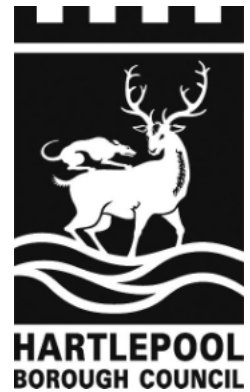


TRANSPORT AND NEIGHBOURHOODS PORTFOLIO DECISION SCHEDULE



Monday 21st December 2009

at 9.00 am

in Committee Room C
Civic Centre, Hartlepool

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

1. **KEY DECISIONS**

- 1.1 Public Convenience Policy – *Assistant Director (Neighbourhood Services)*

2. **OTHER ITEMS REQUIRING DECISION**

- 2.1 Burbank Street Zebra Crossing – *Assistant Director (Transportation and Engineering)*
- 2.2 Catcote Road/Oxford Road – Local Safety Scheme - *Assistant Director (Transportation and Engineering)*
- 2.3 Minor Works Proposals – Neighbourhood Consultative Forums – *Assistant Director (Neighbourhood Services)*
- 2.4 Proposed Off Street Parking Area – Rear of 158-160 York Road - *Assistant Director (Transportation and Engineering)*
- 2.5 Proposed Relocation of Loading Bay Milton Road to Tankerville Street - *Assistant Director (Transportation and Engineering)*
- 2.6 Raby Road – Local Safety Scheme - *Assistant Director (Transportation and Engineering)*
- 2.7 Oxford Street Traffic Calming Petition – *Assistant Director (Transportation and Engineering)*

3. **ITEMS FOR INFORMATION**

- 3.1 Increasing Reuse of Bulky Waste in Hartlepool – *Assistant Director of Neighbourhood Services*
- 3.2 Parking Services Annual Report 2008-2009 - *Assistant Director (Transportation and Engineering)*

TRANSPORT & NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder

21 December 2009



Report of: Assistant Director (Neighbourhood Services)

Subject: PUBLIC CONVENIENCE POLICY

SUMMARY

1. PURPOSE OF REPORT

The purpose of this report is to consider the proposed and newly developed policy for the future provision of public conveniences in Hartlepool attached as **Appendix A**.

2. SUMMARY OF CONTENTS

This report provides a concise description of the current public convenience service, comments on the recent refurbishment programme and considers the introduction of a Community Toilet Scheme working in partnership with the private sector. It also seeks approval to adopt the Public Convenience draft policy.

3. RELEVANCE TO CABINET

The Public Conveniences Service is a responsibility of the Portfolio Holder.

4. TYPE OF DECISION

Key decision. Test (ii) applies.

5. DECISION MAKING ROUTE

Transport and Neighbourhoods Portfolio on 21 December 2009.

6. DECISION(S) REQUIRED

That the Portfolio Holder notes the views of the Neighbourhood Consultative Forums regarding the Public Conveniences policy.

The Portfolio Holder adopts the Public Conveniences Policy from immediate effect.

Report of: Assistant Director (Neighbourhood Services)

Subject: DRAFT PUBLIC CONVENIENCE POLICY

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to consider the proposed and newly developed policy for the future provision of public conveniences in Hartlepool attached as **Appendix A**.

2. BACKGROUND

- 2.1 The first public toilet in Britain was opened over 150 years ago, and for a long time, the provision of municipal public convenience facilities was a matter of considerable civic pride. Over recent years however, many local authorities were unable to maintain or improve the facilities to the required and expected standards, and were forced to close many public conveniences due to financial pressures and high operating and maintenance costs.
- 2.2 Another reason for their decline was the persistent and increased levels of vandalism and antisocial behaviour, which apart from the financial implications, created issues of public anxiety and concern, health and safety and put staff and users of the facilities at risk. As such, many facilities became an eyesore and a focus for activities such as vandalism, drug taking and other anti-social activities which accelerated and necessitated the closure of some of the facilities.
- 2.3 In 2007 the Neighbourhood Services Scrutiny Forum carried out a comprehensive investigation into the provision of public conveniences in Hartlepool. The investigation recognised the vital contribution a well-managed public convenience service can make, both to the quality of life for our residents, and our visitors and the negative effect which the lack of adequate provision and the poor maintenance of public conveniences can have on tourism and on the town's image in general. Cabinet accepted the findings of the Scrutiny investigation and an all-embracing action plan was implemented covering the demolition of old redundant and closed facilities, the refurbishment of the remainder and new build in tourist areas such as the Headland and Seaton Carew.
- 2.4 The Scrutiny investigation also recommended that the Council had a policy for the provision of Public Conveniences, as there are no corporately agreed criteria for deciding on the provision and the location of public conveniences. The proposed policy is based upon the outcomes of the Neighbourhood Services Scrutiny review and re-examination of the relevant evidence and information available relating to the provision of Public Convenience in Hartlepool. In attempting to develop and

formulate the most appropriate policy, it is necessary to set-out the parameters of the current and the proposed service requirements.

- 2.5 The provision and maintenance of toilets in public places is at the discretion of local authorities who have a power, under section 87 of the Public Health Act 1936 ("PHA 1936"), to provide public conveniences, but no duty so to do. It is therefore up to the local Authority to decide whether it should provide public toilets and, if so, how many.

3. CURRENT SERVICE PROVISION

- 3.1 Currently, Hartlepool Borough Council provides public toilet facilities, at the following sites;

Item	LOCATION	NUMBER OF CUBICLES		URINALS	DISABLED FACILITIES	BABY CHANGING
		FEMALE	MALE	MALE		
1	Clock Tower - Seaton Carew	10	4	8	Yes	Yes
2	Seaton Old Baths Site	6	2	9	Yes	Yes
3	Middlegate - Headland	3	2	3	Yes	Yes
4	Lighthouse - Headland	2	1	3	Yes	Yes
5	Stranton Crematorium	1	1	2	Yes	No
6	West View Cemetery	1	1	2	No	No
7	Ward Jackson Park	3	2	3	Yes	Yes
8	Rossmere Park	3	2	3	Yes	Yes

OPENING HOURS

- 3.2 Summer Period - 1 March to 31 September

Item	LOCATION	OPERATING HOURS					
		OPENING			CLOSING		
		MONDAY - FRIDAY	SATURDAY - SUNDAY	BANK HOLIDAY	MONDAY - FRIDAY	SATURDAY - SUNDAY	BANK HOLIDAY
1	Clock Tower - Seaton Carew	8:00 am	8:00 am	8:00 am	9:30 pm	10:00 pm	10:00 pm
2	Seaton Old Baths Site	8:00 am	8:00 am	8:00 am	8:00 pm	9:30 pm	9:30 pm
3	Middlegate - Headland	8:00 am	8:00 am	8:00 am	8:00 pm	9:30 pm	9:30 pm
4	Lighthouse - Headland	8:00 am	8:00 am	8:00 am	8:00 pm	9:30 pm	9:30 pm
5	Stranton Crematorium	8:00 am	8:00 am	8:00 am	4:30 pm	8:00 pm	8:00 pm
6	West View Cemetery	8:00 am	8:00 am	8:00 am	8:00 pm	8:00 pm	8:00 pm
7	Ward Jackson Park	8:00 am	8:00 am	8:00 am	* Please refer to table below		
8	Rossmere Park	8:00 am	8:00 am	8:00 am	* Please refer to table below		

Item	LOCATION	OPERATING HOURS					
		OPENING			CLOSING		
		MONDAY - FRIDAY	SATURDAY - SUNDAY	BANK HOLIDAY	MONDAY- FRIDAY	SATURDAY - SUNDAY	BANK HOLIDAY
1	Clock Tower - Seaton Carew	8:00 am	8:00 am	8:00 am	5:00pm	5:00pm	5:00pm
2	Seaton Old Baths Site	8:00 am	8:00 am	8:00 am	5:00pm	5:00pm	5:00pm
3	Middlegate - Headland	8:00 am	8:00 am	8:00 am	5:00pm	5:00pm	5:00pm
4	Lighthouse - Headland	8:00 am	8:00 am	8:00 am	5:00pm	5:00pm	5:00pm
5	Stranton Crematorium	8:00 am	8:00 am	8:00 am	4:30pm	5:00pm	5:00pm
6	West View Cemetery	8:00 am	8:00 am	8:00 am	5:00pm	5:00pm	5:00pm
7	Ward Jackson Park	8:00 am	8:00 am	8:00 am	* Please refer to table below		
8	Rossmere Park	8:00 am	8:00 am	8:00 am	* Please refer to table below		

NOTES:

- All public conveniences shall be opened on **Bank Holidays**, unless otherwise specified.
- Closing times as above or at **DUSK** if earlier (Health & Safety implications)
- Entry to 'Disabled' toilets will require 'Radar' key.

Clock Tower, Seaton Carew

- The Clock Tower Public Convenience facilities are in the process of being completely refurbished, providing a higher standard of equipment and better level of service.
- Apart from the structural and the general building fabric improvements, the refurbishment includes the complete replacement of the current equipment with new modern equipment incorporating anti-vandal properties.

Seaton Old Baths Site and Coronation Drive

- New modern facilities are currently being built near the car park in Coronation Drive, adjacent to the Newburn Bridge which is approximately 500m to the North of the Old Seaton Baths site, which will be demolished and the area grassed over once the new facilities have been fully commissioned and opened.

Headland (Middlegate and Lighthouse)

- The newly purpose built public conveniences at Middlegate, close to the Northgate Shopping Parade and the Croft Gardens, and the recently refurbished and upgraded facilities at the Lighthouse public conveniences near the Heugh Battery, include disabled and baby changing facilities providing high quality public toilet facilities for the visitors to the Headland's foreshore and tourist areas.

Stranton Cemetery

- 3.8 Heating, together with routine and planned maintenance to the main facility has been introduced.

West View Cemetery

- 3.9 No major investment required, maintenance of existing facilities is ongoing.

Ward Jackson and Rossmere Parks

- 3.10 Following the recent refurbishment and modernisation of these facilities, Ward Jackson and Rossmere parks now offer high quality public conveniences. Both sites have been upgraded to include facilities for disabled people, as well as baby changing facilities.
- 3.11 The Council will ensure that all conveniences are maintained to a high standard of cleanliness at all times and shall ensure there is an adequate supply of toiletries.

4. SECURITY

- 4.1 The Council has and continues to invest substantial resources in combating anti social behaviour and vandalism. The public's perceived fear of crime is such that CCTV etc is now almost a necessity.
- 4.2 As a further measure to reduce and deter vandalism and anti-social behaviour, and also to discourage large groups from gathering near or inside these facilities, CCTV cameras have been installed in the lobby of the new toilets at Middlegate. Reports indicate that this measure has been successful, particularly in terms of reassuring the elderly and other vulnerable people.
- 4.3 In line with above findings and experiences, and in an attempt to alleviate public concerns, to improve the security aspect even further, and to reduce the criminal and anti-social behaviour, consideration will be given to installing low light stand-alone CCTV cameras to all public conveniences as funding opportunities become available. This will be controversial, but unfortunately is a necessity to protect the Council's investment and address anti social behaviour.

5. PUBLIC EVENTS

- 5.1 The Council realises the importance of the positive value of those high prominence events such as the Maritime Festival, Dock Fest and Tall ships 2010.
- 5.2 As far as the provision of public conveniences for large events is concerned, the Health and Safety Executive's (HSE) 'Event Safety Manual' in relation to the provision of sanitary facilities requirements, is recommended.

6. COMMUNITY TOILET SCHEME

- 6.1 As an addition and supplement to the Council's provision of public conveniences, it is proposed the Council approaches the private sector to work in partnership and provide additional public toilet facilities.
- 6.2 The Community toilet scheme would use existing toilets within the business community for the public benefit rather than building a new toilet. The scheme is recognised by the Department of CLG and the British Toilet Association as one of best practice. The scheme would enable local businesses such as public houses, restaurants and shops, to work in partnership with the Council to make more clean, safe and accessible toilets available to the public.
- 6.3 Businesses are invited to enter into an agreement with the Authority, which involves the Authority paying an annual amount to the business for making their toilet facilities accessible to the public. Their commitment is to ensure they keep their toilets up to a certain standard of cleanliness. Members of the public can use toilet facilities during the premises opening hours and without the need to make a purchase. A survey would be carried out and if the premises are considered suitable, then an agreement between Hartlepool Borough Council and the private business will be signed, setting out the terms of the agreement. Participating businesses would have to display purposely designed stickers in their window, advertising they are members of the scheme and that they provide public toilet facilities. The sign shows the type of service i.e. male, female, and whether it also provides wheelchair or baby changing facilities.
- 6.4 Richmond upon Thames Council has in excess of 60 facilities taking part in its 'Community Toilet Scheme', and Perth and Kinross Council has over 20 businesses taking part in its 'Comfort Scheme'. Both Councils reported that the number of businesses participating continues to grow.
- 6.5 It is proposed to develop the scheme in tourist areas, retail parks, and shopping precincts inviting interested businesses with the appropriate facilities to apply and be considered to take part in the scheme.
- 6.6 Preference will be given to premises offering high quality facilities, including provision for the disabled and baby changing, first in the tourist areas, and in areas where the Council does not provide public convenience facilities or the facilities may not be adequate.
- 6.7 The level of payment will depend on the level of service to be provided, namely, the type and number of facilities and whether they provide disabled or baby changing facilities, and the hours the facilities would be made available to the public.

- 6.8 Initially it is proposed to run a pilot scheme involving the participation of no more than ten facilities spread throughout the town. The scheme would then be evaluated and if successful as it is anticipated, the scheme can be further expanded as considered appropriate.
- 6.9 The disadvantages are that not all toilets are kept up to the said standard. Businesses can close without notice and the Authority has no control of their opening and closing times.

7. FUTURE DEVELOPMENTS

- 7.1 New public and private developments, new large leisure and retail business premises should be encouraged to make provision for public toilet facilities, highlighting the many benefits such facilities can bring to their business, as well as to the local economy and community. Effective use of the planning legislation such as Section 106 of the Town and Country Planning Act 1990, as well as the Licensing provision process should also be considered to secure reasonable levels of public toilets in new buildings.

8. PUBLICITY / ADVERTISEMENT

- 8.1 All relevant information about the Public Conveniences in Hartlepool will be made available and displayed on the Council's webpage including the location and the facilities provided at each site.
- 8.2 Business participation in the Community Toilet Scheme would be expected to display appropriate and specific signage on their premises. In addition, where appropriate, highway signs / directoryfinger posts would be installed.

9. FINANCIAL CONSIDERATIONS / IMPLICATIONS

- 9.1 The current budget provision provides for the day to day planned maintenance and operational costs. Does not include funding for any major future refurbishment or major capital schemes. The facilities will be included within the Council's Asset and Property Management Plan.
- 9.2 Annual condition surveys will be undertaken by building surveyors to identify and to schedule planned maintenance works, so they can be included in the Council's capital works programme.
- 9.3 The initial costs for the setting-up, the signage and the operational costs for the proposed 'Community Toilet Scheme', is yet to be determined, however, it is suggested the costs can be accommodated within existing budgets.

10. CONSULTATION

- 10.1 The views of the Neighborhood Consultative Forums have been sought and will be provided at the Portfolio Holder meeting.

11. CONCLUSION

- 11.1 The Council has recognized that there is a dear need and public expectation for the provision of clean, safe, well planned, well designed, well maintained and clearly signposted public toilets.
- 11.2 The Council has invested significantly in a refurbishment programme over the last two years based on the findings of the Neighbourhood Services Scrutiny Forum.
- 11.3 It is recommended that additional public convenience facilities in Hartlepool be provided via a partnership, between Hartlepool Borough Council and the private sector through the development of a Community Toilet Scheme.
- 11.4 As part of the Council's measures to minimise vandalism and anti-social behaviour, we will investigate all funding opportunities to install low light CCTV cameras to its facilities, where this is technically possible and where appropriate. The Council's security contractor will be used to monitor areas of risk.
- 11.5 New facilities will be considered in line with this policy's aims and must fulfill the relevant criteria. Appropriate consultation with interested parties and stakeholders will also take place, before any decision is reached.

12. RECOMMENDATIONS

- 12.1 That the Portfolio Holder notes the views of the Neighbourhood Consultative Forums regarding the Public Conveniences Policy.
- 12.2 The Portfolio Holder adopts the Public Conveniences Policy from immediate effect.

13. CONTACT OFFICER

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THE PUBLIC CONVENIENCE POLICY

Our aim is *“to provide clean, safe, high quality, and well signposted public convenience facilities catering for the needs of our residents and tourists”*.

The expected outcome of this policy is to provide public toilet facilities:

- a) at appropriate locations
- b) which are well sign posted, providing information, including opening and closing times, and an emergency contact telephone number
- c) that are accessible to all
- d) that are clean and safe to use

The policy will be implemented by working to the following service standards.

The Council shall ensure that all conveniences are maintained to a high standard of cleanliness at all times and shall ensure that there is always an adequate supply of toiletries.

The Council will display a notice in each convenience recording the last date and time the toilets were cleansed and checked, and by whom. The Council will display a notice in each convenience to be specified by the Authorised Officer providing sufficient guidance and contact details to enable any member of the public to make a complaint.

