

FINANCE AND PERFORMANCE PORTFOLIO DECISION SCHEDULE



Thursday, 5 November 2009

at 10.00 am

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

Councillor R Payne, Cabinet Member responsible for Finance and Performance will consider the following items.

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Review Of Postal Services - *Head of Procurement, Property and Public Protection*
- 2.2 Tender For External Printing Support - *Assistant Director (Procurement and Asset Management) and Chief Personnel Officer*
- 2.3 Irrecoverable Debts – Sundry Debt Invoices – *Chief Financial Officer*
- 2.4 Cash Office Exit Survey – *Chief Financial Officer*
- 2.5 Flu Pandemic – HR Policy – *Chief Personnel Officer*
- 2.6 Corporate Health and Safety Policy – *Chief Personnel Officer*

3. ITEMS FOR INFORMATION

- 3.1 Acquisition Of Market Hotel, Lynn Street - *Assistant Director (Head of Housing and Regeneration) and Assistant Director (Procurement and Asset Management)*
- 3.2 Review Of The Strategic And Operational Leadership Of Collaborative Procurement - *Head of Procurement, Property and Public Protection*
- 3.3 Single Status Agreement Appeals – *Chief Personnel Officer*
- 3.4 View point – Citizen's Panel Results – *Assistant Chief Executive*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

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

EXEMPT ITEMS

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006

6. KEY DECISION

No items

7. OTHER ITEMS REQUIRING DECISION

- 7.1 Rockhaven, 36 Victoria Road (para 3)- *Assistant Director (Procurement And Asset Management)*
- 7.2 Seaton Carew Sports And Social Club (para 3) - *Assistant Director (Procurement and Asset Management)*
- 7.3 Manor Residents Community Resource Centre (para 3)- *Assistant Director (Procurement and Asset Management)*

8. ITEMS FOR INFORMATION

- 8.1 Restrictive Covenants: (para 3) - *Assistant Director (Procurement and Asset Management)*
 - 1. Land Adjoining 3a Milton Road Hartlepool
 - 2. Land At Mainsforth Terrace
 - 3. Land At Seaton Lane (Eden Self Drive Hire Site)
 - 4. Cromwell Street
 - 5. Land At Sovereign Park

FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

5th November 2009



Report of: Head of Procurement, Property and Public Protection

Subject: REVIEW OF POSTAL SERVICES

SUMMARY

1. PURPOSE OF REPORT

To review the provision of postal services to the Council and to consider the option of carrying out a tendering exercise for future provision.

2. SUMMARY OF CONTENTS

As part of the Scrutiny Co-ordinating Committee a request was made to review the Council's postal processes and the procurement options for the provision of an alternative mail provider. This report details the review and outlines the proposed process to formalise the arrangements by undertaking a tendering exercise with three postal services providers from the Office of Government Commerce (OGC) approved suppliers list.

3. RELEVANCE TO PORTFOLIO MEMBER

Falls within the remit of the Portfolio Holder as Procurement Champion.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Finance and Performance Portfolio Holder meeting on 3rd November 2009.

6. DECISION(S) REQUIRED

That Portfolio Holder considers the review and options for future provision of the postal service and agrees the way forward.

Report of: Head of Procurement, Property and Public Protection

Subject: REVIEW OF POSTAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To review the provision of postal services to the Council and to consider the option of carrying out a tendering exercise for future provision.

2. BACKGROUND

- 2.1 Scrutiny Co-ordinating Committee undertook a review of postal services and one of their recommendations approved by Cabinet was to consider the various procurement options available for the provision of an alternative mail provider for outgoing mail in order to realise efficiencies.

- 2.2 In January 2009 the Central Services Manager and a representative from the Procurement Unit met to examine the OGC framework contract for Postal Services. Meetings were arranged with UK Mail, TNT and Royal Mail, as these companies met our requirements. The corporate spend on post was approximately £130k. Following the meetings and after reviewing prices and delivery mechanisms it was agreed to undertake a trial for 6-9 months with TNT as this company offered the best value in terms of prices and processes.

- 2.3 The TNT service caters for the following types of outgoing post:-

- unsorted, non machineable mail
- handwritten mail, oversized letter, packet or parcel
- national and international mail
- national 3 day service for letters and large letters
- national 3-7 day service for packets and parcels
- international – 4-8 days service

- 2.4 The process the post undergoes is detailed below:-

Day 0 Unsorted mail collected from customer and mail delivered to TNT post sorting centre

Day 1 Mail recorded, sorted and bagged

Day 2 Bags of sorted mail delivered to Royal Mail or a 3rd party carrier

Day 3 Mail delivered by Royal Mail for all UK letters and large letters

Day 3-7 Mail delivered by 3rd party carrier for packets and parcels

- 2.3 During the pilot exercise TNT have provided a postal service for second class mail only. Royal Mail is still providing first class mailing products, special delivery items, recorded delivery and bulk mailings.

3. OPTIONS FOR IMPROVING VALUE FOR MONEY

- 3.1 Since using TNT the Authority has made approximately £4,000 in savings. Greater savings over a longer period in a competitive process may increase these savings. In addition, the actual process of collating post has been streamlined, which has reduced the amount of time taken in dealing with post thereby, freeing up staff to undertake tasks that add value to services.
- 3.2 Issue of letters via 1st Class post has been discouraged unless a notification of receipt or insurance is required. Departments are also using standard size envelopes and are discouraged in using envelopes for internal post, unless the contents are confidential. Such efficiencies in process were also part of the Scrutiny Coordinating Committee and subsequently Cabinet recommendations.
- 3.3 In order to formalise an arrangement with a postal provider, a tendering exercise needs to take place between 3 providers from the OGC contract. These providers must fulfil the various postal services requirements that are required across the Authority.
- 3.4 The Central Services Manager would set up a small working group of officers representing each department to participate in the tendering exercise. The process would involve meeting with the 3 providers i.e., TNT, UK Mail and Royal Mail to advise on the process of the competition, the timescales involved and the Authority's expectations.
- 3.5 It is suggested that the evaluation of any tender should be on a 40/60 price / performance ratio to reflect the importance of quality issues such as responsiveness, additional services, etc.

4. OTHER CONSIDERATIONS

- 4.1 The current mail processes will continue to operate meaning that the Authority's involvement with Royal Mail will continue regardless of which provider is successful in the tendering exercise. This means that the Royal Mail will still be delivering to the Civic Centre, administrative buildings and all other council premises plus they will also be used by the appointed alternative mail provider as they are the only company who provides the collection of pre-paid, first class, recorded delivery and bulk mailing. A diagram illustrating who carries out the various mail related activities is provided at **Appendix 1**.

- 4.2 As part of the Council's Business Transformation Programme there is a request to drive out minimum savings of £100K per annum. Potential savings from this exercise would contribute to this target as part of a commercial approach.

5 RECOMMENDATIONS

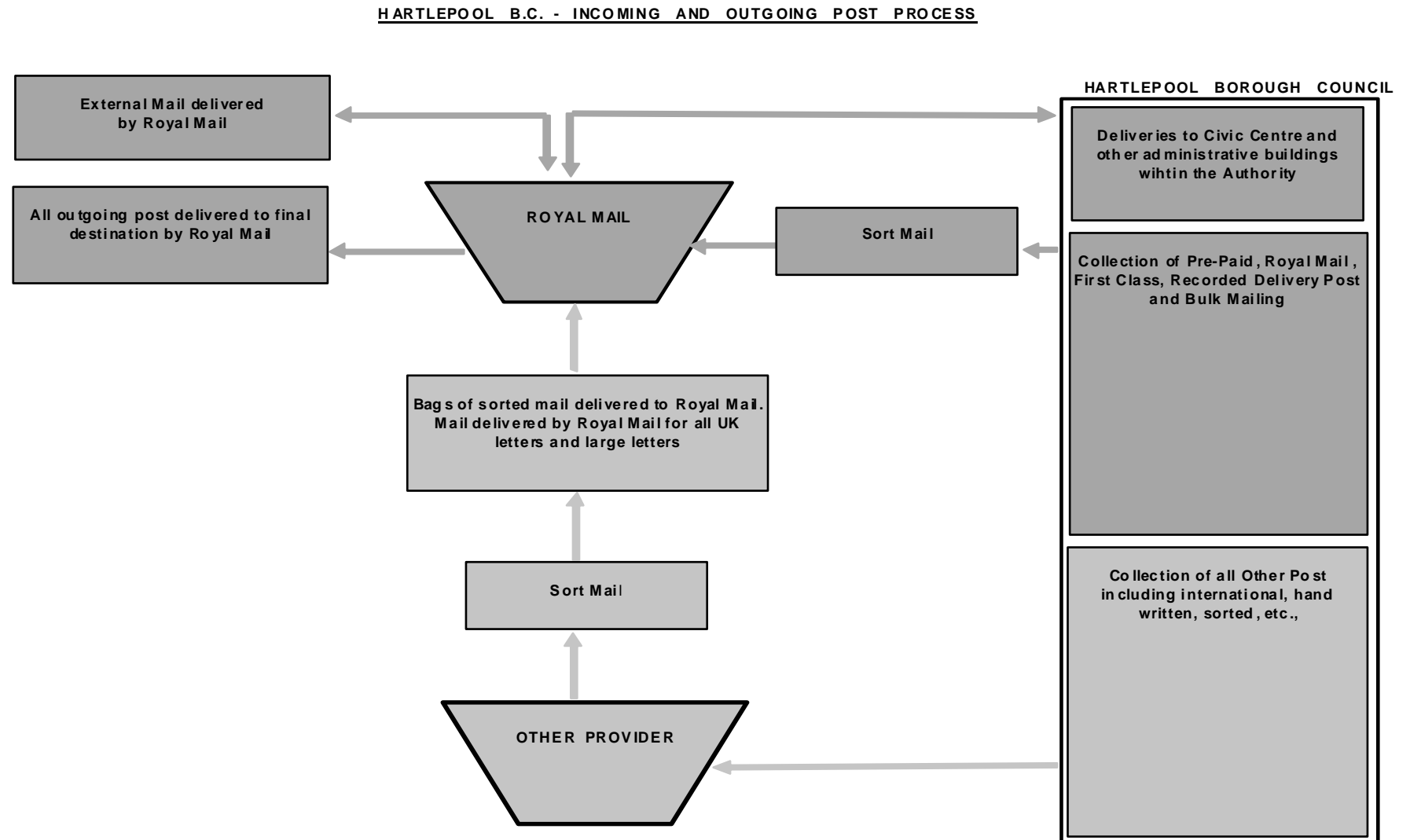
- 5.1 That Portfolio Holder considers the review and options for future provision of the postal service and agrees the way forward.

6. CONTACT OFFICER

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APPENDIX 1



FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

5th November 2009



Report of: Assistant Director (Procurement and Asset Management) and Chief Personnel Officer

Subject: TENDER FOR EXTERNAL PRINTING SUPPORT

SUMMARY

1. PURPOSE OF REPORT

To seek the Portfolio Holder's approval to finalising the tendering process for the Authority's external printing support and agree the award to the successful companies.

2. SUMMARY OF CONTENTS

The majority of general printing requirements are met by the Internal Print Unit utilising the services of local printing firms to cover peaks in service and specialised work, when appropriate. At the meeting of the Finance and Performance Portfolio Holder on 14th August 2009, permission was granted to undertake a formal tender with a view to developing a specific procurement arrangement.

3. RELEVANCE TO PORTFOLIO MEMBER

Falls within the remit of the Portfolio Holder as Procurement Champion.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Finance and Performance Portfolio Holder meeting on 3rd November 2009.

6. DECISION(S) REQUIRED

That Portfolio holder considers and endorses the outcome of the tender exercise and notes the Service Delivery Option Review to be undertaken

Report of: Assistant Director (Procurement and Asset Management) and Chief Personnel Officer

Subject: TENDER FOR EXTERNAL PRINTING SUPPORT

1. PURPOSE OF REPORT

- 1.1 To seek the Portfolio Holder's approval to finalising the tendering process for the Authority's external printing support and agree the award to the successful companies.

2. BACKGROUND

- 2.1 Adverts were published in the Hartlepool Mail on the 14th August 2009 inviting companies to submit tenders. Local, small and medium enterprises (SMEs) were encouraged to bid for the contract by direct contact. One particular benefit of utilising local companies is that printing jobs can be collected or delivered quickly meaning that there should be no additional time taken to produce jobs and existing timeframes for completion of printing will continue to be offered. The potential value of the contract is £40k although there is no guarantee that this amount will be spent with any or all tenderers. The amount of work that will be sent out will be dependent upon the Print Unit's daily capacity, potential peaks in service demand and the complexity of the work that is required. The general aim of the project is to obtain the best possible prices and delivery timescales for external printing work.
- 2.2 The Contract will be used by the Print Unit on a call off basis with 5 companies awarded the opportunity to win business on each of the 3 lots (Lot 1 - Corporate Printed Stationery, Lot 2 - General Printed Stationery, Lot 3 - Corporate Documents)
- 2.3 At a meeting of the Contract Scrutiny Committee on 28th September 2009, 13 tenders were considered, 2 of which had been received after the deadline date and were discounted. Tenders were received from the following companies:-

Tenderer No. 1	-	Star Print, Lancashire
Tenderer No. 2	-	Communis, Newcastle
Tenderer No. 3	-	Ords Limited, Hartlepool
Tenderer No. 4	-	Dscimm, Jarrow
Tenderer No. 5	-	Atkinsons, Hartlepool
Tenderer No. 6	-	Aztec, Washington
Tenderer No. 7	-	Vendridge, Beverley
Tenderer No. 8	-	More, Glasgow

Tenderer No. 9	-	The Print Factory, Hartlepool
Tenderer No. 10	-	Public ID, Willerby
Telford Tenderer No. 11	-	Tolputt Keeton, Tamworth

- 2.4 A panel consisting of the Central Services Manager, Strategic Procurement Manager and representatives from Procurement and Printing met to undertake the evaluation. The price/quality ratio was 40/60 and was weighted in favour of quality to take account of a number of non-price related criteria, particular emphasis being paid to delivery timeframes.
- 2.5 In terms of quality, companies were scored on their proposed methodology such as account management, their responsiveness, any added value or innovation they can add to the contract, sustainability considerations and business continuity issues.

3. PROPOSALS

- 3.1 That the Council award the business to the following companies:-

Lot 1 – Corporate Printed Stationery	Lot 2 – General Printed Stationery	Lot 3 – Corporate Documents
Communis, Newcastle	Communis, Newcastle	Communis, Newcastle
Atkinsons, Hartlepool	Atkinsons, Hartlepool	Atkinsons, Hartlepool
Vendridge, Beverley	Vendridge, Beverley	Vendridge, Beverley
Print Factory, Hartlepool	Print Factory, Hartlepool	Print Factory, Hartlepool
Ords Print, Hartlepool	Ords Print, Hartlepool	
		Public ID, Telford

- 3.2 We have suggested the inclusion of 5 suppliers for each lot. This will provide a flexible arrangement and will ensure that where printing is not carried out in-house the framework will be able to meet our requirements thereby avoiding off-contract spend.
- 3.3 Three of the 5 suppliers for lots 1 and 2 are Hartlepool based as are 2 of the 5 suppliers identified for lot 3, This is a positive outcome which supports the Council's commitment to the 'Buy Local' campaign.

4. BUSINESS TRANSFORMATION

- 4.1 As part of the business transformation programme, the Central Services Manager is currently undertaking a 'service delivery options' review on the Reprographics Unit. The review will consider all printing requirements for the authority to ensure that best value is achieved.
- 4.2 The service delivery option will include detailed analysis of departmental spend on printing work that is undertaken both inside and outside of the Council. This review will consider in detail the cost, quality and effectiveness of current provision and is tasked with a savings target of £30,400.

5 RECOMMENDATIONS

- 5.1 That Portfolio holder considers and endorses the outcome of the tender exercise and notes the Service Delivery Option Review to be undertaken.

6. CONTACT OFFICER

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FINANCE & PERFORMANCE PORTFOLIO

Report to the Portfolio Holder

5th November 2009



Report of: Chief Financial Officer

Subject: IRRECOVERABLE DEBTS – SUNDRY DEBT INVOICES

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To seek the Portfolio Holder's approval to write-out a number of Sundry Invoices, which are now considered to be irrecoverable.

2.0 SUMMARY OF CONTENTS

- 2.1 The report highlights Sundry Invoices with balances of £1000 or more and details the reasons for each invoice remaining unrecovered.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 Under the Council's current financial procedures, debts of £1000 or more can only be authorised for write-out by the relevant Portfolio Holder.

4.0 TYPE OF DECISION

- 4.1 The decision is considered to be a non-key decision.

5.0 DECISION MAKING ROUTE

- 5.1 The Finance & Performance Portfolio Holder only.

6.0 DECISION(S) REQUIRED

- 6.1 That the Portfolio Holder approves the write-out of the attached Sundry Invoices for the reasons detailed.

Report of: Chief Financial Officer

Subject: IRRECOVERABLE DEBTS – SUNDRY DEBT INVOICES

1. PURPOSE OF REPORT

- 1.1 To seek the Portfolio Holder's approval to write-out a number of Sundry Invoices, which are now considered to be irrecoverable.

2. BACKGROUND

- 2.1 The Council's financial procedure rules provide that any debt due to the Council of £1000 or more can only be written-out with the express permission of the Portfolio Holder.
- 2.2 Whilst every effort is made to collect debts due to the Council, certain debts become irrecoverable, and this report seeks the Portfolio Holder's agreement for their write-out.
- 2.3 It is important to note that the Finance Division is proactive in encouraging the public to report cases of suspected fraud to the Council. If the forwarding address of an absconded debtor becomes apparent during the course of such investigations, the invoice would be reinstated on to the system and enforcement action would recommence.
- 2.4 If payment is eventually received in respect of the individual invoices, the invoice will again be reinstated on the Integra Debtors system.

3. FINANCIAL IMPLICATIONS

- 3.1 The appendix attached to this report details the individual Sundry Invoices over £1000, and the reasons why each invoice remains unrecovered:

Appendix A: Sundry Debts (Individuals)*

Appendix B: Sundry Debts (Limited companies)*

*** These items contain exempt information under Schedule 12A Local Government Act 1972, namely information relating to the financial or business affairs of a particular person (other than the Council)(para 7).**

- 3.2 All debts submitted for write-out from the accounting records have been comprehensively scrutinised by my officers.

4. RECOMMENDATIONS

- 4.1 That the Portfolio Holder agrees to write-out debts to the value of £52,065.11 in respect of irrecoverable Sundry Debtor Invoices.

FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

Date 5th November 2009



Report of: Chief Financial Officer

Subject: CASH OFFICE EXIT SURVEY

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To advise the Portfolio Holder of the results of an exit survey recently undertaken in the Civic Centre's Cash Office to gauge customer reactions to the proposal of ceasing the Council's cheque encashment service.

2. SUMMARY OF CONTENTS

- 2.1 The report briefly explains the background to the exit survey and goes on to provide a detailed analysis of the survey results.
- 2.2 The report finally draws some 'headline' conclusions from the analysis of the survey results and recommends that the proposals to discontinue the service be reconsidered in light of the survey findings.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 For information only.

4. TYPE OF DECISION

- 4.1 Non-key decision.

5. DECISION MAKING ROUTE

- 5.1 Finance & Performance Portfolio Holder only.

6. DECISION(S) REQUIRED

- 6.1 That the Portfolio Holder reconsiders the proposals put forward in the report dated 14th August 2009 in the light of the exit survey results contained in the report.

Report of: Chief Financial Officer

Subject: CASH OFFICE EXIT SURVEY

1. PURPOSE OF REPORT

- 1.1 To advise the Portfolio Holder of the result of an exit survey recently undertaken in the Civic Centre's Cash Office to gauge customer reactions to the proposal of ceasing the Council's cheque encashment facility.

2. BACKGROUND

- 2.1 At the Portfolio Meeting of the 14th August, the Chief Financial Officer presented a report to the Portfolio Holder proposing the cessation of the Council's cheque encashment service at the Civic Centre Cash Office. The proposal was made in an effort to realise administration savings and empower users of the service to take control of their financial circumstances by encouraging them to access alternative financial services.
- 2.2 The report was deferred on the provision that an exit survey would be conducted with Cash Office customers to gauge their reaction to the proposal and assess whether they would be prepared to open a 'basic' bank account with Hartlepool's Credit Union – Moneywise or be more inclined to use one of the more costly encashment services in the Town.
- 2.3 This report is a follow-up to the report of the 14th August and details the responses from the customers surveyed.

3. EXIT SURVEY

- 3.1 During September 2009, 53 customers using the Cash Office cheque encashment service on the two 'peak' volume days, agreed to be surveyed.

The following details the questions and responses received from customers:

Question 1 : How often do you come here to cash a cheque?

Responses:

- 81% answered fortnightly;
- 13% answered monthly;
- 6% were cashing a cheque for the first time.

Question 2: What do you think of the cheque cashing service here?

Responses:

- 15% answered 'very good';
- 81% answered 'good';
- 2% answered 'neither good or bad';
- 2% answered 'don't know'.

Question 3: Is there any way that the service could be improved?

Only 1 customer offered an answer - 'no'.

Question 4: Can I just check, do you have an account with a bank, building society or credit union?

Responses:

- 64% answered 'yes';
- 34% answered 'no';
- 2% refused to answer.

Question 5: Did you know you can have your cheque paid into that sort of account?

Responses:

- 89% answered 'yes';
- 11% answered 'no'.

Question 6: So, why did you decide to cash your cheque here at the Civic Centre rather than somewhere else, like a bank or building society?

Responses:

- 38% chose not to answer;
- 30% did not have a bank / building society account;
- 21% prefer to collect the cash;
- 8% were in the process of having the cheque paid into their account;
- 2% believed it had to be cashed at the Civic;
- 2% 'didn't want the money to go into an account'.

Question 7: We are currently looking at the cheque cashing service and seeing if we should do things differently. If you

couldn't cash your cheque here, how do you think you would cash it?

Responses:

- 66% would use an existing bank / building society account;
- 32% would open a new account;
- 2% choose not to answer.

NB: None of the customers questioned answered 'yes' to the option of 'go to other provider e.g. Money Shop etc'.

Question 8: Can I ask, have you heard of the Hartlepool Credit Union?

Responses:

- 32% answered 'yes';
- 14% answered 'no';
- 13% choose not to answer.

Question 9: Would you be interested in joining the Credit Union?

Responses:

- 30% answered 'yes';
- 38% answered 'no';
- 2% answered 'don't know';
- 30% choose not to answer.

Question 10: If 'No', what makes you say that?

Responses:

- 21% already had a Credit Union bank account;
- 8% were in the process of opening a bank account;
- 2% already had a Post Office account;
- 2% already had a bank account but prefers to cash the cheque.

Question 11: Could I just check, which of these age groups do you belong to?

Responses:

- 23% under 25;
- 34% were in the 25 to 34 age group;
- 38% were in the 35 to 49 age group;
- 2% were in the 50 to 64 age group;
- 2% chose not to answer.

