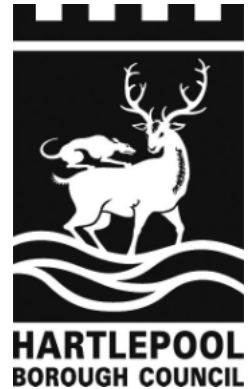


FINANCE AND PERFORMANCE PORTFOLIO

DECISION SCHEDULE



Thursday, 3 December 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 Chief Executive's Departmental Plan 2009/10 – 2nd Quarter Monitoring Report - *Assistant Chief Executive, Chief Personnel Officer, Chief Financial Officer, Chief Solicitor and Director of Regeneration and Neighbourhood Services*
- 2.2 Banking Arrangements – *Chief Financial Officer*
- 2.3 Treasury Management Strategy Update – *Chief Financial Officer*
- 2.4 Treasury Management Advice Contract – *Chief Financial Officer*

3. ITEMS FOR INFORMATION

- 3.1 Employee Attendance 2009/10 – 2nd Quarter – *Chief Personnel Officer*
- 3.2 Space To Learn Project – St Hild's School - *Assistant Director (Procurement and Asset Management) and Director of Child and Adult Services*
- 3.3 Half Yearly Diversity Report – *Chief Personnel Officer*
- 3.4 The Development And Achievement Of The Team Around The Primary School (TAPS) Project – *Director of Child & Adult Services*
- 3.5 Corporate Complaints – July To September 2009 – *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 Qualification Based Training Application (*para 1*) – *Chief Personnel Officer*
- 7.2 Land Adjoining 3a Milton Road Hartlepool (*para 3*) - *Assistant Director (Procurement and Asset Management)*

FINANCE AND PERFORMANCE PORTFOLIO
Report to Portfolio Holder
3 December 2009



Report of: Assistant Chief Executive, Chief Personnel Officer, Chief Financial Officer, Chief Solicitor and Director of Regeneration and Neighbourhood Services

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2009/10 – 2ND QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the achievements made against the Chief Executive's Departmental Plan for 2009/10 for the 6 month period ending 30 September 2009

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Chief Executive's Departmental Plan 2009/10.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for those service areas covered by this report.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 3rd December 2009.

6. DECISION REQUIRED

Achievement on actions be noted and new target dates agreed

Report of: Assistant Chief Executive, Chief Personnel Officer, Chief Financial Officer, Chief Solicitor and Director of Regeneration and Neighbourhood Services

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2009/10 – 1ST QUARTER MONITORING REPORT

PURPOSE OF REPORT

1. To inform the Portfolio Holder of the progress made against the key actions identified in the Chief Executive's Departmental Plan 2009/10 for the period up to 30 September 2009.






BACKGROUND

2. The Finance and Performance Portfolio Holder agreed the Chief Executive's Departmental Plan at the meeting on 14 July 2009.
3. The Chief Executive's Departmental Plan 2009/10 sets out the key tasks and issues within an Action Plan to show what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Actions as laid out in the 2009/10 Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.
4. The Council's Performance Management system (Covalent) is used to collect and analyse performance against the actions and targets detailed in the Corporate Plan, the five Departmental Plans as well as Service and Operational Plans. The system is also used to monitor Risk Management across the council within the Performance Management Framework. The information in the system was used to prepare this report.
5. Each Division has also produced a Divisional Service Plan, detailing the key tasks and issues facing each division in the coming year. Each plan contains an action plan, detailing how each individual division intends to contribute to the Organisational Development Actions contained in the Corporate Plan, as well as the key tasks and priorities contained in the Chief Executives Departmental Plan. Divisional Chief Officers will have the lead responsibility for managing performance of

issues and tasks identifies in their divisional plans. Where appropriate, issues can be escalated for consideration by CEMT.

SECOND QUARTER PERFORMANCE

6. This section looks in detail at how the Chief Executives Department and the Procurement Division within the Regeneration and Neighbourhoods Department have performed in relation to the key actions and performance indicators that were included in the Chief Executives Departmental Plan 2009/10. On a quarterly basis officers from across the department are asked, via Covalent, to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator (PI).
7. Officers are asked to provide a short commentary explaining progress made to date, and asked identify the expected outcome of each action/PI set out in the Departmental Plan. The following traffic lights are used within Covalent:

	Target achieved
	On track to achieve target
	Progress acceptable
	Intervention Required
	Target not achieved

8. We would expect the majority of actions and PIs to be assessed as “Target achieved” or “on track to achieve target”. Where issues have been encountered that will result in a slight delay (actions) or may result in a specific target being narrowly missed (PIs) officers will have adjudged progress to be “acceptable”. Where officers consider more lengthy delays occurring or have assessed a PI as being likely to miss target these actions and PIs will be assessed as “Intervention Required” or “Target not achieved” – and more detail on these will be included later in this report.

OVERVIEW OF PERFORMANCE

9. Within the Chief Executives Department there were a total of 146 actions and 29 Key Performance Indicators (KPIs) identified in the 2009/10 Departmental Plan. However, of the 29 KPIs included in the plan only 7 can be monitored on a quarterly basis, with the other 22 indicators only being reported on an annual basis. Therefore, only the 7 quarterly indicators are included in this report. Tables 1 and 2, below, summarises officers views on progress made, to 30 September 2009: -

Table 1 – Progress made on Actions included in 2009/10 CED Departmental Plan











		Corporate Strategy	Finance	Human Resources	Legal Services	Procurement	Total
	Target achieved	8	35	0	7	0	50
	On track to achieve target	30	17	15	3	5	70
	Progress acceptable	2	15	1	0	0	18
	Intervention Required	1	5	2	0	0	8
	Target not achieved	0	0	0	0	0	0
	Total	41	72	18	10	5	146

Table 2 – Progress made on KPIs included in 2009/10 CED Departmental Plan

		Corporate Strategy	Human Resources	Total
	Target achieved	0	0	0
	On track to achieve target	6	1	7
	Progress acceptable	0	0	0
	Intervention Required	0	0	0
	Target not achieved	0	0	0
	Total	6	1	7

Note: Table only includes those Divisions with KPIs reported quarterly

10. A total of 120 actions (82%) have been reported as having achieved their targets or being on track to achieve target, and a further 18 (12%) have been assessed as making acceptable progress.
11. However, 8 actions (5%) have been highlighted as requiring intervention and more information on these actions can be found in the relevant sections below.
12. All of the quarterly Key Performance Indicators (KPIs) have been assessed as being on track to achieve their year end target.

Corporate Strategy Division

13. The Plan contained 41 actions that were the responsibility of the Corporate Strategy Division. 38 of these (93%) have been assessed as already being completed or being on track to achieve target, and a further two actions (5%) have been assessed as having made acceptable progress. However, the remaining action has been assessed as requiring intervention and this is detailed in table 3, shown below: -

Table 3: Corporate Strategy Actions requiring interventions

Ref	Action	Date to be Completed	Comment
Outcome: Adopt new Governance arrangements for Registration Service			
CED11	Develop service delivery plan to meet new Governance requirements	31/07/2009	Plan now ready for submission to General Register Office (GRO)

14. It is proposed that the due date for the above action is revised, to take into account the delays that have been encountered. More information is provided in table 4, below: -

Table 4: Corporate Strategy Actions – Proposed Date Change

Code	Action	Due Date	Proposed New Date	Reasons for Date Change
CED11	Develop service delivery plan to meet new Governance requirements	31/07/09	31/12/09	Operational duties took priority during peak months June to Sept 09. Plan now ready for submission to GRO; new date allows for amendments if required following feedback from GRO.

15. The Corporate Strategy Division monitors 6 Key Performance Indicators on a quarterly basis, and all have been assessed as being on track to achieve their year end target

16. In the period up to and including 30 September 2009 the Corporate Strategy Division completed a number of actions, including: -

- Implemented the extended powers to Scrutiny known as 'Councillor Call for Action' Mechanism
- The Council's Diary for 2009/10 has been established.
- Topline results from the Place Survey have been reported to Portfolio Holder.
- Risk training sessions for Councillors were held in July to raise awareness of Risk Management across the Council

Finance Division

17. The Plan contained 72 actions that were the responsibility of the Finance Division. 52 of these (72%) have been assessed as already being completed or being on track to achieve target.

18. A further 15 actions, or 21%, have been assessed as having made acceptable progress. However, the remaining 5 actions (7%) have

been assessed as requiring intervention. Further details are provided in table 5, below: -

Table 5: Finance Actions requiring interventions

Ref	Action	Date to be Completed	Comment
Outcome: Develop Bailiff Shared Service Arrangements with Darlington BC			
CED35	Review scope of shared service arrangements to include Sundry Debt enforcement and warrants services	30/06/2009	Some progress, Darlington currently undergoing service review. Discussions progressed to shared business rates admin arrangements.
Outcome: Implement with Partners, the Keys to Success Programme			
CED68	Review Impact and determine future direction	30/09/2009	Being evaluated
Outcome: Implement with Partners, the Skills for Life Programme			
CED69	Determine financial and resource requirements	31/05/2009	Awaiting information from Housing Hartlepool
Outcome: Review of Cash Office facilities			
CED23	Review range and nature of services currently provided by the Cash Office and identify alternative options for delivering services	30/06/2009	Exit survey undertaken with Cash Office customers during September. Report to go to Portfolio on results 4/11/09.
CED24	Develop and implement an exit strategy for cash based transactions	30/06/2009	Exit survey undertaken with Cash Office customer re cessation of cheque encashment service. Report to Portfolio on 4/11/09

19. It is proposed that the due date of one of the actions deemed as having made acceptable progress the due date is revised, to take into account the slight delays that have been encountered. More information is provided in table 6, below: -

Table 6: Finance Actions – Proposed Date Change

Code	Action	Due Date	Proposed New Date	Reasons for Date Change
CORP OD05.1	Develop Overarching Officer Code of Conduct	31/12/09	31/03/10	Unable to progress as awaiting developments at a national level following consultation exercise

20. The Finance Division does not monitor any quarterly Performance Indicators as part of the Departmental Plan.

21. In the period up to and including 30 September 2009 the Finance Division completed a number of actions, including: -

- Initial budget consultation proposals have been agreed
- Testing for new Income Management System has been completed

Human Resources Division

22. The Plan contained 18 actions that were the responsibility of the Human Resources Division. For the period ending 30 September 2009 a total of 15 actions (83%) were assessed as being on track to achieve target, and one (6%) was assessed as having made acceptable progress. However, there were two targets (11%) that were assessed as requiring intervention and the table below identifies these actions with more details as regarding progress that has been made to date: -

Table 7: Human Resources Actions where target was not achieved

Ref	Action	Date to be Completed	Comment
Outcome: Review and Improve HR Divisional Infrastructure			
CED91	Develop & implement HR Workforce Development Plan	30/11/2009	Delayed due to support required for Business Transformation process and progress on the new HR Payroll System and HR Review are not as advanced as expected
CED92	Undertake Schools satisfaction survey	30/09/2009	

23. It is proposed the due dates for the above actions are revised, to take into account the delays that have been encountered. More information is provided in table 8, below: -

Table 8: Human Resources Actions – Proposed Date Change

Code	Action	Due Date	Proposed New Date	Reasons for Date Change
CED91	Develop & implement HR Workforce Development Plan	30/11/09	31/03/10	Delayed due to support required for Business Transformation process and progress on the new HR Payroll System and HR Review are not as advanced as expected
CED92	Undertake Schools satisfaction survey	30/09/09	31/03/10	Delayed due to support required for Business Transformation process and progress on the new HR Payroll System and HR Review are not as advanced as expected

24. Within the period up to 30 September 2009 the Human Resources Division completed a number of actions, including: -

- A draft Corporate Health and Safety Policy has been produced and submitted to CMT.