The Council shall check the facilities on a daily basis and report all faults and damage of any kind whatsoever as soon as they occur to the Council's designated Maintenance Section.

The Council shall ensure that employees are trained to take safe and reasonable steps to discourage improper, anti-social, and criminal behaviour in and around the conveniences, and shall report appropriate incidents to the Police whenever such behaviour occurs.

Being able to access a toilet is a fundamental need for anyone particularly to a visitor to Hartlepool. Tourists need more information and clearer signposting.

Public conveniences including the proposed participating facilities within the 'Community Toilet Scheme' will be well signposted. Appropriate and sufficient number of signs should be installed directing users to the location of the public conveniences. They should be of good quality and comply fully with the corporate signage scheme of Hartlepool Borough Council and comply with any planning, road-traffic and other regulations.

Clear signs indicating the opening and closing times of the facilities will be displayed near the entrance.

Suitable signs showing the date and times of inspection and cleaning of the facilities should be displayed in appropriate locations inside the toilets. Also signs advising and showing the contact telephone number(s), where anyone wishing to make a complaint about the public conveniences or to report a defect should also be display.

In addition to the day to day maintenance, a yearly condition survey will be carried out on every public convenience facility provided by the Council to establish the condition and to identify the maintenance and any other requirements including costings. Based on the surveys' findings and the planned maintenance requirements, appropriate maintenance regimes and capital schemes should be drawn-up and implemented in order to maintain high standards of service.

The Council recognises that its public conveniences are at risk of abuse by anti-social people or criminals, including drug users and vandals. As such the Council's security contractor patrol, monitor and open and close some of the facilities.

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Transportation and Engineering)

Subject: BURBANK STREET ZEBRA CROSSING

SUMMARY

1. PURPOSE OF REPORT

To seek approval for the provision of a zebra crossing in Burbank Street.

2. SUMMARY OF CONTENTS

The report details the background to the scheme, the consultation undertaken and the proposals put forward.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

The Portfolio Holder approves the implementation of the scheme.

Report of: Assistant Director (Transportation and Engineering)

Subject: BURBANK STREET ZEBRA CROSSING

1. PURPOSE OF REPORT

- 1.1 To seek approval for the provision of a zebra crossing in Burbank Street.

2. BACKGROUND

- 2.1 As part of the Council's town-wide Play Builder programme, it is proposed to provide a new play area within the Community Garden on Burbank Street. This will potentially attract a large number of children from the surrounding area, and it is therefore of paramount importance to ensure they can access the new facility safely.

3. PROPOSALS

- 3.1 To assist with access to the play area, it is proposed to install a new zebra crossing, as shown in **Appendix 1**. The crossing would be sited very close to an existing bus stop, which would necessitate the relocation of the bus stop further east.

4. FINANCIAL CONSIDERATIONS

- 4.1 The scheme is estimated to cost £15,000. Through joint working, £8,000 is to be provided from the Central Neighbourhood Consultative Forum, £5,000 from the Council's Local Transport Plan and £2,000 from Housing Hartlepool.

5. CONSULTATION

- 5.1 There are no properties situated directly adjacent to the area that the zebra crossing will cover, however a small number of houses are located slightly further away, and consultation letters have been sent to residents and ward councillors.
- 5.2 The proposed new bus stop location is opposite from the rear of a row of houses in Spurn Walk, and these residents have also been

consulted on the scheme. No responses have been received from either area.

- 5.3 The Police and Emergency Services have been consulted with regards to these proposals and also have no objections.

6. RECOMMENDATION

- 6.1 The Portfolio Holder approves the implementation of the zebra crossing.

7. REASON FOR RECOMMENDATION

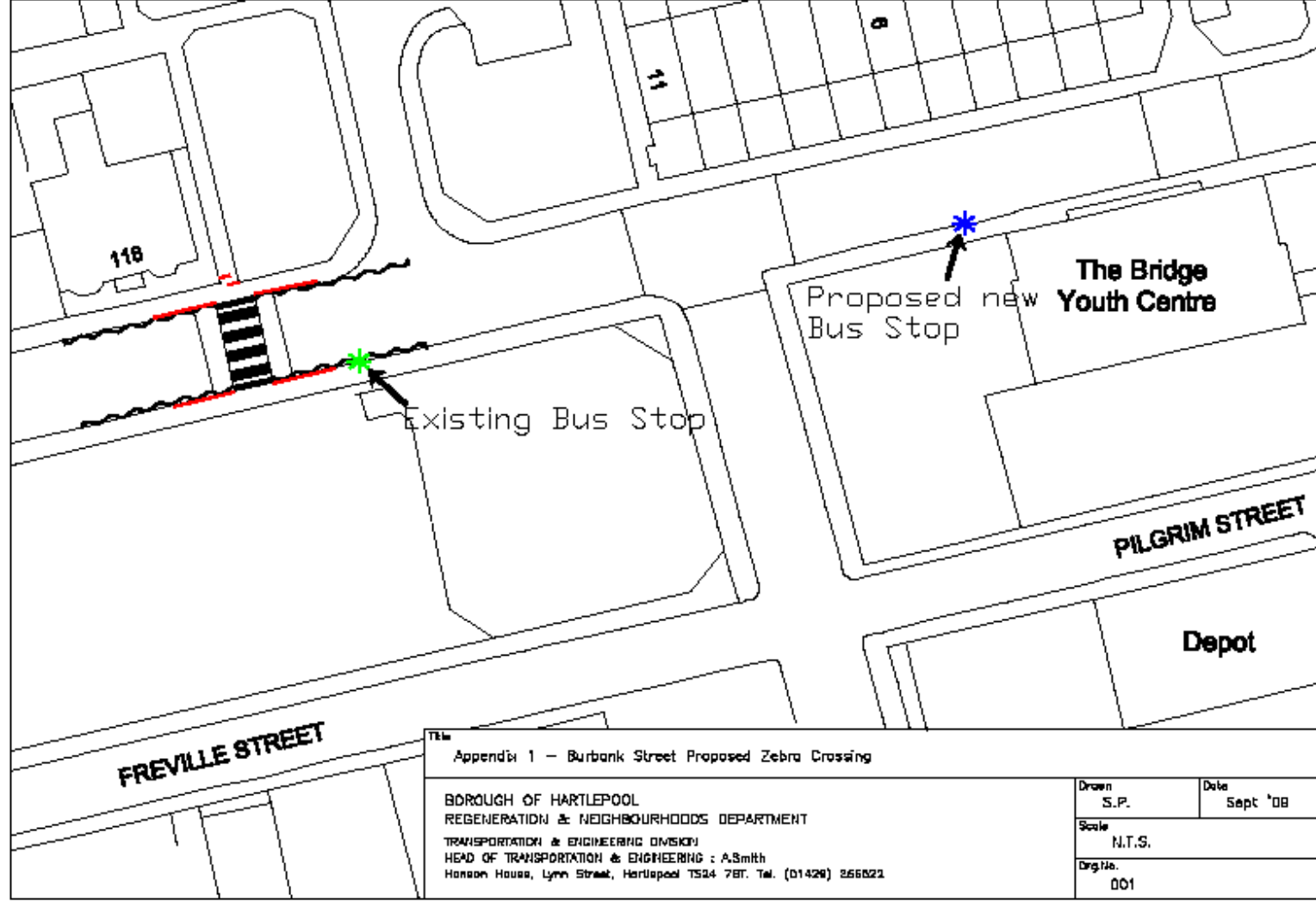
- 7.1 To improve road safety in Burbank Street, particularly for children accessing the new play area.

8. CONTACT OFFICER

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APPENDIX 1



TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Transportation and Engineering)

Subject: CATCOTE ROAD / OXFORD ROAD – LOCAL SAFETY SCHEME

SUMMARY

1. PURPOSE OF REPORT

To seek approval to introduce traffic signals at the Catcote Road / Oxford Road junction, extend the parking bay outside Catcote Road shops and introduce central hatching in-filled with red surfacing.

2. SUMMARY OF CONTENTS

The report details the background to the scheme, the consultation undertaken and the proposals put forward.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

The Portfolio Holder approves the implementation of the scheme outlined in section 3 of the report.

Report of: Assistant Director (Transportation and Engineering)

Subject: CATCOTE ROAD / OXFORD ROAD – LOCAL SAFETY SCHEME

1. PURPOSE OF REPORT

- 1.1 To seek approval to introduce traffic signals at the Catcote Road / Oxford Road junction, extend the parking bay outside Catcote Road shops and introduce central hatching, in-filled with red surfacing.

2. BACKGROUND

- 2.1 Catcote Road was identified on the 2008/09 accident investigation list has a priority. The first phase of a Local Safety Scheme was implemented in 2009 on Catcote Road between Elwick Road and Browning Avenue. It is proposed to implement the second phase of the scheme in 2010 between Browning Avenue and Brierton Lane.
- 2.2 In addition to the local safety scheme the Catcote Road / Oxford Road junction has been identified for improvement in 2010 through the Tees Valley bus network improvements major scheme bid.
- 2.3 Catcote Road is an important local distributor road subject to a 30 mph speed limit, it is a major bus route and a speed camera enforced site for most of its length. The road is generally straight with wide verges along its length and forward visibility is good. An average traffic flow of 17,000 vehicles per day and an 85th percentile speed of 33mph have been recorded on this stretch of road
- 2.4 During the 3 year period January 2006 to December 2008 there were 7 reported injury accidents consisting of 2 serious and 5 slight. Five of the accidents involved pedestrians.

3. PROPOSALS

- 3.1 As part of the Bus network improvement bid it is proposed to introduce traffic signals on the Oxford Road / Catcote Road junction (see **Appendix 1**). The traffic signals will incorporate some local widening to allow right and left turn lanes to be provided on Oxford Road and right and straight on lanes on the Catcote Road northbound carriageway. Pedestrian facilities will be provided on all three legs of

the junction. As a consequence the existing Pelican crossing south of Oxford Road will be removed.

- 3.2 The local safety scheme will consist of the extension of the parking bay outside Catcote Road shops this will allow a further 2 vehicles to park in this location. It is also proposed to introduce central hatching, in-filled with red surfacing between Browning Avenue and Brierton Lane, this is designed to narrow the appearance of the carriageway which helps reduce vehicular speeds.

4. FINANCIAL CONSIDERATIONS

- 4.1 The scheme is estimated to cost £553,000 and will be funded with contributions from the Local Safety scheme budget £53,000 and through the Tees Valley bus network improvements major scheme bid £500,000.

5. CONSULTATION

- 5.1 Residents, businesses and Ward Councillors have been consulted via letter containing a plan outlining the above proposals. 7 responses have been received; all but 1 response were in favour of the proposals. The resident who objected was concerned that the signals would increase traffic queues and the difficulty in turning right off their driveway. It is believed that the presence of the traffic signals will in fact make life easier for residents wishing to exit their driveways because the traffic signals will stop traffic and help create gaps.
- 5.2 Many of the residents expressed concerns about parking on Catcote Road between No's 33 to 49, it is reported that visitors to the shops regularly park on the grass verge in this location which causes problems with visibility for residents leaving driveways and entering the main carriageway. This is despite the presence of an existing single yellow line. It is proposed to carryout a full parking investigation in the area, and re-consult residents with any new proposals.
- 5.3 The Police and Emergency Services have been consulted with regards to these proposals and have no objections.

6. RECOMMENDATION

- 6.1 The Portfolio Holder approves the implementation of the scheme as detailed in section 3 of the report.

7. REASON FOR RECOMMENDATION

- 7.1 To reduce congestion and delays for public transport on the Catcote Road / Oxford Road junction with the introduction of traffic signals, and improve road safety with the introduction of pedestrian facilities, the provision of extra parking and central hatching in-filled with red surfacing..

8. CONTACT OFFICER

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APPENDIX 1



TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Neighbourhood Services)

Subject: MINOR WORKS PROPOSALS –
NEIGHBOURHOOD CONSULTATIVE FORUMS

SUMMARY

1. PURPOSE OF REPORT

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

2. SUMMARY OF CONTENTS

List of Minor Works proposals agreed at the October round of Neighbourhood Consultative Forums.

3. RELEVANCE TO PORTFOLIO MEMBER

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

4. TYPE OF DECISION

Non key decision.

5. DECISION MAKING ROUTE

- Neighbourhood Consultative Forums
- Recommendations of Neighbourhood Consultative Forums to Neighbourhoods and Transport Portfolio.

6. DECISION(S) REQUIRED

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

Report of: Assistant Director (Neighbourhood Services)

Subject: MINOR WORKS PROPOSALS – NEIGHBOURHOOD
CONSULTATIVE FORUMS

1. PURPOSE OF REPORT

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

2. BACKGROUND

- 2.1 The last cycle of Neighbourhood Consultative Forums in October recommended the following schemes for approval

3. PROPOSALS

3.1 North Neighbourhood Consultative Forum

3.1.1 Brus Ward – Ridlington Way – Parking Scheme

Residents and Ward Members have made requests for improved parking in Ridlington Way (opposite house numbers 2 to 20). There is a slightly raised grassed area opposite these houses that can be overridden by cars and large delivery vehicles causing damage to parked cars and the grass verge. The proposed scheme is to remove a 2 metre width strip of grassed area by 30 metre and replace with Tarmac in front of numbers two to twelve, and to do the same in front of house numbers twelve to twenty.

The total cost to deliver both parts of this scheme would be £16,800 or if decided one part of this scheme (£8,400) could be delivered this financial year and the next part possibly be delivered in the next financial year.

Part cost of this scheme is **£8,400**

Funding for the above scheme was recommended by the North Consultative Forum.

3.2 Central Neighbourhood Consultative Forum

3.2.1 Burn Valley Ward - Ellison Street – Shrub Bed Removal

Residents of Burn Valley Ward have requested the removal of a flowerbed on Ellison Street to provide additional parking and improve the aesthetics of the area.

Total cost of this scheme **£3,200**

3.2.2 Burn Valley Ward – Colwyn Road – Shrub Bed Removal

Residents of Burn Valley Ward have requested the removal of a flower bed on Ellison Street to provide additional parking and improve the aesthetics of the area.

Total cost of this scheme **£3,600**

3.2.3 Foggy Furze Ward – Westbrooke Grove – Resurfacing

Residents of Westbrooke Grove have requested that the road surface within the grove be resurfaced. This carriageway does not feature within the Highways 5 year program to fund this small scheme, however, the forum approved.

Total cost of this scheme **£3,877.80**

3.2.4 Grange Ward – Topcliffe Street - Electric Sub-station Improvements

Concern about overgrown weeds at the electrical sub-station compound area located at Topcliffe Street / Zetland Road has been raised on many occasions by local residents at Forum meetings who have requested a long term solution to this problem. The scheme will involve the laying of a membrane which will prevent the problem recurring, the constant need to contact NEDL to attend to the matter, and lengthy waiting times for action to be taken. The Forum approved funding, subject to NEDL agreeing to the work being carried out.

Total cost of this scheme **£435**

3.2.5 Burbank Ward – Staindrop Street – Alleyway Closure

Residents on the Burbank estate have requested the closure of this alleyway to address problems in the alley related to anti-social behaviour, drug dealing and drug use. The feasibility of the scheme in relation to underground utilities has been established and residents on both sides of the alley, one who has a bedroom overhanging the alleyway, welcome moves to implement the scheme.

Total cost of this scheme **£3,500**

3.2.6 Stranton Ward - Mill House Leisure Centre – Removal of Shrubbery

There are a number of planted areas at the front of the Mill House Leisure Centre containing shrubbery and trees and although they are

regularly de-littered and maintained, their design is problematic in terms of attracting anti-social behaviour and drug use, leading to a fear of crime among local residents and users of the centre. The proposed scheme will involve removal of all of the low growing shrubbery, the crown lifting of all of the trees, and the removal of the old wooden trip rail fencing. The area will be grassed over for future low maintenance, and will contain two small areas of bedding plants to add colour to the area. The resulting scheme will allow clear lines of sight in all directions allowing natural surveillance of the area and making it safer for local residents and users of the centre. The total cost of the scheme is £5,920.30. There is a contribution from HBC Sports and Recreation of £2960.15 towards the scheme and an additional sum of £1550.00 from the Community Cashback grant (to be confirmed). The Forum approved the contribution of the remaining £1,410.15 to enable the scheme to go ahead.

Total contribution to this scheme **£1,410.15**

3.2.7 Rift House Ward – Galsworthy Road – Removal of Grass Verge

The Rift House Estate is one of many estates in Hartlepool that were never designed to accommodate the level of car ownership that exists today and the lack of adequate parking often causes damage to grass verges. The area in question is adjacent to a care home and following a request from residents this scheme will involve the removal of the grassed verge and its replacement with tarmac hardstanding material.

Total cost of this scheme **£1,450**

3.2.8 Rift House Ward – Masefield Road – Removal of Grass Verge

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac hard standing material. The area in question is between 43 – 59 Masefield Road.

Total cost of scheme **£5,000**

3.2.9 Rift House Ward – Macauley Road – Removal of Grass Verge

Removal of Grassed Verge Macaulay Road the following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac hard standing. The area in question is between 129 – 137 Macaulay Road. Contribution of £1,250 from Housing Hartlepool.