4. CONCLUSIONS

- 4.1 The findings from the exit survey demonstrate that the majority (64%) of customers using the Cash Office encashment service already have a bank account and that 89% were aware of the fact that their housing benefits cheque could be paid into an account.
- 4.2 Significantly, when asked how they would cash their cheque if the service was to end, 98% answered that they would either use their existing bank account or open a bank account. None of those questioned said that they would use one of the more costly high street alternatives.
- 4.3 It is also important to note that 30% of those questioned said they would be prepared to open a basic bank account with the Credit Union.
- 4.4 In addition, the exit survey confirmed that the majority of customers who use the cheque encashment service are under the age of 50.

5. RECOMMENDATIONS

- 5.1 That the Portfolio Holder reconsiders the proposals put forward in the report dated 14th August 2009 in the light of these exit survey results.

6. CONTACT OFFICER

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FINANCE AND PERFORMANCE PORTFOLIO

**Report to Portfolio Holder
5th November 2009**



Report of: Chief Personnel Officer

Subject: FLU PANDEMIC – HR POLICY

SUMMARY

1. PURPOSE OF REPORT

To ask the Finance and Performance Portfolio Holder to confirm his approval for the Human Resource Policy recommendations as detailed in the attached report, Appendix A, during a flu pandemic.

2. SUMMARY OF CONTENTS

- 2.1 Within Appendix A, a series of recommendations are highlighted which summarise the proposed changes to the existing arrangements for reporting and managing sickness absence. This has been approved by CMT and with Trade Unions via Single table.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

- 6.1 It is recommended that the Finance and Portfolio Holder confirms his approval for the policy recommendations as detailed in Appendix A.

Report of: Chief Personnel Officer

Subject: FLU PANDEMIC – HR POLICY

1. PURPOSE OF REPORT

- 1.1 To ask the Finance and Performance Portfolio Holder to confirm his approval for the Human Resource Policy recommendations as detailed in the attached report during a flu pandemic.

2. BACKGROUND

- 2.1 In the event of a Flu Pandemic the Council needs to be prepared for a sudden and sustained disruption to its services. As part of the emergency planning preparation, Human Resources Service have reviewed its current policy and working arrangements, and made recommendations to support services during such a time to ensure key services remain available.
- 2.2 CMT and Trade Unions via the Single Table Group have been consulted and have agreed fully with the recommendations in this report.

3. SUMMARY OF CONTENTS

- 3.1 Within Appendix A, a series of key decisions and recommendations are highlighted which summarise the proposed changes to the existing arrangements for reporting and managing sickness absence. This has been approved by CMT and Trade Unions consulted via the Single Table process and it has also been accepted that there may be some final 'detail' amendments to the HR Plan.

4. RECOMMENDATIONS

- 4.1 It is recommended that the Finance and Portfolio Holder confirms his approval for the policy recommendations as detailed in Appendix A.

5. BACKGROUND PAPERS

Appendix A attached

6. CONTACT OFFICER

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2.5 APPENDIX A

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Introduction

In the event of a flu pandemic worldwide, employees working in services across the community may be affected by personal illness, the illness of dependants, school closures, building closures and public service disruption, for example, temporary disruption of postal services, GP surgeries, etc.

It is the aim of the Council to ensure services are maintained to limit disruption to community services that the people of Hartlepool rely on.

This plan will be formally activated in the event of a Flu Pandemic and this will be instigated by the Council's Emergency Planning Group or Flu Pandemic Working Group. However the plan is split into two phases. Phase 1 relates to the extension of the self certification for sickness absence and can be instigated separately from Phase 2 which triggers the remaining HR amended policies.

The policies below will be reviewed in light of continuing guidance from authorities such as Department of Health National Guidance. The aim of the policies is to provide some framework and guidance for employees during what may be a difficult time period.

Sickness

If employees develop flu symptoms then they should only refrain from work if they have been advised to do so by an appropriate person, eg. Doctor, medical adviser, or manager. Normal sickness rules will apply, wherever possible, for all employees who are absent for any other sickness reason.

It is likely that employees will not be able to submit medical certificates due to capacity issues at GP surgeries. For this reason the initial guidance is that employee's can self certify for the first 14 days of sickness. On the 15th day a medical certificate will be required. However depending on the extent of the pandemic then this may be extended and employees will be advised of this through the agreed communication systems. Employees pay will not be automatically affected if they don't submit a sickness certificate, as long as they have followed both the absence notification procedures and any advice given.

During a pandemic normal sickness pay entitlements apply.

Key Decision: the ability for employees to self certify sickness to be extended to 14 days with the flexibility for Chief Personnel Officer to extend this depending on national/local guidance from medical practitioners. This extension will not affect sick pay entitlements.

Recommendation: to approve the extension during a pandemic with the flexibility to increase this dependant on national/local guidelines from medical practitioners

Annual Leave

All planned absences such as annual leave, special leave, flexitime leave or leave for public duties may need to be cancelled or rearranged during a pandemic to ensure sufficient cover can be maintained. This will be confirmed on an individual basis depending on the specific circumstances.

Cancellation will be in line with national advice or guidance given at the time and based on the need to maintain necessary services.

Leave requests will be prioritised. eg. special leave requests for bereavement situations and public duties will take precedence over non-critical flexitime or annual leave requests.

All approved annual leave requests during a pandemic must be reported to the HR Absence Notification Team by managers.

Key decision: the Council will have to consider that they allow the carry over of additional leave if this has been caused by cancellation following a pandemic flu outbreak.

Recommendation: Additional carry over of leave will be granted under these circumstances. However the Council reserve the right to restrict the carry over of leave where it is reasonable to do so, for example, if the employee has unreasonably not complied with an expected process.

Key decision: the Council will have to consider that where leave is cancelled for operational reasons and unavoidable costs are incurred as a result (for bookings prior to the start of the pandemic phase 6) then the advice is that it would be reasonable for the Council to meet some or all of these costs. This is dependant on the circumstances and only in cases where they are not otherwise recoverable through insurance claims, etc.

Recommendation: that the Council will consider all requests for reimbursement where reasonable, and where costs cannot be recovered through other means, then the Council will compensate for the direct loss.

Carer's Leave

In the event of localised closures of schools, adult social care settings, or early years and group child care settings then to contain the spread of infection it is recognised that this will impact on some employees availability to work.

A balance needs to be sought between the need to maintain services and the pressures that fall on employees who have caring responsibilities. The statutory right to unpaid time off is to deal with an emergency and is not a right to take extended leave. Employees must utilise other family members and friends to find alternative child carers, for example share the responsibilities with partners, grandparents, etc.

For some employees in these circumstances alternatives such as home working may be a feasible option for a limited number of staff depending on the type of job they undertake and the availability of the relevant IT availability, etc.

All approved carer leave requests during a pandemic must be reported to the HR Absence Notification Team by managers.

Line managers can continue to approve requests for Carer's leave but during a flu pandemic then there will be no necessity to have the pre-meeting with the employee and Human Resources.

Key decision: How much additional paid/unpaid leave can the Council consider, if any? School closures may be sporadic across the duration of the pandemic over a 15 week period.

Current Council provision for Carer's leave allows for paid leave for 5 days and an additional 5 days unpaid short term Carer's leave, with authorisation at line manager level with HR representative involvement. A further possibility of 5 days long term carers leave paid and 5 days unpaid can be requested.

These entitlements are per annum and per child/vulnerable adult (pro rata for part time employees) and are paid at the normal rate of pay.

Recommendation: It is recommended that to ease the burden for employees with caring responsibilities that a total of 10 days paid caring leave can be authorised by the manager with a further 10 days unpaid (per child or vulnerable adult / annum) during the official period that this policy is formally instigated. This is in addition to any carer's leave that may have been taken.

Flexi-time

The Council currently has a ceiling of 10 hours for the accrual of flexi-time hours and a limit of taking no more than 7.24 hours per 4 week period.

Recommendation: During a flu pandemic then line managers are given discretion to cancel agreed flexi-time and/or extend the above limits where the service requires and where reasonable to do so, but this needs to be appropriately recorded and managed including a return to ordinary limits within an appropriate timescale.

Redeployment or Closure of a Service/Building

If services/buildings are temporarily shut down in response to the agreed plan or there are other situations that require the redeployment of employees (such as prioritising services), the first stage would be to seek to redeploy people to appropriate areas of work that still need to be delivered; this may involve some retraining.

All employees are expected to take a flexible approach to undertaking alternative duties. Volunteers for redeployment will be sought in the first instance and where reasonable (taking into account the nature/environment of the redeployed work and the ability of the individual) employees will be redeployed. Unreasonable refusal to undertake a redeployment placement in circumstances where this means no other work is available may result in disciplinary action and possible deduction of wages. Any deduction of wages must be agreed by the line manager and Senior HR Officer and can be appealed via the Appeal Process detailed in this policy. If an employee is redeployed then they will be paid the appropriate rate for the post or any agreed acting up allowance in line with Single Status Agreement.

The Council want to maintain all services where possible. If however, this is not feasible then employees may be asked to stay at home, for which they will continue to receive contractual pay. This information must be communicated to the HR Absence Notification Team by the manager.

Employees will have to be continually available for work during this period so they cannot arrange leave or be out of travelling distance from work without going through the normal request for leave process. Employees may be called in to attend work at short notice during their normal working hours.

Pay

If Officers make a decision to close a service/building and redeployment is not an option then basic contractual pay is guaranteed.

Pay will be automatically temporarily suspended if an employee has not contacted the Council through the formal notification procedures regarding their absence by the 21st day of absence.

Green warning	7 th day
Amber warning	14 th day
Red warning	19 th day
Pay temporarily suspended	21 st day

All cases where temporary suspensions have been made can be reinstated by the manager together with Human Resources. All final decisions affecting pay can be appealed.

The Council retains the right to cease pay immediately where the circumstances are such that it is reasonable to do so.

Appeal Process

A Pandemic Appeal Panel consisting of a Director/Assistant Director and the Chief Personnel Officer (or HR representative) will be set up to review the written submissions of (1) the employees/trade union representative who has appealed any decision made during the pandemic process that they felt was unfair and (2) the manager and/or HR representative who made the decision to stop pay.

If an employee wishes to appeal then they may do so direct to General Purposes (Appeals and Staffing) Committee.

Key decision: This panel can be set up and hear employee appeals against any decision they felt was unfairly made during a pandemic and their decision is final. If they wish to appeal to Members then they can bypass the first and second stages of the grievance procedure and appeal direct to members at a General Purposes (Appeals and Staffing) Committee. This will mean speedier resolution of appeals and ensuring resources are not wasted at earlier stages of the grievance process.

Recommendation: that this panel be authorised to form to hear all appeals relating to decisions made during a pandemic with a final appeal to Members.

Communication

During the response to a disruption in services caused by a flu pandemic, it is important that staff are kept fully informed of progress. Staff directly affected through contracting flu or having to care for a dependant child or adult at home, will obviously be very concerned about the impact upon them

personally and how this will affect them. In addition, staff indirectly affected by a disruption need to be kept informed of progress as they may be impacted upon as a consequence of services being closed, colleagues unavailable for work. For example, they may be required to take on additional work or become accustomed to alternative temporary working arrangements.

A clear, concise and accurate flow of information in a crisis is essential. It will ensure that all staff are fully aware of developments and can work together to ensure that the Council overcomes the disruption. Depending on the circumstances occurring at the time, staff should be aware of the forum and medium through which information will be conveyed. The severity of the disruption will influence the level of details and amount of information that needs to be issued to staff, although in most cases it will be essential to continually reassure staff that the Council is doing all that it can to ensure that normal services are restored as soon as possible.

Managers must confirm the status of all absences (absence start and return to work dates) to the HR Absence Notification Team on a DAILY basis. Absence includes; being sent home due to closure of a service, annual leave, carers leave, and any other type of absence. Any change in employee status must also be reported, for example if they are on carers leave but then fall ill). Failure to do so may result in the employee's pay being temporarily suspended.

Key decision: For communication purposes the main updates for employees will be via the Council's intranet. However for those people who do not have access to the intranet then consideration should be given for information to be posted at named "Communication/ Information Points" set up at various addresses across Hartlepool where updates can be delivered with key messages for people to pick up. In addition we will request email addresses to forward key information to people who can access this via a personal computer.

Discipline and Grievance

It is agreed that only the most serious cases of misconduct will be dealt with during a flu pandemic in order to preserve resources to the needs of critical services. All other discipline and grievance issues will be temporarily suspended until staffing levels are at a normal level.

Any member of staff who is absent from work without authorisation may be subject to disciplinary action.

Absence Notification Procedure

Notification via the Council's standard number (266522), or central email address both linked to the HR Absence Notification Team. This Team offers a critical service and will be staffed at all working times during a pandemic. Key information to be left by the employee to be stated on the telephone

answering service and on the intranet / guidance booklet regarding the email content.

Key Information:

Name

Date of Birth **or** Payroll Number **or** National Insurance Number

Contact address

Email address

Contact telephone number

Reason for absence and state whether this is authorised paid or unpaid (sickness / carers leave / annual leave / other

Closure of service/building (Yes / No)

Expected duration

Date they will next make contact (no greater than 5 days should be left without contact)

Note – opportunity to give or remind the employee that they can get further updates or guidance (phone message or intranet)

Appendix 1

It is intended that the final version of the approved Employee Guide will be designed into a separate format to ensure it is user friendly and a readable source of information. It is contained in this report to agree the wording of the guide and ensure key information is available to employees at an early stage in any pandemic.

Employee Guide in the event of a Pandemic

I have symptoms of flu – what do I need to do?

You must contact the HR Absence Notification Team that you are unable to come into work. If you can also notify your manager then this will be useful to help speed up communications and avoid service disruption.

Contact details for HR Absence Notification Team:

Council's main number : **01429 266522**
Email: **flu@hartlepool.gov.uk**

You will be asked to leave the following information (or as much as you possibly can at the time). Don't worry if you can't as someone will try and contact you later on:

Name

Date of Birth **or** Payroll Number **or** National Insurance Number

Contact address

Email address

Contact telephone number

Reason for absence and state whether this is authorised paid or unpaid (sickness / carers leave / annual leave / other

Closure of service/building (Yes / No)

Expected duration

Date they will next make contact (no greater than 5 days should be left without contact)

Note – opportunity to give or remind the employee that they can get further updates or guidance (phone message or intranet)

Please contact the HR Notification Team again within the next 5 calendar days (unless on authorised leave for a specified duration).

You will be able to self certify for up to 14 calendar days. On the 15th day you will be asked to supply a medical certificate from your GP. However, this may not be possible if GP surgeries are temporarily closed and further information will be posted on the intranet and/or at the Information / Communication points if the timescales need to be altered.

It is expected that any employee who has flu will be free from infection within 10-14 calendar days.

Any member of staff who is absent from work without authorisation may be subject to disciplinary action.

I have caring responsibilities for a child or vulnerable adult – what do I do?

You will need to ensure you notify **both** the HR Absence Notification Team and your manager / department in order to take carer's leave.

The Council has agreed to allow for a total of 10 days paid leave per child/vulnerable adult per annum during a flu pandemic (pro rata for part time employees) and 10 days unpaid leave per child/vulnerable adult. All Carer's leave must be authorised by your line manager before it is taken. This is in addition to any Carer's leave you may have already taken in the year.

This leave will allow additional time to make emergency arrangement for care. You should look to try and share responsibilities with other family members or close friends to enable you to return to work as quickly as possible if you are symptom free.

How do I keep Up to Date with what is going on?

Intranet – (give link)

Communication / Information Point (list of offices)

Email addresses – personal and work

The Council will post all updates on the intranet site and if postal services are affected then the Council will leave key information at the Communication / Information points listed so employees can pick up a paper copy where they do not have intranet access.

Will my pay be affected ?

You will continue to be paid as normal. At the worse, you will receive your contractual basic pay and any other entitlements, such as overtime, allowances, will be confirmed and back dated once staffing levels return to normal.

However if you fail to contact the Council through the formal notification procedures regarding your absence by the 21st day of absence then your pay will be automatically temporarily suspended. You will receive the following warnings where possible:

Green warning	7 th day
Amber warning	14 th day
Red warning	19 th day
Pay temporarily suspended	21 st day

What about annual leave or other leave?

It may be necessary to cancel any previously authorised leave. Your manager will confirm this with you. You may still request leave and it will be up to individual managers and departments to authorise this depending on what critical services need to be covered and your redeployment skills. Some other types of leave will take priority such as bereavement leave.

The Council may reimburse the costs of any cancellation should this not be able to be refunded by other means (eg insurance policy).

Employee Responsibilities during a flu pandemic

- You must attend work if you are well enough to do so, unless you have been instructed to do otherwise by an appropriately qualified person (for example, a Doctor or your manager). You must be open and honest if you feel unwell with flu and contact your Doctor by phone or seek advice from NHS Direct (0845 4647) and report back to your manager as appropriate.
- Be flexible in assisting in the delivery of services
- Follow general infection control practices and good respiratory hand hygiene which can help to reduce transmission of all viruses. The Health Protection Agency has provided advice on measures which can be taken to prevent infection. This includes:
 - Covering your nose and mouth when coughing or sneezing, using a tissue where possible
 - Disposing of dirty tissues promptly and carefully
 - Maintaining good basic hygiene, for example washing hands frequently with soap and water to reduce the spread of the virus from your hands to face or to other people; and
 - Cleaning hard surfaces (eg. door handles) frequently using a normal cleaning product
- Follow any national guidelines issued at the time on reporting flu symptoms, treatment, use of public transport, attendance at public gatherings, etc.
- Keep your manager / HR Absence Notification Team informed about any new or continuing absence and the reason for it, in line with the Absence Notification Procedure during a Pandemic. Keep absence to a safe minimum to make it easier to maintain services
- Keep your manager (or department) up to date with contact details for yourselves and next of kin, and help ensure we maintain services by sharing information on travel arrangements and caring responsibilities

- Keep yourself up to date with information and communication issued by the Council via the Intranet and/or at named Information / Communication Points. There is also more detailed guidance on the Intranet or paper copies can be requested by contacting your manager or HR.
-

Appendix 2

HR Action Plan

The HR Action Plan is currently being developed. It will contain the actions required to implement key elements of this report once approved.

HR Actions	Sub Actions	Responsible Officer	By When
	Consider critical roles which MUST be undertaken; at what stage during the pandemic would actions be triggered (tie in with main plan levels); updating key skills and training new staff for critical roles; ensuring adequate staffing numbers.		
1. Agree clear policies relating to absence and pay during a flu pandemic emergency	1.1 Draft clear HR policy changes to help manage services through a flu pandemic (R Clark) 1.2 Seek formal approval for all policy changes with CMT/Portfolio ensuring a full consultation / negotiation exercise with trade unions (R Clark) 1.3 Communicate Flu Pandemic policy changes to appropriate managers/employees and trade unions	Rachel Clark	July'09
2. Agree temporary absence notification procedures and a process for how this would be implemented	2.1 Agree temporary absence notification procedures with CMT / Portfolio ensuring a full consultation negotiation exercise with trade unions 2.2 Set up the email and telephone answering system for the HR Absence Notification Team (A Lucas) 2.3 Identify key HR personnel to staff the HR Absence Notification Team (minimum of 4 people) (A Oxley / W Stagg) 2.3 Ensure relevant communication systems are	Rachel Clark	July'09

	set up to report employee absence status to relevant managers where gaps are identified in access to the system (RClark)		
3. Agree flexible recruitment processes and key contractual terms of employment, if ex-employees / volunteers were to work temporarily	<p>3.1 Departments to agree list of employees (inc. ex-employees) who could cover critical post.</p> <p>3.2 Determine recruitment process for ex-employees.</p>	Alison Oxley	July'09
4. Define HR role for corporate central point for staff questionnaire information and to keep this up to date with absence patterns of staff	<p>4.1 request made to Northgate for email address of flu@hartlepool.gov.uk to be created (I decided on this because it is short and more easily remembered)</p> <p>4.2 answering machine options being investigated</p> <p>4.3 meeting arranged between Jane Kett, Liz Crookston, Angela and me to determine arrangements once the questionnaire results are available in the e-consultation system</p> <p>4.4 spreadsheet being developed to store the questionnaire results and absence details</p> <p>4.5 absence notification team arrangements being finalised (principle of the composition of the team agreed at HR DMT)</p> <p>Work not commenced</p> <p>4.6 identification of reports needed – will discuss with Jane Kett when we meet her</p> <p>4.7 using ResourceLink to hold information instead of spreadsheet</p>	Wally Stagg	July'09

<p>5. Review HR and Health & Safety guidance on home work for managers and employees</p>	<p>The current working from home policy which was developed as a pilot in the Revenue and Benefits Service is currently being reviewed. However until such time as the revised policy is agreed the scope of the policy could be extended to include those who need to work from home due to pandemic flu situation being dedared. Individuals would need to complete a health and safety risk assessment and declaration and submit this to their manager.</p>	<p>Stuart Langston</p>	<p>July'09</p>
<p>6. Draft a general Staff Guidance document to circulate for information during a pandemic</p>	<p>6.1 Finalise the document and circulate to relevant people from the Pandemic Team / trade unions (R Clark) 6.2 Agree process for circulation at the time of a pandemic (including upload on intranet and timing of circulation) and process for circulating updated information (A Lucas)</p>	<p>Rachel Clark</p>	<p>Sept'09</p>

FINANCE AND PERFORMANCE PORTFOLIO

**Report to Portfolio Holder
3rd November 2009**



Report of: Chief Personnel Officer

Subject: Corporate Health and Safety Policy

SUMMARY

1. PURPOSE OF REPORT

To seek Portfolio Holder's endorsement of the Council's Corporate Health and Safety Policy.

2. SUMMARY OF CONTENTS

The report provides the background to the development of the revised Corporate Health and Safety Policy and seeks the endorsement of the Portfolio Holder.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

To endorse the Corporate Health and Safety Policy.

Report of: Chief Personnel Officer

Subject: Corporate Health and Safety Policy

1. PURPOSE OF REPORT

- 1.1 To seek the Portfolio Holder's endorsement of the attached Corporate Health and Safety Policy. This policy describes the Council's approach to health and safety and applies across the Council to all departments and ensures that the responsibility for key health and safety risks are allocated at the appropriate level.

2. BACKGROUND

- 2.1 Under the provisions of the Health and Safety at Work etc. Act 1974 and associated legislation all companies employing more than five people must have a written health and safety policy. The Council's Health and Safety Policy was adopted in July 2005 and consequently due to changes in statutory requirements and the Council's structure it is an appropriate time to review the policy.
- 2.2 During the Performance Portfolio Holder's meeting of the 26th February 2009 it was agreed that in order to demonstrate the Council's commitment to protecting the health and safety of employees the Health and Safety Champion for the Cabinet would be the holder of the Performance Portfolio.