25. Human Resources Division only has one Performance Indicator that can be monitored on a quarterly basis and this has been assessed as being on track to achieve year end target.

Legal Services Division

26. The Plan contained 10 actions that were the responsibility of the Legal Services Division, and all of these have been assessed as already being completed or being on track to achieve target. .

27. The Legal Services Division does not monitor any quarterly Performance Indicators as part of the Departmental Plan.

28. In the period up to and including 30 September 2009 the Legal Services Division completed a number of actions, including: -

- The Division has increased awareness of the whistle blowing policy and re-enforce assurances that reporting through this mechanism can be done without fear of reprisal
- All councillors are made aware of the whistle blowing policy

Procurement Division

29. The Plan contained 5 actions that were the responsibility of the Procurement Division, and all of these have been assessed as already being completed or being on track to achieve target. .

30. The Procurement Division does not monitor any quarterly Performance Indicators as part of the Departmental Plan.

31. In the period up to and including 30 September 2009 the Procurement Division completed a number of actions, including: -

- The tender process for the Managed Print Service has been completed and results to be report to Contract Scrutiny Committee.

Risk Monitoring

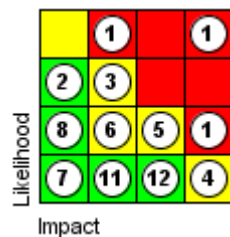
32. It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risks that could prevent the achievement of corporate and departmental objectives. On a quarterly basis each division assesses the risks identified within the Chief Executive's Risk Register. The result of this quarterly update is reported to the Corporate Risk Management Group (CRMG) via each

division’s representative on the group. The Council’s approach acknowledges that the purpose is not to remove all risks (this is neither possible nor, in many cases, desirable), rather it is to ensure that potential ‘losses’ are prevented or minimised and that ‘rewards’ are maximised.

33. This summary is reported to the Portfolio Holder within the quarterly monitoring report to provide an overview of risks being addressed by the Chief Executives Department.

34. The diagram below shows the distribution of risks according to their risk rating. Detail of the rating system is in appendix A. There are a total of 61 risks. Only three of these risks are highlighted as a ‘RED’ risk. A further 18 risks are on an ‘AMBER’ status with the remaining 40 being at a low level ‘GREEN’ status.

Diagram 1 – Chief Executive Departmental Risk Register Heat

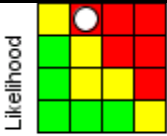


See Appendix A for key to diagram above

35. The three risks rated red are shown in the table below, together with details on the Division that manages the risk, and any notes that have been provided.

Table 8 – Chief Executive Departmental Risk Register – ‘Red’ Risks

Current Matrix	Code	Title	Managed by	Latest Note
<p>Likelihood</p> <p>Impact</p>	CED R044	Loss of Grant Funding	Finance Division	
<p>Likelihood</p> <p>Impact</p>	CED R060	Delivery of an effective Corporate Service	Legal Services	Reviewed and no change required.
	CED R070	Failure to provide adequate interpretation services to people with hearing	Human Resources	Complaints have already been received from representatives of deaf people and will continue to be received until the lack of an 'on demand' interpreting

		impairment		service is addressed. Plans are being developed to pilot an online based BSL interpretation service.
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Recommendations

36.Portfolio Holder is asked to: -

- Note progress on key actions and KPIs and current rating of risks
- Agree the revised dates as set out in tables 4, 6 and 8

**APPENDIX A
HARTLEPOOL BC
RISK ASSESSMENT MATRIX AND VALUE GUIDES**

		IMPACT			
		1 Low	2 Medium	3 High	4 Extreme
Almost certain	4	AMBER 4	RED 8	RED 12	RED 16
Likely	3	GREEN 3	AMBER 6	RED 9	RED 12
Possible	2	GREEN 2	AMBER 4	AMBER 6	RED 8
Unlikely	1	GREEN 1	GREEN 2	GREEN 3	AMBER 4

Use the following suggested value guides to help rate the level of the **controlled risk**.

IMPACT

Extreme	Total service disruption / very significant financial impact / Government intervention / sustained adverse national media coverage / multiple fatalities.
High	Significant service disruption/ significant financial impact / significant adverse Government, Audit Commission etc report / adverse national media coverage / fatalities or serious disabling injuries.
Medium	Service disruption / noticeable financial impact / service user complaints or adverse local media coverage / major injuries
Low	Minor service disruption / low level financial loss / isolated complaints / minor injuries

LIKELIHOOD

Expectation of occurrence *within the next 12 months* -

- **Almost certain**
- **Likely**
- **Possible**
- **Unlikely**

FINANCE & PERFORMANCE PORTFOLIO

Report to Portfolio Holder

3 December, 2009



Report of: Chief Financial Officer

Subject: BANKING ARRANGEMENTS

SUMMARY

1. PURPOSE OF REPORT

1.1 To seek approval for an extension to the current banking arrangements to 31st March, 2012.

2. SUMMARY OF CONTENTS

2.1 The report outlines the current circumstances facing the Authority and proposes extending the current banking arrangements for a two year period.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Holder has responsibility for determining the banking arrangements for the Council.

4. TYPE OF DECISION

4.1 Non-key decision.

5. DECISION MAKING ROUTE

5.1 To Portfolio Holder only.

6. DECISION(S) REQUIRED

6.1 To approve the proposal to extend the current banking arrangements for twenty four months to 31st March, 2012.

Report of: Chief Financial Officer

Subject: BANKING ARRANGEMENTS

1. PURPOSE OF REPORT

1.1 To detail proposals for extending the existing contract for Banking Services.

2. BACKGROUND

2.1 The current banking contract was awarded to the Co-operative Bank on 11th November, 2002, for a period of five years including a two year extension based on satisfactory performance. An option to extend the contract to 31st March, 2010 was agreed, following a report to the Finance and Performance Management Portfolio on the 17th January, 2008.

2.2 The Council's banking arrangements from 1st April, 2010, therefore need to be determined. There are a number of benefits that would arise from the continued provision of services by the Co-operative Bank. The performance of the bank has been reviewed throughout the contract period. The required services have been maintained throughout the period and efficient working arrangements have been developed.

2.3 The services provided by the bank are a major element in the Council's financial arrangements and the Council is entering a period of significant internal change. A switch to another bank would require a significant input from key Council staff that will be heavily involved in the implementation of the Finance Restructure and the Business Transformation Programme. There would therefore be an opportunity cost from allocating key staff to support the transfer of the bank contract and in practice this work would stretch over a nine month period. In addition, there would be additional cash costs of changing the system and stationery.

2.4 Experience from neighbouring authorities indicates that there is currently a limited response to local authority bank tendering exercises, owing to the volatility in the banking sector and relative low value of contracts. The lack of competition means that negotiating with our existing bank rather than seeking quotes via a formal tender process, is likely to achieve the most competitive deals.

- 2.5 The Council has recently been approached by Focus on Banking; an independent company who offers to undertake a best value review of bank charges as an alternative to placing a contract to tender. The service offered includes a review and benchmarking exercise of all tariffs and costs, to demonstrate Best Value and to assist in negotiating extensions to existing contracts. The fee will depend on the time taken to conduct the review as a daily rate of £700 applies. The expectation is that the review will take no more than two days to complete at an expected cost of no more than £1,400. Other Local Authorities customers include Newcastle City Council and Stockton Borough Council, and feedback confirmed that the service provided both financial and non financial benefits resulting from the improvement of the services provided.
- 2.6 It is therefore recommended that the Council commissions a review of the current bank charges, and enters into negotiations with the Co-operative Bank to extend the provision of banking services for a further two year period from 1st April, 2010.

3. RECOMMENDATION

- 3.1 It is recommended that the Portfolio Holder authorises the Chief Financial Officer to :-
- i) enter into negotiations with the Co-operative Bank to continue to provide banking services for two years from 1st April, 2010 and to conclude these negotiations if the cost is within the existing contract value. If the contract cost will exceed the current contract value a further report will be submitted before the negotiations are concluded.
 - ii) commission a review of the current bank charges to assist in these negotiations.

FINANCE & PERFORMANCE PORTFOLIO

Report to Portfolio Holder

3 December, 2009



Report of: Chief Financial Officer

Subject: TREASURY MANAGEMENT STRATEGY
UPDATE

SUMMARY

1. PURPOSE OF REPORT

1.1 To update the Portfolio holder on matters relating to Treasury Management, including changes to Prudential Indicators and consider proposals for revising the existing Treasury Management Strategy.

2. SUMMARY OF CONTENTS

2.1 The report provides details to enable the Treasury Management Strategy for 2009/2010 to be reviewed.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio holder is responsible for Treasury Management

4. TYPE OF DECISION

4.1 Non-key Decision

5. DECISION MAKING ROUTE

5.1 To Portfolio Holder.

6. DECISION(S) REQUIRED

6.1 Approval of Treasury Strategy.

Report of: Chief Financial Officer

Subject: TREASURY MANAGEMENT STRATEGY
UPDATE

1. PURPOSE OF REPORT

- 1.1 To update the Member on matters relating to Treasury Management and consider proposals for revising the existing Treasury Management Strategy.
- 1.2 To report changes to the Prudential Indicators following changes to the Capital Programme approved by Council.

2. BACKGROUND

- 2.1 The current Investment and Borrowing Strategy was approved by the Council on 9th February, 2009.
- 2.2 The CIPFA Code of Practice for Treasury Management recommends as best practice, interim reporting of Treasury Management activities. This report provides details of Treasury Management activity for the year to date and recommends changes to the strategy to respond effectively to the current economic environment. The review covers the following areas:
- Treasury Management Developments
 - Interest Rates and Economic Outlook
 - Borrowing Strategy
 - Investment Strategy and Counter Party Risk
 - Prudential Code Monitoring and revisions to Prudential Limits

3. TREASURY MANAGEMENT DEVELOPMENTS

- 3.1 There are a number of forthcoming treasury developments to bring to members attention.
- 3.2 The current world-wide crisis in the financial markets, and resulting banking failures, has resulted in Treasury Management being reviewed by:
- Department for Communities and Local Government
 - Parliamentary Select Committee
 - Audit Commission
 - CIPFA

- 3.3 The requirement of the current CIPFA Code of Practice is for reporting a forward looking strategy in advance of the year and a backward looking annual report after the year. This guidance is currently being revised and the draft guidance is for additional in year reporting. The Council already operates this approach to reporting Treasury Management activity by producing mid year update reports such as this.
- 3.4 It is expected that the revised CIPFA code of practice will require greater involvement of the Audit Committee. Following publication of the code, a report will be taken to members early in the New Year which will set out the roles and responsibilities of Council, the Portfolio Holder and the Audit Committee. This report will also be taken to the next Audit Committee to inform them of these developments and update them on the current Treasury position.
- 3.5 This professional guidance is also likely to require greater Member involvement in the consideration and benchmarking of security, liquidity and return in the investment portfolio. The report produced in the new following publication of the guidance which will set out plans for benchmarking and any other additional practices required. It is also proposed that training will be provided to members to help with their understanding of the technical concepts involved in the area of Treasury Management.