Total cost of Scheme **1,250**

3.2.10 Rift House Ward – Shelley Grove – Removal of Grass Verge

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac to provide a much needed parking facility. The total cost of the scheme is £10,500. There is a contribution from Local Transport Plan monies of £7,000.

Total cost of scheme **3,500**

3.2.11 Rift House Ward – Macauley Road – Removal of Grass Verge

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac the area in question is between 169 – 179 Macaulay Road.

Total cost of scheme **£2,500**

3.2.12 Rift House Ward – Arnold Grove / Walpole Road – Bollards

The request is for 6 bollards to be installed to prevent vehicles cutting through the grassed area. The total cost of this scheme is £1,200. Housing Hartlepool has agreed to contribute £600 towards this scheme.

Total cost of scheme **£600**

3.2.13 Park Ward – Keilder Road – Removal of Grass Verge

The following request is from a resident in the area who wishes for the grassed verge to be removed and replaced with tarmac due to the carriageway width being so narrow.

Total cost of scheme **£1,000**

3.2.14 Park Ward – Springston Road – Landscaping

A request has been made to the forum to landscape a grassed area to the side of number 20 Springston Road. The scheme will entail the creation of a shrub bed in centre of grass area 12m x 4m and plant with shrubs such as, in addition supply and plant 3 trees with protective cages. This planting scheme would mirror the scheme already in place further up the road on Springston Close. The trees would replace those that were originally planted in this area, the protective cages hopefully protecting against vandalism, the trees would also make it even more difficult to play ball games

Total cost of scheme **£2,030**

3.2.15 Hart Ward – Hart Chare Wall – Make Safe

The boundary wall at The Chare leading to the Saxon Church at Hart is unstable and in danger of collapse. This project will remove the top

1000mm of the existing wall (over 16.5lm) to make the wall safe and to avoid collapse on the Public Right of Way.

Total cost of scheme **£1,210**

The Central Neighbourhood Consultative Forum recommend the funding for the above schemes.

3.3 **South Neighbourhood Consultative Forum**

3.3.1 **Greatham Ward - Saltaire Terrace - Verge Reinstatement/Extension of parking area**

In order to alleviate parking congestion, and improve the aesthetics of the area, it is proposed to resurface the existing tarmac and extend the parking area into the adjacent grass verge in order to fully utilise the area in front of Nos 25 – 28 Saltaire Terrace.

Total cost of this scheme **£6,200**

3.3.2. **Fens Ward – Thetford Road – Horticulture Scheme**

Due to the recent removal of a tree in Thetford Grove, which was in danger of falling over, disrupting highway assets and was also far too big for the street it is proposed to replace the tree with a *Betula utilis* 'Jacquemontii' 14/16cm girth as recommended by the HBC Arboricultural Officer.

Total cost of this scheme **£153**

3.3.3 **Fens Ward – Lincoln Road – Horticulture Scheme**

Again due to the recent removal of a tree in Lincoln Road, it is proposed to replace the tree with a *Betula utilis* 'Jacquemontii' 14/16cm girth as recommended by the HBC Arboricultural Officer.

Total cost of this scheme **£153**

3.3.4 **Fens Ward – Newark Road – Horticulture Scheme**

In order to discourage youths from playing football too close to houses and causing damage to gardens it is proposed to create a mound approx 13m x 6m which a maximum central height of 40cm in front of 68 and 70 Newark Road.

Total cost of this scheme **£350**

3.3.5 Rossmere Ward – Pickering Grove – Lighting Scheme

In order to improve the lighting in Pickering Grove it is proposed to install a new column and replace 3 new lanterns.

Total cost of this scheme **£1,600**

The South Neighbourhood Consultative Forum approved the funding of these schemes.

4 RECOMMENDATIONS

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

5. BACKGROUND PAPERS

- 5.1 Neighbourhood Consultative Forum Reports:

North – 14th October 2009
Central – 15th October 2009
South – 16th October 2009

6. CONTACT OFFICER

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TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Transportation and Engineering)

Subject: PROPOSED OFF STREET PARKING AREA –
REAR OF 158 -160 YORK ROAD

SUMMARY

1. PURPOSE OF REPORT

To consider including an area of land to the rear of 158 -160 York Road under an off street parking order.

2. SUMMARY OF CONTENTS

The report outlines the background and benefits of formalising parking on this site.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

That formal parking restrictions be introduced to this area of land under an Off Street Parking Order.

Report of: Assistant Director (Transportation and Engineering)

Subject: PROPOSED OFF STREET PARKING AREA –
REAR OF 158 -160 YORK ROAD

1. PURPOSE OF REPORT

- 1.1 To consider introducing formal parking controls to an area of unregulated land directly behind 158 -160 York Road.

2. BACKGROUND

- 2.1 **Appendix 1** shows an area of unregulated land behind 158 -160 York Road. The land is under the ownership of Hartlepool Borough Council and is designated adopted highway. Although the area currently has no formal parking controls in operation it does serve as an access route into the private car park behind The Arches.
- 2.2 The layout of both car parks changed some years ago when the York Flat lets were demolished and relocated onto land that was previously HBC car parking land. The HBC parking bays were relocated as part of the development to the rear of Gainford Street.
- 2.3 Although a combination of permit and pay and display parking spaces are now in place and managed / enforced by the parking services, this particular area is exempt of either the car park restrictions or the on street prohibitive parking controls.
- 2.4 Traders from The Arches are concerned that the lack of parking controls allow some motorists to park free of charge and the unmanaged parking area is making access into The Arches car park difficult. There have been some examples where the inconsiderate manner in which some vehicles have been parked has obstructed access and in some cases caused damage to vehicles.
- 2.5 In this respect and as land owners HBC have an obligation to ensure access is available and the introduction of parking controls and the management of traffic is therefore now required.

3. PROPOSALS

- 3.1 Although the area is required to serve as an access into the private car park area, the site is large enough to accommodate some formal parking provision. It is proposed therefore to create a number of marked parking bays which would be restricted to permit holders only. This will allow a degree of access control but enable the remainder of the site to be managed removing the possibility of inconsiderate parking and obstruction.
- 3.2 The permit spaces would be offered on an annual contract rate (currently £310 pa) to the businesses/ commuters or members of the public from existing waiting lists, but those business directly affected by the new parking controls should be given first option.
- 3.3 It is envisaged that 5 parking bays could be accommodated within the proposed layout.

4. FINANCIAL CONSIDERATIONS

- 4.1 The land would need to be controlled under an Off Street Parking Order and signed and marked in accordance with the appropriate legislation. There is a cost associated with this work which would be met by the parking services operational budget.
- 4.2 The permit parking bays would be offered at the current HBC permit charge on an annual basis. The revenue would offset the initial establishment costs.

5. LEGAL CONSIDERATIONS

- 5.1 The land would require the creation of a new off street parking Order and would be enforced under the jurisdiction of the Traffic Management Act 2004. The Order would be required to be advertised as part of the formal legal process.

6. CONSULTATION

- 6.1 Representatives of the traders of The Arches approached officers to discuss the problem and possible options. They have indicated they would support the proposal to introduce some parking bays but wish to ensure adequate access to the private car park site is also included.

7. RECOMMENDATION

- 7.1 That a permit controlled parking scheme be introduced to the rear 158-160 York Road as part of the off street parking order, and that permit spaces be allocated at the cost of the current annual charge.

8. REASON FOR RECOMMENDATION

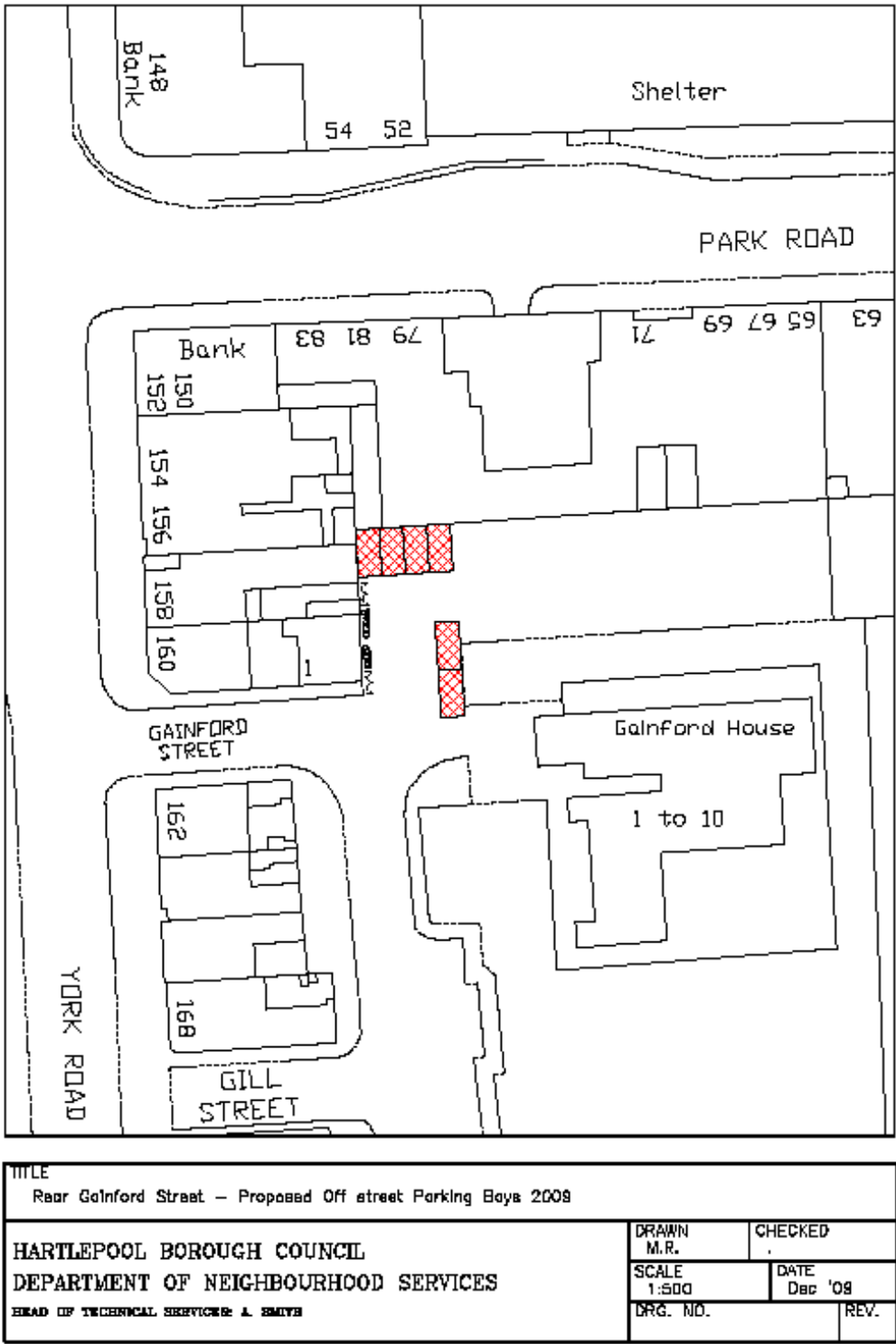
- 8.1 To remove the risk of inconsiderate parking by some motorists at this site and assist retailers of The Arches by improving the access into The Arches Car Park.

9. CONTACT OFFICER

Philip Hepburn, Parking Services Manager
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Hartlepool Borough Council

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APPENDIX 1



TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Transportation and Engineering)

Subject: PROPOSED RELOCATION OF LOADING BAY
MILTON ROAD TO TANKERVILLE STREET

SUMMARY

1. PURPOSE OF REPORT

To consider moving an existing loading bay from Milton Road to Tankerville Street and to consider including additional no loading restrictions on the junction of Milton Road / Tankerville Street.

2. SUMMARY OF CONTENTS

The report outlines the background and benefits of relocating the loading bay restriction whilst considering further road safety improvement measures by preventing parking at the road junction.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

That formal approval is granted to relocate the existing loading bay and that additional parking restrictions are introduced to protect the Milton Road / Tankerville Street junction.

Report of: Assistant Director (Transportation and Engineering)

Subject: PROPOSED RELOCATION OF LOADING BAY
MILTON ROAD TO TANKERVILLE STREET

1. PURPOSE OF REPORT

- 1.1 To consider moving an existing loading bay from Milton Road to Tankerville Street and to consider including additional no loading restrictions on the junction of Milton Road / Tankerville Street.

2. BACKGROUND

- 2.1 A loading bay was introduced on Milton Road under an experimental order in 2007. The bay had been specifically located to assist with road safety concerns and provide a safe dropping off point for visitors to the Grange Road Methodist Centre, specifically children arriving by bus or taxi.
- 2.2 Although the loading bay was intended to serve The Grange Road Centre, it was located on Milton Road as it was felt that this would have the least impact on residents. Plans were put in place to locate the loading bay to the rear of Grange Road Centre in Milton Road. The location was chosen as no housing was directly affected by the restrictions and the location was ideal for access particularly for the long wheel base vehicles with close proximity to the facilities. There were some concerns expressed by a few residents in reaction to the new restrictions who complained that the bay had reduced parking availability within Milton Road. The matter was even referred to the ombudsman through the formal complaints procedure.
- 2.3 The restriction was established under a temporary Traffic Regulation Order. Although the Ombudsman upheld the Council's decision, he did recommend that the current location should be re-examined as part of the review procedure and the concerns of the residents taken into account. As a result the alternative siting for the loading bay should be considered.
- 2.4 The success of the Grange Road Centre has contributed to the increased vehicular activity in the area and this has created a need to manage traffic in the area. A residential permit controlled scheme is already in place to ensure a degree of available residential parking space exists, however the combination of commercial and religious facilities in the immediate vicinity requires that a 1 hour limited

waiting (no return within 2 hours) restriction is also in place to ensure visitor parking can be managed within this predominantly residential area.

- 2.5 Consultation has taken place with both The Grange Road Centre and the local residents group regarding proposals to relocate the loading bay as per the layout as shown in **Appendix 1** of this report. In addition the Lynnfield Area Resident Group has asked if the parking scheme could include restrictive parking controls around the junction of Tankerville Street/ Milton Road.
- 2.6 At peak times, the lack of available parking spaces can lead to inconsiderate and dangerous parking around the Milton Road / Tankerville Street Junction. There are reports that vehicles are obstructing the access and larger minibuses are having difficulties alighting passengers safely into the Centre. Registered disabled badge holders are legitimately parking on double yellow line restrictions, but this is adding to the access difficulties.

3. PROPOSALS

- 3.1 In order to address the road safety concerns and improve vehicle access a no loading restriction is proposed on the Milton Road / Tankerville Street Junction. This will prevent any parking and ensure the junction remains clear allowing good visibility for motorists approaching the junction.
- 3.2 It is proposed to relocate the temporary loading bay from its current location on Milton Road to the front of The Grange Road Centre on Tankerville Street. This was the preferred location of many of the objectors and during initial consultation is supported by both the Grange Road Centre and the Local Residents Group.
- 3.3 The proposed new traffic management arrangements are shown in **Appendix 1** of this report. .

4. FINANCIAL CONSIDERATIONS

- 4.1 The land would need to be controlled under an On Street Parking Order and signed and marked in accordance with the appropriate legislation. There is a cost associated with this work which would be met by the parking services operational budget.

5. LEGAL CONSIDERATIONS

- 5.1 The parking restriction would be enforced under the jurisdiction of the Traffic Management Act 2004. A Traffic Regulation Order would be required to be advertised as part of the formal legal process.

6. CONSULTATION

- 6.1 Discussions have taken place with The Grange Road Centre and the local residents association. Local Ward Councillors present at the residents meeting also supported the proposal. No properties would be directly affected by the relocation of the loading bay, although the views of residents, local businesses and other groups that have expressed previous concern will be sought during the formal advertising period.

7. RECOMMENDATION

- 7.1 That the Portfolio Holder approve the relocation of the designated loading bay from Milton Road into Tankerville Street and that a prohibition of loading restriction be added to the Milton Road/Tankerville Junction as shown on **Appendix 1** of this report.