3.0 CONSIDERATION OF ISSUES

- 3.1 Managers throughout the organisation address health and safety concerns on a day to day basis through the allocation of appropriate resources, adoption of procedures and/or safe systems of work. The Corporate Health and Safety Policy is the framework upon which the approach to health and safety is based and is supported at all levels by the Elected Mayor, Cabinet, the Chief Executive and Corporate Management Team and the health and safety activities in departments.
- 3.2 The Council's Health and Safety Policy in its current form requires all departments to interpret it and then put in place their own policies. This approach does result in some duplication and there is a risk of an inconsistent approach across the Council. In order to address this issue it is proposed to revise the Council's Health and Safety Policy (Appendix 1) to ensure that it applies equally to all departments. The only exception is schools which are still expected to develop their own policy and have this endorsed by the school governors.

- 3.3 Although the Corporate Health and Safety Policy will remove the need for departments to write their own specific policy document they will still need to ensure the completion of appropriate risk assessments, the adoption of safe methods of work and implementation of appropriate procedures within their areas of control.
- 3.4 The business transformation programme is an opportune time to review council structures and working arrangements to ensure that they are safe and meet statutory requirements. The policy in itself will not improve safety standards however it outlines responsibilities and expectations on employees and managers of the Council so that these are clear. Managers, supervisors and employees of the Council are then expected to work together to communicate the safety message throughout the organisation. Consequently as a follow up to the introduction of the policy, a briefing is to be held with all Chief Officers of the Council to outline their legal responsibilities and what arrangements they must put in place to instil a safety culture. In addition officers from the Health, Safety and Welfare Team will regularly visit workplaces to provide advice and assistance but also identify where breaches of health and safety legislation occur so that improvements can be made.
- 3.5 It is envisaged that by revising the policy and clearly identifying health and safety responsibilities that a more proactive approach to health and safety will be adopted across the Council and thereby reduce the likelihood of incidents and accidents occurring. Failure to do so may result in the Council or individuals working on its behalf (this includes sub contractors and other partner organisations of the Council) being prosecuted for health and safety offences which in the most serious incidents may result in the organisations being fined and the people responsible receiving a custodial sentences.
- 3.6 The policy also covers the health and welfare of staff and by ensuring that this is appropriately considered by those with management and supervisory responsibilities this will ensure those employees with issues e.g. disabilities, injuries and mental health episodes are considered and reasonable adjustments made to ensure that the risks to health are minimised and thereby sickness associated with these issues is reduced.

4.0 CONSULTATION

- 4.1 In order to ensure that the policy has the appropriate support across the organisation a report with a copy of the policy has been submitted to the Corporate Management Team who were fully supportive and in addition formal consultation with the trade unions has been undertaken who again have been supportive of the revised policy.

5.0 RECOMMENDATION

- 5.1 That the Portfolio Holder endorses the proposed Corporate Health and Safety Policy.

6.0 CONTACT OFFICER

Stuart Langston
Health, Safety & Wellbeing Manager
Stuart.langston@hartlepool.gov.uk
Tel: 01429 523560



HARTLEPOOL BOROUGH COUNCIL
CORPORATE HEALTH AND SAFETY POLICY

Statement of Intent

As a leader of the community which it serves, Hartlepool Borough Council recognises and accepts the financial and legal responsibilities and duties which it has for the health, safety and welfare of its employees and others affected by the activities of the Council.

In order to fulfil these responsibilities the Council aims to continually improve health and safety performance by developing systems to promote healthy working and to minimise where practicable the risk to people's health and wellbeing which may be affected by the activities of the Council.

Employees with management responsibilities will ensure that all significant risks are properly assessed, controlled and any measures implemented to mitigate risk are appropriately monitored. These assessments will be regularly reviewed, to ensure that where practicable the Council complies with legal requirements and strives to achieve best practice.

Adequate facilities and arrangements will be maintained to consult with employees, trade union representatives and others who may be affected by Council activities, to encourage a joint approach to the management of health, safety and welfare.

The Council expects all employees and those undertaking work on the behalf of, or in partnership with, the Council to take reasonable care for their own health and safety, for the safety of others and to co-operate with the Council in the performance of its moral and statutory duties.

The Council will monitor health and safety performance and review its policies and procedures to ensure the achievement of best practice in all aspects of health and safety management.

Signed: Stuart Drummond, Mayor

Date:

Signed: Paul Walker, Chief Executive

Date:

Signed: Robbie Payne, Portfolio Holder for Finance and Performance

Date:

PART 2 ORGANISATION

RESPONSIBILITIES FOR HEALTH AND SAFETY

All employees, those with management responsibilities, and elected representatives who influence the leadership, direction, budget or strategy of the Council, have specific duties under the Health and Safety and Work etc Act 1974 but also have a duty of care for employees and others who may be affected by Council activities. Any gross negligence on the part of any individual resulting in the death of a person(s) may result in a conviction of manslaughter. Organisational failures which resulted in the death of a person(s) may result in the Council being convicted of manslaughter under the provisions of the Corporate Manslaughter and Corporate Homicide Act 2007. Consequently in addition to any other duties listed below all employees, those with management responsibilities and elected members are expected to uphold the principles of this policy, consider the health and safety of themselves and others and ensure that health and safety is given a level of consideration at least equal to other operational issues.

The Council

The Council as a corporate body has the overarching responsibility for the health, safety and welfare of employees and those who are affected by the Council's activities by ensuring, so far as is reasonably practicable, that the Council complies with its statutory and moral obligations as regards health, safety and welfare.

The Elected Mayor, Cabinet and Elected Members

It is the responsibility of the Elected Mayor, Cabinet and non executive Elected Members to formally accept their unique and collective role in providing leadership, direction, budget and strategy for the Council and consequently have a major influence over setting corporate policy for the management of health and safety risks within the Council. Elected Members will ensure that their decisions give due consideration to health, safety and welfare issues. In addition the Elected Mayor will appoint a member of the cabinet to be the Health and Safety Champion to lead on health and safety matters.

Portfolio Holder for Finance and Performance Management

The elected member of the cabinet who is the Portfolio Holder for Finance and Performance Management will adopt the role of Health and Safety Champion. They will promote the importance of health, safety and welfare within the Council by endorsing the Hartlepool Borough Council Health and Safety Policy and will play an active role in the monitoring of health, safety and welfare performance by chairing the Corporate Health and Safety Consultative Group and nominate two other Elected Members to serve as members of the Health and Safety Consultative Group.

The Chief Executive

The Chief Executive as Head of Paid Service has overall and ultimate responsibility for compliance with the relevant statutory requirements in, and the safe operation of, all of the Council's undertakings and services whether delivered directly or via external contractors and is accountable to the Council for the general implementation of the Hartlepool Borough Council Health and Safety Policy. In particular the Chief Executive will:

1. Maintain a broad awareness of current statutory requirements and principles of good practice for health, safety and welfare and the specific issues which are relevant to the Council's operations in this respect;
2. Ensure, at corporate level, the allocation of sufficient financial and human resources to meet the requirements for the full implementation of Hartlepool Borough Council Health and Safety Policy;
3. Facilitate, encourage and contribute to the development of policy and the management of health, safety and welfare within the Council and set a personal example of good safety practices;
4. Monitor performance related to safety, encourage excellence and ensure that remedial action is taken where this is required.

Corporate Management Team

The Corporate Management Team consists of individuals who play a significant role in the organisation and consequently formally accept their collective role in setting corporate policy for the control of risk, particularly that relating to health, safety and welfare on behalf of the Council. In addition to this general duty they shall;

1. Ensure that management systems, in compliance with the Hartlepool Borough Council Health and Safety Policy, are developed for the control of significant risk which will then be adequately resourced and implemented;
2. Business decisions taken within service areas reflect the health and safety intentions, as expressed in the Hartlepool Borough Council Health and Safety Policy statement;
3. Ensure health and safety performance is monitored, audited and incorporated as an integral part of business planning and review;
4. Encourage employees at all levels to become actively involved in implementing procedures and improving health, safety and welfare performance;

Directors

As members of the Corporate Management Team (CMT) it is the responsibility of the Directors (and those Chief Officers comprising the extended CMT) to ensure that the Hartlepool Borough Council Health and Safety Policy is implemented within their area of control by putting in place arrangements to encourage excellence in the management of risk. In addition to this general duty they shall;

1. Maintain a broad awareness of current statutory requirements and principles of good practice for health, safety and welfare and the specific issues which are relevant to the Council's operations in this respect;
2. Ensure, at directorate level, the allocation of sufficient financial and human resources to meet the requirements for the full implementation of Hartlepool Borough Council Health and Safety Policy;
3. Facilitate, encourage and contribute to the development of policies and procedures to improve the management of health, safety and welfare within the Council and set a personal example of good safety practices;
4. Monitor performance related to health, safety and welfare to encourage excellence and ensure that remedial action is taken where it is required.
5. Ensure health and safety management systems in compliance with the Hartlepool Borough Council Health & Safety Policy are developed for the control of health and safety risks which will then be adequately resourced and implemented;
6. Appoint a member of the department's management team as Health and Safety Champion;
7. Ensure that all business decisions taken within the service area reflect the health and safety intentions, as expressed in the Hartlepool Borough Council Health & Safety Policy Statement;
8. Ensure health and safety performance is monitored, audited and incorporated as an integral part of business planning and review;
9. Ensure that appropriate means of communication and consultation with employees on safety matters are established and maintained;
10. Ensure that suitable and sufficient assessments of risk are carried out, in relation to their operations, activities and premises and that the control measures which they identify are adequately communicated and implemented and that a written record of these assessments is maintained and the assessments periodically reviewed;

11. Ensure, in conjunction with workforce development and Health, Safety and Wellbeing team, that departmental and divisional training plans fully reflect requirements for the provision of adequate training and instruction, as necessary for health, safety and welfare and that these plans are periodically reviewed, to ensure their effectiveness;
12. Ensure that organisations and persons who are engaged to carry out work for, or deliver services on behalf of, their department or division, as contractors, partners or otherwise, are assessed to be competent in terms of health, safety and welfare for the work concerned, in compliance with statutory and the Council's procurement procedures;
13. Encourage employees at all levels to become actively involved in implementing and improving health, safety and welfare; and ensure that when delegating duties and responsibilities they are appropriately assigned, understood, capable of achievement, accepted and implemented; taking into account their capabilities as regards health, safety and welfare;
14. Ensure co-operation with the Head of Property Services, the Health, Safety and Wellbeing Team and others as required, to ensure the safety of premises under their control or partial control, in relation to the management of asbestos, control of legionella, use and maintenance of gas appliances and any other relevant matters;
15. Ensure co-operation in the carrying out of safety inspections by the Health, Safety and Wellbeing Team, Health and Safety Executive, fire authority, safety representatives and members of health and safety committees or other agencies and ensuring that appropriate action is taken on the findings of these inspections;
16. Ensure any problems or constraints in meeting these duties and responsibilities which cannot be resolved locally are brought, without delay, to the attention of the Chief Executive and/or the Corporate Management Team.

Health and Safety Champions

In addition to their general management duties, within Hartlepool Borough Council Health and Safety Policy, the member of the Department Management Team nominated as Health and Safety Champion will be responsible for ensuring that health and safety issues are addressed within the department. In addition to this duty they shall;

1. Prepare an annual health and safety action plan, in consultation with a member of the Health, Safety and Wellbeing Team, for the department within which they work.
2. Prepare an annual report on the department's health and safety performance.

3. Ensure that risk assessments are reviewed on a regular basis;
4. Ensure that there are adequate arrangements are in place, to deal within the department's area of control, for emergencies, in particular, first aid and fire in the workplace.
5. Ensure any problems or constraints in meeting these duties and responsibilities which cannot be resolved locally are brought, without delay, to the attention of the Director for the department within which they work.

Strategic Managers

It is the responsibility of Strategic Managers to ensure that this policy is implemented within their area of control by putting in place arrangements for the management of health and safety risk. In addition to these general duties they shall;

1. Maintain a broad awareness of current statutory requirements and principles of good practice for health, safety and welfare and the specific issues which are relevant to the Council's operations in this respect;
2. Ensure, at divisional level, the allocation of sufficient financial and human resources to meet the requirements for the full implementation of the Hartlepool Borough Council Health and Safety Policy;
3. Facilitate, encourage and contribute to the development of policies and procedures to improve the management of health, safety and welfare within the Council and set a personal example of good safety practices;
4. Monitor performance related to health and safety to encourage excellence and ensure that remedial action is taken where it is required.
5. Ensure health and safety management systems in compliance with the Hartlepool Borough Council Health & Safety Policy are developed for the control of health and safety risks which will then be adequately resourced and implemented;
6. Ensure that all business decisions taken within the service area reflect the health and safety intentions, as expressed in the Hartlepool Borough Council Health & Safety Policy Statement;
7. Ensure health and safety performance is monitored, audited and incorporated as an integral part of business planning and review;
8. Ensure that suitable and sufficient assessments of risk are carried out, in relation to their operations, activities and premises and that the control measures which they identify are adequately communicated

and implemented and that a written record of these assessments is maintained and the assessments periodically reviewed;

9. Ensure, in conjunction with Workforce Development and Health, Safety and Wellbeing team, that departmental and divisional training plans fully reflect requirements for the provision of adequate training and instruction, as necessary, for health, safety and welfare and that these plans are periodically reviewed, to ensure their effectiveness;
10. Ensure that organisations and persons who are engaged to carry out work for, or deliver services on behalf of, their division, as contractors, partners or otherwise, are assessed to be competent in terms of health, safety and welfare for the work concerned, in compliance with statutory and the Council's procurement procedures;
11. Encourage employees at all levels to become actively involved in implementing and improving health, safety and welfare; and ensure that when delegating duties and responsibilities they are appropriately assigned, understood, capable of achievement, accepted and implemented; taking into account their capabilities as regards health, safety and welfare.
12. Ensure co-operation with the Head of Property Services, the Health, Safety and Wellbeing Team and others as required, to ensure the safety of premises under their control or partial control, in relation to the management of asbestos, control of legionella, use and maintenance of gas appliances and any other relevant matters;
13. Ensure co-operation in the carrying out of safety inspections by the Health, Safety and Wellbeing Team, Health and Safety Executive, fire authority, safety representatives and members of health and safety committees or other agencies and ensuring that appropriate action is taken on the findings of these inspections;
14. Ensure that the Hartlepool Borough Council Health and Safety Policy, as it relates to areas, activities and persons under their control is understood, implemented, maintained and monitored;
15. Ensure any problems or constraints in meeting these duties and responsibilities which cannot be resolved locally are brought, without delay, to the attention of the Director of the department within which they work.

Operational Managers

It is the responsibility of Operational Managers to ensure that this policy is implemented within their area of control by putting in place arrangements for the management of health and safety risk. In addition to these general duties they shall;

1. Maintain a broad awareness of current statutory requirements and principles of good practice for health, safety and welfare and the specific issues which are relevant to the Council's operations in this respect;
2. Ensure, at a operational level, the allocation of sufficient financial and human resources to meet the requirements for the full implementation of the Hartlepool Borough Council Health and Safety Policy;
3. Facilitate, encourage and contribute to the development of policy and the management of safety within the Council and set a personal example of good safety practices;
4. Monitor performance related to health and safety to encourage excellence and ensure that remedial action is taken where it is required.
5. Ensure health and safety management systems in compliance with the Hartlepool Borough Council Health & Safety Policy are developed for the control of health and safety risks which will then be adequately resourced and implemented;
6. Ensure that all business decisions taken within the service area reflect the health and safety intentions, as expressed in the Hartlepool Borough Council Health & Safety Policy Statement;
7. Ensure health and safety performance is monitored, audited and incorporated as an integral part of business planning and review;
8. Ensure that suitable and sufficient assessments of risk are carried out, in relation to their operations, activities and premises and that the control measures which they identify are adequately communicated and implemented and that a written record of these assessments is maintained and the assessments periodically reviewed;
9. Ensure, in conjunction with workforce development and health, safety and wellbeing team, that departmental and divisional training plans fully reflect requirements for the provision of adequate training and instruction, as necessary for health, safety and welfare and that these plans are periodically reviewed, to ensure their effectiveness;
10. Ensure that organisations and persons who are engaged to carry out work for or deliver services on behalf of their division, as contractors, partners or otherwise, are assessed to be competent in terms of health, safety and welfare for the work concerned, in compliance with statutory and the Council's procurement procedures;
11. Encourage employees at all levels to become actively involved in implementing and improving health, safety and welfare; and ensure that when delegating duties and responsibilities they are appropriately

assigned, understood, capable of achievement, accepted and implemented; taking into account their capabilities as regards health, safety and welfare.

12. Ensure co-operation with the Head of Property Services, the Health, Safety and Wellbeing Team and others as required, to ensure the safety of premises under their control or partial control, in relation to the management of asbestos, control of legionella, use and maintenance of gas appliances and any other relevant matters;
13. Ensure co-operation in the carrying out of safety inspections by the Health, Safety and Wellbeing Team, Health and Safety Executive, fire authority, safety representatives and members of health and safety committees or other agencies and ensuring that appropriate action is taken on the findings of these inspections;
14. Ensure that the Hartlepool Borough Council Health and Safety Policy, as it relates to areas, activities and persons under their control is understood, implemented, maintained and monitored;
15. Ensure any problems or constraints in meeting these duties and responsibilities which cannot be resolved locally are brought, without delay, to the attention of the Strategic Manager of the department within which they work.

Supervisors/Team Leaders

Team leaders/supervisors are expected to comply with the requirements of the Hartlepool Borough Council Health & Safety Policy and associated service policies and procedures. In addition to these general duties they shall;

1. Maintain a broad awareness of current statutory requirements and principles of good practice for health, safety and welfare and the specific issues which are relevant to the Council's operations in this respect;
2. Demonstrate their commitment to health and safety by ensuring that they and the colleagues whom they supervise follow the laid down safety procedures including the wearing of personal protective equipment, challenge unsafe behaviour and ensure that equipment is used correctly.
3. Assist managers in the preparation of assessments of risk, in relation to operations, activities, premises and equipment that they are involved in to ensure control measures are practical and can be adequately communicated and implemented;
4. Encourage employees at all levels to become actively involved in implementing and improving health, safety and welfare; and ensure that when delegating duties and responsibilities they are appropriately assigned, understood, capable of achievement, accepted and

implemented; taking into account their capabilities as regards health, safety and welfare.

5. Monitor the performance of their employees in terms of health, safety and welfare encouraging excellence and taking effective remedial action as necessary.
6. Ensure that the Hartlepool Borough Council Health and Safety Policy, as it relates to areas, activities and persons under their control is understood, implemented, maintained and monitored;
7. Ensure any problems or constraints in meeting these duties and responsibilities are brought, without delay, to the attention of an appropriate manager.

All Employees, Agency and other Workers

Every employee, without exception, has responsibilities for health and safety. They are responsible, through their normal departmental or school management structure for observing and following the Hartlepool Borough Council Health & Safety Policy. In addition to this general duty they shall;

1. Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work;
2. Observe systems of safe working and take any precautions necessary to ensure the safety of themselves and others affected by their work;
3. Co-operate with their employer or any other duty holder so far as is necessary to enable any duty or requirement imposed on the employer to be performed or complied with;
4. Ensure their attendance at and the proper participation in health and safety and other training, including refresher training, as and when directed, and the appropriate implementation of the safety practices covered in any such training;
5. Use the correct tools and equipment appropriate for the job and ensure that they are kept in good condition (or reported to the appropriate person if they are not) and not adapted for unauthorised use;
6. Make proper use of safety aids, appliances, equipment and protective clothing provided;
7. Report or seek advice, from an appropriate supervisor, manager, without delay, on any unsafe condition, plant, equipment, machinery, tools or other hazards of which they become aware;
8. Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare;

9. Notify immediately any accident, injury, illness, disease, dangerous occurrence or near miss associated with the carrying out of their duties and responsibilities;
10. Do not interfere with any plant or equipment which has been involved in an accident, or has been taken out of use pending an investigation until authorised to do so;
11. Familiarise themselves with the action to take in the event of fire or other emergency;
12. Seek health and safety advice, where necessary, through the appropriate responsible officer.
13. Take reasonable care to maintain the security of their workplaces and other Council premises, in relation to intruders and prevention of arson;
14. Co-operating fully in the implementation of the Hartlepool Borough Council Health and Safety Policy and in all other matters concerning safety and its management within the Council;

The Health, Safety and Wellbeing Manager

The Health, Safety and Wellbeing Manager and other safety practitioner members of the Health, Safety and Wellbeing Team are responsible to the Chief Personnel Officer for providing the Council's central safety resource. In particular all safety practitioner members of the Health, Safety and Wellbeing Team shall:

1. Maintain up to date specialist knowledge of safety management techniques, current and forthcoming statutory requirements, official and other authoritative guidance on safety;
2. Assist directors, managers, head teachers and others in developing health and safety procedures and reviewing school safety policies;
3. Provide guidance and assistance in the preparation of risk assessments;
4. Provide advice and guidance on health and safety to all Elected Members, Council employees, schools governors, head teachers and other school employees;
5. Disseminate information on health and safety, including changes in legislation, official guidance and current best practice;
6. Liaise with safety representatives, other employee representatives and trade union officers on health and safety matters. Promote and assist in the effective operation of health and safety committees and provide professional safety advice and support to them;

7. Carry out assessments of the safety performance of external contractors who wish to tender for work, report on their competence and assist in the evaluation of tenders received from them;
8. Liaise with the Health and Safety Executive, the fire authority and other enforcement authorities and maintain contact with external health and safety organisations and health and safety professionals for the purpose of bench marking on best practice;
9. Monitor and report on safety performance, via inspections and audits, of operations and premises including inspections of external contractors' operations, where appropriate, and take action to ensure compliance when required;
10. Receive all reports of accidents, near misses and other incidents related to safety, report them as required to the Health and Safety Executive, investigate them, report and make recommendations and compile and analyse statistics;
11. In the case of the Health, Safety and Wellbeing Manager and Senior Health and Safety Officers take immediate action to prohibit operations or require improvements in them, where there is, or may be, an imminent risk of injury, a serious breach of statutory requirements and /or the Council's Health and Safety Policy or procedures.
12. In the case of other safety practitioner members of the Health, Safety and Wellbeing Team take immediate temporary action to prohibit operations or require improvement in them, where there is, or may be, an imminent risk of injury, a serious breach of statutory requirements and /or the Council's Health and Safety Policy or procedures and immediately consult the Health Safety and Wellbeing Manager or in their absence a Senior Health and Safety Officer, the Chief Personnel Officer or appropriate deputy, so that such action can be confirmed;

Trade Union and Employee Health & Safety Representatives

Working in partnership with Hartlepool Borough Council, Trade Union and Employee Health and Safety Representatives will contribute to the improvement of standards regarding health, safety and welfare. Trade Union Representatives, where appropriate in order to fulfil their role within this policy, will be given time off work to undertake these duties. In addition to this general duty they shall;

1. Contribute to the identification, elimination or control of possible risks to employees' health, safety and welfare;
2. Work with the employer and employees to investigate accidents and incidents that caused or have the potential to cause injury or ill health to employees;
3. Take an active part in health & safety meetings;

4. Represent the views of employees in discussions with the Health and Safety Executive and other enforcement agencies and receive information from those agencies.