4. INTEREST RATES AND ECONOMIC OUTLOOK

- 4.1 The outlook for the UK economy is still very unclear and talk of green shoots of recovery may well be premature. During the second quarter of the year the GDP reduced by 5.6% on year-on-year basis. Although recent economic data has become less pessimistic, the improvement has been not reliably consistent and broad based. The bulk of the favourable news has come from surveys of activity and sentiment in the manufacturing and service sectors. The prospect of significant public spending cuts, a weak global economy and moderate growth suggests a strong recovery is unlikely. The household sector is finding it difficult to increase its spending activity because of the level of indebtedness which is at an historic high. Any upturn in growth will be slow and consumer spending based on readily available credit will not return to the levels prior to the economic downturn.
- 4.2 Weak growth should suppress domestic inflation and increasing unemployment help to keep wage demands subdued as the pool of available labour remains comparatively large. In addition, slow retail sales growth implies intense competitive pressures on the High Street and aggressive discounting by retailers intent upon holding market share or winning it from domestic and international rivals.

- 4.3 The main inflationary threat will come from external factors over which the Bank of England has no real control. Here, the outlook is mixed but the low point of the cycle has probably passed. In the meantime, UK inflation performance will remain benign and pressure upon the Monetary Policy Committee (MPC) to raise interest rates should be modest. The focus of monetary policy is on how much longer the approach of Quantitative Easing (QE) will be used. Once the threat of deflation has lifted – and the dangers of this happening have diminished markedly in the past few months – the Bank of England may see the need to reverse some, if not all, of this experimental relaxation in monetary conditions for fear that it could prove highly inflationary over the longer term. The reversal of QE will require additional sales of gilt-edged securities to non-bank institutions. Added to the already heavy schedule of gilt issues required to fund the public sector deficit, these sales will maintain upward pressure on long-term interest rates.
- 4.4 Despite the potential signs of economic recovery there is a time lag between recession and the resulting unemployment which may not yet have reached its peak level. The prospect of severe cuts to public spending and the resulting impact on employment could prevent the economic recovery from being sustained, resulting in a ‘dead cat bounce’.
- 4.5 The table below details the forecast provided by Butlers for short term and long term borrowing rates.

Medium-Term Rate Estimates

Annual Average %	Bank Rate	Money Rates		PWLB Rates*		
		3 month	1 year	5 year	20 year	50 year
2008/09	3.9	5.0	5.3	4.2	4.8	4.5
2009/10	0.5	0.9	1.6	3.4	4.7	4.8
2010/11	1.0	1.5	2.6	4.0	5.0	5.2
2011/12	2.0	2.5	3.3	4.3	5.3	5.3
2012/13	4.5	4.8	5.3	5.3	5.5	5.3

* Borrowing Rates

- 4.5 As a result of the economic conditions described above, the Council continues to receive diminishing investment returns in the medium term. This will have a much greater impact on the Council’s finances in the next financial year as it the Council has been partially protected from this reduction in interest rates in the current year, because of the fixed deposits taken out before the drastic reduction to interest rates. In addition the actual level of investments will continue to reduce as resources are used to support the revenue budget, Business Transformation and Building Schools for the Future.

5. BORROWING STRATEGY

5.1 The Council's borrowing and investment position as at 18th November, 2009, was as follows:

	£m	Average Rate
PWLB	1.8	4.33%
LOBO	45.0	4.00%
Gross Debt	46.8	4.12%
Investments	32.2	1.5%
Net Debt	14.6	

5.2 The Council is currently under-borrowed in relation to its Capital Finance Requirement (CFR) which was £82.6m as at 31st March, 2009. This has been achieved by internalising the Council's borrowings and temporarily using reserves to avoid external borrowing. This has mitigated some of the counterparty risk that has been endemic in the financial markets in the first half year.

5.3 Long-term fixed interest rates are currently low but expected to rise over the three year planning period. The Bank Rate is expected to remain at 0.5% until mid 2010, before rising gradually. With rates at their current levels it advantageous to use the Council's own cash balances to temporarily fund its capital borrowing requirement rather than lock into current loan rates which will increase cash holding at a time when counterparty risk remains high and investment returns are low. Therefore borrowing should be postponed until cash flow need is more apparent. Any borrowing required will be with temporary loans until long term borrowing rates become more attractive.

5.4 There may be a need to undertake some new long term borrowing if long term rates begin to rise in order to protect the Council's position in the future. This is because of the need to balance the risk of higher long term borrowing costs compared to minimising short term interest payments. Currently this is best achieved by the netting down of borrowing and investments, but this could change if long term interest rates begin to rise. The balance of the risks will be kept under review and the Chief Financial Officer will consider the most appropriate form of borrowing after taking into account the interest rates available at the time.

6. INVESTMENT STRATEGY AND COUNTER PARTY RISK

6.1 The level of investments as at 18th November, 2009, was £32.2m.

6.2 The Council's investment strategy is safeguarding the repayment of the principal and interest of its investments on time – the investment

return being a secondary objective. Against the economic background described earlier the current investment climate has one overriding risk consideration, which is counterparty risk. As a result of this underlying concern the Chief Financial Officer is implementing an operational investment strategy which tightens the controls already in place in the approved investment strategy.

- 6.3 The original investments strategy included the approval of various criteria for determining the counterparties which the Council will invest funds with. In accordance with best practice the Council does not rely solely on credit agency ratings. Credit ratings have a role in determining the original list but are supplemented with additional considerations such as Government support.
- 6.4 The original criteria approved by Members provides a starting which is then restricted further to produce an operational list which is reviewed on a regular basis. Following the increased risk and uncertainty arising from the unprecedented recent economic crisis the Chief Financial Officer has adopted an even more vigilant approach resulting in what is effectively a 'named' list. This consists of a very select number of counterparties that are considered to be the lowest risk. This has involved the Council temporarily suspending making new deposits with all building societies except the Nationwide, which has a financial standing rating equivalent to the major clearing banks. This is because of their weakened following position resulting from the impact of a significant property devaluation on their mortgage books. The Council has also continued to exclude all foreign banks, including Irish banks from the list following the downgrading of the countries sovereign rating.
- 6.5 The counterparty list now includes organisations meeting the following more stringent criteria:
- The original 8 eligible institutions included within the Government's guarantee scheme. This includes the major clearing banks and the Nationwide.
 - Banks with a AA rating
 - The Government's Debt Management Office
 - Other Local Authorities
 - The Council's own Bank, the Co-Op
- 6.6 By not relying on credit ratings the Council is seeking take a more pragmatic and broad based view of the factors that impact on counterparty risk. The downside of this prudent approach is a lower investment return than would be possible if deals were placed with organisations with a lesser financial standing.
- 6.7 Because the list has been made significantly smaller, the Chief Financial Officer has used his delegated powers to increase the investment limits of the 8 eligible institutions to £10m. This has been

necessary to enable the Council to achieve at least some investment income at the most minimum risk.

- 6.8 As part of the approach to maximising security the Council has also kept investment periods short. This has also resulted in lower investment returns.

7. PRUDENTIAL CODE MONITORING

- 7.1 As part of the Treasury Strategy for 2009/2010 the Council set a number of prudential indicators. Compliance against these indicators is monitored on a regular basis.

- 7.2 Additional Prudential Borrowing of £5.8m match funding in relation to Social Housing Grant, has been approved since the original Capital Programme was set. Of the £2.9m is contingent on the Council being successful in its second round bid for this grant. This has resulted in the following changes to Prudential Limits

Prudential Limit	Original £000	Revised £000
Capital Financing Requirement	86,280	92,180
Operational Limit for External Debt	87,000	92,800
Capital Expenditure Financed by Borrowing <u>Add</u> Rephased capital expenditure approved in previous years	6,282	6,282 11,225
Additional Prudential Borrowing approved in 2009/10		5,800
Total		23,307

8. CONCLUSIONS

- 8.1 The Council is currently funding some of its Capital Financing Requirement by using temporary cash balances. This is most cost effective way to finance this expenditure in the short term and is minimizing the Councils exposure to counterparty risks. When these resources are no longer available, the Council will use temporary borrowing until long term rates become more cost effective again.

9. RECOMMENDATIONS

9.1 It is proposed that the Portfolio holder:

i) Notes the report.

ii) Approves changes to the Borrowing and Investment strategies outlined above.

FINANCE & PERFORMANCE PORTFOLIO

Report to Portfolio Holder

3 December, 2009



Report of: Chief Financial Officer

Subject: Treasury Management Advice Contract

SUMMARY

1. PURPOSE OF REPORT

1.1 To seek approval to negotiate an extension of the current Treasury Management Advice contract to 31st March, 2011.

2. SUMMARY OF CONTENTS

2.1 The report outlines the current circumstances facing the Authority and therefore the advantages in extending the contract for a further twelve months.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 Portfolio Holder is responsible for Treasury Management.

4. TYPE OF DECISION

4.1 Non-key Decision.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder only.

6. DECISION(S) REQUIRED

6.1 To approve the recommendation to extend the current Treasury Management Advice contract for a further twelve months.

Report of: Chief Financial Officer

Subject: Treasury Management Advice Contract

1. PURPOSE OF REPORT

To seek approval to negotiate an extension to the current contract for the provision of Treasury Management advice.

2. BACKGROUND

2.1 The current contract was awarded to Butlers in April, 2007 following a competitive tendering exercise. The contract was for one year with an option to extend for a further two years subject to the service meeting the community's requirements.

2.2 The Council exercised its option to extend the contract for the further two years after being satisfied with the service in the first 'trial' year. The contract is now scheduled to end on 31st March, 2010.

3. CURRENT CIRCUMSTANCES

3.1 Since becoming the Council's Treasury Advisors, Butlers have supported the Council by:

- helping to achieve savings from the restructuring of debt and helping the Council to ensure the security of funds invested by supplying essential market intelligence;
- providing market intelligence on the economic trends and the outlook for interest rates;
- support for technical accounting issues in relation to new disclosure requirements.

3.2 Over the lifetime of the contract an effective working relationship has been established between Council Officers dealing with Treasury Management and the lead advisor from Butlers.

3.3 The Finance Department will be undergoing a significant period of change over the next eighteen months. At the same time the economic environment will continue to change. Against this background there is an increased need for stability, consistency and understanding of Council's Treasury Management needs. Therefore, it is suggested that Butlers continue to provide this support for an additional twelve month period.

- 3.3 If the Portfolio holder approves this proposal a formal tendering exercise will be undertaken during 2011 to appoint a Treasury Advisor for a three-year period commencing 1st April, 2011.

4. FINANCIAL IMPLICATIONS

- 4.1 If the Portfolio holder approves the proposal to negotiate an extension to the existing contract a price for this service will need to be agreed with Butlers.

5. CONCLUSION

- 5.1 There is a continuing need for stability and consistency in the advice and support the Authority receives in the area of Treasury Management. Butlers currently provides this support and it is suggested that this contract be extended for a twelve month period.

6. RECOMMENDATION

- 6.1 That the Portfolio holder approves an extension to the current Treasury Management Advice contract to 31st March, 2011.

FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder
3 December 2009



Report of: Chief Personnel Officer

Subject: EMPLOYEE ATTENDANCE 2009/10 –
2nd QUARTER

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on performance up to the second quarter of 2009/10, and actions taken in relation to employee sickness absence.

2. SUMMARY OF CONTENTS

The report provides details of employee sickness absence for the second quarter of 2009/10 and actions taken across the Council.

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

Note the report.

Report of: Chief Personnel Officer

Subject: EMPLOYEE ATTENDANCE 2009/10 –
2nd QUARTER

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on performance up to the second quarter of 2009/10 and actions taken in relation to employee absence.