8. REASON FOR RECOMMENDATION

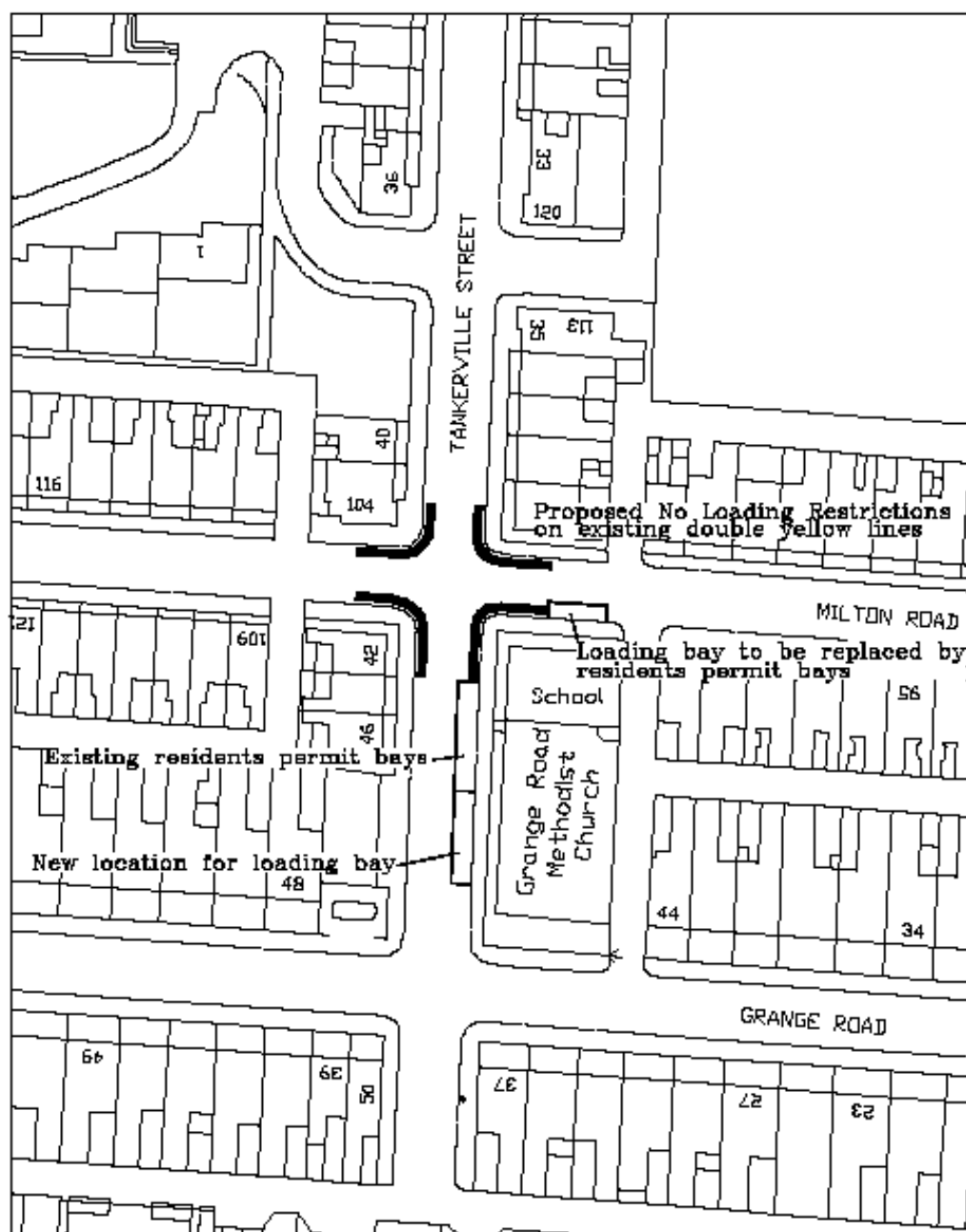
- 8.1 To remove the road safety concerns and provide improved access and dedicated short stay parking at a more appropriate location for the Grange Road Centre.

9. CONTACT OFFICER

Philip Hepburn, Parking Services Manager
Regeneration and Neighbourhoods Department
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APPENDIX 1



TITLE Tankerville Street – Proposed new location of loading bay 2009			
HARTLEPOOL BOROUGH COUNCIL DEPARTMENT OF NEIGHBOURHOOD SERVICES HEAD OF TECHNICAL SERVICES: A. SMITH		DRAWN M.R.	CHECKED .
		SCALE N.T.S.	DATE Dec '09
		DRG. NO.	REV.

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Transportation and Engineering)

Subject: RABY ROAD – LOCAL SAFETY SCHEME

SUMMARY

1. PURPOSE OF REPORT

To seek approval to introduce anti skid surfacing and carriageway hatching with red surfacing on the section of Raby Road between Chatham Road and Hart Lane.

2. SUMMARY OF CONTENTS

The report details the background to the scheme, the consultation undertaken and the proposals put forward.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

The Portfolio Holder approves the implementation of the scheme outlined in section 3 of the report.

Report of: Assistant Director (Transportation and Engineering)

Subject: RABY ROAD – LOCAL SAFETY SCHEME

1. PURPOSE OF REPORT

- 1.1 To seek approval to introduce anti skid surfacing and carriageway hatching with red surfacing on the section of Raby Road between Chatham Road and Hart Lane.

2. BACKGROUND

- 2.1 The section of Raby Road between Chatham Road and Hart Lane was identified on the 2009/10 accident investigation list has a priority for Local Safety Scheme funding.
- 2.2 Raby Road is an important local distributor road subject to a 30 mph speed limit, it is a major bus route and a speed camera enforced site for most of its length. The road is generally straight and forward visibility is good. An average traffic flow of 11,500 vehicles per day and an 85th percentile speed of 31mph have been recorded on this stretch of road.
- 2.3 During the 3 year period January 2006 to December 2008 there were 13 reported injury accidents consisting of 3 serious and 10 slight. Three of the accidents involved pedestrians, 2 involved emergency service vehicles and the remainder had a variety of contributory factors.

3. PROPOSALS

- 3.1 It is proposed to introduce anti-skid surfacing on all approaches to the Hart Lane / Chester Road traffic Signals and introduce central hatching, in-filled with red surfacing on the carriageway between Parton Street and Brougham terrace and Grainger Street and Middleton Road. This is designed to narrow the appearance of the carriageway which helps reduce vehicular speeds.

4. FINANCIAL CONSIDERATIONS

- 4.1 It is estimated that the scheme will cost £40,000 and will be funded through the Local Transport Plan.

5. CONSULTATION

- 5.1 Residents, businesses and Ward Councillors have been consulted via letters containing a plan outlining the above proposals. No negative comments have been received.
- 5.2 The Police and Emergency Services have been consulted with regards to these proposals and have no objections.

6. RECOMMENDATION

- 6.1 The Portfolio Holder approves the implementation of the scheme as detailed in section 3 of the report.

7. REASON FOR RECOMMENDATION

- 7.1 To improve road safety on Raby Road by the provision of anti-skid surfacing and central hatching, in-filled with red surfacing.

8. CONTACT OFFICER

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APPENDIX 1



TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Transportation and Engineering)

Subject: OXFORD STREET TRAFFIC CALMING PETITION

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To consider a petition from residents of the Oxford Street area, requesting traffic calming measures.

2. SUMMARY OF CONTENTS

- 2.1 The report details the action requested, the investigations into the request and the recommended course of action.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

That the petition is noted, and no further action be taken at this time.

Report of: Assistant Director (Transportation and Engineering)

Subject: OXFORD STREET TRAFFIC CALMING PETITION

1. PURPOSE OF REPORT

- 1.1 To consider a petition from residents of the Oxford Street area, requesting traffic calming measures.

2. BACKGROUND

- 2.1 A petition has been received from residents of Oxford Street and the surrounding area (petition to be made available at the meeting) raising concerns over the speed of traffic on the road, and requesting the introduction of traffic calming measures.
- 2.2 As part of the investigation into the request, a speed survey has been carried out which recorded 85th percentile speeds of 27mph. The 85th percentile is the speed at which 85% of traffic is travelling at or below, and is the method generally used when assessing traffic calming requests.
- 2.3 The accident statistics for the road have also been investigated, which highlighted there has been one serious accident recorded on Oxford Street in the last 3 years.

3. FINANCIAL CONSIDERATIONS

- 3.1 Potential safety schemes are prioritised primarily on the basis of the number of accidents, and also the level of speeding recorded (see **Appendix 1**).
- 3.2 Schemes are then implemented from the top of the list, as far as the available funding will allow.

4. RECOMMENDATION

- 4.1 That in view of the accident record and speed survey data, Oxford Street to be inserted into the safety scheme table at position 18.

5. REASON FOR RECOMMENDATION

- 5.1 To ensure that potential safety schemes are assessed in a fair and equal way, in order to bring about the biggest improvement in casualty reduction.

6. CONTACT OFFICER

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APPENDIX 1

Priority	Location	Number Of Accidents x			Recorded Speeds *	Special Circumstances/Comments
		Slight	Serious	Fatal		
1	Raby Road (Hart Lane - Chatham Road)	16	5	-		
2	A179 (A19 - Hart Village r/a)	9	2	-		
3	A689 (Brenda Road - Bum Road)	4	2	1		
4	Victoria Road (York Road - A689)	7	2	-	N/A	High Pedestrian usage
5	Station Lane/Seaton Lane (The Front - Brenda Rd)	4	3	-		
6	A689 (Truro Drive - Sappers Corner)	3	3	-		
7	Hart Lane (Dunston Rd - Merlin Way)	8	-	-		
8	Owton Manor Lane-Wynyard Rd (Kilmamock Rd-Kilmamock Rd)	6	-	-	33mph	
9	Grange Rd (Wooler Rd-York Rd)	3	1	-		
10	Hart Road (Hart Village - West View Road)	5	-	-		
11	Front Street, Greatham	2	1	-	32.4mph	
12	Winterbottom Ave / Miers Ave	4	-	-	35.4mph	
13	The Front, Seaton Carew (Elizabeth Way - Warrior Drive)	3	-	-		
14	Easington Rd (West View Rd - King Oswy Drive)	-	1	-	49mph (40mph limit)	
15	Westbrooke Avenue	2	-	-	37.7mph	
16	Chester Road (Jesmond Rd - Thornhill Gdns)	2	-	-	37mph	
17	Clifton Avenue	2	-	-	35.8mph	
18	Oxford Street	-	1	-	27mph	
19	Elwick Village	1	-	-	37mph	
20	Marlowe Road	1	-	-	35.6mph	

x Accidents over the previous 3 years.

* Figures are 85th percentile speeds – The speed at which 85% of traffic is travelling at or below.

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director of Neighbourhood Services

SUBJECT: INCREASING REUSE OF BULKY WASTE IN
HARTLEPOOL

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the findings of the Waste Resources Action Programme (WRAP) into increasing reuse of bulky waste in Hartlepool.

2. SUMMARY OF CONTENTS

This report provides a description of the current bulky household waste and household waste recycling centre services. The report describes opportunities for the council to consider regarding the future provision of these services and explains how these services are provided from other authorities.

3. RELEVANCE TO PORTFOLIO MEMBER

Waste Management services are included within the responsibility of the Transport and Neighbourhoods Portfolio Holder.

4. TYPE OF DECISION

Non key

5. DECISION MAKING ROUTE

Transport and Neighbourhoods Portfolio

6. DECISION(S) REQUIRED

- The views of the portfolio holder are sought regarding the recommendations included within the WRAP report.
- The report to be considered as part of the SDO review on waste management

Report of: Assistant Director of Neighbourhood Services

Subject: INCREASING REUSE OF BULKY WASTE IN
HARTLEPOOL

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the findings of the Waste Resources Action Programme (WRAP) into increasing reuse of bulky waste in Hartlepool.

2. BACKGROUND

- 2.1 The Joint Waste Management Strategy (June 2008) operates on 6 principles

- To reduce waste generation
- To be achievable and affordable
- To work towards Zero landfill
- To minimise the impact on climate change
- To have an accountable and deliverable structure, and
- To contribute towards economic regeneration

- 2.2 The strategy clearly lays out the support for the Community and Voluntary Sector (CVS) in the delivery of waste services specifically reuse and recycling and demonstrates a commitment to explore the opportunities of working with the voluntary sector to reuse and recycle unwanted furniture and white goods, and to provide these goods to low income families, as well as identifying ways for the Tees Valley Authorities to increase their reuse, recycling and waste minimisation activities via such partnerships.

- 2.3 This was further endorsed by the Scrutiny Co-ordinating Committee in its investigation into the kerbside recycling service, with the following actions recommended:

- (i) The creation of a reuse facility for the items collected by the Bulky Household Waste Collection Service and the Household Waste Recycling Centre, in Burn Road;
- (ii) The development of an environmental sustainability facility encompassing the provision of the sale of green items such as compost bins and electrical items be supported, along with the identification of the necessary resources to achieve it; and

- (iii) Preparation of an outline business case examining service delivery options for the collection of the Authority's Bulky Household Waste Collection Services;

2.4 This piece of research was commissioned in response to the Recycling scrutiny investigation action plan primarily to explore how the Authority could reuse and recycle bulky household items and explore the opportunities available to the Local Authority regarding partnership work with the voluntary sector.

3. REVIEW METHODOLOGY AND FINDINGS

3.1 An application was submitted to the Waste Action Resources Programme (WRAP) programme to examine the options for reusing material from their bulky waste collection services. The main motivations for this research being:

- To improve the Council's recycling rate to 40% by 2009/10 and 45% by 2014/15.
- To engage with and support the local Voluntary Sector
- To explore the options for selling reusable items and 'green' products at its Household Waste Recycling Centre (HWRC) at Burn Road

3.2 WRAP were asked to provide assistance in the following areas:

- (i) Review the Council's bulky waste collection service, in particular:
- (ii) Offer suggestions for improvement of the service with regard to:
 - options for minimising the amount of bulky waste produced
 - potential re-use diversion to voluntary sector re-users
 - other potential benefits from working with the voluntary sector including links to Council performance indicators other than waste indicators
 - quality of service
 - value for money
 - risk
 - workforce issues
 - procurement options
- (iii) Review the feasibility of a HWRC / transfer station reuse shop.
- (iv) Review the current situation in Hartlepool area in relation to voluntary reuse organisations operating in the area, their willingness and capacity to engage in the opportunities identified.

3.3 A detailed report incorporating the review methodology findings and recommendations are presented in **Appendix 1** to this report. The main points are highlighted below in Sections 4 and 5.

4. BULKY HOUSEHOLD WASTE

- 4.1 The Council provides a generous bulky waste service compared to many Local Authorities in the UK. We currently provide a free of charge service to all residents operating 8.00 am – 4.00 pm, five days per week, enabling eight items to be collected per collection. Residents can also book two collections if they have more than eight items, however this could be perceived as house clearances and the council should be careful to avoid this as this.
- 4.2 The introduction of a reuse scheme of bulky household items could enable the Council to:
- Divert anywhere between 89 – 120 tonnes up the waste hierarchy into re-use per year.
 - Increase the Authority's recycling rate by 1.44% contributing towards the national indicator (NI) 192 - % of household waste sent for reuse, recycling and composting.
 - Reduce levels of CO₂ – every tonne of furniture reused saves 2.7 tonnes of CO₂; every tonne of white goods saves 7.4 tonnes of CO₂. Contributing towards the national indicator (NI) 186 – Per capita reduction in CO₂ emissions in the LA area.
 - Reduce amounts of biodegradable waste disposed – 50% of furniture is classified as biodegradable for Landfill Allowance Trading Scheme (LATS) purposes.
- 4.3 A reuse initiative would contribute towards other targeted priorities for Hartlepool and the Tees Valley Joint Waste Partnership. LAA outcome: create more employment opportunities for local people.

NI 141	% of vulnerable people achieving independent living
NI 142	% of vulnerable people who are supported to maintain independent living
NI 116	Proportion of children living in poverty
NI 006	Participation in regular volunteering

- 4.4 The report identifies efficiencies can be achieved and suggests changes to current service standards, existing arrangements regarding assisted collections and staffing and vehicle levels and charging.
- 4.6 The report recognises the link between the Bulky Household Collection Service and Household Waste Recycling Centre and the Authorities Waste Transfer Station on Burn Road and identifies opportunities for the re-use of bric-a-brac and bulky household items and the potential for the voluntary sector to be involved in a re-use facility.

5. HOUSEHOLD WASTE RECYCLING CENTRE

- 5.1 The HWRC is currently in the process of expanding in size to enable and encourage more materials to be recycled. The redevelopment of the site will reduce congestion on Burn Road at weekends and at busy periods. The site is open 8.00 am – 7.30 pm in the summer; there is however little use after 6.00 pm and the council may wish to review these times which may reduce costs.
- 5.2 Due to the constraints on the site not all textiles and recyclable materials that can be recycled are. The redevelopment will include a higher percentage of recyclable containers compared to residual waste containers and the council and its contractor may wish to consider should incentivising staff to assist in increasing the sites recycle performance.
- 5.3 There is potential for a bric-a-brac reuse centre to be opened working with the Bulky Household Waste Reuse facility. This will require its one business case and procurement rules will apply. This will reduce the level of waste entering the waste stream and provide the council with an opportunity to work with the voluntary sector in the provision of the service and work with local charities.

6. BUSINESS TRANSFORMATION IMPLICATIONS

- 6.1 The Waste Management Service has been identified in the 2009/10 Business Transformation Service Delivery Option Review programme and has an efficiency target of £240,000. Bulky household waste and the Household Waste Recycling Centre at Burn Road are included within the scope of the SDO review, as such it makes sense for the WRAP evaluation report to be considered as part of the review rather than be dealt with separately.

7. RISK IMPLICATIONS

- 7.1 The National Waste Strategy provides greater focus on National Targets, which are as follows: Recycling, Reuse, and composting of household waste:
- At least 40% by 2010;
 - 45% by 2015;
 - 50% by 2020.
- 7.2 It is anticipated these targets may increase substantially in the near future. Failure to meet these statutory targets will result in government intervention and severe financial penalties for the Council.
- 7.3 The targets set by the 1999 Landfill Directive are to reduce the amount of BMW going to landfill:

- By **2010** to **75%** of that produced in 1995
- By **2013** to **50%** of that produced in 1995
- By **2020** to **35%** of that produced in 1995

Hartlepool Borough Council's biodegradable municipal waste allowance for landfill was 15,621 tonne (2008/09) failure to meet these targets would lead to further financial penalties. Landfill tax is increasing by a minimum of £8.00 per year over the coming years, until at least 2010/11(National Waste Strategy 2007). If the Council utilises all of the municipal waste allowance for landfill, this will affect the amount of income generated through the sale of the allowance through the landfill allowance trading scheme (LATS).