SCHOOLS

Schools operate within a unique structure as regards Hartlepool Borough Council. The Council in its capacity as Local Education Authority has health and safety responsibilities for community schools, community special schools maintained nursery schools, pupil referral units and the statutory youth service but recognises the integral role that School Governors and Head teachers have in ensuring that health and safety standards are maintained in the school. As a result of this special relationship Hartlepool Borough Council has made specific provision for identifying the key role of School governors and Head teachers of these community schools within this policy. However, in foundation or voluntary aided schools although Hartlepool Borough Council does have some legal responsibilities as regards the building, premises and safety of the staff and pupils at the school, it is School Governors and Head teachers who are the employers of teachers and support staff, and consequently have much wider responsibilities. These wider responsibilities should therefore be reflected in the schools' own health and safety policies and overall management of health and safety

SCHOOL GOVERNORS

School Governors have individual and collective responsibility for the safe operation of their schools and will:

1. Ensure that one or more of the Governors of their school maintains a knowledge of health, safety and welfare legislation and good practice, which is sufficient to enable that Governor or Governors to give general advice to their colleagues on the setting of priorities and the allocation of resources in relation to health and safety;
2. Adopt and ensure the implementation of a school health and safety policy, which will encourage high standards of performance by individuals at all levels and the development of a culture of health and safety throughout the school's operations;
3. Consult with the Health, Safety and Wellbeing Team in connection with the writing and periodic review, revision and implementation of their school's health and safety policy;
4. Allocate, at strategic level, sufficient human and financial resources to permit their school's safety policy to be fully implemented;
5. Co-operate fully with the Health, Safety and Wellbeing Team in its carrying out of inspections, and the provision of advice and guidance to staff and in other activities connected with health and safety;
6. Ensure that organisations and persons engaged to carry out work for, or deliver services on behalf of their department or division, as contractors, partners or otherwise, are assessed to be competent in

terms of health, safety and welfare for the work concerned, in compliance with statutory and the Council's procurement procedures;

7. Receive reports, recommendations and other communications from the Health, Safety and Wellbeing Team and ensure that appropriate action is taken on these;
8. Review their school's safety performance, consider and ensure that appropriate action is taken on reports concerning safety;
9. Facilitate, encourage and commend high standards of safety and set a personal example of good safety practices;

HEAD TEACHERS

Head teachers are primarily responsible and accountable to the School Governors and the Director with responsibility for Child and Adult Services for the management of all aspects of health, safety and welfare at their schools. As part of their overall management of health, safety and welfare Head teachers shall;

1. Maintain outline knowledge of the current statutory requirements and principles of good practice for health and safety which are relevant to all operations and activities involving their school;
2. Ensure, by direct action or delegation to suitable employees of the school and with assistance and guidance provided by the Health, Safety and Wellbeing Team, that a school safety policy and safety procedures are prepared, approved by the Governors and reviewed and revised periodically;
3. Ensure, at operational level, the allocation of sufficient financial and human resources to fully implement the requirements of their school safety policy;
4. Ensure that suitable and sufficient assessments of risk are carried out in relation to their school's operations, activities and security, and that control measures which they identify are adequately communicated and implemented;
5. Ensure that educational visits, out of school activities, and other trips are appropriately planned, organised and supervised to protect health and safety.
6. Ensure the full implementation of the Hartlepool Local Education Authority's procedures in relation to all educational visits;
7. Ensure that training plans for their school's employees fully reflect requirements for the provision of adequate training and instruction, as necessary for health and safety, and that these plans are periodically reviewed, to ensure their effectiveness;

8. Take into account the capabilities of employees as regards health and safety, including the pressures and demands imposed, when entrusting them with tasks;
9. Ensure that organisations and persons engaged to carry out work for, or deliver services on behalf of, their school, as contractors, partners or otherwise, are assessed to be competent in terms of health, safety and welfare for the work concerned, in compliance with statutory procurement procedures;
10. Ensure co-operation with the Head of Property Services, the Health, Safety and Wellbeing Team and others as required, to ensure the safety of their school premises, in relation to the management of asbestos, control of legionella, use and maintenance of gas appliances and other relevant matters;
11. Ensure that procedures are developed and maintained for use in their school in the event of serious and imminent danger, including the appointment of fire wardens and the periodic practising of the procedures;
12. Co-operate fully in the carrying out of safety inspections by the Health, Safety and Wellbeing Team, Health and Safety Executive, fire authority or other appropriate agencies and act appropriately on the findings of these inspections;
13. Ensure that the Council's accident and safety incident reporting procedure is operated fully in relation to their school;
14. Receive, from safety representatives, members of health and safety committees and other employees, representations concerning safety, co-operate and consult with them and take appropriate action as a result;
15. Receive representations concerning safety from pupils and their parents, other service users and persons affected and take appropriate action as a result of the information received;
16. Report periodically to their school's governors on the management of safety and the school's safety performance;
17. Monitor the performance of their employees in terms of safety, encouraging excellence, taking effective remedial action if required and setting a personal example of good safety practices.

FINANCE AND PERFORMANCE PORTFOLIO

Report To Portfolio Holder

5th November 2009



Report of: Assistant Director (Head of Housing and Regeneration) and Assistant Director (Procurement and Asset Management)

Subject: ACQUISITION OF MARKET HOTEL, LYNN STREET

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To provide details regarding the purchase of a derelict former public house, the Market Hotel, Lynn Street, Hartlepool.

2. SUMMARY OF CONTENTS

- 2.1 The report provides details of the purchase of the Market Hotel, the funding that enabled the purchase, the housing development proposed on the wider site and the next steps required to enable the residential development.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 Portfolio Holder has responsibility for the Council's land and property assets.

4. TYPE OF DECISION

- 4.1 Non Key

5. DECISION MAKING ROUTE

- 5.1 Portfolio Holder only.

6. DECISION(S) REQUIRED

6.1 The Portfolio Holder is requested to note the report.

Report of: Head of Housing and Regeneration

Subject: ACQUISITION OF MARKET HOTEL, LYNN STREET

1. PURPOSE OF REPORT

- 1.1 To provide details regarding the purchase of a derelict former public house, the Market Hotel, Lynn Street, Hartlepool

2. BACKGROUND

- 2.1 The provision of affordable housing and social housing has been identified as a priority in Hartlepool. This has been evidenced by long housing waiting lists and number of Hartlepool and Tees Valley housing studies including the most recent Tees Valley Strategic Housing Market Assessment. A Scrutiny investigation into the provision of social rented accommodation has also highlighted the importance of this provision. Work done to date has resulted in the provision of 182 new build affordable units completed in Hartlepool in 2008/09, but further work and sites are needed to meet demand.
- 2.2 The potential capacity to increase the number of affordable homes for residents has been given a boost most recently with the Council successfully securing funding through the Social Housing Grant (SHG) fund. In July 2009 the Cabinet and Council approved two schemes to be submitted during the first bidding round of SHG with the support of the Housing Task Group. Hartlepool Borough Council was successful in securing £2.4 million of HCA funding which will be matched by the Council. The approved schemes were for 25 units at Seaton Lane/Golden Flatts and 20 units at Charles St/Surtees Street. The applications for planning permission for both schemes have been submitted and subject to planning approval it is anticipated that start on site will be December 2009, in line with the bid proposal. Cabinet at its meeting on 19th October 2009 agreed to a further bid for SHG to be submitted by the end of October. This bid will include proposals for a second phase of development on the Charles Street/Surtees Street which if successful will incorporate the Market Hotel site.
- 2.3 In addition to the specific funding secured to deliver social housing, Growth Point funding has also been secured to enable housing developments. Growth Point funding is aimed at supporting the Government drive to deliver 3 million new homes by 2020. The initiative provides funding to support local authorities willing to accelerate housing

development. Growth Point funding can be utilised flexibly to help housing development. It can be used to assemble sites, infrastructure works, access arrangements and construction works. The five Tees Valley Boroughs were awarded an equal £1.147m share of the capital funding split over 2 financial years. A number of sites have been identified for funding based on the previously submitted Programme of Development. The sites prioritised, reflected Hartlepool's main housing priorities including supporting the ongoing Housing market Renewal Programme, affordable housing provision whilst also addressing the Growth Point requirement to facilitate the development of new housing sites. A further critical factor in prioritising schemes is the ability to ensure that Growth Point resources can be spent within the two year period and that significant progress towards Growth Point objectives is made. Based on these requirements it has been agreed that Growth Point should be utilised at the following sites:

- i) Belle Vue
- ii) Easington Road
- iii) Headway Site
- iv) Golden Flatts, Seaton Lane; and
- v) Charles Street/Surtees Street

3. MARKET HOTEL ACQUISITION

- 3.1 Funding therefore has been secured through the Social Housing Grant and Growth Point funding streams for the Charles Street/Surtees Street scheme. It was agreed that incorporating the site currently occupied by the Market Hotel into the wider Council site would not only enable a greater development area for the development of affordable housing but ensure that the site would be more attractive to potential developers. Maintaining the building in its current position and condition would have severely restricted the ability to deliver a viable housing scheme.
- 3.2 In addition to the benefits and development of extra housing units that acquisition and clearance would bring for the proposed residential development, the condition of the building was becoming an increasing concern, as it was becoming a target for vandalism and was deteriorating rapidly. Taking control of the ownership and incorporating it into the residential development will also improve the appearance and perception of the area.
- 3.3 The acquisition of the Market Hotel also complements the other aspirations that the Council has for the eastern area of the Town Centre. The Portfolio Holder considered a previous report (3rd February 2009), that detailed the intentions for the Central Area. The Central Area Investment Framework was developed in order to respond to One NorthEast's increasing emphasis on prioritising resources towards bigger, strategic projects that will increase private sector investment opportunities and job creation.

- 3.4 Building on the redevelopment of Hartlepool College of Further Education, one of the key recommendations of the Central Area Investment Framework is to create an Innovation and Skills Quarter. As part of achieving this an acquisitions strategy has been developed which identifies key properties that need addressing in order to support the recommendations of the strategy and ensure the regeneration proposals are developed in a co-ordinated way. A number of properties have been identified as immediate priorities for purchase and clearance due to their impact on the areas environmental underperformance and the opportunities that they present for future redevelopment. The Market Hotel was one of these priorities and officers are continuing to work to secure further funding from a variety of sources in order to acquire the other priority buildings.
- 3.5 The Market Hotel is currently a vacant listed building that has been empty for a number of years following its final use as a Indian restaurant. The building had been in a banks possession following repossession from the previous owner.
- 3.6 Following an approach by officers the bank requested that the Council make an offer for the property. An offer was subsequently made for £130,057 which was accepted on the 2nd October 2009.
- 3.7 In order to successfully incorporate the building into the development site for the second phase of Social Housing Grant, the property will need to be demolished and as it is a grade II listed building, listed building consent for demolition will be required. The development partner will lead on the planning process.

4. FINANCIAL CONSIDERATIONS

- 4.1 The purchase of the property has been made with external funding secured via the Growth Point initiative from the Department of Communities and Local Government. The purchase cost included the legal fees for the transaction.
- 4.2 If the second bid for SHG is not successful then alternative capital funding will be identified to support any costs associated with demolition.

5. RECOMMENDATIONS

- 5.1 The Portfolio Holder is requested to note the report.

6. CONTACT OFFICER

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FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

5th November 2009



Report of: Head of Procurement, Property and Public Protection

Subject: REVIEW OF THE STRATEGIC AND OPERATIONAL
LEADERSHIP OF COLLABORATIVE PROCUREMENT

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the progress made by RIEP (Regional Improvement and Efficiency Partnership) Collaborative Procurement Board and NEPO (North Eastern Purchasing Organisation) on the review of the strategic and operational leadership of collaborative procurement within the North East.

2. SUMMARY OF CONTENTS

This report details the process undertaken to review regional procurement arrangements and the considerations which need to be made in order develop a more detailed business case for collaboration and a revised procurement strategy for the region.

3. RELEVANCE TO PORTFOLIO MEMBER

Falls within the remit of the Portfolio Holder as Procurement Champion.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Finance and Performance Portfolio Holder meeting on 3rd November 2009.

6. DECISION(S) REQUIRED

- The Portfolio Holder is asked to note that a more detailed business case will be developed to provide greater clarity over the proposals based on the options provided in this report.
- The Portfolio is invited to make comments which can be passed on to the Review Steering Group.

Report of: Head of Procurement, Property and Public Protection

Subject: REVIEW OF THE STRATEGIC AND OPERATIONAL
LEADERSHIP OF COLLABORATIVE PROCUREMENT

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder with the progress made by RIEP (Regional Improvement and Efficiency Partnership) Collaborative Procurement Board and NEPO (North Eastern Procurement Organisation) on the review of the strategic and operational leadership of collaborative procurement within the North East.

2. BACKGROUND

- 2.1 An extraordinary NEPO Joint Committee Meeting was held on 16th October 2008, at Gateshead Civic Centre to consider a proposal from the Regional Improvement and Efficiency Partnership to commission a joint piece of work to undertake a comprehensive assessment of the existing regional procurement capacity, capability and organisational arrangements.
- 2.2 The piece of work would determine the extent of the gap that needs to be filled to create a regional procurement delivery model that is fit for purpose to meet the significant procurement challenges facing all of the North East Local Authorities and contribute towards delivering the targets set out in the Regional Improvement and Efficiency Strategy.
- 2.4 A small steering group comprising the NEPO Chair, Councillor Walker; the NEPO Vice Chair; Councillor Kerr, the former NEPO Chair, Councillor Allan; a member of the RIEP Collaborative Procurement Workstream, Barry Rowland; the Procurement Programme Manager, Diane Nielson; and the NEPO Appropriate Officer, Mike Barker was established to oversee this project and also to guide the work of the consultants that were appointed to undertake the review.
- 2.5 A report has now been produced by the appointed consultant, Price Waterhouse Cooper, and has previously been circulated to NEPO members suggesting a range of option and initial recommendations from the Steering Group on;
- Governance and Consultation
 - Operating Model
 - Branding
 - Scope
 - Funding

- 2.6 A workshop was held for the NEPO Joint Committee members, at Gateshead Civic Centre on 11th September 2009 to consider the options further and the comments from the workshop have also been circulated to members. Unfortunately, Hartlepool's representatives Councillor Laffey and Sutheran and the Portfolio Holder were unable to attend.

3. PROPOSAL TO DEVELOP A MORE DETAILED BUSINESS CASE

- 3.1 The Steering Group met after the workshop to refine the options further and it proposes that a detailed business case should be developed to establish an organisation based upon the following:

3.2 Governance and Constitution

The principle issue under this heading considered in the review was whether it was necessary to set up a new limited company to take over the governance and management of collaborative procurement within the region, or whether it was possible to achieve the aims referred to in para 2.2 with a new delivery model overseen by a revised joint committee. The Steering Group considered that the joint committee model was preferable to the establishment of a new company. One of the principle reasons for this view is that when acting as company directors, elected members are legally obliged to act in the interests of the company, rather than in the interests of their authority. It also recognised the need to develop and improve the existing arrangements, particularly the need for a smaller and more strategic governing body. It therefore proposes an alternative option that seeks to combine the preferred elements of both joint committee and company board model. Further detailed work can then be undertaken to explore an improved joint committee structure which could be established in a number of ways, including the options set out below. Views are sought on a preferred model to be worked up into more detail:

- a. Option 1: Membership comprises one member per authority, with this preferably being the executive member with responsibility for procurement/resources, or an appropriate 'procurement champion', or:
- b. Option 2: Continue with a joint committee comprising three members from each authority, but establishing an 'executive' sub-committee comprising one member per authority, with this being the executive member with responsibility for procurement/resources or an appropriate 'procurement champion'.

A new constitution would be developed to implement the revised governance arrangements, which would be the subject of a new joint agreement among all twelve member Councils.

3.3 Operating Model

The principle issue under this heading was whether to continue with existing operating arrangements, with the NEPO officer team 'embedded' within a host authority, or whether an enhanced and better resourced 'procurement unit', with its own separate management structure independent of the host authority, would be preferable. The Steering Group recognised the need for a significant improvement in the commitment and resources required to develop the organisation, and felt a local authority procurement unit, 'owned' by all member authorities equally, and more independent of its host authority, was the way forward. Whilst a host authority would still be necessary as the employing and contracting body, it would be 'invisible' to the member authorities, as the unit would be managed by a newly appointed Commercial Director, who would report directly to the joint committee (or its executive sub-committee). Support services that the unit required (e.g., payroll, legal, financial, etc.) could be provided by any of the member authorities, or provided in-house. This would lead to a more autonomous operating model with greater flexibility than the current management arrangements enable.

3.4 Branding

The Steering Group considered whether to keep the existing NEPO branding or re-brand and re-launch the new organisation. It is proposed that the existing branding be retained in the short term, until the new organization is agreed. The issue of branding would then be further reviewed in consultation with the NEPO Joint Committee.

3.5 Scope

There is a wide range of potential options in terms of the scope of the organisation, but in summary the Steering Group recognised that the existing scope of NEPO should be extended to include further commodity areas for consideration for collaborative procurement, e.g. construction, social care etc. This could be delivered through a hub and spoke arrangement, in order to utilise expertise within individual authorities. It is also proposed that the organisation takes on the delivery of appropriate elements of the RIEP's Collaborative Procurement Programme, particularly those that require future management and maintenance e.g. the maintenance of the harmonised policies and documentation, where appropriate.

3.6 Funding

Further work is required to determine the actual level of funding required, but the Steering Group considered that it is likely that initial investment will be needed to establish the new organisation, however it is envisaged that within a short period of time the organisation would become self funding.

4. OTHER CONSIDERATIONS

- 4.1 A great deal of progress has been made with the review to date, however it is now necessary to agree some principles in order to move forward and create a more detailed business case, which will ensure that the new organisation achieves the objectives set out by the Joint Committee and is sustainable. The business case will be developed to include:

- a. clarity over roles and responsibilities;
- b. detailed organisational structures;
- c. cost and benefits to authorities;
- d. level of commitment required; and,
- e. an implementation plan.

Once completed, this business case will be presented back to the NEPO Joint Committee at a future meeting.

- 4.2 **Appendix 1** includes a presentation for Barry Rowlands, Chief Executive of Newcastle City Council which has been given to the NEPO Joint Committee.

- 4.3 Timescales for the review are: -

- Business Case completed end January 2010
- Consultation programme to include:
 - NEPO Joint Committee Steering Group – February 2010
 - Local Authority / Fire & Rescue Services Chief Executives – February 2010
 - Improvement & Efficiency Steering Group (IESG) consideration – March 2010
 - NEPO Joint Committee consideration – 15th April 2010
 - Regional CEXs meeting – March / April 2010
 - Regional Leaders – 27th April 2010

5. VIEWS OF THE NEPO JOINT COMMITTEE

- 5.1 Barry Rowlands delivered his presentation (**Appendix 1**) to the NEPO Joint Committee on the 15th October. There was a debate surrounding the level of member representation which should be incorporated into the new organisation although no final decision was reached. The other elements of the Price Waterhouse Cooper report were also discussed although again, decisions were not reached.
- 5.2 The project steering group have now been charged with progressing work on a more detailed business case and this will include further discussions with members to discuss more detailed proposals.

6. THE TEES VALLEY CONSIDERATION

- 6.1 The Tees Valley Chief Executives have recently considered how sub-regional procurement collaboration can be developed to provide local options whilst tapping into the best regional options. A joint meeting between senior procurement and finance officers will take place on 15th December 2009 to discuss how we can collaborate better across the Tees Valley. The valuable work between the Tees Valley Authorities needs to be considered alongside the potential regional options coming out of the RIEP / NEPO review.

7 RECOMMENDATIONS

- 7.1 The Portfolio Holder is asked to note that a more detailed business case will be developed to provide greater clarity over the proposals based on the options provided in this report.
- 7.2 The Portfolio is invited to make comments which can be passed on to the Review Steering Group.

8. CONTACT OFFICER

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Collaborative Procurement – Regional Governance Review

Barry Rowland – Programme Sponsor

Chief Executive, Newcastle City Council

IESG Progress Update - 9 October 2009

Background



- October 2008 NEPO & NE IEP jointly agreed to commission a review of collaborative procurement in the region.
- PWC commissioned in February 2009 - to produce a report providing options for the future model of collaborative procurement, covering:
 - Governance & Constitution;
 - Operating Model;
 - Branding;
 - Scope / Roles & Responsibilities; and,
 - Funding Mechanism
- A Steering Group has overseen the process, made up of four NEPO Joint Committee Members and two CP Board representatives.

Progress to date - Phase 1



- Understanding the views of the Stakeholders – initial interviews with:
 - Chief Executives and Lead Member for Procurement (where appropriate);
 - Heads of Procurement;
 - Collaborative Procurement Board Members;
 - Other key stakeholders, e.g. ONE NorthEast, NECC, FRS.
- NEPO Joint Committee Members Workshops – April & Sept '09.
- Evaluation of options & recommendations made for consultation by Steering Group.
- Ongoing consultation on recommendations through 1:1 discussions with Chief Executives / programme sponsor.
- NEPO Joint Committee receive progress update / report – 15 October 2009.

Feedback

- **All** LAs recognised the need for change;
- **All** LAs said Member input, at a senior strategic level, is critical to the success of any future model;
- **90%** of LAs said NEPO are good at “buying” but weaker at procurement;
- **75%** of LAs thought the current NEPO model needed to change to move collaborative procurement forward; and,
- **100%** of spend should be **considered** for collaboration (*increased from current 10%*).

What the future looks like...



An independent solution owned by all LAs with:

- A professional and experienced resource, commercially aware and able to negotiate sound value for money solutions.
- A better understanding of how to work with and influence markets.
- Detailed expert knowledge of particular categories of spend.
- A transparent and efficient operating model, based on best practice.
- A robust and effective delivery model for ensuring continuing value for money.
- Processes to ensure that social, economic and environmental issues are fully considered.

Preferred Options Summary

Operating Model	Host Authority	Local Authority Procurement Unit	Public / Private Partnership
<i>An independent Procurement Unit was preferred</i>			
Governance & Constitution	Joint Committee	Partnership Board	Public/Private Partnership Board
<i>A refreshed / modernised Joint Committee taking into account some of the partnership board model approaches as appropriate</i>			
Branding	Retain Brand	Refresh/Review	Rebrand
<i>A refresh of the NEPO brand, to be reviewed once operating model in place</i>			
Scope	Extend Scope	Realigned NEPO/RIEP Model	Public / Private Partnership
<i>Strategic NEPO/RIEP – subject to the full business case proving affordability</i>			
Funding	Annual Subscription / Rebate	Investment model / Dividend	Performance based service charge
<i>Investment / Dividend model – subject to full business case</i>			

Next Steps – Phase 2



- ***Business case development, to include:***
 - Full scope of model;
 - Roles, responsibilities and accountability;
 - Financial implications;
 - Benefits and Risks;
 - Capacity / Resource Assessment; and,
 - Implementation Plan.
- ***It is expected that work on a detailed Business Case will commence late October 2009, and be completed end January 2010.***

Indicative Timetable – Phase 2

north east
**improvement
and efficiency**
partnership

- *Business Case completed end January 2010*
- *1:1 consultation with Chief Executives – February*
- *IESG consideration – 30 March*
- *NEPO Joint Committee consideration – 15 April*
- *Regional CEXs meeting – March / April*
- *Regional Leaders – 27 April 2010*

FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

5th November 2009



Report of: Chief Personnel Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

SUMMARY

1. PURPOSE OF REPORT

To provide an update on progress on appeals received.