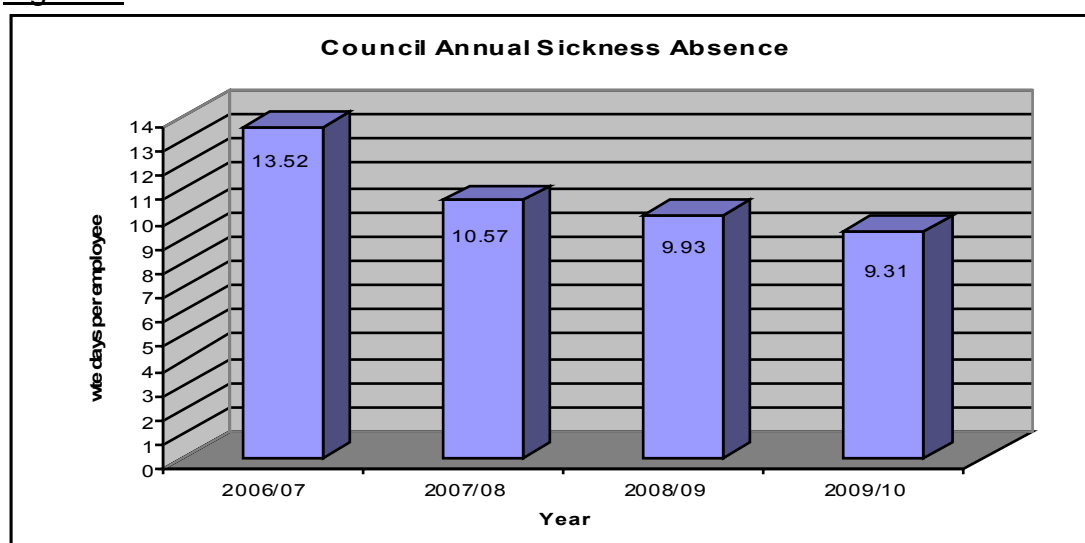
2. BACKGROUND

- 2.1 The extent to which employees are absent from work due to illness has a direct impact on the quality, level and cost of the provision of services. As such the Council have included this as a Local Performance Indicator (HRPI 5A) – The number of working days/shifts lost due to sickness absence in its group of Corporate Health Performance Indicators.

3. THE COUNCIL'S PERFORMANCE FOR THE 2nd QUARTER OF 2009/10

- 3.1 The target figure for 2009/10 for the Council is 9.50 days absence per wte employee (whole time equivalent). The end of year prediction at the end of the 2nd quarter shows a slightly below target figure of 9.31 days per wte per employee per annum as illustrated in Figure 1 below. This shows a continued steady improvement from the previous years. The Council continues to focus on sickness absence management to enable the Council to achieve its target of 9.50 wte average sickness per employee for the 2009/10 year and is optimistic this will be achieved.

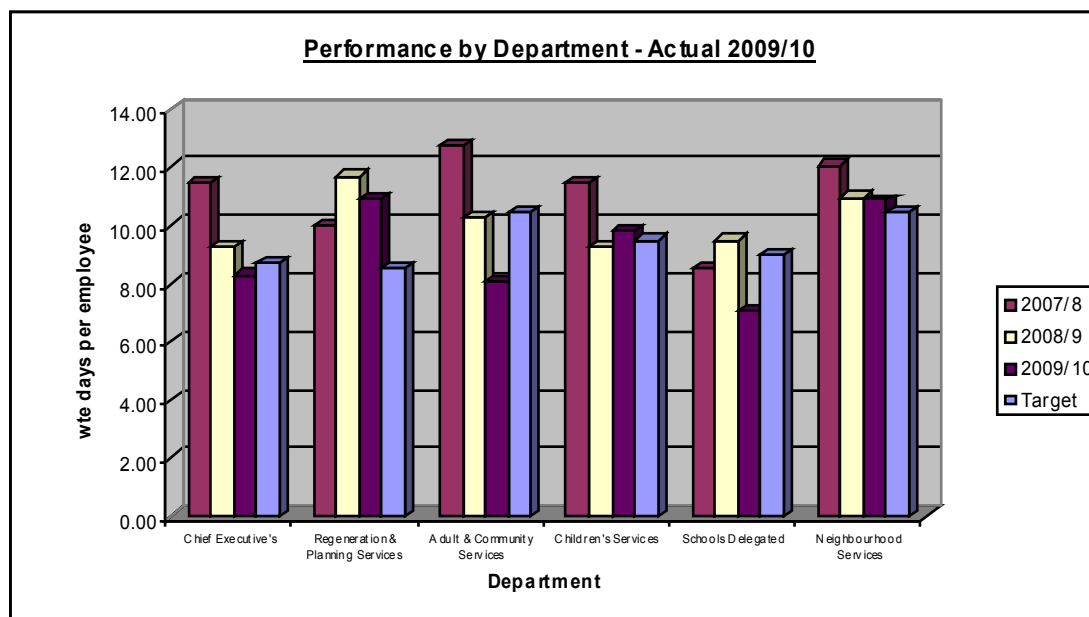
Figure 1



3.2 Figure 2 below illustrates the actual performance for each Department and Schools as at 30 September 2009. This can be compared to performance over the last two years. The final column shows the 2009/10 annual target set by each Department and Schools.

The figure identifies that there is an overall downward trend in sickness absence rates across all Departments and Schools as compared with the last two years. The increase in the Regeneration and Planning Department is due to a number of long term cases. It is expected that the figure will reduce over the year.

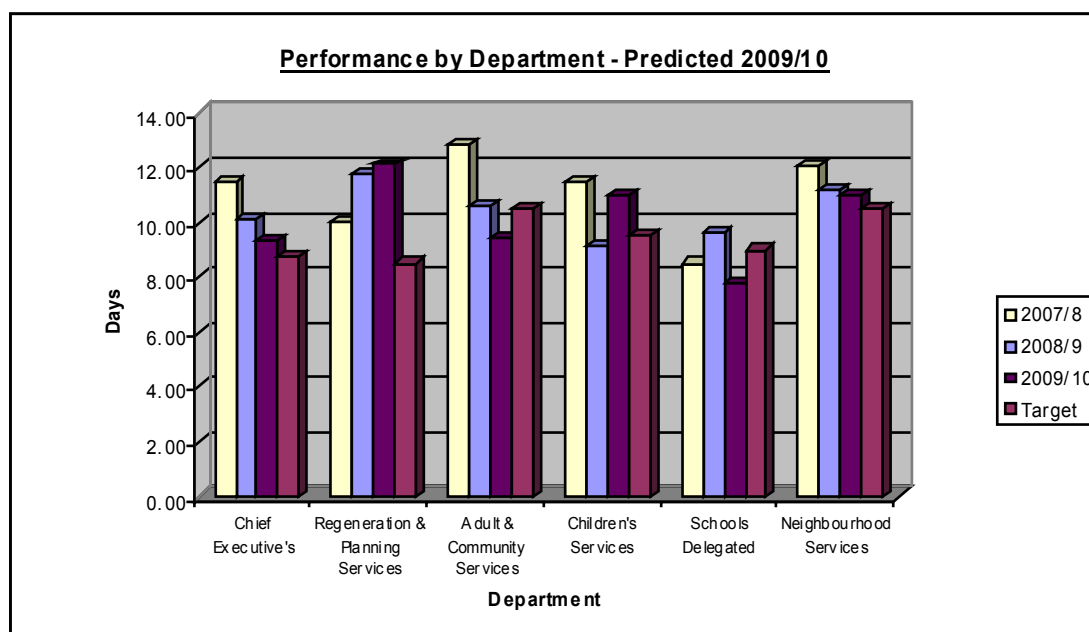
Figure 2



3.3 Figure 3 below identifies the end of year prediction figures for each Department and Schools as at 30 September 2009 and forecasts the performance as at 31 March 2010, using the previous 12 months performance data. This can be compared to the actual performance over the last two years. The final column shows the 2009/10 annual target set by each Department and Schools.

These figures illustrate an overall expected improvement in sickness absence rates across the Council if the performance of the last 12 months can be maintained.

Figure 3



3.4 Table 1 below illustrates the actual **1st and 2nd quarter** (April to June, July to September) average sickness absence days per wte employee and a comparison of performance at the 1st and 2nd quarters in the last 2 years. The results in 2009/10 for the 2nd quarter indicate sickness has reduced consistently over the last two years. However the 2nd quarter shows an increase in sickness from the 1st quarter that is not reflected in previous years trends.

Table 1

Sickness Rate	2007/8	2008/9	2009/10
1 st Quarter	10.54	9.43	8.04 (revised)
2 nd Quarter	10.48	9.38	9.06

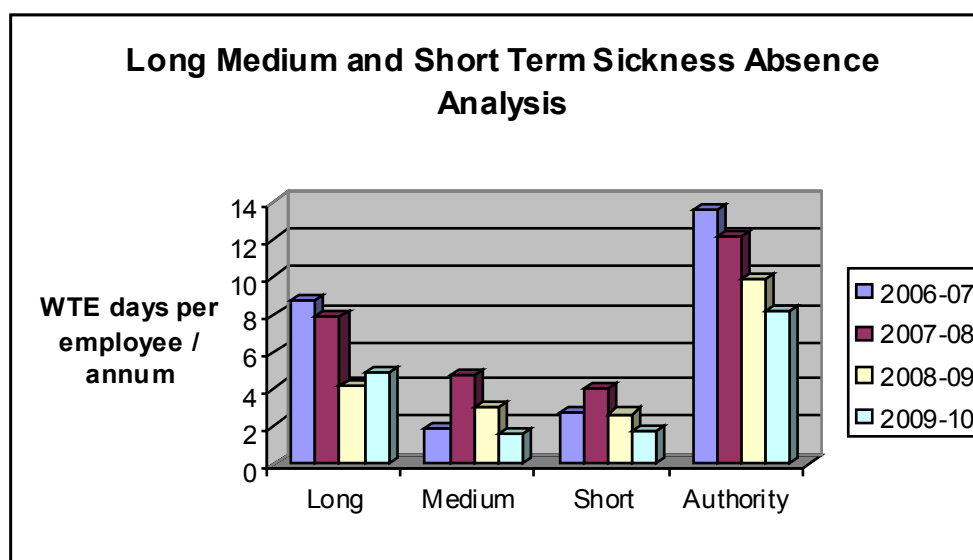
3.5 Long, Medium and Short Term Sickness Absence Analysis

Figure 4 below shows what level of long, medium or short term sickness absence made up the total figure for the past 3 years and for the current year using information up to 30 September 2009. The

final column shows the impact this had on the overall Council sickness absence figure.

We can identify that the biggest impact has been the reduction of long term sickness absence cases. There has been an increase in the number of long term cases for the first half of the 2009/10 year which needs close monitoring. However this has not meant an increase in overall Council sickness as the number of medium and short term cases has reduced and offset this increase. There appears to be an increase in medium and short term cases in 2007-08 which has now settled back down. This cannot be identified to any particular reason but may have been the result of the impact of managing the long term cases.

Figure 4



3.6 Actions Underway

A number of actions were undertaken during the first 9 months of 2009/10 which are expected to help to achieve the target including:

- The new Occupational Health Service to proactively promote and market employee support initiatives to positively increase the options for employees who become ill and in turn, impact on the sickness absence rates.
- Sickness Champions strategically reviewing key reasons for absence and implementing practical measures to reduce impact on employee sickness absence
- A Wellbeing Strategy to promote the health, safety and general wellbeing of the Council's employees.