8. FINANCIAL CONSIDERATIONS

- 8.1 Failure to meet statutory recycling targets will lead to financial repercussions; the exact amount is unknown at this stage.
- 8.2 The introduction of charges for bulky household waste collection may assist with the Waste Management savings identified under Business Transformation Service Delivery Options.

9. LEGAL STAFF CONSIDERATIONS

- 9.1 If the Council chose to pursue an alternative service delivery option for the collection of bulky household waste TUPE may apply and as such it is unlikely this option would be considered a worthwhile option for the voluntary sector.
- 9.2 There would be contractual arrangements required for the running of the reuse facility and procurement rules would apply.
- 9.3 The management of the household waste recycling centre contract would have to be reviewed if a reuse and bric-a-brac service was provided from the waste transfer station to ensure the smooth running of both sites.

10. ASSET MANAGEMENT CONSIDERATIONS

- 10.1 The Household Waste Recycling Centre and Waste Transfer Station are owned by the Council. Clarification would be required regarding the introduction of a Reuse Centre with the voluntary sector with respect to the building and contents, i.e. when does waste become a resource and who would be legally responsible for the items and when.

11. RECOMMENDATIONS

- 11.1 The views of the portfolio holder are sought regarding the recommendations included within the WRAP report.
- 11.2 The report to be considered as part of the SDO review on waste management

12. BACKGROUND PAPERS

- 12.1 Overview and Scrutiny Enquiry Action Plan – Kerbside Recycling Scheme Referral
- 12.2 Waste Resources Action Programme – Increasing Reuse of Bulky Waste in Hartlepool. September 2009

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Increasing Reuse of Bulky Waste in Hartlepool



WRAP helps individuals, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change.

Document reference: [e.g. WRAP, 2006, Report Name (WRAP Project TYR009-19. Report prepared by.....Banbury, WRAP]

Written by: Helen Middleton, Development Officer, Furniture Re-Use Network. Checked by Caroline Lee-Smith, Partnership Director, Furniture Re-use Network.



Front cover photography: Hartlepool's Bulky Waste Collection service

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Executive summary

Hartlepool Borough Council (HBC) submitted an application to the WRAP ROTATE programme to examine the options for reusing material from their bulky waste collection services. The main motivations for this work are to improve the Council's recycling rate from 37.7% to 40% by 2009/10; to engage with and support the local Voluntary Sector; to explore the options for selling reusable items and 'green' products at its Household Waste Recycling Centre (HWRC) at Burn Road.

Support for the Community and Voluntary Sector (CVS) is clearly laid out in the Tees Valley Joint Waste Management Strategy, published in January 2008.

The strategy demonstrates a commitment to explore the opportunities of working with the voluntary sector to reuse and recycle unwanted furniture and white goods, and to provide these goods to low-income families, as well as identifying ways for the Tees Valley Authorities to increase their reuse, recycling and waste minimisation activities via such partnerships.

The main recommendations of the report as follows:

- **Outsource the re-use element to a local social enterprise, leading to an increase in the recycling and re-use rate of 0.25%, and which could commence as early as April 2010.**
- **Set up a reuse (disposal) credits system for bulky tonnages reused by the voluntary sector and outside of the bulky waste collection service, to add another 0.62% to the recycling rate.**
- **Consider introducing householder charges on the bulky waste collection service to recoup costs and encourage waste minimisation.**
- **Introduce a re-use shop on the Household Waste and Recycling Centre (HWRC) site managed by a charity to maximise re-usable household waste, diverting 79.3 tonnes per year, and to raise awareness amongst the public about waste minimisation activities.**

Waste Benefits

Increase diversion by working up the waste hierarchy by **89 – 120 tonnes** into re-use per year, based purely upon Bulky Waste Collection activity.

Increase Hartlepool's recycling rate from **37.7%** to **39.14%** and contribute towards the national indicator (NI) 192 - % of household waste sent for reuse, recycling and composting.

Reduce levels of CO₂ – every tonne of furniture reused saves 2.7 tonnes of CO₂¹; every tonne of white goods saves 7.4 tonnes of CO₂. Outsourcing the reuse element of the bulky collection service could save up to **588 CO₂** tonnes per year and contribute towards the national indicator (NI) 186 – Per capita reduction in CO₂ emissions in the LA area.

Contribute towards other targeted priorities for Hartlepool and the Tees Valley Joint Waste Partnership:

NI 141 – % of vulnerable people achieving independent living

NI 142 – % of vulnerable people who are supported to maintain independent living

NI 116 – Proportion of children living in poverty

NI 006 – Participation in regular volunteering

¹ WRAP/REalliance figures 2008

Reduce amounts of biodegradable waste going for disposal – 50% of furniture is classified as biodegradable for LATS purposes.

Improved quality of service:

Collecting reusable items from inside properties gives customers an improved quality of service.

Social Benefits

- Increase provision of affordable items for people on low incomes in Hartlepool, to help local residents achieve a better standard of living, leaving them with more money for other essentials.
- Provide volunteering and training opportunities for socially excluded people to combat their sense of disconnection and isolation.
- Support a local charity with a sustainable funding stream to run the service.
- Raise the profile of local reuse charities and the charity sector generally with residents.

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Abbreviations

HBC – Hartlepool Borough Council

BWC – Bulky Waste Collection

CVS – Community Voluntary Sector

NI – National Indicator

PCS – Producer Compliance Scheme

FRN – Furniture Re-Use Network

HWRC – Household Waste Recycling Centre

WDA – Waste Disposal Authority

WCA – Waste Collection Authority

IMD – Index of Multiple Deprivation

EfW – Energy from Waste

WEEE – Waste Electrical Electronic Equipment

AATF – Authorised Approved Treatment Facility

TUPE – Transfer of Undertakings Protection of Employment

PQQ – Pre-Qualification Questionnaire

LATS – Local Authority Trading Scheme

SLA – Service Level Agreement

1.0 Introduction

Hartlepool Borough Council (HBC) submitted an application to the WRAP ROTATE programme to look at options for diverting more from their bulky waste collection services, by engaging with the local Voluntary Sector, and exploring the options for selling reusable items and 'green' products at its HWRC site at Burn Road.

1.1 Project Background

The Council's main motivations for this work are to improve their recycling rate from 37.7% to 40% by 2010 by increasing reuse activity and to increase community voluntary sector engagement. Support for the Community and Voluntary Sector (CVS) is clearly laid out in the Tees Valley Joint Waste Management Strategy, published in January 2008.

1.2 WRAP ROTATE

WRAP ROTATE was asked to provide assistance in the following areas:

- 1.2.1 Review the council's bulky waste collection service, in particular:
 - i) the current system from call centre through to recycling/disposal points
 - ii) composition, tonnages and any current diversion.
- 1.2.2 Offer suggestions for improvement of the service with regard to:
 - i) options for minimising the amount of bulky waste produced
 - ii) potential re-use diversion to voluntary sector re-users
 - iii) other potential benefits from working with the voluntary sector including links to Council performance indicators other than waste indicators
 - iv) quality of service
 - v) value for money
 - vi) risk
 - vii) workforce issues
 - viii) procurement options.
- 1.2.3 Review the feasibility of a HWRC/transfer station reuse shop, in particular:
 - i) the potential reuse tonnages
 - ii) the potential for voluntary sector management of the outlet
 - iii) the scope for inclusion of a 'green' shop
 - iv) options for tendering the service.
- 1.2.4. Review the current situation in the Hartlepool area in relation to voluntary reuse organisations operating in the area, their willingness and capacity to engage in the opportunities identified.

1.3 Methodology

The following methodology was followed:

- Review of the current bulky waste collection service and options for diversion, which included primary research of the collection crews and a review of the Call Centre process and system; and desktop research to obtain information from the council to include details on tonnages, method of operation, management etc. Compare to national good practice levels as set out in Defra toolkits and FRN's Bulky Basics.
- Review of the voluntary reuse sector suppliers in the immediate and adjacent authority areas – to include desktop research (scoping organisations through umbrella groups' records such as FRN,

local CVS and the internet), make direct contact with local organisations and meet (with one or more organisations) to scope capacity and interest.

- Review HWRC bulky waste activity through on-site primary research and desktop analysis of information – to include the scoping of suitable third sector (CVS) organisations for managing a re-use and green shop; make direct contact and meet with each organisation in order to scope capacity and interest.
- Examine procurement options and provide a preferred option through desktop research of best practice procurement.
- Provide a report outlining the costs, benefits and potential added value benefits of the options – desk-based analysis of all information, drawing on latest best practice, liaison with potential suppliers and the Council.

2.0 Key Factors for Hartlepool Borough Council

2.1 Policy Drivers

2.1.1 Voluntary Sector Involvement in Waste Minimisation

HBC, in conjunction with the Tees Valley Joint Waste Management Strategy (Implementation Plan, January 2008), indicated its intention to support the Community and Voluntary Sector (CVS) in waste minimisation issues:

- “We will explore opportunities to work with the voluntary and community sector to reuse and recycle unwanted furniture providing these goods to low-income families.
- We will work with the Community and Voluntary Sector (CVS) to identify ways in which to reuse more items from this service, in particular furniture and electrical goods.
- We will identify the feasibility of providing a shed facility at our current HWRC to enable householders to deposit unwanted goods that may be made available for reuse. We will look to work on this project with partners from the Community and Voluntary Sector (CVS).” Pages 17 and 22.

2.1.2 Waste Strategy and Sustainable Waste Management

In particular, and as stated under Policy Objective No.2, HBC will ensure that the services delivered by the Tees Valley Authorities implement methods of sustainable waste management in line with the Waste Hierarchy.

HBC’s stated aims to achieve this policy objective are:

- “We will review the bulky waste collection services provided, by 2009. With partners, including the Community and Voluntary Sector (CVS), we will identify ways in which we may increase the minimisation, reuse and the recycling of this waste stream. We will continue to benchmark services provided by each Authority to identify the best practice with regards to bulky waste collections.
- We will ensure adequate current and future provision of Household Waste Recycling Centres (HWRC) to enable householders to recycle and deposit wastes. Where it is identified that there is not sufficient HWRC capacity we will identify suitable sites for the development of additional facilities in conjunction with the development framework.” Page 19

This clearly provides a framework for this study and the ambition of HBC to work closely with the community and voluntary sector (hereafter referred to as the voluntary sector) to reuse bulky goods in their direction.

2.1.3 Value for Money

Following the Gershon Review that took place in 2004 the Government has set a target for local authorities to make efficiency savings of 2.5% per annum. It is anticipated that a saving could be made through re-specifying these bulky waste services.

2.2 National Indicators

In addition to reporting on all national indicators, 35 have been chosen by Hartlepool Borough Council as local targets. Of these, 6 are relevant to this report, particularly in relation to third sector engagement:

- NI 006 – Participation in regular volunteering
- NI 116 – Proportion of children in poverty
- NI 141 – % of vulnerable people achieving independent living
- NI 142 – % of vulnerable people supported to maintain independent living
- NI 186 – Per capita reduction in CO₂ emissions in the LA area
- NI 192 – % of household waste sent for re-use, recycling and composting

2.2.1 Recycling Rates and Targets

At the initial project meeting, HBC stated its recycling rate of 37.7%, which it wishes to increase to 40% by 2010. Waste Data Flow information for the first three quarters of 2008/09, reveals this figure to stand at 38.52%.

Since April 2008, bulky waste tonnages reused by third parties can now be included under NI 192, but only under these conditions:

- either due to third parties collecting (and reusing) waste on behalf of the local authority
- or under a reuse credit scheme – disposal credits for WDAs and collection credits for WCAs.

Hartlepool could therefore count relevant tonnages reused by the third sector in its reporting of NI 192 if it paid reuse credits and/or established a Service Level Agreement for all or part of its bulky waste collection service with an organisation.

2.3 Demographics and Social Deprivation

HBC has high levels of deprivation. In 2007, HBC was ranked 23 most deprived out of the then 354 local authorities according to the Index of Multiple Deprivation (IMD).

The Tees Valley Joint Strategy Unity has calculated IMD scores and ranks for wards from the Lower Super Output Area (LSOA). In 2007 there were 7936 wards in Britain; Hartlepool has 17 wards, seven of which fall into the top ten per cent of most deprived wards in Britain. Five wards - Stranton, Dyke House, Owton, St. Hilda and Brus fall into the top three per cent most deprived in Britain, with Stranton being in the top one per cent most deprived.

Table 1 Wards in Hartlepool and Index of Multiple Deprivation (IMD)

WARD	IMD - 2007	IMD - 2004
Stranton	49 (Top 1%)	55 (Top 1 %)
Dyke House	63 (Top 2%)	100 (Top 2%)
Owton	152 (Top 2%)	93 (Top 2%)

St. Hilda	153 (Top 2%)	143 (Top 2%)
Brus	222 (Top 3%)	167 (Top 3%)
Grange	617 (Top 10%)	763 (Top 10%)
Rift House	697 (Top 10%)	388 (Top 5%)
Foggy Furze	947	957
Rossmere	982	739 (Top 10%)
Burn Valley	1263	1794
Throston	2288	1806
Fens	2561	1318
Greatham	3197	2157
Hart	3711	2194
Seaton	3824	2560
Elwick	4777	3468
Park	6138	4264

Source: HBC's website and Communities and Local Government data. 2007

Table 1 Key: In total, there are 7936 wards in Britain. These wards are ranked in order of most deprived where '1' means the most deprived ward in Britain and 7936 means least deprived. The table above shows the IMD Overall rankings for Hartlepool's wards in 2007 & 2004, and also indicates if they are in the top 1%, 2%, 3%, 5% or 10% most deprived in Britain.

The following table shows a breakdown of Hartlepool's property, ownership and rental status, compared with the national average.

Table 2 Breakdown of Property Types in Hartlepool

Property Type	No. of Properties	% Hartlepool	% UK
Owner-occupier	25,558	63.0	68.9
Council rented	7,389	19.8	13.2
Housing Assoc	2,562	6.9	6.0
Private rented	2,772	7.4	8.7
Other	1,104	3.0	3.2

Source: 2001 Census

The following table shows the short and long-term unemployment rate in Hartlepool

Table 3 Unemployment in Hartlepool

Unemployment status	Percentage of Adult Population
Never worked*	3%
Long term unemployed (since before 2000)*	2%
Unemployment at April 2008	4.5% (compared to 2.5% nationally)

* Source: 2001 Census

In addition, 14,600 children attend schools in Hartlepool. At January 2009, 3,093 or 21% of children received free school meals; this is an increase of 155 children on the previous year.

Of the 67,676 adults resident in Hartlepool, close to a quarter (23.8%) identify themselves as having a limiting long-term illness in the 2001 census, compared to less than one in five nationally (17.6%).

This data highlights that there's a large proportion of disadvantaged individuals and families living in the Hartlepool area that need help and support.

Furniture Re-Use Organisations (FROs) such as Settlement Furniture Services and East Durham Partnership principally exist to alleviate material poverty, by providing low or no cost furniture and essential household items. This enables residents in the Hartlepool area achieve a better standard of living at low cost, leaving them with more money for other essential items such as food and bills.

FROs provide vital services and need consistent access to reusable items and regular income in order to sustain their enterprises. These organisations also provide valuable training and work place volunteering opportunities for individuals who would otherwise have difficulty gaining employment such as the homeless, ex-offenders and people with drink and drug dependency and moving them towards independent living.

The wide range of opportunities offered by FROs enables individuals to learn and develop new skills which will enhance their future employability prospects.

Undoubtedly the current recession will be exacerbating levels of deprivation, as well as affecting the amount of reusable furniture that organisations such as Settlement can access and pass on to those in most need.

3.0 The Bulky Waste Collection Service

3.1 The Service to customers

- Hartlepool covers 9,386 hectares (excluding tidal area), with a population of 91,000.
- Number of households: 41,200²
- Since September 2004, HBC has provided a free bulky waste collection service to all households.
- The whole service is undertaken by Hartlepool Borough Council, apart from an 'Assisted Lift' arrangement with a local voluntary group (for details see below).
- The service has a target of collecting household bulky waste items within 14 days of the booking.
- Collections occur between 08:00 – 16:00 hours
- Up to 8 bulky items can be picked up per collection; and each household can have up to 6 free collections per year. 8 black bin liners equates to 1 bulky item. Only bulky and bric-a-brac items will be taken in these bags.

This is a relatively generous service compared to many other local authorities in the UK – typically a bulky waste collection service operates on an up to 3 items per collection basis and is often chargeable. Of those that still have free services often this is limited to 1 collection in each 6 month period. Naturally, where such a service is free and, effectively unlimited, it will attract greater quantities of waste compared to restricted or chargeable services.