2. SUMMARY OF CONTENTS

The report provides a background to the Appeals Procedure together with an update on the progress of appeals received.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Issues.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio meeting only.

6. DECISION(S) REQUIRED

To note progress on appeals received.

Report of: Chief Personnel Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

1. PURPOSE OF REPORT

- 1.1 To provide an update on progress on appeals received.

2. BACKGROUND

- 2.1 The Single Status Appeals Procedure was agreed at the Performance Portfolio Holder meeting on 27 June 2008.

- 2.2 The agreed procedure provides “The Executive Member with responsibility for HR will be regularly advised of appeals received and progress made in dealing with them”.

- 2.3 Phased arrangements have been applied to:

Council employees –

Required to register intention to appeal by 30 September 2008, submit appeals paperwork by 31 December 2008, which was extended to 31 January 2009 for those who could not access TU support in time.

School employees –

Required to register intention to appeal by 31 March 2009, submit appeals paperwork by 30 June 2009.

Flexible arrangements are in place for those employees who are notified of their job evaluation outcome after the main groups or who for personal circumstances are unable to comply with deadlines.

3. PROGRESS ON APPEALS

- 3.1 Progress on appeals received to date is shown in the following table.

Department	Intention to Appeal submitted but appeal not submitted yet	Appeals Received/Priority					Grade Changed as a result of alternative arrangements	Appeals Granted	Appeals Refused
		High	Medium	Low	Very Low	Total			
Chief Executive's	4	12	62	2	2	82	0	0	0
Adult & Community Services	0	17	37	30	2	86	0	0	0
Children's Services	0	27	28	24	6	85	0	0	0
Neighbourhood Services	0	22	23	52	4	102	0	0	0
Regeneration & Planning Services	0	18	40	2	1	61	0	0	0
Schools	0	7	6	6	0	19	0	0	0
Total	4	103	196	116	15	435	0	0	0

4. APPEAL PROCESS

- 4.1 Administrative arrangements are in place to process the appeals and ensure employing departments are engaged in the process and Job Evaluation analysts are able to comment on claims.
- 4.2 Appeals will be prioritised in accordance with the Single Status Agreement as follows:

Priority	Type of Appeal	Due for Completion
High	Appeals received from current employees who are continuing to receive protection at 1 July 2008/Appeals which do not need an Appeals Panel to meet/ Appeals from employees who leave the Council from areas where job losses are needed/ Appeals from employees who retire from the Council due to ill health and the Teesside Pension Fund Doctor (for LGPS members) or the Council's Occupational Health Advisor (for non LGPS members) has determined that they meet the Local Government Pension Fund Tier 3 Ill Health criteria	December 2009

Medium	Appeals received from current employees who were receiving protection prior to 1 July 2008/Appeals received from current employees who do not gain initially	September 2010
Low	Appeals received from current employees who gained initially	January 2011
Very Low	Former employees	March 2011

- 4.3 Additional temporary resources have been allocated to assist with processing appeals. It should be noted that any increase in appeals as a result of recent or proposed restructures etc. could impact upon the ability to meet this timetable.
- 4.4 The comments of Directors/Headteachers have been requested in respect of the High Priority appeals. Analysts are meeting with Directors/Headteachers to ensure their comments address the 'key issues' from a Job Evaluation perspective and can be forwarded to the Appeals Panel.
- 4.5 An independent Chair for the Appeals Panel has been appointed. Training for the Appeals Panel, facilitated by Mick Brodie, Director of the North East Regional Employers' Organisation has been arranged for 2nd November 2009. The Appeals Panel is scheduled to meet on nine occasions before the end of the year to consider High priority Appeals.
- 4.6 The Portfolio Holder will continue to receive regular reports regarding the appeals programme and appeal decisions for Council employees that require ratification before they can be implemented. Appeal decisions for school employees require Governor ratification before they can be implemented.
- 4.7 Trade unions will be updated regularly at the monthly Single Table Meeting with Hartlepool Joint Trade Unions Committee Representatives regarding the appeals programme and appeal decisions which have been ratified.

5. RECOMMENDATION

- 5.1 The Portfolio Holder notes the number of appeals received, the provisional timetable for processing them and progress made in dealing with them.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Appeals Procedure is an integral part of the Single Status agreement and requires that the Executive Member with responsibility

for HR be regularly advised of appeals received and progress made in dealing with them.

7. BACKGROUND PAPERS

Cabinet report 23 December 2007.
Cabinet report 27 May 2008.
Performance Portfolio report 27 June 2008
Performance Portfolio report 26 September 2008
Performance Portfolio report 2 February 2009
Performance Portfolio report 26 February 2009
Performance Portfolio report 17 April 2009

8. CONTACT OFFICER

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FINANCE & PERFORMANCE PORTFOLIO

Report to Portfolio Holder

5th November 2009



Report of: Assistant Chief Executive

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1. To inform the Portfolio Holder of the results of the 29th phase of Viewpoint, Hartlepool Borough Council's citizen's panel, that was distributed in June 2009.

2.0 SUMMARY OF CONTENTS

- 2.1 A report of the results from the latest Viewpoint questionnaire that included: Summerhill Country Park; Perceptions of Young People; Council Meetings; and the Emergency Planning Leaflet.

- 2.2 Key findings are:

- Awareness of Summerhill country park is high and the park is well used by Viewpoint members who particularly enjoy the walks around the site, the play areas and the visitor centre. Nearly three quarters of people would like to see a café at the visitor centre.
- There are some negative views expressed about young people in Hartlepool with Viewpoint members having concerns about young people hanging around in their area and young people drinking and using drugs being a problem, for example. However this is counterbalanced by positive attitudes - a majority of people feel that young people have a right to meet on the street and that they have a lot to offer the community. A need for more facilities for young people was also expressed.
- Less than half of Viewpoint members are aware that members of the public can attend most council meetings and fewer still are aware that the public can submit questions without attending meetings. One in eight people have attended a council meeting. People would like to see a list of meetings publicised through the Hartlepool Mail and Hartbeat.
- Most Viewpoint members remembered getting the "Prepare for Emergencies leaflet and nearly all had read it. They were very positive about the leaflet. For example, most found it easy to understand and felt it contained plenty of information.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Member has responsibility for consultation issues.

4.0 TYPE OF DECISION

4.1 Non-key.

5.0 DECISION MAKING ROUTE

5.1 Portfolio Holder meeting on 5th November 2009

6.0 DECISION REQUIRED

6.1 That the results of the survey be noted.

Report of: Assistant Chief Executive

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the results from the 29th phase of Viewpoint that was distributed to panel members in June 2009.

2. BACKGROUND

- 2.1 Viewpoint, Hartlepool Borough Council's citizen's panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.
- 2.2 The aim of Viewpoint is to ensure the council listens to the community and involves local people in the council's decision making. There are often important issues on which the council needs to consult with the local population and discover what the community's priorities are for the future.
- 2.3 Each phase of Viewpoint covers various topics and within this phase there were questions on:
- Summerhill country park
 - Perceptions of young people
 - Council meetings
 - Council owned public toilets
 - Emergency planning leaflet
- 2.4 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular Viewpoint newsletter. A copy of the overall report has also been placed in the members' library, in all public libraries across the Borough for public access and has been placed on the council's website.
- 2.5 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on over 120 topics. Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we refresh a third of our panel annually, we should have a new panel every three years, and

therefore Viewpoint members will not be answering questions they have already answered.

- 2.6 The Neighbourhood Services Department is the most frequent user of Viewpoint; however all departments have used Viewpoint at some point since it was launched. Cleveland Police Authority and Cleveland Fire Brigade have also asked questions through Viewpoint as external agencies. See table 2.1 for the breakdown of departmental use of Viewpoint.

Table 2.1 Use of Viewpoint by departments – number of topics covered up to and including Viewpoint 28

	%	(No.)
Neighbourhood Services	39	(49)
Adult and Community Services	19	(24)
Chief Executive's Department	18	(23)
Regeneration and Planning Department	17	(22)
Children's Services	4	(5)
External agencies	3	(4)
(N=127)		

- 2.7 This report includes a summary of the main results from the Viewpoint 29 questionnaire. Attached as Appendix A, is the full results report.

3. SUMMARY OF MAIN RESULTS FROM VIEWPOINT 29

- 3.1 The latest survey was carried out in June 2009, using a self-completion questionnaire returned via the Royal Mail postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned their questionnaire after a set period of time.
- 3.2 A questionnaire was sent out to all active members of the panel which, in this instance, was 1377 individuals. A response rate of 65 per cent was achieved with 891 questionnaires being returned.
- 3.3 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all Viewpoint members complete the questionnaire at each phase.
- 3.4 A small number of cases (12) were excluded from the sample because they were ineligible, due to either the panel member having moved away from the area or having died. A further group indicated that they no longer wished to participate with Viewpoint, often due to ill health.

- 3.5 Viewpoint 29 was the tenth citizen panel survey where members were given the option to answer online using the council's e-consultation system: Your Town, Your Say. For Viewpoint 29, 230 members expressed an interest in filling out their questionnaires online, and 73 members completed the questionnaire online.

Summerhill

- 3.6 Nearly all Viewpoint members (97%) were aware of Summerhill and almost half (48%) had visited in the last 12 months. Most were repeat visitors (77%).
- 3.7 Visitors were most likely to have gone to Summerhill for a walk (86%). It should be no surprise, therefore, to find that it was the walks around the site that were enjoyed most (87%), followed by the play areas (45%), the visitor centre (42%), and the wildlife (38%).
- 3.8 A café in the visitor centre (71%) was far and away the most popular suggestion for improvement.
- 3.9 The Hartlepool Countryside Festival (10%) remained the most attended event.
- 3.10 Visitors were actually most likely to have found out what's on at Summerhill through an article in Hartbeat (53%) or by word of mouth (48%). Despite this, three quarters of Viewpoint members (74%) said they would look in the Hartlepool Mail to find out what's on in future. Other popular options were Hartbeat (60%) and leaflets placed around town (47%).
- 3.11 Half of Viewpoint members (52%) suggested more awareness of activities and events going on at Summerhill would make them visit more often

Perceptions of young people

- 3.12 Two out of four (40%) Viewpoint members agreed that young people hanging around is a problem in their area. One in four (23%) said that they avoid going out because of young people gathering. And one in seven (14%) members agreed that they were fearful of young people.
- 3.13 A third (35%) of members agreed that young people are to blame for anti-social behaviour, whereas a quarter (24%) disagreed. The largest proportion (38%) neither agreed nor disagreed. There was, however, considerable agreement (81%) with the view that young people drinking and using drugs is a problem in Hartlepool.
- 3.14 Despite concerns about young people hanging around and gathering on streets, more than half (58%) of Viewpoint panel members agreed that young people have the right to meet on the street.

- 3.15 A majority of Viewpoint members (55%) agreed that there is nowhere for young people to go after school or at weekends. And three out of four (77%) felt that more facilities are needed for young people in Hartlepool.
- 3.16 Three quarters of Viewpoint members agreed that young people have a lot to offer the community (75%) and that the positive achievements of young people are often overlooked or unrecognised (77%).
- 3.17 Most (90%) Viewpoint members agreed that young people should be consulted when planning activities that affect them. And many agreed that young people deserve respect from adults (79%), while adults too deserve respect from young people (84%). A majority (70%) of members also felt that young people need to be disciplined more.

Council meetings

- 3.18 Two thirds (65%) of Viewpoint members said they were aware of the various council meetings that take place and just less than half (47%) knew that the public could attend them. Fewer still (20%) knew that the public could submit questions without attending meetings.
- 3.19 One in eight (13%) Viewpoint members had attended a council meeting. In future, the two things members felt would most encourage them to attend were more information about meetings (54%) and specifically more on what will be covered at each meeting (49%).
- 3.20 A majority of Viewpoint members would like to be able to find out about council meetings through a list published in the Hartlepool Mail (71%) or in Hartbeat (55%). One in four (23%) knew committee papers for meetings could be found on the council's website. Less than half (47%) knew that they were available on request at the Central Library (15%) or Civic Centre reception (14%).

Emergency planning leaflet

- 3.21 More than four out of five (85%) Viewpoint members remembered receiving the 'Prepare for Emergencies' leaflet delivered to all homes in the Cleveland area in May.
- 3.22 Nine out of ten Viewpoint members who remembered receiving the leaflet recalled reading it (92%) and said that they had kept it (89%).
- 3.23 Most (92%) Viewpoint members agreed that the leaflet was easy to understand and follow. And more than four out of five members agreed that it contained plenty of information (87%), had a good appearance (86%), and was useful (82%). They were least likely to agree that the leaflet was interesting (77%) and covered everything they'd need to know for preparing for emergencies (75%).

4. RECOMMENDATIONS

- 4.1 It is recommended that the Portfolio Holder note the results.

5. CONTACT OFFICER

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CORPORATE STRATEGY



29th Viewpoint Survey Results Report

David M. Allen

September 2009

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1. Introduction

Background

- 1.1 Viewpoint, Hartlepool Borough Council's Citizens' Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.
- 1.2 The panel was refreshed in 2009 with one third of the panel being replaced to ensure that each member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. From the returns approximately 1,400 local residents, with characteristics matching the profile of the local population, were selected for Viewpoint. The panel members are kept informed of the findings of the Viewpoint project, and what the council is doing in response, via a regular newsletter.
- 1.3 This report details results from the June 2009 survey.

Aims

- 1.4 The Viewpoint panel aims to:
 - Listen to the community
 - Involve local people in the council's decisions and in its policy planning and reviews
 - Consult the panel regularly on important local issues
 - Discover what the community priorities are for future council activities
- 1.5 The specific topic areas covered in this survey were:
 - Summerhill country park
 - Perceptions of young people
 - Council Meetings
 - Emergency planning leaflet

2. Methodology

- 2.1 Viewpoint was launched in August 1999. Under its original name, Viewpoint 1000, a random sample of 10,000 residents was selected from the electoral register and each was sent a self-completion recruitment questionnaire. This provided all the necessary background information needed to obtain a statistically balanced sample of the total population.
- 2.2 Just less than 2,500 people from the 10,000 sample volunteered to take part and from this group a panel of 1,000 was selected to mirror the Hartlepool community as closely as possible. A range of variables was used to balance the sample, including gender, age and geographical location.
- 2.3 The panel is refreshed at regular intervals, a third of members having been replaced in 2009. Recruitment questionnaires were sent to 4,900 people selected at random from the edited electoral register. When the Place Survey was carried out in 2008, respondents were asked if they would be interested in taking part in the Viewpoint panel and during this recruitment exercise they were invited to join the refreshed panel. Refreshing the panel in this way helps avoid the problems of drop-outs, consultation fatigue and respondents becoming local government “experts”.
- 2.4 The Viewpoint panel gives the authority the advantage of access to a large group of people from across the community willing to be involved in consultation exercises. The principal disadvantage is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel membership is in line with the demographic make up of the area and includes all sectors of the community.
- 2.5 As with most surveys there is a tendency for certain groups to respond less than others, for example, young male respondents. To address this, the data have been weighted slightly by age, gender and geographical location. However, when the weighted and unweighted results are compared there is very little difference in the overall results. The weighting has most effect when small minority groups are examined.
- 2.6 The questionnaire was sent out by post to all 1377 active members in June 2009. Four weeks were given to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not responded after a set time.

Response Rate

- 2.7 The response rate was 65% (891 returns). A small number of cases were excluded as ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health (Table 2.1).

Table 2.1 Response Rates

	<u>Number of Cases</u>
Total Sample	1,377
Unsuitable/Ineligible Cases	12
Total Possible Sample	1,365
Completed Questionnaires	891
No Response	474
Response Rate	65%

The Report

- 2.8 All percentages in tables are rounded to the nearest whole number. In some instances the number of responses is greater than 100 per cent due to the fact that respondents have been asked to choose multiple answers. Also, because data are weighted, the total number of respondents shown in tables could be anything up to 1,200. Finally, in some questions, respondents who did not reply or answered “don’t know” were excluded from the analysis reported here.

3. Key Findings

Summerhill

- 3.1 Nearly all Viewpoint members (97%) were aware of Summerhill and almost half (48%) had visited in the last 12 months. Most were repeat visitors (77%).
- 3.2 Visitors were most likely to have gone to Summerhill for a walk (86%). It should be no surprise, therefore, to find that it was the walks around the site that were enjoyed most (87%), followed by the play areas (45%), the visitor centre (42%), and the wildlife (38%).
- 3.3 A café in the visitor centre (71%) was far and away the most popular suggestion for improvement.
- 3.4 The Hartlepool Countryside Festival (10%) remained the most attended event.
- 3.5 Visitors were actually most likely to have found out what's on at Summerhill through an article in Hartbeat (53%) or by word of mouth (48%). Despite this, three quarters of Viewpoint members (74%) said they would look in the Hartlepool Mail to find out what's on in future. Other popular options were Hartbeat (60%) and leaflets placed around town (47%).
- 3.6 Half of Viewpoint members (52%) suggested more awareness of activities and events going on at Summerhill would make them visit more often.

Perceptions of young people

- 3.7 Two out of four (40%) Viewpoint members agreed that young people hanging around is a problem in their area. One in four (23%) said that they avoid going out because of young people gathering. And one in seven (14%) members agreed that they were fearful of young people.
- 3.8 A third (35%) of members agreed that young people are to blame for anti-social behaviour, whereas a quarter (24%) disagreed. The largest proportion (38%) neither agreed nor disagreed. There was, however, considerable agreement (81%) with the view that young people drinking and using drugs is a problem in Hartlepool.
- 3.9 Despite concerns about young people hanging around and gathering on streets, more than half (58%) of Viewpoint panel members agreed that young people have the right to meet on the street.
- 3.10 A majority of Viewpoint members (55%) agreed that there is nowhere for young people to go after school or at weekends. And three out of four (77%) felt that more facilities are needed for young people in Hartlepool.
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- 3.12 Most (90%) Viewpoint members agreed that young people should be consulted when planning activities that affect them. And many agreed that young people deserve respect from adults (79%), while adults too deserve respect from young people (84%). A majority (70%) of members also felt that young people need to be disciplined more.

Council meetings

- 3.13 Two thirds (65%) of Viewpoint members said they were aware of the various council meetings that take place and just less than half (47%) knew that the public could attend them. Fewer still (20%) knew that the public could submit questions without attending meetings.
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Emergency Planning Leaflet

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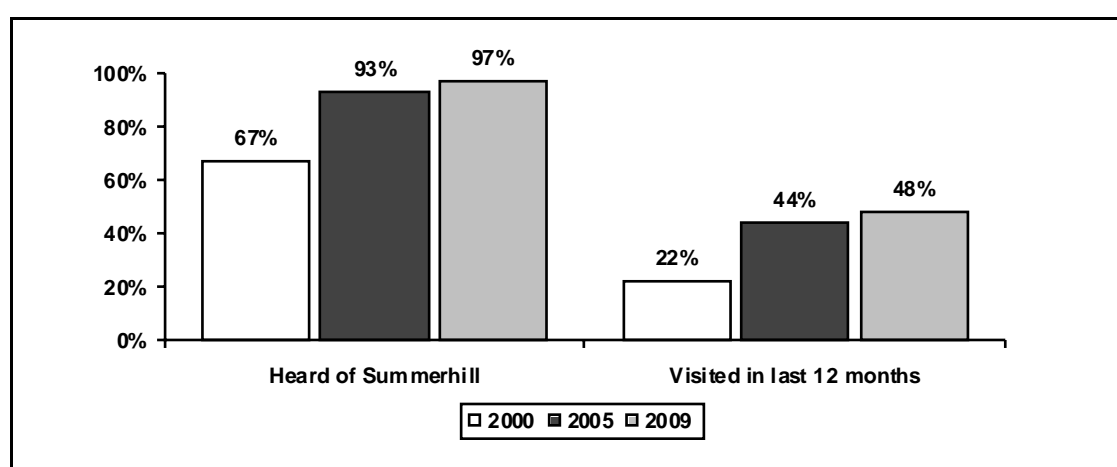
4. Summerhill

- 4.1 Summerhill is a 100-acre site on the edge of Hartlepool that has been transformed into a unique visitor attraction. It's mostly open access and free to enjoy. There is a visitor centre that is open daily and the site runs a wide variety of activities for schools, activity groups and general public.

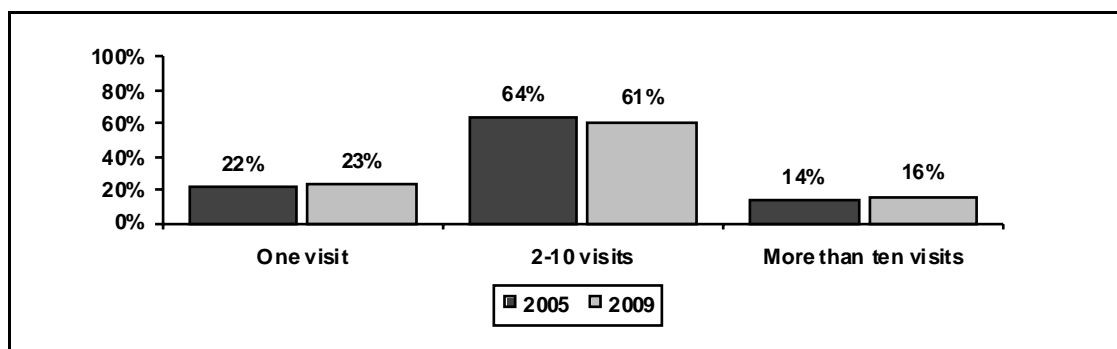
Awareness and visits

- 4.2 There remains a very high level of awareness of Summerhill among Viewpoint members (97%) (Figure 4.1). Almost half (48%) of all panel members had visited the attraction in the last 12 months. And among those who had heard of it, exactly half (50%) had visited.

