartgables to develop pieces of creative writing around theme of sexuality and 'coming out'. The work will then be presented as a performance piece as part of the 'Dare to Flair' event to be held at the Studio. Working in partnership with Think Pink productions (Phil Douglass & Simon Hatfield) Simon is the Chair of the Supergay committee which present Supergay Middlesbrough Pride in partnership with Middlesbrough Council. Thinkpink productions also publish the Out Northeast Magazine and host various LGBT social events. The evening will also involve other performances such as Music and Dance.

3.3 Community group engagement (including BME and South Asian groups) will be developed through continued consultation with the HBC Equality and Diversity forum.

4. FINANCIAL IMPLICATIONS

- 4.1 The event is being supported by the Arts Development budget and a major contribution from Sports Development to specifically support the Dance Marathon. Other partnership funding continues to be sought to enhance the event.

5. RECOMMENDATIONS

- 5.1 Report to be noted.

CONTACT OFFICER: John Mennear, Assistant Director (Community Services)