3.2 Current service arrangements

- The Bulky Waste Collection (BWC) booking is taken by HBC's Call Centre.
- HBC's Call Centre works with 60 scripts for a range of services. The demand for the Bulky Waste service is high and is therefore, one of the first that a new Call Centre recruit will learn.
- Staff turnover is low – 1 permanent member of staff and 1 casual member of staff in the last year – which is positive for good continuity and quality of service to householders.
- Calls are not timed and callers are given as long as is needed.
- The earliest, mutually convenient date for the householder and the BWC team is arranged by the Call Centre.
- It is not an automatic requirement for Call Centre staff to establish the reuse potential of any booked-in items. If a member of the public actively asks about reuse, the telephone number of a local furniture project – Settlement Furniture Services (SFS) – is provided. The contact

² Sources: Registrar General – 2007 and HBC Waste Management Team

will call the Centre once again if SFS cannot use the item. A collection date will then be booked into Hartlepool's system.

- All customers are asked to place items outside their houses for pick up by 07:00 hrs on the morning of the collection, and to ensure that there is easy access to the items on the collection day.
- An assisted lift service is offered to householders who are incapable (disabled/elderly) of moving furniture for themselves.
- Residents are also given the option of taking items to the HWRC site on Burn Road, Hartlepool. There are further notes on this subject in the appropriate HWRC section of this report.

From a potential diversion point of view, a positive point is that the call centre staff have a reasonable time to take the booking. This is essential for asking about the quality of an item and thereby scheduling a reuse booking, or passing on another phone number. On the other hand, as the service currently stands leaving items outside, in all weather conditions, may ruin any reusable value they may have had, and possibly even the recyclable value of some items, e.g. mattresses.

Accessing bulky items from inside properties will guarantee an increase in reuse.

3.3 Collected Items

HBC's definition of bulky waste is "anything that you would take with you if moving house".

Between the Council's Call Centre and Waste Management Team, there appears to be a grey area concerning whether or not the service can collect certain items such as fire surrounds, linoleum and carpet (although the last two items are classed as 'collectables' on HBC's list); they are currently being booked onto the system by call centre staff however the Waste Management Team regards them as unsuitable items for this service.

There is further inconsistency in carrying out the "additional items policy", in that some crews accept some items when at the householders property although they are not booked onto the system.

The bulky household waste collection service has a list of inclusions and exclusions. The inclusions are as follows:

- Furniture
- Electrical Appliances
- Bicycles
- Children's Toys/Slides
- Satellite Dishes
- Blinds and Curtains
- Carpets and Underlay
- Garden Sheds (dismantled with no glass)
- Pianos
- HBC also permits the collection of 8 black bags per collect. This classed as 1 bulky waste item. These bags must contain bric-a-brac, clothes etc, NOT food and general household waste.

The following items are not included in this service, e.g.

- Domestic Refuse
- Garden Waste
- Building Materials (rubble, bricks, paving, tiles, etc)
- Hazardous waste (asbestos, tyres)
- Gas Bottles
- Gas Fires
- Fence Panels/Gates
- Garage Doors
- External/Internal Doors
- Double Glazing Units

- Guttering
- Broken Glass
- Kitchen units, including worktops
- Bathroom Units (baths, showers, etc)
- Skirting Boards
- Cast Iron Items

This is a relatively usual inclusion and exclusion list compared to other authorities. However, some items currently excluded were found to be booked on during the course of this study, e.g. wooden pallets, bags of broken wood and laminate flooring.

Recommendations

Clarify the definitive list of items which clearly outlines what can and cannot be collected, and share with all necessary staff.

The "additional items policy" should be revisited and shared with all necessary staff in order to reduce the mixed messages received by householders and to reduce abuses of the service. To support this recommendation, the Council is already investing in an email system which will enable them to confirm the collection with the householder and the agreed items for pick-up.

Carry out customer satisfaction surveys on a regular basis, especially before and after service changes to ensure that residents are happy with the range of items that are collected and about the service in general. For an example of a survey see Appendix 1.

3.4 The Collections System

There are three crews – 2 men per crew – dedicated to bulky waste collections, 4 days per week. Another area of the waste collection service, e.g. delivery of recycling bins, occupies the fifth day of the working week for each of the crews.

The Hartlepool Bulky Waste collection area is divided into 3 zones – North, Central and South. 2 x 7.5 tonne vehicles (North and South zones) and 1 x 3.5 tonne (Central zone) vehicles are used for the bulky waste collection service. The Collections Schedule is as follows:

Monday:	North and South
Tuesday:	All areas
Wednesday:	Central and South
Thursday:	All areas
Friday:	North and Central

The total number of collection rounds per week is 12 split across the 3 vehicles over 4 days. Each crew is given a maximum of 20 collections per day. This equates to a total of 240 collections per week.

Table 4 Bulky Household Collections 2008/09

Collections by Area	No. of Completed Collections
North	3692
Central	2977
South	2579
Other	1977
Total	11225

Source: Hartlepool Borough Council – Summary sheet of Bulky Waste collections.

Hartlepool's current Bulky Waste Collections service has the potential to make 12,240 collections per year (a total of 240 collections per week multiplied by 51 working weeks), however it only undertook 11,225 collections in 2008/09. Based upon this information, there is **spare capacity of 1,015** collections per year. Divided between the three crews, 338 'spare' collection opportunities exist per crew per year. At 20 collections per day, this equates to a total of 51 days across the three crews, or 17 days per 2 man crew per year that are not being utilised for bulky waste collections. The 5th day, spent in other areas of waste collection, has been accounted for in these calculations. This data is supported by observed activity of the crews operating in the North and the South Zone. The current system allows for at least two hours per day per crew being under-utilised. As bulky waste collections are dropping across the UK due to the current recession, it is not anticipated that demand will rise again in the foreseeable future. Therefore, this current under-capacity will only grow.

Although householders can book in up to 8 items, analysis shows that the average number of items collected is 3 per household. This is high for a bulky collection service as the national average is around 1.8 items per collection. It makes sense however, due to the broad parameters of this collection service.

Based upon this evidence, the efficiency of the current service could be improved. Firstly, and from observation of two of the crews, it would appear that there may be scope for increasing the number of collections per day from 20 to 25. This is a conservative estimate based upon the unproductive time observed on the collection rounds and the size of Hartlepool's collection boundaries. Secondly, it is reported that the actual turnaround from booking-to-collection is well within the stipulated 14 days. This being the case, the Council has the room to manoeuvre and possibly also cut down on the number of crews it operates, and still deliver a service for all requests within 14 days.

The Waste Management team has recognised the opportunity here and is now increasing daily collections on a month-by-month basis. Daily collections have already increased to 21; this figure will increase to 22 next month, and so on.

Finally, if a collection charge was introduced, HBC would almost certainly see a reduction in BWC call-outs – between 50-75%, which in turn would automatically see a reduction in the number of crews required. This option is further analysed below.

3.5 Assisted Lifts

- This service is provided by Owton Fens Community Association (OFCA) for residents unable to move bulky waste items outside, ready for collection by HBC.
- The Call Centre makes the judgement about providing an Assisted Lift service according to the householder's need.
- HBC pays OFCA £60 per household visit. The Waste Management Team funds this service and would like to see a reduction in the cost.
- OFCA performs this service because it has the necessary insurance cover and trained staff to enter a property and bring out the bulky items.
- OFCA enters the property, carries the item(s) outside and leaves them for the BWC team to take away.

Some consideration has been given by HBC to its staff carrying out this service, entering properties and getting the resident to sign an appropriate indemnity or authorisation (a waiver), but the insurance costs and administration associated with potential claims for damage and possible theft have precluded further development.

The most obvious change that could be made to this service to increase diversion is for OFCA to take away all suitable items and find outlets for any reusable ones; all recyclable or waste items should be taken to the local HWRC, reporting back to HBC. This would save double handling, double visits and time for the HBC Bulky Waste Collection crews. This system is common practice amongst other authorities e.g. South Somerset Assisted Lift and Furnicare.

For details: <http://www.southsomerset.gov.uk/index.jsp?articleid=21361>

Table 5 Assisted Household Bulky Lifts Performed by OFCA April 2008 – March 2009

Area	No. of Completed Assisted Lifts
North	17
Central	16
South	12
Unknown	11
Total Lifts (Households, not items)	56
Price paid to OFCA @ £60/lift	£3,360

Source: Hartlepool Borough Council – Summary sheet of Bulky Waste collections.

Of the items lifted by OFCA, which totals just over 5 tonnes for the year 2008/09, if an estimated 30% were reusable 1.5 tonnes could have been salvaged for re-use. This may not appear to be a significant amount but when the payment to OFCA, the costs for HBC staff to collect, management and the disposal costs are taken into account, including landfill, this service could be considerably more cost effective.

Recommendations

OFCA should take away the material they have taken out of each property.
OFCA should be given free tipping for items deemed unfit for re-use.
OFCA should report back on the final destination of each item: reused, recycled or disposed of.
The Call Centre should attempt to book in as many Assisted Lifts in one day as possible so that OFCA minimises travelling activity.

3.6 Current disposal and recycling

The tipping point for all Bulky Waste collected by the service is at the Waste Transfer Station on Burn Road. Currently, a maximum of 2 tips per day, per crew occurs. The amount of tips and the quantity tipped each time would be reduced, should:

- A collection charge be introduced
- A local voluntary sector organisation takes on the reuse element of the Bulky Waste service.

Recycling facilities for metal, wood, electrical appliances and mattresses are available at the Waste Transfer Station. However, these are not always used and recyclable materials are seen to be dumped into general waste skips. This is a lost opportunity for maintaining if not increasing recycling rates.

Recommendations

Provide further training for HBC bulky waste collections staff about recycling.
Provide incentives for both HBC staff and the J&B Recycling Team to recycle more.

4.0 Tonnages and re-use potential for the bulky waste collection service

4.1 Current tonnages

Table 6 Bulky Waste Collection Tonnages 2008/09

Period	Tonnages
April – June 2008	335.94
July – Sept 2008	254.72
Oct – Dec 2008	246.14
Jan – Mar 2009	353.65
TOTAL	1190.45

Source: Waste Data Flow Records. Report generated 29 June 2009.

4.2 Potential diversion and impact on recycling rate

HBC does not have separate figures for the amount of Bulky Waste recycled from their collections service. However, the combined HWRC bulky goods and BWC figures for recycling in the period 2008/09, are as follows:

Table 7 Recycled materials and tonnages from Bulky Waste at HWRC and collections 2008/09

Materials	Quantity (in tonnes)
White Goods	72.12
Other electrical goods	262.51
Mattresses	220.57
Total	555.20

Extrapolating from the data obtained from observing the Bulky Waste collection rounds, an estimated 257 tonnes or **21%** of total collected material is recycled. This recycling rate is about right when compared with other bulky waste collections around the country.

Using Bulky Basics³ the potential re-use rate of Bulky Waste generally stands at around 5-10%. This is straight reuse, without any repair. It is worth noting however, that on the Hartlepool collection rounds observed, nearly 30% of collected material was considered fit for reuse. Therefore the higher 10% figure will be applied to calculations.

Based on current collection tonnages, Hartlepool Borough Council could be looking at a potential reuse tonnage of **119 tonnes / year**.

By introducing a re-use collection service, Hartlepool's recycling rate/NI 192 would have seen a **0.25%** increase, from 38.52% to **38.77%**⁴.

Hartlepool is home to the long-established furniture re-use organisation – Settlement Furniture Services – but other organisations such as Barnardo's, Hartlepool Hospice and Epilepsy Outlook are also handling reasonable amounts of re-usable furniture, textiles and bric-a-brac in a year; amounts that could all contribute to HBC's recycling rate. This combined amount has been conservatively estimated at approximately 300 tonnes / year. Currently HBC cannot include these reused tonnages as it does not pay reuse credits, however, if HBC made reuse (disposal) credit payments to furniture re-use organisations and local charities, it could see its overall recycling rate/NI 192 increase further by **0.62%**⁴.

Taken together, HBC's recycling rate could increase by **0.87%**, to an improved, total rate of **39.14%** for the first three quarters of 2008/09.

A near 1.0% increase to the overall recycling rate is remarkable as most local authorities experience only a 0.2% increase from these types of changes on average. Also, these figures do not take into account any potential reuse activity that may be introduced on the HWRC site.

³ Bulky Basics, published by the FRN in 2006

⁴ based on ¾ of the above annual tonnage applied to the first 3 quarter figures reported in Waste Data Flow under NI 192 for 2008/09

4.3 Costs and benefits

There is currently no clear trail for where bulky waste from the collections service of the HWRC ends up. Depending upon how this tonnage is disposed of (Energy from Waste plant or Landfill), re-using 119 tonnes per year would save the Council £3,927 (EfW gate fee) or £7,140 (landfill gate fee), as well as the costs associated with collecting, assisted lifts and disposal-related transportation.

For local authorities, the cost of reuse credits is small, and provides a greater return year on year, but for voluntary organisations, these payments can be crucial life-lines for on-going survival. Grant funding opportunities are diminishing, and increasingly, voluntary organisations are working to reduce their dependence upon this income stream. Therefore reuse credits can be a key step in supporting both the work of local authorities and the cross-cutting work of voluntary sector re-users.

Recommendations:

Set up a reuse (disposal) credits system for third party voluntary organisations in order that their reused tonnages can be added to the Council's recycling rate.

Look to establish an SLA for collections of quality reusable items with a local voluntary sector organisation. Contact the Furniture Re-Use Network for templates and guidance.

4.4 The Charitable Furniture Re-use Sector in Hartlepool

4.4.1 Settlement Furniture Services (SFS)

SFS has been providing low and no-cost furniture to people in desperate need since 1991, essentially to create jobs and volunteering opportunities. If, following this report, SFS is asked to work with Hartlepool Borough Council on any aspect of the Bulky Waste Collections service, they may share certain aspects of the operation with OFCA. In 2008, they diverted 250 tons of furniture and white goods comprising 7,000 items for reuse. This enabled them to assist 2,600 families and individuals. They also involved over 6,000 households in recycling. Contact: Les Harbron, Tel: 01429 272272; Mobile: 07802 390963.

4.4.2 Owton Fens Community Association (OFCA)

OFCA has been a centre for volunteering and job creation projects since 1985. For most of the last 24 years, OFCA has been involved in recycling activities. Most recently, OFCA has an arrangement with HBC to recycle unwanted mattresses. OFCA is planning to scale-up and automate the deconstruction process this autumn, enabling it to handle substantial volumes of waste mattresses from the Region. OFCA currently recycles between 300-400 tonnes of mattresses per year. Contact: Kevin Cranney, Tel: 01429 283189

4.4.3 East Durham Partnership (EDP)

EDP is both a training provider and social enterprise, linked to reuse of household furniture and electrical appliances, thereby providing support directly to disadvantaged residents. EDP is also an Approved Authorised Training Facility (AATF). This means that EDP can treat waste electrical and electronic materials (WEEE) and produce the necessary evidence for the Producer Compliance Scheme (PCS). EDP aims to re-use as much WEEE material as possible and also handles furniture. In 2007/08, EDP re-used a combined furniture and WEEE total of 335.80 tonnes. The majority of EDP's activities occur outside Hartlepool in the Durham area. Contact: Ellen Foxton, Tel: 0191 586 8493

4.4.4 FRADE

Based in Stockton, FRADE has been in operation since 1990 and has both a strong social and environmental purpose to its activities. FRADE would not wish to take on a bulky waste collection service but is very interested in accessing particular items, such as bicycles. It has a very successful bicycle repair and refurbishment operation. Second-hand bicycles are then sold on to disadvantaged individuals at a very low cost. FRADE is also exploring carpet and upholstery reuse and recycling. FRADE needs greater access to discarded items such as bicycles, and potentially carpets, rugs, curtains (sofas, to some degree). Currently, they are reusing 230 tonnes of furniture and white goods. Contact: John Trevillion, 01642 608791

These organisations are complementary to HBC's work and could take at least 300 tonnes of reusable material out of the bulky waste stream per annum. It is advantageous to HBC's reuse ambitions and voluntary sector engagement that such organisations exist in and around Hartlepool.

5.0 Charging for Bulky Waste Collections considered

5.1 Background

Charging for this service is now very common across local authorities in the UK. From FRN research less than 10% of local authorities still provide a free Bulky Waste Collections service. The main reasons for charging are to recover collections costs, to discourage excessive use of the service, and to bring collection services in line with disposal authority restrictions at HWRCs.

5.2 Impact of collection charges

Usually, when a collection charge is introduced, Bulky Waste Collections can fall between 50-75%. Hartlepool's own brief, historical data indicates that charges did have an impact on collection activity (charges were dropped in September 2004 and tonnages subsequently rose).

Table 8 Bulky Waste Collection tonnages – 2004/05 – 2008/09

Period	Tonnages
April 04 – March 05	784.57
April 05 – March 06	1162.91
April 06 – March 07	1521.65
April 07 – March 08	1192.11
April 08 – March 09	1190.45
TOTAL	6050.94

Source: Waste Management Team, Hartlepool Borough Council

However the current recession is adding to this drop. Overall waste arisings are reportedly down 5-10% across England with bulky waste dropping further, e.g. Telford and Wrekin council reported a drop of over 50% in 2009. Authorities that introduced charging recently, during the recession, have seen bulky waste tonnages reduce down to one fifth of previous demand⁵.