Figure 4.1 Awareness and visits in last 12 months

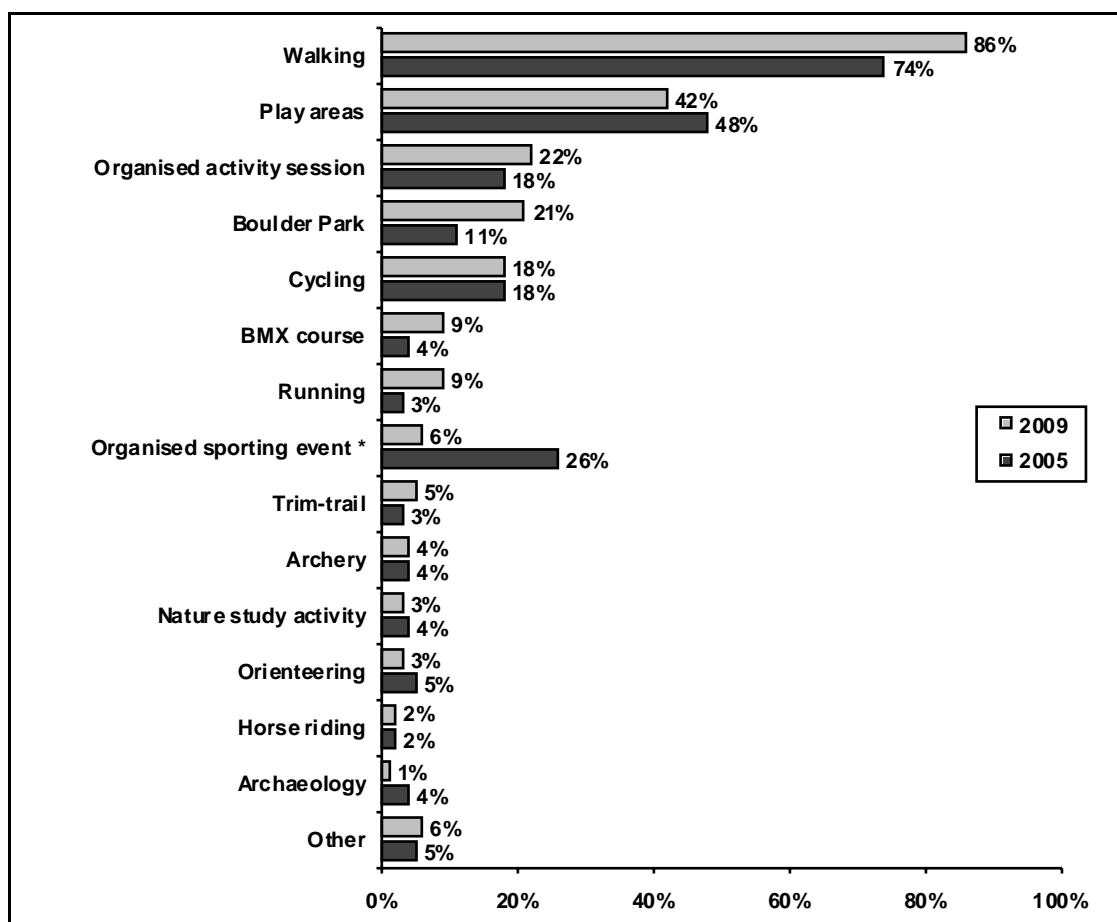


- 4.3 Similar to the May 2005 Viewpoint survey, Summerhill visitors this time round were more likely to be: living in the central area (54%); aged between 17-34 years (56%) or 35-44 years (62%); members of AB social groups (56%); employed (56%); and, with children between 0-18 years (61%). They were less likely to be: living to the north of Hartlepool (40%); aged 65+ years (30%); in the DE social groups (36%); disabled (30%); in a household without a car (39%); and, with no children under 18 years (41%).
- 4.4 Among visitors, a majority (61%) had visited Summerhill between 2-10 times. Twenty three per cent had made just the one visit, whilst 16% had made more than 10 visits (Figure 4.2). This was very much in line with the results of the May 2005 survey.
- 4.5 One-time only visitors were more likely to be: living to the north (34% had made just the one visit); aged 17-34 years (29%) or 65+ years (31%); not working (28%); members of the DE social groups (37%); living in a household with no car (30%); and, with no children under 18 years at home (29%).

Figure 4.2 Number of visits

Activities

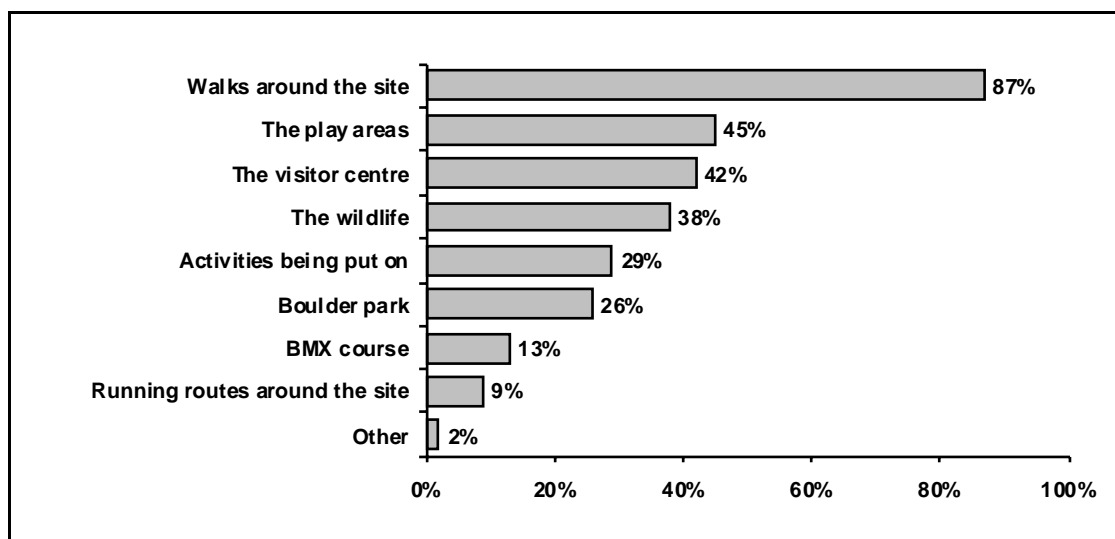
- 4.6 The questionnaire included a list of the wide range of activities available at Summerhill. As in the 2005 survey, visitors were most likely to have gone for a walk (86%). This was in fact even more popular than before; up 12 percentage points on last time (Figure 4.3). Second to walking, once again, were the play areas for children (42%).

Figure 4.3 Activities undertaken at Summerhill in the last 12 months

* In the 2005 questionnaire this appeared as '...an event'

- 4.7 A new question asked visitors what they had enjoyed about their visit. Top of the list was the walks around the site (87%), followed by the play areas (45%), the visitor centre (42%), and the wildlife (38%) (Figure 4.4). Further analysis showed the appeal of many of the activities and aspects of Summerhill to younger respondents and those with young families. The visitor centre, however, stands out as being particularly enjoyed by older visitors and those with a disability.

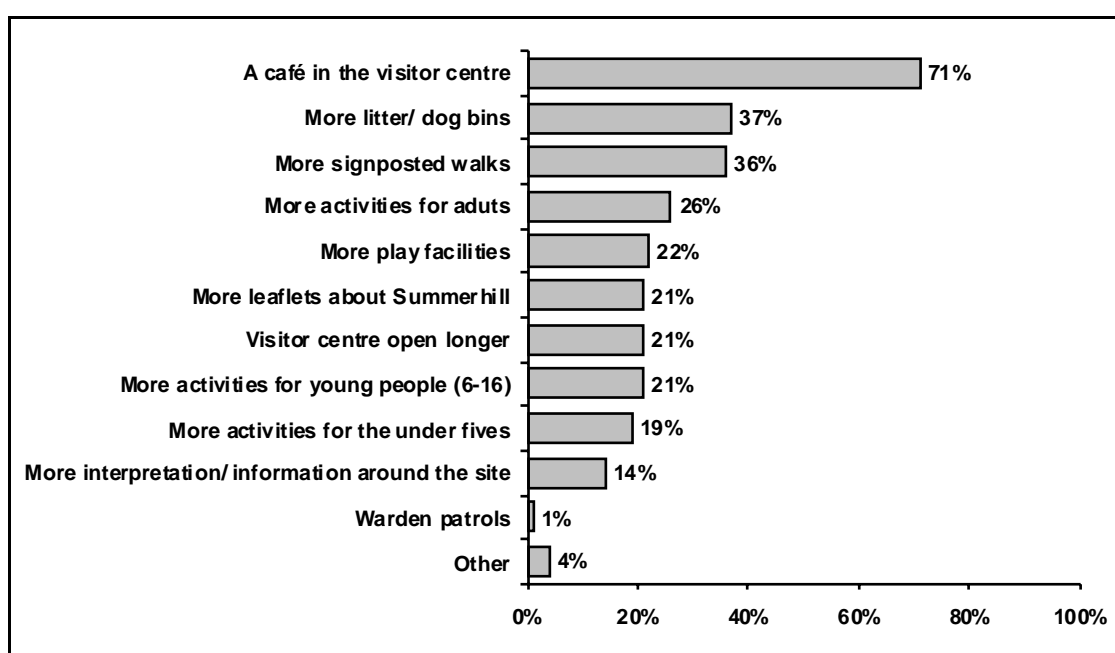
Figure 4.4 What visitors to Summerhill enjoyed



Improvements

- 4.8 Visitors were asked what they felt could be improved (Figure 4.5) and were given a list of possible improvements. The most popular suggestion by far was a café in the visitor centre (71%). Behind this came more litter/ dog bins (37%) and more signposted walks (36%).

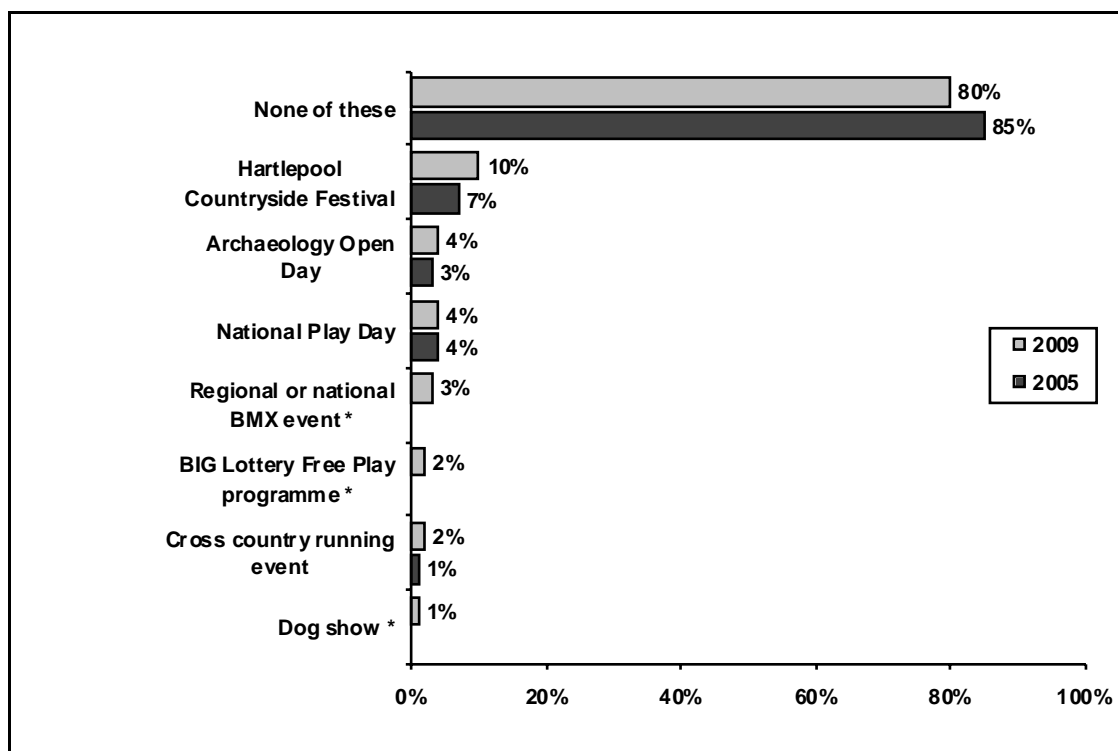
Figure 4.5 Possible improvements at Summerhill



Events

- 4.9 Summerhill often stages events throughout the year. Among Viewpoint members who had heard of the site, most (80%) had not attended any of these in the last two years (Figure 4.6). The top event, just as it was in the 2005 survey was the Hartlepool Countryside Festival (10%).

Figure 4.6 Events attended at Summerhill in the last 2 years

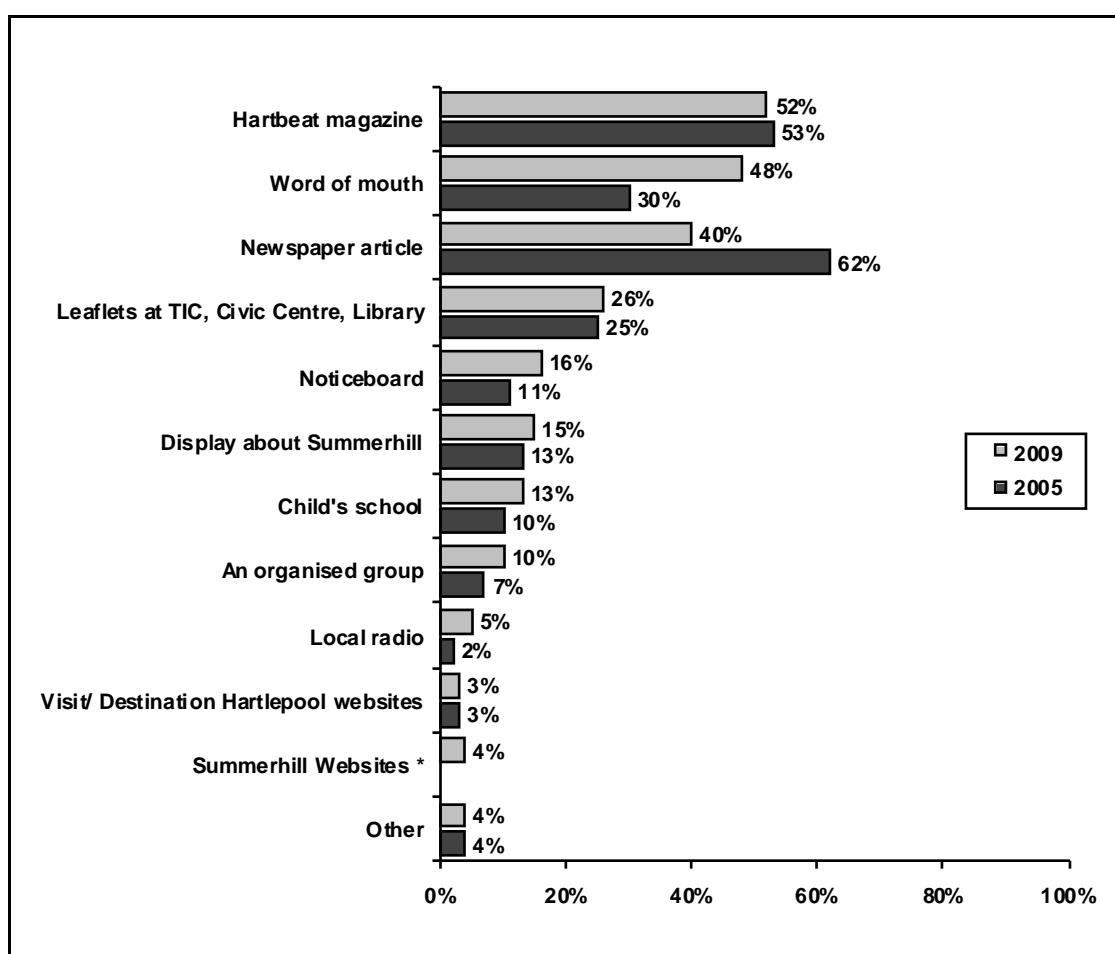


* Did not appear in the 2005 questionnaire

Publicity

- 4.10 Viewpoint members were most likely to find out about the activities and events at Summerhill through an article in Hartbeat magazine (53%) or by word of mouth (48%) (Figure 4.7). The proportion mentioning the latter had risen by 18 percentage points on the 2005 survey. In contrast, newspaper articles, previously the most cited, had fallen (by 22 pts) to third in the list (40%), presumably reflecting the general decline in newspaper readership. The internet continues to figure low down the list.

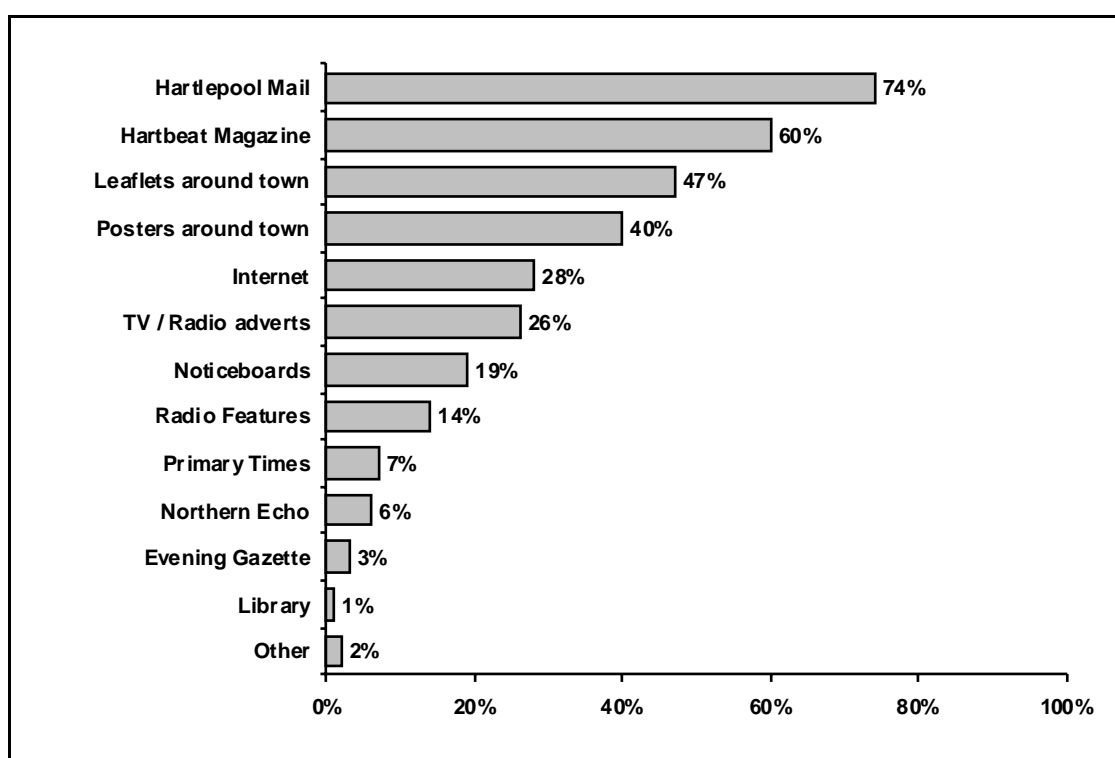
Figure 4.7 How Viewpoint members found out about events or where they had seen them advertised or promoted



* Did not appear in the 2005 questionnaire

- 4.11 This time around, Viewpoint panel members were asked where they would look to find out about activities and events at Summerhill (Figure 4.8). The Hartlepool Mail (74%) clearly topped the list, even though only two out of five respondents (paragraph 4.10) had actually heard of events in a newspaper. Other popular options were Hartbeat magazine (60%), in line with where people had heard about what was going on at Summerhill, and leaflets made available in various places around town (47%).
- 4.12 Although very few people said they had actually used the internet to find out about events and activities at Summerhill, it's interesting to note that a sizeable minority (28%) said this is where they would go to look. The survey, however, whether it's a matter of looking at what people actually used or where they said they would look, supports the continuing use of publicity and promotions through the 'old' media.

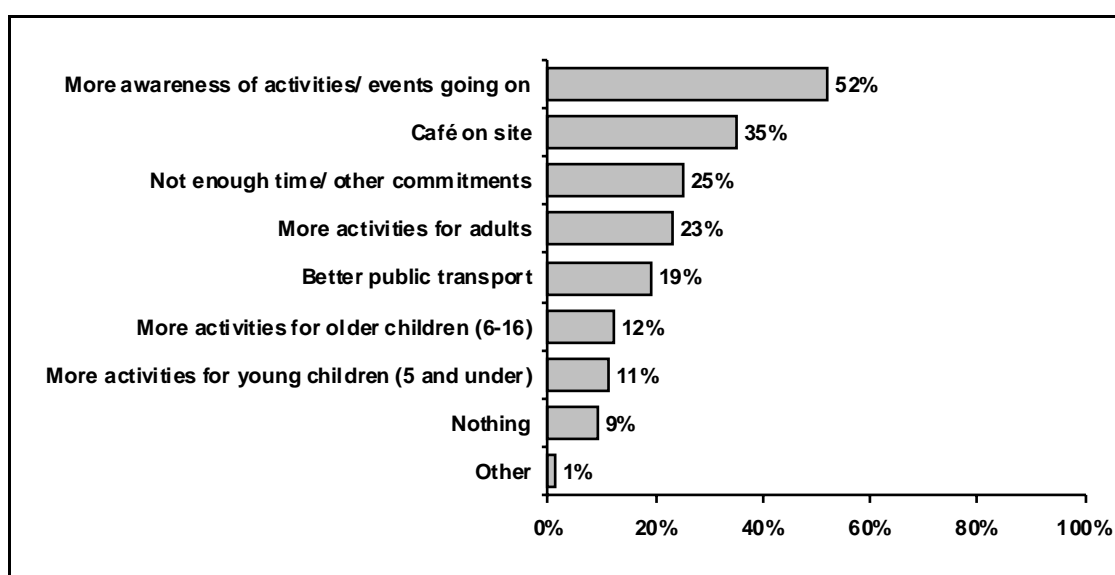
Figure 4.8 Where Viewpoint members would look to find out about events or activities at Summerhill



Future visits

- 4.13 Panel members were asked what would make them visit Summerhill more often (Figure 4.9). Half of them (52%) suggested more awareness of activities and events going on there. Behind this, one in the three thought the introduction of a café on site (35%) would help. But a sizeable minority (25%) were hindered by existing commitments and a lack of time.

Figure 4.9 What would make panel members visit more often



Comments and suggestions

- 4.14 A range of spontaneous comments and suggestions were made by respondents in a space provided (Table 4.1). Most common among these were further praise for Summerhill, demand for more events and better advertising, references to feeling safe and, lower down the list, reducing anti-social behaviour, complaints about dogs/ dog fouling, and further demand for a café on site.

Table 4.1 Comments or suggested improvements

	(Number)
Summerhill is a very good place	28
Should have more events	18
Better advertising of future events	15
Need to feel safer	13
Less dogs/ dog fouling	11
A café	10
Reduce anti-social behaviour	9
Other	46
(N = 144)	

5. Perceptions of young people

- 5.1 The second section of the questionnaire used attitude statements to explore panel members' perceptions of young people.

Fear and anti-social behaviour

Young people hanging around is a problem in my local area

- 5.2 This first statement particularly divided Viewpoint members; two out of four (40%) agreed with it to some extent, while almost as many (36%) disagreed.

- Strongly agree - 15 per cent (174 respondents)
- Agree - 25 per cent (289 respondents)
- Neither agree nor disagree - 21 per cent (246 respondents)
- Disagree - 29 per cent (336 respondents)
- Strongly disagree - 7 per cent (82 respondents)
- Don't know - 2 per cent (25 respondents)

- 5.3 Viewpoint members who were significantly more likely to 'agree' or 'strongly agree' with this statement were: in rented accommodation (56%); disabled (54%); aged 35-44 years (49%); members of the DE socio-economic groups (49%); and, in a household without a car (48%).