- Preparation and development of wellbeing initiatives to achieve the Regional Health Award
- Review of sickness absence management arrangements in light of the Single Status Agreement.
- Review of LMDP Absence workshop to focus managers on key areas, and introduce mental health awareness.
- Implementation of a Stress Risk Assessments action plan across the Council.
- Departments are recognising the high rates and the need to manage sickness absence so awareness of the issues is far greater. Departments are reviewing communication methods to ensure sickness absence management maintains a high profile.
- A closer partnership with trade unions to work together to manage sickness absence in the Council as part of the Single Status programme.
- Continued review of flexible working measures, including home working, may impact on the rates in the future.
- Specialised return to work interview and refresher training for managers (ACSD) currently taking place over October and November 2009.

3.7 Actions Planned

A number of actions are planned for 2009/10 that is expected to help in achieving sickness targets in the future. These are set out below.

- Review of statistics and monitoring information as a result of the plans for the implementation of an integrated HR/Payroll computerised system.

4. **RECOMMENDATIONS**

That employee absence in the second quarter of 2009/10 and actions taken, or planned, is noted.

5. **BACKGROUND PAPERS**

None

6. **CONTACT OFFICER**

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FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

3 December 2009



Report of: Assistant Director (Procurement and Asset Management) and Director of Child and Adult Services

Subject: SPACE TO LEARN PROJECT – ST HILD'S SCHOOL

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the progress of the 'Space to Learn' Project at St Hild's School and to inform the Portfolio Holder of the sponsorship commitments which have been offered by external organisations.

2. SUMMARY OF CONTENTS

The report details the current position in the development of the Space to Learn project. It outlines the variety of sponsorship offers from external organisations that have been received following the launch of the project on 23rd April 2009.

3. RELEVANCE TO PORTFOLIO MEMBER

Falls within the remit of Portfolio Holder as Procurement Champion.

4. TYPE OF DECISION

Non key

5. DECISION MAKING ROUTE

Finance and Performance Portfolio Holder meeting 3rd December 2009

6. DECISION(S) REQUIRED

- i) That the Portfolio Holder notes the progress on the Space to Learn Project.
- ii) That the Portfolio Holder notes the sponsorship offers outlined in Section 3 of the report.

Report of: Assistant Director (Procurement and Asset Management) and Director of Child and Adult Services

Subject: SPACE TO LEARN PROJECT – ST HILD’S SCHOOL

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on the progress of the ‘Space to Learn’ Project at St Hild’s School and to inform the Portfolio Holder of the sponsorship commitments which have been offered by external organisations.
- 1.2 This report was taken to the Children’s Services Portfolio Holder meeting on 10th November where it was agreed that the information be reported to the Finance and Performance Portfolio Holder.

2. BACKGROUND

- 2.1 Space to Learn is intended to be a purpose built learning environment which will enable all schools throughout the town to test out new ideas in teaching and learning ahead of our Primary Capital Programme (PCP) and Building Schools for the Future (BSF) investment.
- 2.2 This innovative and ambitious project will help us to change how teaching and learning takes place in our schools by providing space that can be flexibly divided into different sizes. Space to Learn will become a test-bed for the very latest in Information and Communications Technology (ICT), furniture, construction techniques and environmental sustainability.
- 2.3 The Space to Learn project was formally launched on 23rd April 2009 by holding an event at the Borough Hall. The event was attended by Council officers, local businesses and those companies who had expressed an interest in sponsoring the project through the supplying of materials, equipment, technology and other goods and services.

3. SPONSORSHIP COMMITMENTS

- 3.1 Following the success of the launch a number of companies completed an ‘Expression of Interest’ form, outlining their offer of sponsorship commitment in line with the sponsorship arrangements approved by the Children’s Services Portfolio Holder on 23rd March 2009. Details of these sponsorship offers are provided in the table below.

Company Name	Type of equipment, product or service offered	Value
Bridgman IBC Ltd	Doorsets, screens and cubicles	c.£5,000
Duracryl Flooring	Supply and install of a resin flooring system (Durapur)	£5,005
Cleveland Police	Support the delivery of learning programmes for young people	c.50 staff hours per calendar year
DRS Data Services Ltd	Biometric e-Registration solution	c.£25,200
Nedap	To be confirmed	TBC
John Porter Doors Ltd	Supply of timber door package	c.£5,000
KS Entrance Systems Ltd	One roll of entrance matting	£1,722
Sangwin Education Furniture Ltd	Wall storage units and furniture	c.£10,000 - £15,000
ESA McIntosh	Fitted and loose furniture	c.£10,000
Hunter Plastics Ltd	Toilets, cubicles, plumbing.	c.£10,000 - £15,000

3.2 Each of the above offers of sponsorship have been assessed by officers to ensure that the equipment, materials and services are appropriate for use within the Space to Learn project and complement and support the vision for the sharing and development of innovative teaching and learning practices through the creative use of space and Information and Communications Technology (ICT).

3.3 In addition, key consideration has been given to how sponsorship offers can be incorporated into the design for the building to ensure its sustainability and buildability.

3.4 It is important to ensure that the offers of sponsorship are recorded and adhered to. To this end 'Form of Agreements' are currently being drawn up in conjunction with the Chief Solicitor, following a similar format to those agreements used in the Tall Ships project.

4. RISK AND FINANCIAL IMPLICATIONS

4.1 Once offers of sponsorship have been approved, they need to be integrated into the construction phase, both operationally and contractually. The selection of the construction partner has included this in the process so as to reduce any potential risk.

4.2 Funding for the project comes from a number of sources and a cost envelope has now been agreed after a lengthy period of feasibility and design iterations. The construction partner has confirmed that the project can be delivered within the estimated budget cost envelope of £1.2m.

5. PROGRESS UPDATE OF SPACE TO LEARN

- 5.1 The procurement of a construction partner has now been completed via a 3 stage tender process taking into account price and quality (including interview).
- 5.2 As a result SURGO has been appointed as the construction partner for the project tender process. It is anticipated that the construction partner will be starting on site mid November.

6. CONCLUSIONS

- 6.1 The project continues to attract local and national interest from a variety of organisations. This has provided excellent opportunities for the Council to share its educational visioning and aspirations for the young people of Hartlepool which in turn has been influential in assisting the town in achieving 'Innovation Zone' status.
- 6.2 The Children's Services Portfolio Holder expressed support for this project at the Portfolio Holder meeting held on 10th November, and hoped that it would inspire young people in their learning and future development.

7. RECOMMENDATIONS

- 1 That the Portfolio Holder notes the progress on the Space to Learn Project.
- 2 That the Portfolio Holder notes the sponsorship offers outlined in Section 3 of the report.

8. CONTACT OFFICERS

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FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder
3 December 2009



Report of: Chief Personnel Officer

Subject: HALF YEARLY DIVERSITY REPORT

SUMMARY

1. PURPOSE OF REPORT

To report progress made in respect of planned actions detailed in the Single Equality and Diversity Scheme 2008-11 and Corporate Equality and Diversity Action Plan, including those which contribute towards achieving excellence within the Equality Framework of Local Government (EFLG), other diversity achievements in the first six months of 2009/10 and planned diversity actions for the remainder of the year. To obtain Portfolio Holder's endorsement of the half yearly Diversity report.

2. SUMMARY OF CONTENTS

The report provides details of the Council's progress in respect of the actions planned to achieve excellence of the Equality Framework of Local Government (EFLG), corporate and departmental diversity achievements to date and planned diversity actions for the next six months.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance

4. TYPE OF DECISION

This is not a key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only

6. DECISION(S) REQUIRED

Endorse the report and note the achievements and progress made

Report of: Chief Personnel Officer

Subject: HALF YEARLY DIVERSITY REPORT

1. PURPOSE OF REPORT

1.1 To report progress made in respect of planned actions detailed in the Single Equality and Diversity Scheme 2008-11 and Corporate Equality and Diversity Action Plan, including those which contribute towards achieving excellence within the Equality Framework of Local Government (EFLG), other diversity achievements in the first six months of 2009/10 and planned diversity actions for the remainder of the year. To obtain Portfolio Holder's endorsement of the half yearly Diversity report.

2. BACKGROUND

2.1 The Single Equality and Diversity Scheme 2008-11 (which includes the statutory Race, Disability and Gender Schemes) and Corporate Equality and Diversity Action Plan were approved by Cabinet on 7th July 2008.

2.2 At your meeting held on 14th July 2009, the 2008/9 Annual Race and Diversity Report detailing progress against the above scheme and action plan was reported that a half yearly update on the diversity progress will be made.

2.3 The Corporate Equality and Diversity Action Plan has been incorporated into the Council's Performance Management database, Covalent along with those diversity related actions identified by departments in Departmental Plans. An update on these actions is included in this report.

3.0 ACHIEVEMENTS SINCE APRIL 2009

3.1 The Corporate Equality and Diversity action plan includes 54 actions for 2009/10. The progress made to the 30th September 2009, against these actions are as follows:

- 4 actions have been completed,
- 41 actions are on track and
- 8 actions the progress is acceptable.
- 1 action requires intervention

3.2 Key Corporate achievements in the first six months of 2009/10 include:

- Embedded the new Equality Framework for Local Government
- Started to deliver the actions in our Corporate Equality Plan
- Services, policies and procedures are being reviewed in line with the Single Equality Bill.
- Initial Diversity Impact Assessments have been undertaken in respect of the Business Transformation workstreams.
- Work is being progressed to strengthen diversity aspects of procurement and contract monitoring
- Regular Consultation and engagement with faith groups has been established
- Promoted awareness to employees of Islamic religion by training and arranging visits to the Nasir Mosque.
- 'One-off' Community Cohesion grant funding obtained to extend Stakeholder Challenge process to partners
- Progress has been made to provide a holistic approach towards the needs of the Asylum seekers and Refugees in the town with all partners through the Equality and Diversity multi agency forum

Key achievements from each department are listed below.

3.2.1 Chief Executive's Department key achievements include:

- Achieving the Customer Services Excellence award
- Electoral registration can now be undertaken in other languages i.e. Polish, Bengali, Urdu, Hindi, Kurdish, Cantonese or Arabic

3.2.2 Regeneration and Neighbourhood Department key achievements include:

- Young People have recently been involved in assisting with Neighbourhood Action Plan priorities, as a result a number of projects have been developed in response to the young people's views and ideas. The Participatory Budget youth diversity activities have been successful in all three Neighbourhood Management Areas.
- Road safety and education training has been delivered to 14 children using wheelchairs and will be delivered through the Independent Travel Training
- Economic Development, in partnership with Children's Services, submitted an application for European Social Fund Co-financing last year via the Youth Participation tender and was successful. The Going Forward project is aimed at reducing NEETs (Not in Employment, Education or Training) by providing innovative and structured interventions and bespoke training programmes for young people. This will assist 400 young people (ages 14-19) from Hartlepool to move seamlessly into a progression pathway (Employment or Further Learning) by providing the skills, knowledge and support mechanisms required. A successful marketing event was held on 28 May 2009.

- A process mapping exercise in relation to the management of domestic related violence and the identification of any gaps within service provision has taken place with partner agencies. Gaps identified were reported to Reducing Violence Group, for recommendations as how to best fill those areas.

3.2.3 **Child and Adult Services Department** key achievements include:

- Work to ensure that all school trips are accessible to disabled pupils is ongoing. Wherever possible, individual schools make adjustments or provide additional support for disabled pupils to ensure they can access school trips and educational visits.
- A Dignity in Care review document for older people in residential care has been developed and is being piloted. This tool will enable us to listen to resident's views about the quality of service they receive with a particular emphasis on respect, privacy and dignity issues.
- Engagement work for the Big Mix 09 has taken place. The Big Mix is a range of activities held over the week aimed at engaging diverse groups including people with disabilities, the LGBT community, BME community and young and old people.