5.3 What to charge?

The actual cost of the service should be considered when setting a charge. However in many areas the cost per collection can be as high as £40-50 collection and as this would be an unacceptable level to charge residents, a more palatable rate is chosen and the service continues to be subsidised by the authority.

⁵ Reported by Craven District Council

The average charging arrangement across a range of 46 English authorities in 2009 was £21.14 for up to 3 items; each additional item is charged separately at £5-6 on top⁶. This does not include the often higher individual charges for white goods. The choice of 3 items allows for a 3 piece suite, headboard, base and mattress, or a table and chairs, to be collected together. In 2006, almost half (43%) of councils that charged, offered residents on a low income, a free or reduced rate service and this still holds true today. Good practice therefore dictates that in an area with pockets of high deprivation such as Hartlepool, there should be a concessionary rate for those on means tested benefits.

Seven of Hartlepool's wards fall within the top 10% of most deprived in the country; four wards fall within the top 2%. With this in mind, a low collection charge of £12-15 for 3 items is suggested. As householders currently book in on average 3 items per collection, this should not be generally perceived as unfair.

HBC's Waste Management Department needs to make savings of £250,000 in this financial year. The introduction of a charge, the subsequent reduction in bulky waste collections and reusing a percentage (approximately 30%) of this waste stream, would make a significant contribution to this target. However, as no accurate budget figures for running the current service were available, overall cost saving estimates were not made.

Table 9 Estimated income and impact on collections if charging is introduced

	No. of collections	Estimated income (£) per year
No. of collections (2008/09)	11,225	
50% drop in collections	5,613	£63,147
75% drop in collections	2,806	£31,568

As recommended, the price per collection is £15.00. It is normal to set a concessionary rate of two thirds the full price. However, as Hartlepool has high levels of deprivation, a concessionary rate of 50% is recommended, and is reflected in the table above.

As stated previously, the introduction of a collections charge will reduce the demand currently placed upon the bulky waste collections service, up to 75%.

As a consequence, this will reduce the requirement for 3 collection crews, and their associated costs (approximately £90,000 per crew, ex-management costs), and disposal costs.

Recommendations:

Introduce the lowest possible charge for collections of £12-15 for up to 3 items, and a concessionary rate for people on means tested benefits (£6 – £7.50).

5.4 Impacts on fly tipping

Little evidence exists to suggest that fly-tipping increases as a result of the introduction of charges.

If the issue of fly-tipping is a serious concern to Members', this could be addressed by conducting research after the charges are introduced, however, the evidence and anecdotal response from around the country indicates this is not problematic.

A strong and clear communication message and collection system should address this issue, and minimise perceived and potential increases.

Lisa Holdsworth, Craven District Council "Flytipping has not been affected since we introduced charges in April 2009".

⁶ From FRN research August 2009

Lancaster City Council – introduced charges and contracted the service to a voluntary sector social reuser at the same time reported that flytipping did not go up, in fact it reduced, when charges were brought in.

In Plymouth charges were first introduced in mid 2001, then withdrawn after a few months due to unsubstantiated fly-tipping concerns in the local press. Charges were then re-introduced in December 2006 and are still in place. Fly-tipping has not gone up since then.

5.5 Re-branding

The effects of charging can be mitigated by outsourcing all or part of the reuse element of the service to a local voluntary sector organisation as residents do not mind paying if at least some portion of the charge goes to a local charity. This also presents a good opportunity to re-brand the service as a 'Reuse and Recycling Service', stating that the Council is working in partnership with a local charity. Lancaster City Council did this and rebranded the service as Bulky Matters, which resulted in the number of complaints disappearing and being replaced by compliments. They also brought in charging at the same time, which was met without resistance.

5.6 The effect on the HWRC site

An increase in the public use of the HWRC facility for disposing of their items can be expected when charges are introduced.

In the case of Derby, introducing charges saw up to an extra 9,000 vehicles per year, or 170 per week, visiting the local HWRC. Additional factors to consider are therefore the capacity and location of the HWRC and relative affluence of the area in terms of car ownership, as those without cars are usually dependent on the council collection service. If these factors are relevant then the case for a concessionary rate is even stronger.

Congestion at Hartlepool's HWRC site does occur at weekends, following the introduction of a new set of lights filtering traffic to a new Tesco development off Burn Road. The HWRC site is being redeveloped and presumably this issue is being taken into consideration in the plans.

However the recommendation is to introduce a collection charge, not only for cost-saving and income generating purposes, but also to feed a larger amount of reusable material through the HWRC site and to make an on-site reuse retail facility more feasible.

6.0 Current activity at Burn Road HWRC

6.1 Background

Hartlepool's HWRC site is located on Burn Road, 1km from the town centre. It also shares this location with the Waste Transfer Station. Redevelopment of the site is due to commence in autumn 2009. This provides an ideal opportunity to develop an onsite reuse facility.

6.2 Opening Times

The site is open every day apart from Christmas Day and New Year's Day. In the summer, opening hours are 8am till 7.30pm, while in the winter they are open 8am till 6pm. These are very long opening hours, and from observation there's little traffic after 6pm in the summer. However, if charges for collections are introduced and site redevelopment means that congestion is still an issue at weekends, then it's advisable to retain these hours so that residents have a greater window of opportunity to dispose of items.

6.3 Contract and Management of Burn Road

The contract for managing the site was renewed with J&B Recycling Limited in June 2009 and lasts for 3 years with the scope of 6 monthly extensions for up to 2 years. Some of the J&B Recycling site staff were TUPE'd over from the previous contractor – Foreman's. As mentioned previously, the close proximity of the Waste Transfer Station and the inconsistent use of the recycling facilities by HBC staff could be disincentivising J&B staff to recycle. This was backed up by observation of the site and its activities.

6.4 Current recycling activity

6.4.1 WEEE

Valpak is the Producer Compliance Scheme operator for the site, and takes away all white goods and small electrical appliances for recycling. The recycling containers on the HWRC site also contain the white goods and small electrical appliances which are collected on the Bulky Waste rounds and those which residents bring directly to the HWRC.

Table 10 Recycled materials and tonnages at Burn Road, 2008/09

Materials	Quantity (in tonnes)
White Goods	72.12
Other electrical goods	262.51
Mattresses	220.57
Total	555.20

Source: Waste Management Team, Hartlepool Borough Council.

Note: These are the combined recycling figures from both the HWRC site and the Bulky Waste Collections service.

6.4.2 Totters

Totters no longer operate on the site, however, there appears to be a small degree of waste 'leakage' as the site staff either take items out of the general waste containers for personal use, and/or put selected items aside e.g. bicycles, for external contacts.

6.4.3 Recycling Bring Banks

Four small recycling banks for clothing and shoes are situated near the entrance to the HWRC site. An external firm is contracted to empty these banks and a small percentage (typically 1-5%) of the value of material recycled is passed on to four national and local charities. However, recycling rates from banks could be improved if the banks were emptied more frequently

Additionally, from on-site observation, a substantial amount of textile material – some of it clearly fit for reuse – is discarded into the general waste skips – which could be reused and recycled. (Note: It wasn't possible to record every single bag of discarded material as it would mean jumping into the skips to open them).

Recommendations

Immediate: Arrange for more frequent emptying of 'Bring' banks for textiles and shoes.

Long-term: Improve signage at the site's entrance so that members of the public are made aware of the recycling facility that's available for these kinds of materials.

6.4.4 Trade Waste

There is a height barrier at the entrance to the HWRC site in order to prohibit trade operators disposing of their waste, and a permit system is in place that allows certain operators and individuals to make a limited number of free disposals per year. However, small volumes of trade waste are

appearing on the site. To beat the height barrier, trade operators were observed bringing in materials on large, hand-pulled trolleys.



Entrance to HWRC site & height barrier

Recommendation

Review trade waste system with site staff.

7.0 The potential for re-use of bric-a-brac and bulky items at Burn Road HWRC site

7.1 Background

Currently, there is no reuse activity taking place on the site. There is a container on the HWRC site measuring 32ft by 16ft, which is intended to house both a 'green' shop and be a reuse outlet for furniture and bric-a-brac but this has remained empty and unused for some time. It is the intention of the Council to get a charity or voluntary organisation to manage this facility. The initial observation is that the container is too small to be used as a reuse facility and 'green' shop. A new container measuring 20ft by 16ft has been ordered in addition to the original one. The combined floor space is 1,664 sq ft or 154.44 sq m. In terms of floor space, the total area is marginally smaller than the Age Concern facility covered in appendix 3, but the combined area still lacks the height that the latter facility enjoys, which is necessary for high-level storage and retail shelving. All the charities recognise the huge financial and profile-raising opportunities that would stem from an on-site retail presence at the Burn Road HWRC, but the size, layout and appearance of the facility is crucial to its viability.



Interior of a HWRC reuse shop in Warwickshire

7.2 Voluntary Sector interested in managing an HWRC re-use facility

The following charities and voluntary sector organisations are interested in managing a reuse shop on the HWRC site, if financially viable. In fact, one of the organisations below has visited all three of these HWRC re-use shops in Warwickshire to meet with the Retail Managers to fully understand how to manage such an operation. In addition, all would also be happy selling 'green' products on behalf of the Council. The charities are:

7.2.1 Hartlepool Hospice

Hartlepool Hospice is a local charity that needs to raise substantial funds per year in order to maintain the existence of the hospice service in the town. It runs 6 retail shops in an around Hartlepool and operates a furniture collection service for residents. It has furniture storage facilities in Hartlepool and runs a very successful eBay service for the sale of bric-a-brac items. Contact: Tracy Woodall (CEO), Tel: 01429 855555

7.2.2 Barnardo's

Barnardo's main presence in Hartlepool is a furniture and bric-a-brac shop on York Road. It operates a furniture and bric-a-brac collection service for residents and sells these items through its 11 retail facilities in the Tees Valley area. Contact: David Abdale, Area Retail Manager, Tel: 07825 639540

7.2.3 Salvation Army Trading Company

The Salvation Army Trading Company does not currently sell second-hand furniture in its Hartlepool shop. However, the organisation has a dedicated Recycling and Special Projects Manager who has a remit to maximise retail and recycling opportunities. Contact: Nick Horton, Area Sales Manager, Tel: 07798633493.

7.2.4 Settlement Furniture Services (SFS)

See Section: 3.1.1

As well as collecting furniture from households, SFS operates two large retail/warehouse facilities; one in Hartlepool, the other in South Bank. It also runs a smaller High Street shop in the area.

7.2.5 Barriers to developing a charity-run reuse shop

The following issues would need to be considered:

- Sufficient parking spaces around the facility for drop-offs and browsers.
- Refusing items and policy for redirecting residents to other disposal points on site once at that reuse facility.
- The throughput of reusable material might not be enough to guarantee the financial viability of this facility being operated by a third party. For a charity to employ a person to work on the site, including cover and holidays, and provide a reasonable return, the facility would need to turnover at least £30,000 per year. A trial period would allow the viability of this operation to be fully considered.
- The aesthetics of the containers might not promote the retail experience that charities with well-established brands would like to portray. If the facility goes ahead after the trial, signage should advertise the facility and the council's partnership with the charity and further consideration should be given to purpose-built shed

7.3 Analysis of reusable material on the site

An on-site reuse trial for furniture was undertaken some time ago, in conjunction with Settlement Furniture Services (SFS). The process was that on-site staff would put certain furniture items into a container; SFS would then come to the site and take away items that were deemed fit for reuse for their clients. This trial ended without scaling up because the perceived reuse quality was not high enough.

From observed analysis during July and August 2009, and estimated calculations, the amount of furniture suitable for reuse arriving at the HWRC site is very low and would confirm the outcome from the earlier trial.

For a breakdown of furniture throughput on the HWRC site from 3 days of observation see Appendix 2

However, observation of the material disposed of at the HWRC site identified large amounts of reusable textiles (bedding, clothes, children's clothes, curtains etc) and bric-a-brac material going into the general waste container, which could be reused and recycled. A similarly sized facility on a site in Kings Lynn (Norfolk) of 45m² (9 x 5m) turned over £12,000 for the first 6 months of operation, and after the cost of employing someone to run the shop has only just started to make a profit. Tonnage data is not yet available (contact Dan Jacobs at Norfolk County Council).



Current storage container



Current storage container

7.4 Reasons for low levels of reusable material

The reasons for the low amounts of reusable furniture:

- The free bulky waste collection service.
- Householders break up items of furniture in order to fit them into cars to bring onto the site.
- The current recessionary effect. Nationally, there is a reduction in the quantity of disposed bulky waste items.
- All electrical appliances are taken off-site by Valpak for recycling. Around 10% of these items could be re-used if an arrangement were set up with a third sector certified reuser, such as EDP.

7.5 Capacity if collection charges were introduced

As far as good practice elsewhere exists, there are 3 charities operating reuse shops on HWRC sites in Warwickshire (see Appendix 3 for case study examples) the smallest of which operates a facility 46 x 40ft, roughly the size of that envisaged for Burn Road. The site has a throughput of around 7,000 tonnes per year, and the reuse facility is still crammed full, barely able to cope with the incoming level of goods. Burn Road's site throughput is 7,936 tonnes (2008/09) therefore around 79 tonnes (based upon 1% reuse) can be expected to be processed by a reuse facility on site. The current and envisaged layout of the containers could therefore inhibit the effectiveness of the operation in terms of usability (turning away more goods that they accept due to space and storage restrictions, will give mixed messages to the public) and finances.

7.6 Public opinion

Informal and qualitative investigation of public opinion about the possibility of a charity running a reuse facility on the HWRC site was highly favourable and extremely supportive. There was a 100% positive response. Unprompted remarks from respondents also indicated that more should be done to reuse on site, making it easier for residents to do so and that a charity making profits from such an activity was an excellent idea.

This response is also supported by the qualitative data acquired by Hartlepool's Recycling Officer during National Recycling Week, June 2009. A large section of the public wished they could still purchase items (predominantly white goods) from the HWRC site. This old system gave low and no-waged members of the public, access to low-cost, essential household items.

Recommendations:

Encourage Valpak to set up an arrangement with a third sector re-user as laid down in the Code of Conduct, and work with them to reuse white goods from the site, rather than recycle - see appendix 4 – Code of Practice.

Introduce a Bulky Waste Collections charge in order to increase the throughput of reusable furniture and bric-a-brac onto the site, and set up a larger shed on site as a more comprehensive re-use facility.

Engage with the four interested charities, to determine which of them would be willing to undertake a trial (possibly with external facilitation if deemed appropriate).

Undertake a bric-a-brac shop on site for a trial period – for however long a charity is willing to take the financial risk, a minimum of one-three months is recommended to see results from the shop

A town-wide promotion should be implemented informing householders of the introduction of a charge, and that a new, charity-run, re-use facility will be opened on the HWRC site.

8.0 Procurement options

8.1 For bulky collections

If the recommendation to outsource the reuse element of the bulky waste collection service is to be taken forward, then a full costing should be done on the whole service and subsequently on this element. From FRN members' data and work done for other authorities, to achieve a reuse tonnage of around 100 tonnes (in this case around 119 tonnes are anticipated) will require a van and crew assigned on a full-time basis. As a rule of thumb, a full time box vehicle with 2 staff carrying out a reuse collection service in a semi-rural semi-urban area would cost around £80-90k annually. However, the price for the service may vary considerably so HBC should consult with its procurement and legal teams and let the service accordingly.

If this contract were let over say 3 years, it would require EU tendering. Sometimes a soft market testing exercise can be done to get any innovative ideas for running the service and also test whether there is more than one party interested in running it. If only one party comes forward then a partnership agreement can be considered, as Lancaster City Council did for their Bulky Matters service, which avoids unnecessary procurement time and costs. It is important to be outcome-focussed in any new market testing or procurement exercise, focussing on the levels of reuse from a reuse service of 85-95%.

8.1.1 Partnership Working – Reuse only

This option is favoured as it negates the lengthy and costly procurement route of going out for tenders and could be in place as soon as April 2010.

A reuse only service entails the LA transferring the reuse element of the bulky collection service to an FRO. The council would then continue to collect the waste items while an FRO collects only the reusable items. This scenario leads to a reduction in the number of bulky waste collections performed by the local authority and will therefore see some decrease in the utilisation of current bulky waste collecting staff. However, it has been stated by HBC's Waste Management Team that some of the current bulky waste staff could be re-allocated to other duties.

This scenario could result in running collection vehicles (both FRO and LA) for the same collection. However, this can be avoided in part by setting up an agreement that the FRO picks up both reusable and non-reusable items, provided the waste items will not contaminate the rest of the load, and drops the waste items at a council site, free of charge.

To further the working partnership, HBC could make certain assets available, such as buildings (for storage and/or furniture repair) and vehicles, whilst the FRO can help the Council reduce its overheads by delivering some of its existing service. Working on an annual renewable agreement basis gives HBC some flexibility in working with the FRO without a long term commitment, whilst reducing risk and improving security.

This option is certainly available to HBC as the two interested parties – Settlement Furniture Services and the East Durham Partnership – would not incur any vehicle purchasing or leasing costs to deliver the service, so the value of the Service Level Agreement could be kept to a reasonable minimum.