I avoid going out after dark because of young people gathering

- 5.4 Around one in four (23%) Viewpoint members agreed to some degree that they avoid going out because of young people gathering, while more than twice as many disagreed (52%).

- Strongly agree - 9 per cent (105 respondents)
- Agree - 14 per cent (160 respondents)
- Neither agree nor disagree - 25 per cent (284 respondents)
- Disagree - 35 per cent (395 respondents)
- Strongly disagree - 17 per cent (190 respondents)
- Don't know - 1 per cent (10 respondents)

- 5.5 Viewpoint members who were significantly more likely to say they avoid going out were: disabled (42%); living in rented accommodation (40%); aged 65+ years (34%); in a household without a car (34%); members of the DE socio-economic groups (33%); not working (31%); and, female (27%).

Young people are to blame for anti-social behaviour

- 5.6 One in three (35%) Viewpoint panel members agreed young people are to blame for anti-social behaviour, whereas one in four (24%) disagreed. However, the largest proportion (38%) neither agreed nor disagreed, perhaps feeling that sometimes they are to blame and sometimes not.

• Strongly agree	- 9 per cent (99 respondents)
• Agree	- 26 per cent (295 respondents)
• Neither agree nor disagree	- 38 per cent (441 respondents)
• Disagree	- 21 per cent (241 respondents)
• Strongly disagree	- 3 per cent (38 respondents)
• Don't know	- 3 per cent (33 respondents)

- 5.7 Male Viewpoint members (42%) and those living to the north of Hartlepool (40%) were more likely than their counterparts to agree that young people are to blame for anti-social behaviour.

I am fearful of young people

- 5.8 One in seven (14%) Viewpoint panel members agreed to some extent that they were fearful of young people, but many more (61%) disagreed that this was the case.

• Strongly agree	- 3 per cent (40 respondents)
• Agree	- 11 per cent (125 respondents)
• Neither agree nor disagree	- 24 per cent (271 respondents)
• Disagree	- 43 per cent (490 respondents)
• Strongly disagree	- 18 per cent (209 respondents)
• Don't know	- 1 per cent (12 respondents)

- 5.9 Viewpoint members who lived in rented accommodation (31%) and in a household without a car (21%) were significantly more likely to be fearful of young people than their counterparts.

Young people drinking and using drugs is a problem in Hartlepool

- 5.10 There was considerable agreement (81%) with the view that young people drinking and using drugs is a problem in Hartlepool. Only a very small proportion (2%) of Viewpoint panel members disagreed at all.

- Strongly agree - 40 per cent (463 respondents)
- Agree - 41 per cent (472 respondents)
- Neither agree nor disagree - 12 per cent (138 respondents)
- Disagree - 2 per cent (23 respondents)
- Strongly disagree - # per cent (2 respondents)
- Don't know - 6 per cent (68 respondents)

= less than 0.5%

Places to go and things to do

There is nowhere for young people to go after school or at weekends

- 5.11 A majority of Viewpoint panel members (55%) either strongly agreed or agreed that there is nowhere for young people to go after school or at weekends. However, as many as one in four (25%) disagreed to some extent.

- Strongly agree - 22 per cent (256 respondents)
- Agree - 33 per cent (383 respondents)
- Neither agree nor disagree - 14 per cent (163 respondents)
- Disagree - 20 per cent (234 respondents)
- Strongly disagree - 5 per cent (57 respondents)
- Don't know - 6 per cent (68 respondents)

- 5.12 Panel members who were more likely to agree with this statement: lived in rented accommodation (72%); were members of the DE socio-economic groups (68%); with homes in the north of Hartlepool (68%); without a car in the household (65%); aged 45-54 years (63%); and, with children under 18 years themselves (62%).

Young people have the right to meet on the street

5.13 Despite concerns about young people hanging around and gathering on streets, more than half (58%) of Viewpoint panel members agreed to some extent that young people have the right to meet on the street. Agreement was somewhat reserved though with only six per cent saying that they 'strongly agreed'. One in seven (14%) respondents disagreed with the statement.

- Strongly agree - 6 per cent (69 respondents)
- Agree - 52 per cent (601 respondents)
- Neither agree nor disagree - 27 per cent (310 respondents)
- Disagree - 9 per cent (102 respondents)
- Strongly disagree - 5 per cent (53 respondents)
- Don't know - 1 per cent (12 respondents)

5.14 There was relatively little variation in levels of agreement across different groups, but further analysis did find that Viewpoint members who lived in rented accommodation were significantly more likely to 'disagree' or 'strongly disagree' that young people have the right to meet on the street; over one in four (27%) felt this way.

More facilities are needed for young people in Hartlepool

5.15 Over three quarters (77%) of Viewpoint members felt that more facilities are needed for young people in Hartlepool. Only a small proportion (6%) of respondents disagreed at all with this statement.

- Strongly agree - 33 per cent (387 respondents)
- Agree - 44 per cent (512 respondents)
- Neither agree nor disagree - 14 per cent (165 respondents)
- Disagree - 5 per cent (55 respondents)
- Strongly disagree - 1 per cent (9 respondents)
- Don't know - 3 per cent (38 respondents)

5.16 Viewpoint panel members who were particularly likely to agree with this statement: lived in the north of Hartlepool (86%); were members of C2 (85%) and DE (83%) socio-economic groups; and, without access to a car in their household (84%).

Relating to young people

Young people have a lot to offer our community

- 5.17 Three quarters (75%) of Viewpoint panel members agreed that young people have a lot to offer the community. The results again suggest some degree of reservation on the part of respondents, many more of them preferring just to 'agree' rather than 'strongly agree'. However, only six per cent of respondents actually disagreed at all.

- Strongly agree - 15 per cent (175 respondents)
- Agree - 60 per cent (691 respondents)
- Neither agree nor disagree - 16 per cent (188 respondents)
- Disagree - 5 per cent (55 respondents)
- Strongly disagree - 1 per cent (16 respondents)
- Don't know - 2 per cent (26 respondents)

- 5.18 Viewpoint panel members aged 65 years and over (82%) and those in the C1 (82%) socio-economic group were more likely than their counterparts to express some level of agreement with this statement.

Young people's positive achievements are often overlooked or go unrecognised

- 5.19 Three quarters (77%) of Viewpoint panel members agreed or strongly agreed that the positive achievements of young people are often overlooked or unrecognised. Only eight per cent of respondents disagreed at all.

- Strongly agree - 23 per cent (271 respondents)
- Agree - 54 per cent (629 respondents)
- Neither agree nor disagree - 13 per cent (149 respondents)
- Disagree - 7 per cent (82 respondents)
- Strongly disagree - 1 per cent (9 respondents)
- Don't know - 2 per cent (18 respondents)

- 5.20 Here also, Viewpoint panel members aged 65 years and over (87%) were significantly more likely than their counterparts to agree at all with this statement.

Adults deserve respect from young people

5.21 Over four out of five (84%) Viewpoint panel members expressed some level of agreement with the view that adults deserve respect from young people. Only a small proportion of them (3%) disagreed at all.

- Strongly agree - 28 per cent (320 respondents)
- Agree - 56 per cent (650 respondents)
- Neither agree nor disagree - 13 per cent (155 respondents)
- Disagree - 3 per cent (34 respondents)
- Strongly disagree - # per cent (2 respondents)
- Don't know - # per cent (3 respondents)

= less than 0.5%

Young people deserve respect from adults

5.22 Four out of five (79%) Viewpoint panel members also agreed to some extent that young people in their turn deserve respect from adults. However, they were rather less likely in this instance to say they 'strongly agreed'. Once again, though, only a small proportion (6%) disagreed at all.

- Strongly agree - 17 per cent (197 respondents)
- Agree - 62 per cent (717 respondents)
- Neither agree nor disagree - 14 per cent (161 respondents)
- Disagree - 5 per cent (61 respondents)
- Strongly disagree - 1 per cent (8 respondents)
- Don't know - # per cent (5 respondents)

= less than 0.5%

5.23 Viewpoint panel members aged 65 years and over (93%) were once again significantly more likely than their counterparts to agree at all with this statement.

Young people need to be disciplined more

5.24 Seven out of ten (70%) Viewpoint panel members agreed or strongly agreed that young people need to be disciplined more. A sizeable minority (24%) expressed no view either way. But only one in twenty (5%) expressed any level of disagreement at all.

- Strongly agree - 30 per cent (348 respondents)
- Agree - 40 per cent (467 respondents)
- Neither agree nor disagree - 24 per cent (279 respondents)
- Disagree - 4 per cent (41 respondents)
- Strongly disagree - 1 per cent (7 respondents)
- Don't know - 1 per cent (14 respondents)

5.25 Viewpoint panel members aged 65 years and over (80%) and those with a disability (81%) were significantly more likely than their counterparts to agree at all with this statement.

Young people should be consulted when planning activities that affect them

5.26 Nine out of ten (90%) Viewpoint panel members agreed or agreed strongly that young people should be consulted when planning activities that affect them. Only one in fifty (2%) disagreed at all.

- Strongly agree - 24 per cent (281 respondents)
- Agree - 66 per cent (760 respondents)
- Neither agree nor disagree - 7 per cent (87 respondents)
- Disagree - 2 per cent (18 respondents)
- Strongly disagree - # per cent (5 respondents)
- Don't know - 1 per cent (8 respondents)

= less than 0.5%

5.27 Once more, Viewpoint panel members aged 65 years and over (94%) were significantly more likely to agree at all with this statement.

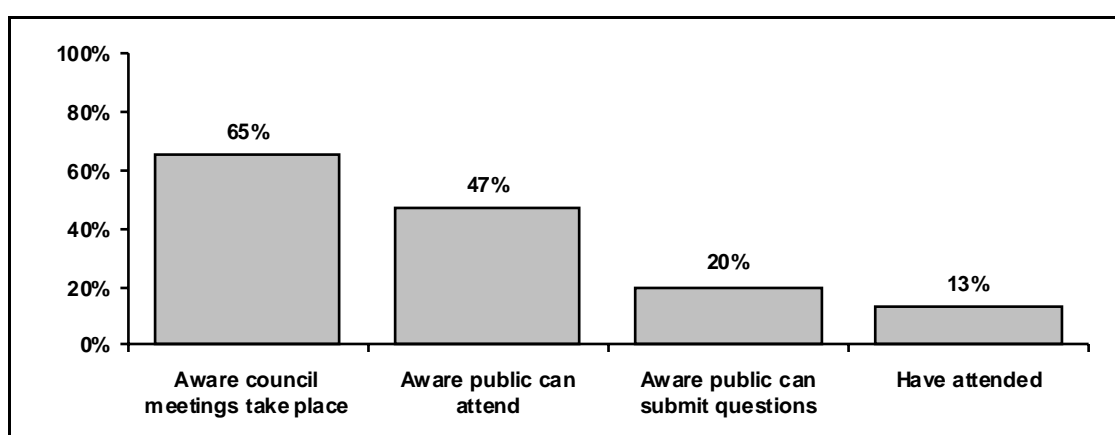
6. Council Meetings

- 6.1 This section of the questionnaire looked at council meetings, including Cabinet meetings, scrutiny meetings, decision making committees, Neighbourhood Consultative Forums, and Police and Community Safety forums.

Awareness

- 6.2 Two thirds (65%) of Viewpoint members said that they were aware that the various council meetings take place (Figure 6.1). Respondents were significantly less likely to be aware if they: had lived in Hartlepool up to five years (42%) and between 5-20 years (53%); were under 35 years of age (53%); lived in a household without a car (54%); were members of the DE socio-economic groups (58%); and, lived in the north of Hartlepool (59%).

Figure 6.1 Viewpoint members and council meetings



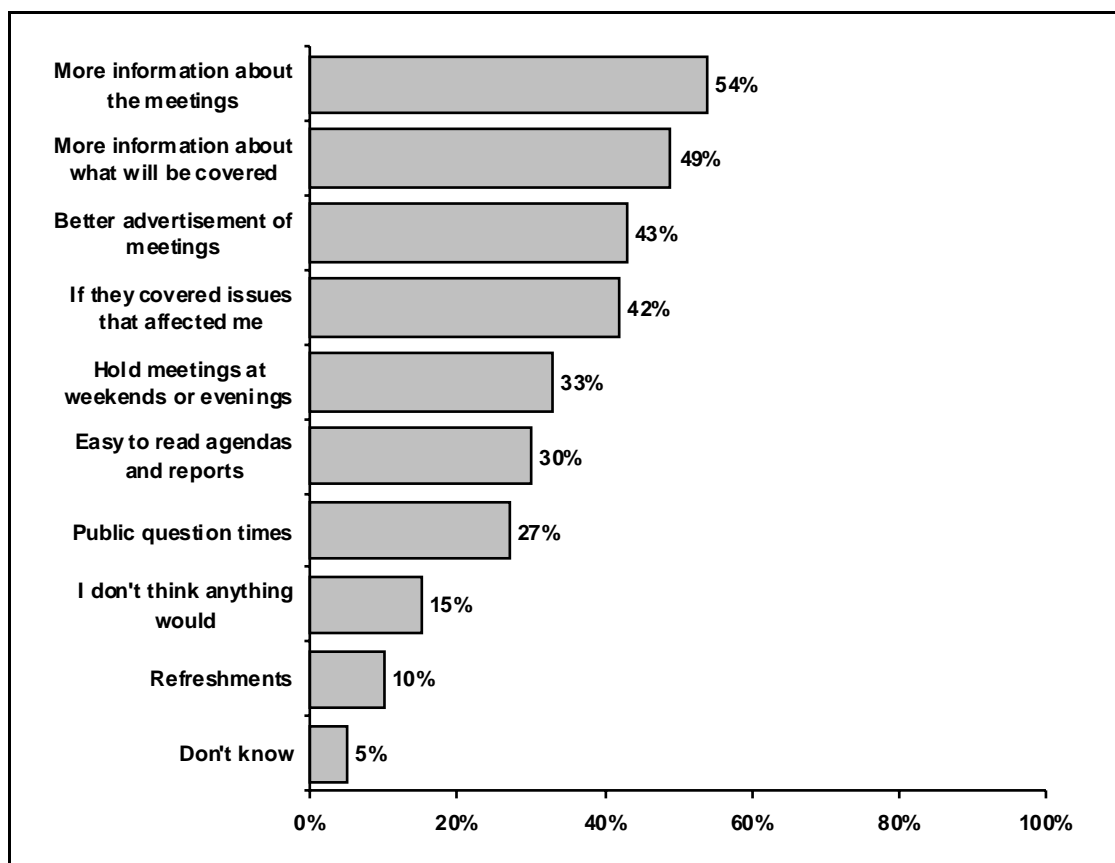
- 6.3 Three quarters (73%) of Viewpoint members who knew of the meetings said they were aware that the public can attend them. This equates to just less than half (47%) of the panel overall (Figure 6.1). Awareness overall was significantly lower among respondents who: had lived in Hartlepool up to five years (27%) and between 5-20 years (35%); were under 35 years of age (35%); and, lived in a household without a car (39%).
- 6.4 One in three (31%) Viewpoint members who knew of the council's meetings also knew that members of the public could submit questions without attending. This equates to one in five (20%) Viewpoint members overall (Figure 6.1). In this instance, awareness was significantly lower among respondents who: had lived in Hartlepool up to five years (12%); were under 35 years of age (12%); and, lived in the north of Hartlepool (15%).

Attendance

- 6.5 Among Viewpoint members who were aware of the council's meetings, one in five (20%) had attended one, which equates to one in eight (13%) panel members overall (Figure 6.1). Older respondents, particularly those aged 65 years plus (17%), and respondents who had lived in Hartlepool for forty years or more (17%) were significantly more likely than their counterparts to have attended a council meeting.

- 6.6 When asked what would encourage them to attend council meetings, the top two suggestions were more information about the meetings (54%) and specifically more information about what will be covered at each meeting (49%) (Figure 6.2). Similarly, two out of five respondents (43%) suggested better advertisement of meetings would help. But it's also important for many (42%) that the meetings cover issues that actually affect them. However, holding meetings at weekends or evenings was found to be more likely to be popular with respondents in employment (45%) than with those who are not (18%).

Figure 6.2 Things that would encourage Viewpoint members to attend council meetings

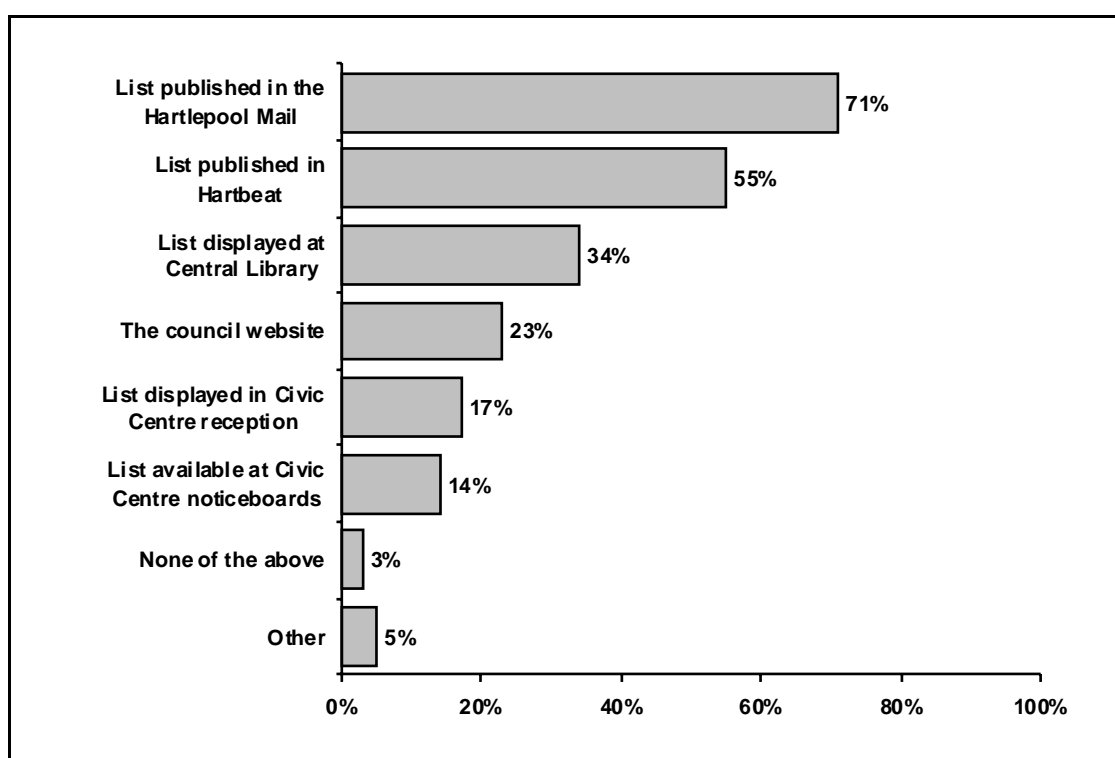


- 6.7 Further analysis threw up some interesting differences between groups of respondents. Like, for example, the fact that public question times appealed more to male (33%) respondents than female (22%) respondents. Or that none of the suggestions was significantly more likely to appeal to respondents in the DE socio-economic groups. However, arguably more importantly, holding meetings at weekends or in the evenings was found to be more likely to be popular with respondents in employment (45%) than with those who are not (18%).

Publicity

- 6.8 A majority of Viewpoint members would like to be able to find out about council meetings either through a list published in the Hartlepool Mail (71%) or a list in Hartbeat magazine (55%) (Figure 6.3).

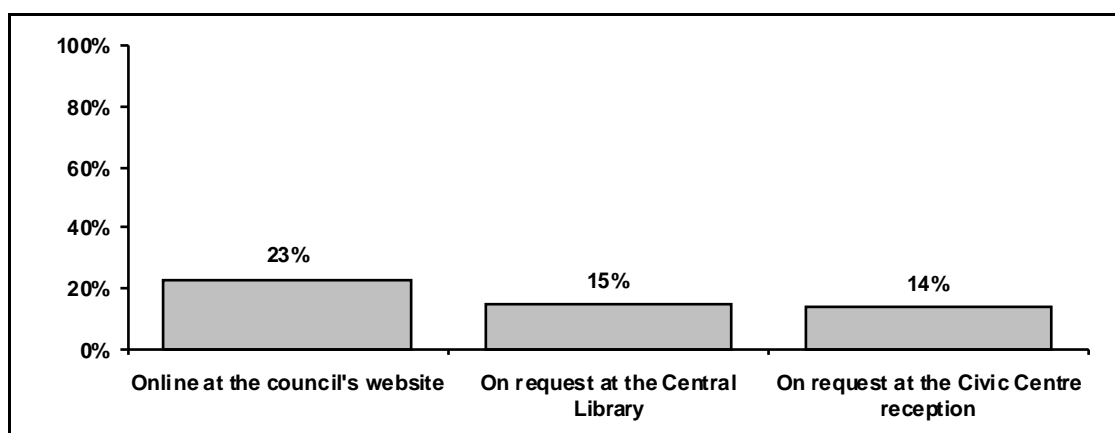
Figure 6.3 Where Viewpoint members would like to find out about council meetings



Access to committee papers

- 6.9 Finally, Viewpoint members were asked if they were aware of the different places that they could get access to the committee papers for all the various meetings (Figure 6.4). One in four (23%) knew they could be found online at the council's website. Less knew they were available on request from the Central Library (15%) or Civic Centre reception (14%).

Figure 6.4 Viewpoint members' awareness of where they can access committee papers



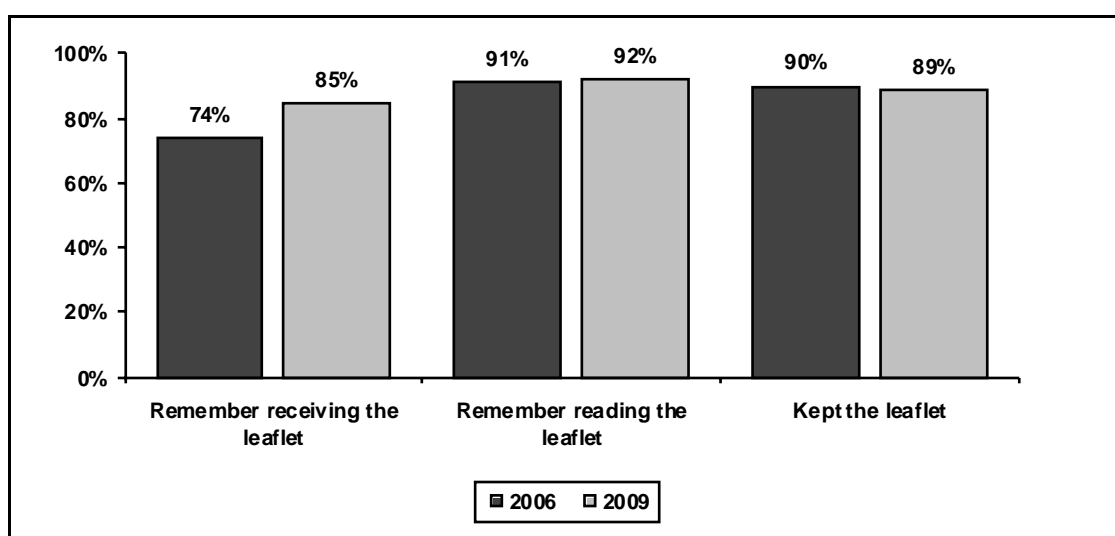
7. Preparing for Emergencies Leaflet

- 7.1 In one of last year's Viewpoint surveys, panel members were asked questions about the 'Prepare for Emergencies' leaflet. Subsequently, in May 2009 a new version of the leaflet was delivered to every home in the Cleveland area. This section of the questionnaire asked about that leaflet, using questions previously used when the leaflet went out in 2006.