3.3 Additional achievements within departments in the first six months of 2008/9, DIA's undertaken, further action planned and actions not expected to achieve target with revised deadlines are detailed in the following Appendices.

Appendix A	Chief Executive's
Appendix B	Regeneration and Neighbourhoods
Appendix C	Child and Adults

4. **Corporate Actions Planned for the next six months**

- Sign language via an 'on demand' BSL video interpretation service will be made available, as a pilot project, at service counters at the Contact Centre from January 2010.
- Shared hosting of an inter faith conference in November 2009 in partnership with all other Councils in the Tees Valley region.
- Stakeholder Challenge process is to be extended to partners
- Continue with the Stakeholder Challenge process for Council services
- Continue to consult with Talking with Communities, LGBT forum, and disabled people through Hartlepool Life Chances Partnership Board.
- Continue to work on the established consultation with faith groups.
- Departments to undertake INRAs to inform diversity actions in Service Plans for 2010/11

- Improvement in equality considerations during the annual budget round
- Continue to make progress on targets and actions included in the Corporate Equality and Diversity Plan.
- Improve reporting on Diversity actions by making clearer links to the LSP theme outcomes.

5. RECOMMENDATION

- 5.1 That the Portfolio Member endorses the report and notes the achievements and progress made.

6. CONTACT OFFICER

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Appendix A

CHIEF EXECUTIVE'S

There are 27 actions identified in the Diversity section of the Departmental plan. Additional actions from the Department's annual diversity impact needs requirement assessments will be added to the Department's plan before the annual diversity report.

Chief Executive's progress summary on Actions

Key Achievements (April 2009- Sept 2009)

- Hartlepool Connect has received accreditation in Customer Service Excellence. Comments by the inspector included:-
“Hartlepool Connect had a good understanding of their customer profile, characteristics and needs, which assisted them to provide a bespoke response.”
- One member of the Hartlepool Connect Team received BSL Level 1.
- To improve the take up of electoral registration it is now possible to register by phone during the canvass in other languages i.e. Polish, Bengali, Urdu, Hindi, Kurdish, Cantonese or Arabic.

Benefit Take Up

A number of publicity initiatives have been undertaken and more are planned in the near future. A leaflet was issued to every schoolchild in Hartlepool to promote the fact that Child Benefit will be disregarded from benefit assessments from November. This leaflet also promotes the fact that child maintenance can be claimed by people who are working as well as those on benefits. These messages were included in Hartbeat.

The Benefits Team has recently taken some advertising space on notice boards in the local hospital. The hospital also issue a map of the hospital to all patients who are sent an appointment, the benefits publicity will be included on that map.

Workplace Health

The Benefits Team present a session on the Idea project on workplace health. These sessions are open to all HBC staff, there are two potential outcomes, the first is that the staff become aware of potential help available to themselves and the second is that they will be able to signpost their customers to services and benefits which are available to them.

Skills for life

This initiative takes place in schools as part of the PHSE – Citizenship. The pupils take part in a number of workshops covering a variety of areas including benefits, financial management and social responsibility.

Keys to Success

This initiative targets post school leavers who are prospective tenants, many have never had a tenancy and others have been out of the housing market for some time (e.g. ex offenders). The workshops include benefits, financial management and household skills such as shopping and cooking.

Joint Working with Pension Service

The Benefits Team work closely with the Pension Service, two of our staff have been trained to complete Pension Service applications in addition to housing benefit claims which ensures that customers only need one visit.

The Pension Service recently issued HBC with a list of pensioners who were receiving pension credit but not housing or council tax benefit. The Benefits Team cross checked the list with their own records and rang each of the customers and offered them a personal visit. This resulted in 87 customers being visited and to date an additional £21,500 has been paid to pensioners in Hartlepool.

Benefit Surgeries

The Benefits Team has held daily surgeries at Housing Hartlepool offices for several years. These have continued and prove to be popular and successful. They help the landlords business as they can make appointments for their customers and know that any benefit entitlement will be paid quickly as well as providing an accessible service in a comfortable environment.

Additional surgeries have been trialled at a number of locations this year. The Benefits Team together with the Community Engagement Officer have held surgeries in Burbank Community Centre, Asda and Tesco. DISC (a charity helping customers with drug related problems) bring all their customers to the Civic Centre at an appointed time.

Training

HR Staff have undertaken Transgender Training

Recruitment

Consultation with Stakeholders on Recruitment from Outside the Council

DIA's (so far)

Work continues on corporate Diversity Impact Assessments for the Business Transformation project and major procurements.

Further Actions (October 2009-March 2010)

- Installation of Video Interpretation Equipment scheduled for 2009/10.
- Work progressing with Customer Resource Management (CRM) upgrade – this will include the ability to collect equality monitoring information which can be shared across the authority.
- To improve staff awareness of other religious beliefs in the borough a visit to the local mosque has been arranged in November. This will be attended by a number of front line staff who deals with customers from different religious groups.
- Consultation with Young People regarding the Council's Recruitment Process
- Survey of unsuccessful applicants regarding their experiences of the Recruitment Process
- Survey of successful applicants regarding their experience of the Recruitment Process / Induction
- Launch of a more public friendly Council website, including a bespoke Jobs home page

Actions not expected to achieve with revised deadlines :

None

Appendix B

Regeneration & Neighbourhoods :

Summary of Regeneration & Neighbourhoods progress

Within Regeneration & Neighbourhoods the number of diversity actions identified in Departmental plans is:

Regeneration & Planning	-	45 actions
Neighbourhood Services	-	40 actions

Regeneration & Neighbourhoods progress summary on Actions

Key Achievements (April 2009-Sept 2009)**Regeneration & Planning**

11 Actions in the Diversity and Equality plan at 21 October 2009 were assessed as completed with a further 34 in progress. These include:

- Throston Neighbourhood Action Plan (NAP) completed and endorsed by the Local Strategic Partnership at the end of June.
- Household Survey 2008 results were presented to NAP forums and uploaded onto Hartlepool Partnership website.
- Economic Development, in partnership with Children's Services, submitted an application for European Social Fund Co-financing last year via the Youth Participation tender and was successful. The Going Forward project is aimed at reducing NEETs (Not in Employment, Education or Training) by providing innovative and structured interventions and bespoke training programmes for young people. This will assist 400 young people (ages 14-19) from Hartlepool to move seamlessly into a progression pathway (Employment or Further Learning) by providing the skills, knowledge and support mechanisms required. A successful marketing event was held on 28 May 2009.
- A Domestic Violence Co-ordinator was appointed in May 2009.
- A process mapping exercise in relation to the management of domestic related violence and the identification of any gaps within service provision has taken place with partner agencies. Gaps identified were reported to Reducing Violence Group, for recommendations as how to best fill those areas.
- A Community cohesion small grants fund for community group activities has been established and grants have been awarded to three groups in the first quarter of 2009/10.
- A community intelligence gathering process has been developed in conjunction with partners and is being piloted in the Owton Manor area, before rolling out in the rest of the town. This process has the support of the PREVENT Silver Group, who is overseeing this work, and will assist in further development of Neighbourhood Management / Neighbourhood Policing.
- A "Team Around the School" (TASS) in Manor College was established on 8th June.
- Appropriate Youth Offending Services representation was agreed at all TASS meetings July 2009.
- Public Consultation was carried out on the draft Supplementary Planning Document on 30 October 2009, in accordance with the Statement of Community Interest.

- Service area review meetings were undertaken with lead Impact Needs Requirement Assessment (INRA) officers in January 2009 and all INRA's were completed by April 2009.

Neighbourhood Services

- Internal alterations and works (adaptations for disability) carried out to Central Library including lighting and fire alarm. Further works in progress include automatic internal doors
- Meetings have been held with Hartlepool Life Chances Partnership Board and ITU to understand demand for disabled access vehicles. Response has been sent to Department of Transport as part of their consultation on the same issue.
- Young People have recently been involved in assisting with Neighbourhood Action Plan priorities, as a result a number of projects have been developed in response to the young people's views and ideas. The Participatory Budget youth diversity activities have been successful in all three Neighbourhood Management Areas.
- Road safety and education training has been delivered to 14 children using wheelchairs and will be delivered through the Independent Travel Training
- Additional road safety education has been delivered to Catcote and Springwell Schools to children with special education needs
- Consultation undertaken with BME communities regarding weight management.

Diversity Impact Assessments

Regeneration & Planning

Have been completed for New Youth Offending Building.

Neighbourhood Services

None carried out to date.

Further Actions (October 2009-March 2010)

Regeneration & Planning

- Work has commenced on the Market Hall project with Catcote School to increase the programme of enterprise activity for key stage 4 pupils. Further meetings are planned with other schools within the town once an Enterprise Worker is recruited.
- A report was submitted to the Corporate Management Team (CMT) in February 2009 to seek approval for preparing the town wide 'Child Poverty Strategy, Action Plan and Pledge' which will bring together key partners from the public, private and third sector to 'make a pledge' to reduce child poverty. These draft Child Poverty documents have now been designed and consulted upon with partners. The consultation period ended on 30 September 2009 and a Child Poverty Working Group has been arranged in October 2009 to review the comments and agree the terms of reference.
- Targets have been agreed and set for specific client groups as beneficiaries of regeneration initiatives aimed at assisting residents into employment and training. A bespoke project for residents is to commence Oct 2009 and further contact with BME community organisations to develop, support and engage is planned for November 2009.
- Quarterly meetings have taken place with Housing Hartlepool to progress the

promotion of lettings to BME communities. Further work needs to be undertaken to understand the specific needs of these communities and an update report will be taken to the Housing Partnership. It is anticipated that a BME Housing Strategy will be incorporated within the overall Housing Strategy that is due to be re-written in 2010.

Neighbourhood Services

- Engage with black minority ethnic groups to increase participation in consultation meetings and events.
- Implement the training element of the all ethnic groups road safety strategy

Actions not expected to achieve with revised deadlines :

Regeneration & Planning

- Delays in recruiting an Enterprise Worker has resulted in the following actions becoming overdue:
 - Support for under represented groups in business formation and growth including the development of the Women's Enterprise Group.
 - Increase a programme of enterprise activity for key stage 4 pupils.
 - Develop enterprise links with primary schools utilising the Tall Ships programme.

Although some work on the actions has already been undertaken, the revised due date for completion these actions is now 31 January 2010.

- Amendment of ASBU customer satisfaction records to monitor all six diversity strands has been put back from 30 September because of the delay in upgrading the Authority APP database system which is used to record data. A scoping day to plan the upgrade has now been scheduled for December 2009 and the proposed new date for completion of this action has been set to 31 March 2010.

Neighbourhood Services

None.

Appendix C

Child and Adult Services:

Summary of Child and Adult Services progress

Within Child and Adult Services the number of diversity actions identified in Departmental plans is:

Adult and Community Services	-	47 actions
Children's Services	-	28 actions

Child and Adult Services progress summary on Actions

Key Achievements (April 2009- Sept 2009)**Adult Social Care**

- Older people's Get it Right engagement event held as part of a week of activities for older people in Hartlepool.
- A Dignity in Care review document for older people in residential care has been developed and is being piloted. This tool will enable us to listen to resident's views about the quality of service they receive with a particular emphasis on respect, privacy and dignity issues.
- Implementation has begun on improved access to health care and community based services for people with learning disabilities through the implementation and monitoring of a Direct Enhanced Service and a floating support service.
- Existing advocacy services are being reviewed. New service specifications are being developed for advocacy services with an open transparent process to be put in place to identify providers.
- Work is ongoing to increase the percentage of people with personal budgets. In particular, work is focusing on people accessing mental health services and individuals who have been in the social care system for a number of years.
- NHS Hartlepool is working in partnership with NHS Stockton to develop plans to pilot personal health budgets and was recently identified as one of the twenty national in-depth evaluation sites.
- Training has been funded from the Carers Grant to enable one carer to be trained to train others on postural care awareness.
- The telehealth pilot went live during July 2009. This focused on 20 units of equipment being used over a 1 year period by 60 chronic obstructive pulmonary disease sufferers.
- Priority developments in relation to people who abuse alcohol and/or are homeless are being implemented.
- A project is being developed to support students with autistic spectrum disorder by developing training and support for educators, training, providers, learners and employers.
- The Voluntary Sector Strategy has been approved and a steering group established to oversee implementation.
- The management of the Putting People First personalisation agenda has

been reviewed and refreshed and a range of work streams established to take forward key areas of work.

- The department is increasingly focusing on managing the local market and developing user led initiatives to ensure increased choice in service options. Plans to decommission traditional day services and develop a range of 'Moving on' services are underway.
- The Centre for Independent Living model continues to progress. Funding has been secured to remodel and refurbish an existing day opportunity facility to support a user led disability hub for information and advice and an accessible venue for community events.
- Employer forums have been held with Job Centre Plus to encourage local employers to engage with people with disabilities, offering placements, work tasters and voluntary/paid work.
- Adult Education is creating bespoke programmes for people with mental health problems that prepare them for work.
- The Lay Assessor programme continues to be implemented.

Community Services

- Work has commenced on the refurbishment of the pool changing facilities at Mill House Leisure Centre. This will provide a fully inclusive and modern 'changing village'
- Engagement work for the Big Mix 09 has taken place. The Big Mix is a range of activities held over the week aimed at engaging diverse groups including people with disabilities, the LGBT community, BME community and young and old people.
- Consultation activities for the Playbuilder project have been completed. In particular, consultation with children and young people has been very successful and feedback from these events has been fed into the plans
- Museums and heritage have delivered a series of projects to continue to give disadvantaged groups, community groups and schools the opportunity to engage with facilities across the service and participate in activities are that targeted at them.
- Further building developments at Central Library have taken place to provide improved and increased community room spaces for community groups.
- The summer reading challenge 2009 took place. The challenge contributes to a strategy to encourage boys to read.
- The library facilitates the Visually Impaired Reading group which meets monthly.
- The libraries have won grant funding to supply specialised MP3 players to visually impaired, and funding to provide reminiscence materials for reminiscence sessions.
- Work is ongoing in delivering the Big Lottery Fund Grant at Summerhill. The grant provides free activities and free transport for play groups in Hartlepool. Examples of the activities that have taken place with children, their parents and carers include pond dipping, den building, crafts including willow weaving and pottering painting.
- Summerhill has hosted sessions for school children and their teachers on indoor climbing and outdoor orienteering. These sessions are aimed at

promoting a healthy lifestyle.

- The department supports the Waverley Allotment Project. Funding has been secured to install a metal clad composting toilet suitable for wheelchair access.

Children's Social Care

- We continue to implement all duties expected under section 52 of the Children Act 2004 (Duty of local authorities to promote educational achievement of looked after children)
- Work to ensure that all school trips are accessible to disabled pupils is ongoing. Wherever possible, individual schools make adjustments or provide additional support for disabled pupils to ensure they can access school trips and educational visits.
- Young people with learning difficulties and disabilities receive one-to-one careers support.
- Work is ongoing with Economic Development to complete the Hartlepool strategy for child poverty.
- Consultation work and events and activities have promoted positive views of young people.
- The creation of the new department will ensure that the support of children and young people in transition will continue to improve.
- Schools are being supported to promote anti-bullying strategies.
- Schools are being challenged and supported to implement the Inclusion Development Programme.
- Work on establishing a network of forums that link young people's voices and provide a democratic process for children and young people has commenced.
- Continue to provide ongoing advice, support and information to schools on the duty to promote community cohesion and diversity and equality duties.

Diversity Impact Assessments (so far) : None

Further Actions (October 2009-March 2010)

In addition to the actions identified in the annual reports,

- Work will commence in the foyer/reception area of Mill House Leisure Centre to totally revamp this area.
- The Big Mix 09 diversity festival will be delivered
- The libraries to take part in events for Mental Health Awareness Day and provide books on mental wellbeing.
- The libraries to deliver reminiscence sessions
- Work with individual schools to produce data on the access for children with disabilities to work experience placements.
- The department's content on the council's website is under review. The new council's site is to be launched in December 2009 and content is to be updated and published.

Actions not expected to achieve with revised deadlines:

The BME community development worker service was in the process of being reviewed with timeframes being agreed with the service provider. Unfortunately the service provider has gone into administration and the PCT is working to enable continuity of the community development worker role and function. The plan now is to source a provider who can ensure continuation of the role and function of BME community development workers for an interim period of 12 months.

<p>FINANCE & PERFORMANCE PORTFOLIO Report to Portfolio Holder 3 December 2009</p>
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Report of: Director of Child and Adult Services

Subject: THE DEVELOPMENT AND ACHIEVEMENT OF THE TEAM AROUND THE PRIMARY SCHOOL (TAPS) PROJECT

SUMMARY

1. PURPOSE OF REPORT

To notify the Portfolio Holder of the development and progress of the Team Around the Primary School project and options for the future commissioning arrangements.

2. SUMMARY OF CONTENTS

The Team Around the Primary School project has been operational for nine months and has made positive achievements and links with Primary Schools in Hartlepool. This report will give an update to the Portfolio Holder including some current case load examples.

3. RELEVANCE TO PORTFOLIO HOLDER

This report relates to a Cabinet Report on 8th December 2008 which gave a description of the planned project and requested a short term exception to the Team Around the Primary School project to facilitate an early start for the service. The decision making route is back through Children’s Services Portfolio. The Portfolio Holder for Children’s Services has requested that this report be presented to the Portfolio Holder for Finance and Performance so that the issues relating to commissioning can be brought to his attention.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder meeting 10th November 2009.

6. DECISION(S) REQUIRED

6.1 The Portfolio Holder is asked to note the issues around commissioning of this project.

6.2 The Portfolio Holder is asked to note the progress made by the project in its work with families.

6.3 The Portfolio Holder is asked to note that the Team Around the Primary School project is in part funded by Grants that are due to terminate in March 2011.

Report of: Director of Child and Adult Services

Subject: THE DEVELOPMENT AND ACHIEVEMENT OF THE TEAM AROUND THE PRIMARY SCHOOL (TAPS) PROJECT

1. PURPOSE OF REPORT

To notify the Portfolio Holder of the development and progress of the Team Around the Primary School Project.

2. BACKGROUND

2.1 In December 2008 a report that set out the plans to develop the Team Around the Primary School project was presented to Cabinet. Although Cabinet members were supportive of the project there was concern regarding the proposal to provide an exception from a commissioning process for the length of the project. The Cabinet did agree the following:

1. That the proposed project to set up a “Team Around the Primary School” project be approved.
2. That an exception to the Council’s Contract Procedure Rules in respect of first six months of the proposed project be approved.
3. That a briefing be provided on progress on the first six months operation of the project.

2.2 It must be noted at the outset of this report that officers have been unable to meet the timescales for commissioning that were set out in the Cabinet agreement and would like to offer an unreserved apology to the Portfolio Holder for this situation. This failure has been due in the main to the heavy pressures on individual officers in managing new commissioning services and operationally putting new systems in place. In addition, the proposed process for the development of this service based on a partnership model with a contribution being made by providers has created a great deal of internal debate. In particular, the idea that the local authority provide a percentage of the core costs required and the remainder is put in by the service provider created a great deal of interest, but in the final analysis it has been agreed that we could not develop a commissioning package to take this into account. Having taken advice officers are however now in a position to move to tender the services required and will progress this within the Hartlepool Borough Council commissioning framework. The commissioning process has now begun and services will be in place by 15th January 2010. **(Appendix 1)**.

- 2.3 The TAPS project has been operational across Hartlepool since January 2009. This followed funding being granted by the DCSF to expand the remit of Hartlepool Anti Social Behaviour Family Intervention Project (ASB FIP), in order to tackle child poverty and youth crime.
- 2.4 Hartlepool Local Authority and partner agencies have been working towards a preventative agenda for a number of years. This has never been a single agency initiative but has been a multi agency approach that has grown stronger over the years and has seen both the statutory and voluntary sectors contribute resources in order to prevent social exclusion, offending and anti social behaviour. Whilst this approach has been successful in Hartlepool it was felt that in order to identify children and families that could be 'at risk' at the earliest opportunity, strong and clear links needed to be made with all of the primary schools in Hartlepool as schools have the most contact with children and families.
- 2.5 It was this link and the need for a Prevention Service that saw the creation of the TAPS approach. This consisted of funding from a variety of sources, being pooled together alongside FIP funding, in order to create one team. The team would link with all primary schools, in order to identify those children that were at risk of not achieving the five key outcomes of Every Child Matters and consequently, ensuring that they received the appropriate support at the earliest opportunity. This would not only reduce risk factors for families, but prevent some families reaching crisis point and therefore, prevent them from needing safeguarding and specialist services.

3 CURRENT PRACTICE

- 3.1 The TAPS team at the present time consists of 14 members of staff who are split in to three locality teams of North, South and Central in order to fit in with the cluster groups which primary schools have formed as part of their strategy for meeting the needs of pupils with behavioural, emotional and social difficulties (BESD).
- 3.2 Each team comprises of one social worker and a number of interventions workers that have been seconded in from a number of partner agencies. The project has specialists in:
- 'dad's work' from Headland Futures
 - a mental health worker from MIND
 - a youth offending worker from the Youth Offending Service
 - a domestic violence worker from Harbour
 - a parenting worker from Belle Vue
 - an anti social behaviour worker from Housing Hartlepool and two established ASB FIP workers.
- 3.3 There is also a worker seconded in from Connexions who specialises in diversionary activities for young people at risk of offending and anti social

behaviour, who will link closely with the Team Around the Secondary School (TASS) in relation to pupils in their transition year.

3.4 Since the start of the project the service initially provided by HYPED for substance misuse issues has ceased as the staff member was successful with another post. This post has not been filled as HYPED were unable to meet the additional funding needs.

3.5 In addition to this, the project has access to workers who specialise in emotional literacy and debt advice via funding made available to the Belle Vue Centre from NDC. Also, from the end of October there will be additional workers employed by Families Talking, Harbour, Headland Future and Citizens Advice Bureau to help those families where there are parental separation issues and this service will also be linked in to the TAPS process.

3.6 The TAPS approach consists of three tiers of support:

Tier 1 – Advice and support to staff around available support services and the CAF (common assessment framework) and TAC (team around the child) process. This will also include the Social Worker within the team giving advice and support around any welfare concerns.

Tier 2 – Low level support to children and families. This could be a case of assisting parents for a short period of time until the relevant service becomes involved or offering advice and support around a specific issue for a small period of time. This could also include 1:1 or group work with a child for a short period of time.

Tier 3 – Family support. A worker will take on the role of lead practitioner, where appropriate and would co-ordinate the support package for the family.

3.7 In addition to the low level support that can be offered to families, assertive and intensive packages can also be implemented by the Family Intervention Project (FIP). FIP families should have a history of being involved in statutory services or failing to engage with services. The FIP is a high level preventative service that is intensive in terms of its approach with families and works with those families where they may be:

A) At risk of enforcement action due to anti social behaviour.