Recall and what Viewpoint members did with the leaflet

- 7.2 This time around, over four out of five (85%) Viewpoint members remembered receiving the 'Prepare for Emergencies' leaflet; up 11 percentage points on the 2006 survey (Figure 7.1).

Figure 7.1 Viewpoint members and the 'Prepare for Emergencies' leaflet



- 7.3 Just like in 2006, nine out of ten (92%) Viewpoint members who remembered receiving the emergencies leaflet recalled reading it (Figure 7.1). Also the same as in 2006, respondents were more likely to remember reading the leaflet the older they were. Thus, while 84 per cent of respondents under 35 years of age remembered reading it, this rose to 98 per cent among those aged 65 years and over.
- 7.4 Respondents were told how the leaflet is designed to fold up neatly, so it can be easily stored away. Among respondents who remembered receiving it, nine out of ten (89%), unchanged from the 2006 survey, said they had kept it (Figure 7.1). Once again, the older respondents were the more likely they were to say they had kept the leaflet. The proportion rose from 81 per cent among the under 35s up to 95 per cent among the over 65s.

Opinion on the 'Prepare for Emergencies' leaflet

- 7.5 Viewpoint members were presented with a list of statements about the emergencies leaflet and asked to say how much they agreed or disagreed with each (Table 7.1).

- 7.6 The results were very much in line with those from the 2006 survey. There were high levels of agreement, at least 75 per cent, for all of the statements, and disagreement never rose above 7 per cent.
- 7.7 Overall, Viewpoint members were most likely to agree or strongly agree that the emergencies leaflet was easy to understand and follow (92%). Over four out of five members agreed the leaflet contained plenty of information (87%), with a good appearance (86%), and was useful (82%). They were least likely to agree it was interesting (77%) and covered everything they'd need to know for preparing for emergencies (75%).

Table 7.1 Attitude statements on the 'Prepare for Emergencies' leaflet

	Strongly agree		Agree		Neither/ nor		Disagree		Strongly disagree	
	2006	2009	2006	2009	2006	2009	2006	2009	2006	2009
It was easy to understand and follow	22	21	70	71	6	7	2	1	#	0
There was plenty of information on the leaflet	18	17	67	70	12	10	3	3	1	1
The overall appearance of the leaflet was good	20	19	65	67	11	10	4	3	1	1
I found it useful	18	20	62	62	15	13	3	4	1	1
The content was interesting	17	17	56	60	22	17	4	5	2	2
The content covered everything I need to know about preparing for emergencies	15	15	57	60	21	19	6	5	1	1
# = less than 0.5 per cent.										

- 7.8 Looking specifically at the two statements that elicited the lowest levels of agreement, Viewpoint members were significantly less likely to agree that the emergencies leaflet's content was interesting if they were: under 35 (61%); in a household with children under 18 years (69%); employed (71%); and, in the AB socio-economic groups (71%). While those who were less likely than their counterparts to agree that the leaflet covered everything they'd need to know were: members of the C1 socio-economic group (68%); male (69%); and, living in central Hartlepool (70%).

For future inclusion

- 7.9 Viewpoint members were invited to suggest other content for future inclusion in the emergencies leaflet (Table 7.2). The top two items were a single telephone number for emergency advice (9 respondents) and content on nuclear emergencies (9 respondents).

Table 7.2 Suggested for future inclusion in the leaflet

	Number
One telephone number for emergency advice	9
Nuclear emergencies	9
More on flu pandemics	5
Details on late night chemists	4
Other	22
(N = 49)	

8. Subjects for Future Viewpoint Surveys

- 8.1 Finally, Viewpoint members were asked to suggest any subjects they would like to see covered in future surveys (Table 8.1). Top of the list of suggestions was the condition of Hartlepool roads (30 people), followed by litter and dirty streets (24 people) and the number of councillors, their roles, pay and expenses (23 people).

Table 8.1 Suggested for future inclusion in the leaflet

	Number
Condition of roads	30
Litter and dirty streets	24
Number of councillors, their roles, pay, and expenses	23
Facilities for young people	16
Refuse collection	14
Level of Council Tax	13
Role of the Mayor	11
Condition of the pavements	11
Toilets	10
Anti-social behaviour	9
Shopping facilities	8
Crime	7
Number of immigrants	6
Residential and on-street parking	6
The Marina	6
The cost and availability of car parking	6
Recycling facilities	6
Tall Ships event	6
Other	106
(N = 238)	

Appendix 1: Background Information on Respondents

Table A1 Age of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No.)
17 to 34	28	(331)	15	(131)
35 to 44	20	(238)	17	(150)
45 to 54	18	(211)	21	(191)
55 to 64	14	(165)	22	(200)
65+	21	(255)	24	(218)
No answer	--	--	#	(1)
Total	100	(1200)	100	(891)

= less than 0.5 per cent

Table A2 Sex of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No.)
Male	47	(566)	46	(409)
Female	53	(634)	54	(482)
Total	100	(1200)	100	(891)

Table A3 Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No.)
North	32	(382)	29	(259)
Central	38	(457)	39	(345)
South	30	(361)	32	(287)
Total	100	(1200)	100	(891)

Table A4 Employment status of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No.)
Working	56	(668)	52	(462)
Not working	44	(532)	48	(428)
No answer	--	--	#	(1)
Total	100	(1200)	100	(891)

= less than 0.5 per cent

Table A5 Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No.)
No car	22	(259)	20	(175)
One or more cars	78	(938)	80	(714)
No answer	#	(3)	#	(2)
Total	100	(1200)	100	(891)

= less than 0.5 per cent

Table A6 Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No.)
Yes – disabled	15	(175)	20	(175)
No – not disabled	85	(1015)	80	(714)
No answer	1	(10)	#	(2)
Total	101	(1200)	100	(891)

= less than 0.5 per cent

Table A7 Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No.)
AB	21	(257)	21	(183)
C1	28	(339)	28	(245)
C2	24	(286)	25	(226)
DE	20	(239)	20	(182)
Don't Know	7	(79)	6	(55)
Total	100	(1200)	100	(891)

Appendix 2: Category Definitions

Social Economic Group Definitions :

Social group		Occupation of Chief wage earner
A	Upper middle class	Higher managerial, administrative or professional
B	Middle class	Intermediate managerial, administrative or professional
C1	Lower middle class	Intermediate or clerical and junior managerial, administrative or professional
C2	Skilled working class	Skilled manual workers
D	Working class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	Long term unemployed (6plus months), State pensioners, etc. with no earnings, Casual workers and those without a regular income

Children in household:

Children in household	Children under the age of 18 living in the household
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Working and not working definitions :

Working	Full or part time or self employed
Not working	Full time education, unemployed, sick or disabled, retired or looking after the home

Older and younger definitions :

Younger	17 to 34 year olds
Older	65 years and over

Appendix 3: Full Survey Results



Viewpoint

Your Views are Important

This latest Viewpoint questionnaire seeks your views on a variety of local issues. It aims to find out what you and others from across the community think about these matters so that we can take your views into account when making decisions that affect your daily life. The questionnaire should only take about 10 to 15 minutes to complete. The issues covered in Viewpoint 29 include:

Summerhill
Perceptions of young people
Council Meetings
Emergency planning leaflet

There are no right or wrong answers to any of the questions; we just want to find out what you think of our services and other important issues that affect your daily lives. If you can't complete a question or feel you don't want to answer a particular question, don't worry, just leave it blank and move on to the next one.

We will look at what Viewpoint members say and the council's response in the next Viewpoint Newsletter, which you receive with your next Viewpoint questionnaire.

All the information you provide is confidential and we will never pass your name or address to any other organisation. What's more, if at any time you wish to leave Viewpoint, for whatever reason, simply let us know.

If you require any further information, need a large print questionnaire or any help filling it in then please contact:

Lisa Anderson
Hartlepool Borough Council,
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When you have completed the questionnaire please return it to us in the enclosed reply paid envelope, no stamp required, by **3rd July 2009**.

VP29 - 65% response rate, 891 completed questionnaires (all results are weighted to 1200 responses). # = Less than 0.5%; - = No responses; * = Excluded from calculations

Summerhill

Summerhill is a unique Country Park on the western edge of Hartlepool that has been transformed for wildlife and outdoor sports. Works started to develop Summerhill in 1998 and were largely completed by 2002. The site now offers a unique range of facilities including a BMX course, Boulder Park, play areas and country walks. These facilities can be enjoyed free of charge at any time. Summerhill is also an excellent venue for a wide range of meetings and events and the team based at the Summerhill Visitor Centre run a wide range of activities for schools, community groups, business and the general public. Activities include rock climbing, archery, High Ropes, orienteering, nature study and archaeology. For more information visit www.sunnysummerhill.com, contact (01429) 284584 or pop in.

1. Have you heard of Summerhill? (N = 1151)

Yes	97%	Go to Q2.
No	3%	Go to Q9.

2. Have you visited Summerhill in the last 12 months? (N = 1140)

Yes	50%	Go to Q3.
No	50%	Go to Q8.

3. If yes, approximately how often have you visited the site in the last 12 months? (N = 570)

More than 10 times	16%
Between 2 and 10 times	61%
Once	23%
Don't know	-

4. If you have visited Summerhill in the last 12 months what did you enjoy about your visit? (PLEASE TICK ALL THAT APPLY) (N = 563)

Walks around the site	87%
The play areas	45%
The Boulder Park	26%
Running routes around the site	9%
The wildlife	38%
The Visitor Centre	42%
The BMX course	13%
The activities being put on	29%
Other (Please specify)_____	2%

5. Thinking about the times you visited Summerhill over the last 12 months please tell us what you did? (PLEASE TICK ALL THAT APPLY) (N = 569)

Went for a walk	86%
Rode a horse	2%
Cycled around the site	18%
Cycled on the BMX course	9%
Took part in orienteering	3%
Climbed on the Boulder Park	21%
Used the play areas	42%
Used the trim-trail	5%
Went for a run	9%
Took part in an organised sporting event at Summerhill	6%
Attended an activity session organised at Summerhill	22%
Took part in archery	4%
Took part in a nature study activity	3%
Took part in archaeology	1%
Other (Please specify)_____	
Work Seminars	2%
Party	1%
Bird Watching	1%
Other	1%

6. If you have visited Summerhill in the last 12 months what do you feel could be improved? (PLEASE TICK ALL THAT APPLY) (N = 539)

More signposted walks	36%
More litter / dog bins	37%
More facilities for play	22%
A café in the Visitor Centre	71%
More activities to take part in for children 5 and under	19%
More activities to take part in for young people 6 to 16	21%
More activities to take part in for adults	26%
More interpretation/information around the site	14%
More leaflets about Summerhill	21%
Visitor Centre open longer hours	21%
Other (Please specify)_____	
Warden patrols	1%
Other	4%

7. **Think about the last 12 months, can you please tell us how you found out about the activities and events at Summerhill. Even if you haven't been to Summerhill please can you tell us where you have seen them advertised or promoted?**
(PLEASE TICK ALL THAT APPLY) (N = 526)

Leaflets available from Tourist Information Centre, Civic Centre, or libraries	26%
Article in a newspaper	40%
Article in Hartbeat magazine	52%
Through an organised group	10%
Word of mouth	48%
From your child's school	13%
From the Visit Hartlepool (www.visitteesvalley.co.uk) or Destination Hartlepool (www.destinationhartlepool.co.uk) websites	13%
From the Summerhill websites (www.sunnysummerhill.com or www.sunnysummerhill.co.uk)	4%
From a feature on local radio	5%
From seeing a display about Summerhill	15%
Information on a noticeboard	16%
Other (Please specify) _____	
Email	1%
Leaflet drop/through the post	1%
Sign posts	1%
Other	1%

8. **Summerhill often stages events at the site throughout the year. Can you please tell us if you have attended any of the following events staged there over the past TWO years?** (PLEASE TICK ALL THAT APPLY) (N= 310)

Hartlepool Countryside Festival	37%
Archaeology Open Day	15%
National Play Day	15%
An event as part of the BIG Lottery Free Play programme	6%
Cross Country running event	7%
Regional or national BMX event	10%
Other (Please specify) _____	
Dog show	10%
Other	8%
None of these	28%

9. To help the Summerhill team make people aware of what is going on at the site, could you tell us where you would look to find out about activities and events at Summerhill? (PLEASE TICK ALL THAT APPLY) (N = 1084)

Leaflets available in various places around the town	47%
Hartbeat magazine	60%
TV / Radio adverts	26%
Internet	28%
Posters around town	40%
Radio features	14%
Hartlepool Mail	74%
Northern Echo	6%
Primary Times	7%
Evening Gazette	3%
Noticeboards	19%
Other (Please specify) _____	
Libraries	1%
Leaflet/through the post	1%
Email	1%
Other	1%

10. If you haven't visited Summerhill in the last 12 months or have not visited as much as you would like to, what would make you visit Summerhill more often? (PLEASE TICK ALL THAT APPLY) (N = 888)

More awareness of activities/events going on	52%
Better public transport to the site	19%
Not enough time / other commitments	25%
More activities for adults (over 16 years)	23%
More activities for older children (6 to 16 year olds)	12%
More activities for young children (5 and under)	11%
Café on site	35%
Nothing would encourage me to attend more	9%
Other facilities offered (Please specify) _____	1%

11. Please use the space below to make any comments or suggested improvements to Summerhill.

Summerhill is a very good place	(28 people)
Should have more events	(18 people)
Better advertising of future events	(15 people)
Need to feel safer	(13 people)
Less dogs/less dog fouling	(11 people)
A café	(10 people)
Reduce anti-social behaviour	(9 people)
Other	(46 people)

Perceptions of young people

Nationally, 70% of news about young people is negative, and this can be reflected in the local media. This has led to there being a lot of negative stereotypes around about young people. We would like to know what people from Hartlepool think about young people. By young people we mean people aged between 13 and 19 years of age.

If you would like any further information on this topic please contact: Peter Davies on (01429) 523829 or via e-mail peter.davies@hartlepool.gov.uk

12. Please tell us how much you agree or disagree with the following statements? (PLEASE TICK ONE BOX PER ROW)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a) Young people hanging around is a problem in my local area (N = 1128)	15%	26%	22%	30%	7%	*
b) There is nowhere for young people to go after school or at weekends (N = 1093)	23%	35%	15%	21%	5%	*
c) I avoid going out after dark because of young people gathering (N = 1134)	9%	14%	25%	35%	17%	*
d) Young people have the right to meet on the street (N = 1135)	6%	53%	27%	9%	5%	*
e) Young people are to blame for anti-social behaviour (N = 1114)	9%	26%	40%	22%	3%	*
f) Young people have a lot to offer our community (N = 1126)	16%	61%	17%	5%	1%	*
g) I am fearful of young people (N = 1136)	4%	11%	24%	43%	18%	*
h) Young people's positive achievements are often overlooked or go unrecognised (N = 1140)	24%	55%	13%	7%	1%	*
i) Adults deserve respect from young people (N = 1161)	28%	56%	13%	3%	#	*
j) Young people deserve respect from adults (N = 1144)	17%	63%	14%	5%	1%	*
k) Young people need to be disciplined more (N = 1143)	30%	41%	24%	4%	1%	*
l) Young people should be consulted when planning activities that affect them (N = 1151)	24%	66%	8%	2%	#	*
m) Young people drinking and using drugs is a problem in Hartlepool (N = 1098)	42%	43%	13%	2%	#	*
n) More facilities are needed for young people in Hartlepool (N = 1130)	34%	45%	15%	5%	1%	*

Council meetings

The council regularly hold various meetings led by the Mayor and councillors to help make important decisions about the council and for Hartlepool. These meetings include Cabinet meetings, Scrutiny meetings, Decision Making committees, Neighbourhood Consultative forums, and Police and Community Safety forums. These meetings are open to members of the public to attend. We would like to find out if you are aware that these meetings take place, if you have attended one of these meetings before, and how you would like to find out about these meetings.

If you would like any further information on this topic please contact the Democratic Services Team on (01429) 523013 or via email democraticservices@hartlepool.gov.uk

13. Before you got this questionnaire, were you aware that these various council meetings take place? (N = 1191)

Yes 65% Go to Q14
No 35% Go to Q17

14. Were you aware that the public can attend these meetings? (N = 772)

Yes 73%
No 27%

15. Have you ever attended one of these meetings? (N = 771)

Yes 20%
No 80%

16. Did you know that members of the public could submit questions to be asked at some of these meetings without actually having to attend? (N = 773)

Yes 31%
No 69%

17. How would you like to find out about these meetings? (N = 1175)
(PLEASE TICK ALL THAT APPLY)

The council website (www.hartlepool.gov.uk/democraticservices)	23%
A list published in Hartbeat	55%
A list published in the Hartlepool Mail	71%
A list of meetings displayed at Civic Centre reception	17%
A list of meetings available at Civic Centre noticeboards	14%
A list of meetings displayed at the Central Library	34%
None of the above	3%
Other (please specify) _____	
Internet	1%
Email	1%
Libraries	1%
Other	2%

18. What would encourage you to attend future meetings? (N = 1160)
(PLEASE TICK ALL THAT APPLY)

Hold meetings at weekends or evenings	33%
More information about these meetings	54%
Better advertisement of these meetings	43%
More information about what will be covered at each meeting	49%
Easy to read agendas and reports	30%
If they covered issues that affected me	42%
Refreshments	10%
Public question times	27%
I don't think anything would encourage me to attend	15%
Don't know	5%
Other (please specify _____)	#

19. The committee papers for these meetings are all online on the council's website (www.hartlepool.gov.uk), at the Central Library, and are available on request at the Civic Centre reception. Were you aware you could access these papers this way? (PLEASE TICK ONE BOX ON EACH LINE)

	(N = 1060)	Yes	No
On the council's website (www.hartlepool.gov.uk)		23%	77%
At the Central Library	(N = 1063)	14%	86%
Reception at Civic Centre	(N = 1048)	14%	86%

Preparing for Emergencies Leaflet

Last year we asked you some questions about a 'Prepare for Emergencies' leaflet. We wanted to know how often you thought this information should be sent out and over half of you told us you felt that it should be sent out every year.

In May, 2009 a new version of the 'Preparing for Emergencies' leaflet was delivered to every home across the Cleveland area which again provides useful information about what to do in the event of a serious emergency, together with useful contact numbers including the police, fire and ambulance and the Environment Agency floodline.

The Emergency Planning team would now like to find out what you think of this leaflet. We understand that not everyone will remember the 'Prepare for Emergencies' leaflet and so we have included a spare copy of the leaflet with your Viewpoint questionnaire for you to look at and keep.

If you would like any further information on this topic please contact: Denis Hampson, the Chief Emergency Planning Officer on (01642) 221121 or via e-mail denis.hampson@hartlepool.gov.uk

- 20. Do you remember receiving the 'Prepare for Emergencies' leaflet which was delivered to every home in May 2009? (PLEASE TICK ONE BOX ONLY)**
(N = 1191)

Yes	85%	Go to Q21
No	15%	Go to Q23

- 21. If yes, do you remember reading it? (N = 995)**

Yes	92%
No	8%
Don't know	*

- 22. The 'Prepare for Emergencies' leaflet is designed to fold up neatly, so you can easily store it away. Did you keep it? (N = 954)**

Yes	89%
No	11%
Don't know	*

24. Please have a look at the copy of the 'Prepare for Emergencies' leaflet included with your Viewpoint questionnaire and tell us how much you agree or disagree with the following statements? (PLEASE TICK ONE BOX ON EACH LINE)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a) I found it useful (N = 1097)	20%	62%	13%	4%	1%	*
b) It was easy to understand and follow (N = 1105)	21%	71%	7%	1%	-	*
c) The content covered everything I need to know about preparing for emergencies (N = 1086)	15%	60%	19%	5%	1%	*
d) There was plenty of information on the leaflet (N = 1092)	17%	70%	10%	3%	1%	*
e) The overall appearance of the leaflet was good (N = 1105)	19%	67%	10%	3%	1%	*
f) The content was interesting (N = 1107)	17%	60%	17%	5%	2%	*

25. What, if any, other information would you have liked to have been included on the 'Prepare for Emergencies' leaflet?

Provide one telephone number for emergency advice	(9 people)
Nuclear emergencies	(9 people)
More details on flu pandemics	(5 people)
Details of late night chemists	(4 people)
Other	(22 people)

Fill Out Your Viewpoint Surveys Online

Remember, you can now fill out this survey online!

If you think you would like to try this please contact me and let me know your email address in the space provided below. You can also use this space to let me know if you have given us your email address, but have changed it. You will still receive your paper questionnaires, but will have the option of filling them out on paper or online!

To have a look around our online consultation site, '**Your Town, Your Say**' go to:
<http://consultation.hartlepool.gov.uk>

My email address is: - _____

And finally.....

Please use the space below to suggest any subjects that you would like to see covered in future Viewpoint surveys or any further comments you would like to make about Viewpoint in general. (N = 238)

Condition of roads	(30 people)
Litter/dirty streets	(24 people)
Number /roles/pay/expenses of councillors	(23 people)
Facilities for young people	(16 people)
Refuse collection	(14 people)
Level of Council Tax	(13 people)
Role of the Mayor	(11 people)
Condition of the pavements	(11 people)
Toilets	(10 people)
Anti-social behaviour	(9 people)
Shopping facilities	(8 people)
Crime	(7 people)
Number of immigrants	(6 people)
Residential / on-street parking	(6 people)
The Marina	(6 people)
Cost/availability of car parking	(6 people)
Recycling facilities	(6 people)
Tall Ships event	(6 people)
Other	(106 people)

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 3rd July 2009

By completing this questionnaire you give Hartlepool Borough Council the authority to collect and retain information about you. The information collected about you will be held securely and will be processed to produce statistical reports. No personal data will be disclosed. In order to run Viewpoint Citizens Panel, the Council has entered into a contract with ADTS, and will share the information with that organisation.

For the purposes of provision of this service, ADTS acts as a department of the Council and is bound by the contract to treat your information confidentially. Hartlepool Borough Council is the Data Controller for the purposes of the Data Protection Act.

Viewpoint

If you would like information in another language or format, please contact us on 01429 523584.

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

ئەگەر زانیاریت بە زمانیکی کە یا بە فۆرمیکی کە دەوی تکایە داوامان لی بکە

如欲索取以另一语文印制或另一格式制作的资料，请与我们联系。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.