B) At risk in terms of children/young people becoming involved in offending behaviour.

C) At risk in terms of living in impoverished home conditions as a result of substance misuse, domestic violence, mental health and/or intergenerational worklessness.

- 3.8 To date we have made links with all of the 31 primary schools and have had discussions around 100 plus families via the low level TAPS process. Positive achievements have been made with families and it is believed that in some cases, the support offered has prevented escalation of a situation and the need for specialist services to become involved.

4 CASE EXAMPLES

4.1 Case Example 1

One example where support has prevented escalation of problems was a family of nine children, six of whom lived in the home and one who had her own property and was a teenage mother. The family were identified by the primary school due to poor school attendance and poor social presentation. Following home visits by the TAPS worker concerns were raised in relation to home conditions, overcrowding issues, finance and social exclusion from the community. The family had been known to other agencies over the years due to non school attendance and initially it was felt that the family could become active as a child poverty FIP case. However, via multi agency meetings and support put in place to the family by the TAPS support worker, improvements were made. School attendance increased for all of the younger children, the older one of whom has moved in to and settled well in to secondary school, the children have begun to access local community resources on a regular basis, home conditions have improved massively and the oldest child at home is now accessing further training which has helped the families financial situation. Step father is now accessing Dad's United and has been involved in a number of projects which currently involves painting at the children's primary school. The teenage daughter and her child are now spending more time in their own home as opposed to constantly sleeping at the family home which has not only helped alleviate the overcrowding issue in the home but has also helped the young mother and her child settle in to a more suitable routine.

4.2 Case Example 2

A further family, who had self referred to the project due to mother feeling at crisis point has also been supported in ensuring that all the appropriate agencies and support is in place for the full family. This was a single parent family with two children, who was experiencing problems in coping with her younger son's behaviour. Via an assessment the TAPS worker discovered that the mother had a debilitating illness that was life threatening and was receiving no support with either her own health needs or her children. A referral was made to Adult Social Care who have allocated a support worker and arranged direct payments for a cleaner. A referral was also made to the FAST project who are to link the children into constructive leisure activities. Connexions have become involved with the oldest child and mother also has a befriender from the Parenting Service as well as a family therapist who is to work with the full family around the impact of mother's illness on the family unit and their coping strategies as a family. Mother has also managed to begin voluntary work with a local community resource centre that is helping her obtain an NVQ2 in Youth

Work. Appropriate benefits are also now being sought which will have a positive impact for the family.

4.3 **Case Example 3**

One family has been supported through taking the youngest child to nursery on a daily basis and offering 1:1 support to mother. Mother felt unable to do this for a period of time having endured a sexual assault which made her feel unable to go out in the community. Via TAPS support she is now confident in going out alone and has overcome her anxieties.

5. **FAMILY INTERVENTION PROJECT**

- 5.1 The FIP currently has 14 families accessing the service. Six are open to the ASB FIP, two to the Youth Crime FIP and six to the Child Poverty FIP. Since the introduction of the ASB FIP there has been a decrease in anti social behaviour in relation to all families that have been active to the FIP, as well as an increase in school attendance. Anti Social Behaviour Orders have been avoided in some circumstances due to progress made but in other cases the FIP have recommended Anti Social Behaviour Orders. This is seen as a positive as not only is it protecting the community from anti social behaviour, it is also assisting the young people who were the perpetrators of the anti social behaviour. In one case, it has helped one young person, along with the support of his key worker; start to make positive changes to his life resulting in full attendance at his educational provision and no reports of anti social behaviour in four months. Two families have been supported in moving to different locations in the town and as a result of this and the support package implemented there has been no reports of anti social behaviour and the cases have been closed to the Anti Social Behaviour Unit. All parents of the ASB FIP have accessed parenting programmes. Three parents have accessed a basic IT courses and one parent has accessed basic literacy courses. Four parents and one young person who had obtained his own property attended a cookery programme. Whilst the new Youth Crime FIP and Child Poverty FIP are still very much in the early stages with families, it is felt that the progress made in the ASB FIP will be replicated. One family currently active to the Child Poverty FIP is no longer in the child protection arena due to the progress made and has also been closed to the Anti Social Behaviour Unit due to successful completion of an Acceptable Behaviour Agreement and no further complaints.

6 **FEEDBACK FROM SCHOOLS**

- 6.1 Primary Schools have also passed on positive feedback in relation to the TAPS process and have highlighted the following strengths:
- Accessibility for schools and families
 - Continuity of regular meetings
 - Knowing families are being supported and monitored during school holidays
 - Multi agency working and information sharing

- Quick and effective responses
- Effective use of Common Assessment Framework and Team Around the Child process.

7 TEAM STRUCTURES

- 7.1 The Team Structure for the Team Around the Primary School and preventative services as managed by the Parent Commissioner has been reported previously. Officers are currently managing the consolidation of the services into one local authority division that will provide a clearer management process. The Assistant Director for Safeguarding and Specialist Services will have line management responsibility for the programme.

8 RECCOMENDATIONS

- 8.1 The Portfolio Holder is asked to note the issues around commissioning of this project.
- 8.2 The Portfolio Holder is asked to note the progress made by the project in its work with families.
- 8.3 The Portfolio Holder is asked to note that the Team Around the Primary School project is in part funded by DCSF Grants that are due to terminate in March 2011.

9 REASONS FOR RECCOMENDATIONS

- 9.1 The agreed commissioning process has been delayed on this project and although now in place the delay needs to be reported fomally.
- 9.2 The Team has made good progress and as a grant funded service it is important that the Portfolio Holder is kept infomed of progress and learning from the project.

10 CONTACT OFFICER

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Parent Commissioner
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APPENDIX 1

Dates for non OJEU tender

The proposed dates for a non OJEU tender are as follows:

Advert	27 October 2009
Pre Qualifying Questionnaire Return	13 November 2009
Issue Invitation to Tender	20 November 2009
ITT Return	4 December 2009 by Noon
Open Tender	7 December 2009
Evaluate Tender	8 December 2009

FINANCE & PERFORMANCE PORTFOLIO
Report to Portfolio Holder
3rd December 2009



Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – JULY TO SEPTEMBER
2009

SUMMARY

1. PURPOSE OF REPORT

To report to the Portfolio Holder on corporate complaints performance for the second quarter of 2009/10.

2. SUMMARY OF CONTENTS

The report covers performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the second quarter of 2009/10. A total of 16 formal complaints was received in the quarter. Ninety four percent of these were responded to within authority deadlines. Nine out of 16 complaints were upheld in part or in full.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 3rd December 2009

6. DECISION(S) REQUIRED

That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – JULY TO DECEMBER 2009

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on corporate complaints performance for the second quarter of 2009/10.

2. FORMAL COMPLAINTS INFORMATION – July to September 2009

- 2.1 In the second quarter of 2009/10, a total of 7 formal corporate complaints were recorded by departments and 9 social care complaints. The Children's Services Department dealt with 8 social care complaints and the Adult and Community Services Department dealt with 3 corporate complaints and 1 social care complaint. The Neighbourhood Services and Chief Executive's Departments dealt with 3 and 1 corporate complaints respectively. In the first quarter of the year, 11 formal complaints were recorded. (See **Appendix 1** for detailed figures)
- 2.2 The social care complaints received by the Adult & Community Services and Children's Services Departments are dealt with under statutory procedures which differ from the corporate procedure in terms of time scales and investigative process. However, for the sake of completeness, basic statistics on numbers of complaints received are included in this report.

Responding to complaints within deadlines

- 2.3 The corporate complaints procedure has a deadline of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. For social care complaints, deadlines vary depending on the level of the complaint - within 10 working days for the Local Resolution stage, 25 working days for the Formal Investigation stage and 30 working days for the Complaint Review Panel stage. There is scope for extending the social care deadlines should this become necessary. Prompt investigation is always a priority for all types of complaints, but in some cases the complexity of a complaint and/or the number of people to be contacted during the investigation can mean that the deadline cannot be met. In the second quarter of 2009/10, the deadline was met in 94 percent of cases. This is an increase on the figure of 82 percent of investigations completed within the deadline, for the first quarter of this year.

Outcomes of complaints investigations

- 2.4 When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether or not the authority has been at fault and hence whether the complaint is upheld fully, in part or not upheld. In the second quarter of 2009/10, one complaint (6%) was fully upheld and 7 cases (44%) were partly

upheld. This compares with the figures for the first quarter of the year of no cases fully upheld and 4 cases (34%) partly upheld.

Remedies for complaints

- 2.5 Departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In some cases, a remedy can put a complainant in the position they would have been in but for the Council's error but this is not always possible. In the second quarter of 2009/10, apologies have been given to complainants; and explanations provided as to how the problem arose and of the action taken to prevent the problem recurring. In one case, financial compensation was made to a complainant where costs had been incurred as a result of council delay.

Learning from complaints

- 2.6 Complaints can provide useful information on how a service is performing and what problems are being experienced by service users. Departments have provided information on what lessons have been learnt from the complaints that they have received and what actions have been taken to prevent their recurrence. In the second quarter of 2009/10, wherever possible, departments have taken action. For example, by reviewing practice with individual workers to ensure that problems do not recur; by arranging for staff to have visiting cards so that service users know who has been to visit them; and by trimming trees at a play area to avoid seating becoming dirty.

Complaints leaflet

- 2.7 An updated complaints and comments leaflet has recently been produced. It has been publicised through Hartbeat, and the Hartlepool Mail and has been made available at council offices and all libraries.

3. RECOMMENDATIONS

That the report be noted.

4. BACKGROUND PAPERS

Corporate Complaints - April to June 2009 - Report to the Performance Management Portfolio Holder, 14th August 2009.

Hartlepool Borough Council Corporate Complaints Procedure 2008.

5. CONTACT OFFICER

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APPENDIX 1 – COMPLAINTS MONITORING – July 1st – September 30th 2009

	NUMBER		MEETING DEADLINES				OUTCOMES					
	Total no. of complaints		Reported on within deadline		Reported outside deadline		Not upheld		Upheld in part		Upheld	
	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2
CHIEF EXECUTIVE'S												
Corporate Strategy	0	0	0	0	0	0	0	0	0	0	0	0
Finance	0	1	0	1	0	0	0	1	0	0	0	0
Human Resources	0	0	0	0	0	0	0	0	0	0	0	0
Legal	2	0	2	0	0	0	1	0	1	0	0	0
TOTAL FOR CHIEF EXEC'S	2	1	2	1	0	0	1	1	1	0	0	0
ADULT & COMMUNITY SERVICES												
Corporate complaints	0	3	0	3	0	0	0	1	0	0	0	0
Social Care complaints	0	1	0	1	0	0	0	1	0	1	0	1
TOTAL FOR ADULT & COMM SERVICES	0	4	0	4	0	0	0	2	0	1	0	1
CHILDREN'S SERVICES												
Corporate complaints	0	0	0	0	0	0	0	0	0	0	0	0
Social Care complaints	7	8	6	8	1	0	4	2	3	6	0	0
TOTAL FOR CHILDREN'S SERVICES	7	8	6	8	1	0	4	2	3	6	0	0
NEIGHBOURHOOD SERVICES												
Corporate complaints	1	3	0	2	1	1	1	3	0	0	0	0
REGENERATION & PLANNING SERVICES												
Corporate complaints	1	0	1	0	0	0	1	0	0	0	0	0
TOTAL NUMBER OF COMPLAINTS	11	16	9	15	2	1	7	8	4	7	0	1
			82%	94%	18%	6%	64%	50%	34%	44%	-	6%