For this level of service, a Service Level Agreement could be written for between 1-3 years, that falls below HBC's minimum tendering threshold, or this threshold is waived in order to allow this voluntary sector-focused partnership agreement to proceed and for reuse to be maximised.

8.2 At the HWRC

If the trial is successful and the intention is to let a contract to run the reuse facility at Burn Road, when considering which procurement process to use it is important to choose a process which fits the size of the service, as well as complying with procurement legislation. In this case, the value of the reuse facility is comparatively small and although a form of full tendering is required, a simpler procedure should be adopted if possible. Warwickshire County Council has let 3 reuse facilities on sites in the last 3 years and Norfolk County Council is setting up shops on sites – neither of them has gone through full EU tendering.

Under the example of a simpler form of procurement, one used by Warwickshire and which has been shown that the voluntary sector can both bid and win, the council still goes out for expressions of interest in the first instance. These would be advertised nationally or European-wide as required according to the amounts involved. These first stage (PQQ) checks should not require previous experience running a similar service nor a bond or a certain amount of capitalisation, in order to be open to any new entrants, especially those from the third sector. As the risks to the council of a contractor being unable to run the service part way through the contract are minimal (they can assign a member of staff or get agency staff to cover the shop or even shut it temporarily) smaller organisations should be encouraged to submit bids.

To get the maximum social value out of the items reused, then in addition to specifying a reuse service, social (or community benefit) clauses should be included in the tender and contract documentation. Specifically, clauses should make reference to:

- benefiting local residents on low incomes through giving them access to affordable basic items
- creating volunteering places for people in socially excluded groups.

Reference to these clauses need to be included in tender notices from the start, in fact from the expression of interest stage, for them to form part of the conditions of contract and be scored.

If several expressions of interest are received and they all pass the necessary first stage (PQQ) checks, then detailed Business Plans are asked for to assess how they would run and budget for the service. The assessment criteria should be given to the bidders with details of the requirements for the Business Plan. If only one expression of interest is obtained, the service can then be negotiated on a 'partnership' basis as the potential partner is the only organisation in the area which can deliver the service. Any plans to let the reuse facility should be done in accordance with advice from Hartlepool's own procurement and legal team.

Length of contract: Treasury and Compact guidance states that third sector organisations should be given contracts as long as possible in order to allow them to invest, recoup costs and plan. As an example, Warwickshire County Council has let its latest reuse facility contract for 3 years with a possible extension of 3 years.

9.0 Summary of Recommendations

It is clear that a number of measures to improve or maintain recycling rates can be introduced relatively easily and quickly.

The major reuse impacts and voluntary sector engagements will occur when bigger changes to the current system are implemented. Immediate and longer-term (6 months +) recommendations are summarised below.

9.1 Bulky Waste Collections

For immediate implementation:

- Clarify the definitive list of items which clearly outlines what can and cannot be collected and share with all necessary staff.
- The “additional items policy” should be revisited and shared with all necessary staff in order to reduce the mixed messages received by householders and to reduce abuses of the service. To support this recommendation, the Council is already investing in an email system which will enable them to confirm the collection with the householder and the agreed items for pick-up.
- Provide further training for HBC bulky waste collections staff about recycling.
- Provide incentives for both HBC staff and the J&B Recycling Team to recycle more.
- OFCA should take away the material they have taken out of each property and given free tipping for items deemed unfit for re-use. They should report back on final destination of each item: reused, recycled or disposed of.
- The Call Centre should attempt to book in as many Assisted Lifts in one day as possible so that OFCA minimises travelling activity.

Long-term (next financial year) implementation:

- Set up a re-use (disposal) credits system for third party voluntary organisations in order that their re-used tonnages can be added to the Council’s recycling rate.
- Look to establish an SLA that is set under minimum tendering thresholds, or for the threshold to be waived, for collections of quality reusable items performed by a local voluntary sector organisation.
- Consider introducing the lowest possible charge for collections of £12-15 for up to 3 items, and a concessionary rate (£6 - £7.50) for people on means tested benefits.
- Carry out customer satisfaction surveys on a regular basis, especially before and after service changes.

9.2 Re-use shop at the HWRC

Immediate Implementation:

- Arrange for more frequent emptying of ‘Bring’ banks for textiles and shoes.
- Review trade waste system with site staff.
- Encourage Valpak to set up an arrangement with a third sector re-user as laid down in the Code of Conduct, and work with them to reuse white goods from the site, rather than recycle.

Long-term Implementation

- Improve signage at the site's entrance so that members of the public are made aware of the recycling facility that's available for these kinds of materials.
- Engage with the four interested charities, to determine which of them would be willing to undertake a trial (possibly with external facilitation if deemed appropriate).
- Undertake a bric-a-brac shop on site for a trial period – for however long a charity is willing to take the financial risk. A minimum of one-three months is recommended to see results from the shop.
- Introduce a Bulky Waste Collections charge in order to increase the throughput of reusable furniture and bric-a-brac onto the site, and set up a larger shed on site as a more comprehensive reuse facility.
- A town-wide promotion should be implemented informing householders of the introduction of a charge, and that a new, charity-run, reuse facility will be opened on the HWRC site.

Appendix 1

A sample customer satisfaction questionnaire for future bulky waste collection surveys

Where did you hear of the service?

Word of mouth		Previous use		Internet	
Leaflet or poster		Other advertisement		Main council switchboard	

Was your call dealt with promptly?

☐ Yes ☐ No

Was your call taken in a way that was?

☐ Friendly ☐ Helpful ☐ Unhelpful ☐ Abrupt ☐ Rude

Did you use the form on the web?

☐ Yes ☐ No

Was it easy to find?

☐ Yes ☐ No

Was it easy to complete?

☐ Yes ☐ No

Was the charge?

☐ Cheap ☐ Reasonable ☐ Dear

Was the collection carried out?

On the day agreed ☐ Yes ☐ No
At the time agreed ☐ Yes ☐ No

What was the timescale between your call and collection (working days)?

☐ 1-2 days ☐ 3-5 days ☐ 5-10 days ☐ Over 2 weeks

Was the timescale?

☐ Too short ☐ Just right ☐ Too long

Was enough information given to you about the collection?

☐ Yes ☐ No

If no, what information did you require that you were not given?

If you had a problem with the service, was it resolved?

☐ Satisfactorily ☐ Unsatisfactorily

Would you recommend this service to others?

☐ Yes ☐ No

Do you have any other comments or suggestions for improving the service?

Appendix 2

Furniture and electrical items appearing on the Burn Road HWRC on 3 separate days

	Total no. of items	Fit for reuse	Fit for reuse if repaired	Unfit for reuse	% fit for reuse
7 July 09	58	11	20	27	18.96%
10 July 09	82	23	18	41	28.04%
17 August 09	158	49	74	35	31.01%

Source: Primary research. July and August 2009, FRN

Appendix 3

Case studies of charity-run reuse shops on HWRC sites in Warwickshire

Shakespeare Hospice at Burton Farm Recycling Centre Stratford, Warwickshire – HWRC 1

During refurbishment to the site in 2002, it was decided to construct a storage/sales facility on site for the purpose of a re-use project. The main reasons for introducing a re-use charity scheme on site were to:

- Improve housekeeping on site
- Keep income from sales separate from WCC employees.
- Reduce the amount of reusable items entering landfill
- Raise awareness of waste issues
- Give local charities or groups the opportunity to raise extra income.

The shop accepts any reusable materials donated to the facility, this includes assorted bric-a-brac, books, video tapes, toys, etc. and an assortment of small electrical items. The facility consists of a large open plan sales space, measuring 1,500 sq ft (14 x 10m), and features roller doors enabling a vehicle to enter to collect items, if required. There was originally an additional outside area of approximately 2000 sq ft. Some of this (650 sq ft, or 12 x 5m) has now been covered and is a reception and storage area, the rest is still uncovered at the front of the shop. The tender for this project was awarded to a local hospice, Shakespeare Hospice, in 2003.

During their first year of operation, 2004/2005, total sales at this shop were over £100k, rising to over £200k in the most recent year. The shop estimates that it receives an average of 150 transactions per day, which amounts to between 5 and 7 tonnes per month, or around 70 tonnes per year. At present the shop employs one full-time coordinator and a part-time electrician, responsible for testing all electrical items for resale. The shop also relies on various voluntary staff. On an average day the shop has three staff coordinating the project – two paid staff and one volunteer.



Age Concern at Hunters Lane Household Waste Recycling Centre Rugby, Warwickshire - HWRC 2

Following the success of the re-use shop at Burton Farm and Prince's Drive Recycling Centres, WCC decided to open a third shop at Hunters Lane HWRC. The site was refurbished during 2007/2008 with a reuse shop included as part of the refurbishment plan. The reuse shop operated by Age Concern was opened in August 2008, following a competitive tendering process.

The shop is approximately 1,800 sq ft (14 x 12m) for both the storage and display of items. There are 4 paid staff (1 full-time and 3 part-time) manning the shop and 5 volunteers (approx. 46 volunteer hrs per week). The range of items collected includes furniture, white goods and bric-a-brac. This outlet diverts approximately 1 tonne of items for reuse and achieves an income of about £2,000 per week. The profit from the shop is diverted to Claremont Centre in Rugby which offers a range of invaluable services to those over 50 years old, including information and advice, a lunch club, activities, home support and hospital discharge scheme, day-care and befriending.



Outside the shop



Inside the shop

Appendix 4

DTI Code of Practice for collection of WEEE from Designated Collection Facilities – February 2007. URN 07/657

Code of Practice for collection of Waste Electrical and Electronic Equipment from Designated Collection Facilities February 2007

1. Status, purpose and scope

1.1. This Code deals with the relations between local authorities or independent persons running Designated Collection Facilities for household WEEE under the Regulations, and producers arranging clearance of those DCFs.

1.2. The Code sets out guidance and principles which should form a basis and starting point for local contracts or service agreements between producers and local authorities or independent persons running DCFs. It may be used to aid interpretation of such contracts or service agreements. Such local contracts or service agreements may supplement the provisions of the Code as required.

1.3. The Code does not modify or interpret any requirement of legislation.

1.4. Local authorities have sole responsibility for the provision and running of sites they provide which are DCFs, including site layout and facilities, subject to these sites meeting the requirements for DCFs.

1.5. The Code does not cover:

- (a) relations between local authorities and distributors under the Distributor Take-back Scheme;
- (b) provision for upgrading CA sites;
- (c) the process by which sites become Designated Collection Facilities;
- (d) clearance of non-household WEEE¹;
- (e) clearance of WEEE from DCFs run by producers.

2. Terms used in the Code

2.1. The following terms have the same meaning as in the WEEE Directive² or Regulations implementing the WEEE Directive:

“Electrical and electronic equipment” or “EEE”

“Waste electrical and electronic equipment” or “WEEE”

¹ It is recognised that non-household WEEE which is deposited as commercial waste may also be collected from bulking-up points and waste-transfer stations which are DCFs. The costs of collection and treatment of these items may be re-charged to Local Authorities who may in turn recover these costs from those depositing such items.

² Directive 2002/96/EC of the European Parliament and of the Council of 27 January 2003 on waste electrical and electronic equipment (WEEE), including any subsequent amendments.

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“Re-use”

“Recycling”

“Recovery”

“Disposal”

“Treatment”

“Distributor”

“WEEE from private households”

2.2. Other terms have the following meanings:

“Civic amenity site” or “CA site” means a place provided by a local authority under relevant legislation at which persons resident in its area may deposit their own household waste free of charge;

“Clearance” means the removal of separately-collected household WEEE from a DCF for the purposes of treatment, recovery and environmentally sound disposal;

“Designated collection facility” or “DCF” means a site which has been designated under the Regulations as one receiving household WEEE of which producers are required to finance the collection, treatment, recovery and environmentally sound disposal in accordance with Article 8.1 of the Directive;

“Directive” means the WEEE Directive;

“Force majeure” means any cause preventing either party from performing any or all of its obligations which arises from or is attributable to acts, events, omissions or accidents beyond the reasonable control of the party so prevented including without limitation strikes, lock-outs or other industrial disputes, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, change of law or governmental order, rule, regulation or direction, fire, flood or storm;

“Independent” in relation to a person running a DCF means a person who is not a producer or local authority³;

“Local authority” means the local government body responsible for waste collection and/or disposal for a given area, and which itself provides or has provided under contract Civic Amenity Sites and Waste Transfer Stations;

“Party” in relation to any contract, agreement or other arrangement covered by this Code, means on the one hand the local authority or independent person running a DCF, and on the other the producer arranging clearance of that DCF;

“Producer” or “Producers” means one or more producer as defined in Article 3(i) of the Directive, and includes producer compliance schemes currently approved under the Regulations;

“Regulations” means the Regulations implementing the Directive.

3. Arrangements for clearance of DCFs

3.1. A producer arranging clearance of a DCF may appoint one or more collectors to clear WEEE on their behalf.

³[Not part of the Code: subject to decisions on how WEEE collected by retailers will be dealt with.]

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3.2. DCFs should meet the conditions in Annex 1.⁴

3.3. No charge may be made by either party to the other under these arrangements.

4. Access to DCFs

4.1. Collectors of WEEE should be given access to DCFs as required, on the same basis as collectors of other waste streams from the site.

4.2. Collectors’ vehicles should be fit for purpose and suitable for access to the site without damaging it or posing a risk to staff or the public.

5. Separately collected WEEE

5.1. To obtain free collection WEEE should be so far as is reasonably practicable:

(a) WEEE from private households as defined in Article 3(k) of the Directive⁵;

- (b) separate from and unmixed with other waste;
- (c) complete (that is, should not have been after its arrival at the DCF stripped of essential or valuable components); and
- (d) all of the household WEEE separately collected at the DCF, other than any which has been removed for re-use as whole appliances.

and those running DCFs and producers should take reasonable steps within their areas of responsibility to ensure this. Levels of contamination by hazardous or non-hazardous materials exceeding those in Annex 2 Part I should be considered unacceptable, and agreements should include procedures to be followed in the event of these being exceeded either in single consignments or persistently. By way of example, or in the absence of other agreement, these should follow the model in Annex 2 Part II.

5.2. Priority should be given to re-use of whole appliances, and this should be facilitated where possible so as to maximise levels of re-use. Re-use of whole appliances may be arranged either by local authorities or independent persons running DCFs, or by producers, with the agreement of the other party. The party that arranges re-use should:

- (a) make all organisations undertaking re-use aware of their responsibility to ensure that re-used EEE meets relevant safety and technical standards;
- (b) give preference to re-use by the local voluntary or community sector;

⁴ [Not part of the Code: assuming Annex 1 appears in the Code as well as, or instead of, in terms and conditions for DCFs/retail compliance schemes.]

⁵ "WEEE which comes from private households and from commercial, industrial, institutional and other sources which, because of its nature and quantity, is similar to that from private households."

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- (c) ensure that those organisations observe the provisions of this Code and any contract with the local authority or independent person running the DCF;
- (d) prevent abuse of the re-use system such as by the stripping of valuable components and the return of residual material as WEEE or as household waste;
- (e) inform the other party of the quantities of WEEE sent for re-use.

6. Staffing and facilities

6.1. Local authorities and their site operators and independent persons running DCFs are responsible for provision of management and staff and all appropriate facilities needed to receive WEEE at DCFs, including signage, but not containers and handling equipment to take WEEE from the site.

Signage should wherever possible and subject to local policies be in a common format conforming to agreed standards.

6.2. Producers are responsible for the provision of containers and vehicles to hold and carry WEEE, and of drivers and crew.

6.3. Containers and vehicles to receive, store and transport WEEE should:

- (a) be of a size and type suitable for the site, taking into account the space made available, access and local environment and the nature, quantity and level of segregation of the WEEE deposited;
- (b) take and store WEEE in such a way as to be accessible to, and not endanger the health and safety of, members of the public;
- (c) so far as is possible, prevent damage to items of WEEE so as to maximise potential for reuse.

6.4. Changes by either party affecting the way WEEE can be collected at or from

the site, particularly those covered in Annex 1 paragraph 2 should be notified to the other in good time to minimise disruption or additional expense.

7. Scheduling of collection

7.1. WEEE should be cleared from DCFs on a regular basis. Times and frequency of collection from DCFs should be agreed between the local authority or independent person running the DCF and the producer, and should be arranged so as to minimise the number of collections while ensuring that capacity to take WEEE [as defined in Annex 3] is always available at the site.

7.2. Collection may be scheduled or on an as-necessary basis, with collection set up by calls from site staff to the producer. Where schedules are arranged, agreed procedures should be in place to deal with containers requiring collection when none is scheduled, or when containers are not filled when collection is due.

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7.3. Provisions should be made as necessary to maintain the capacity during peak time usage, and on public and local holidays.

7.4. Different streams may be collected by different collectors, provided the site operator has been notified and the arrangements are agreed as above.

8. Health and safety

8.1. Local authorities and site operators and independent persons running DCFs are responsible for health and safety at DCFs. Local authorities and independent persons running DCFs, and producers and their agents, should inform each other of their health and safety requirements, and should meet these and HSE Guidance for CA sites and general Health and Safety at Work legislation. They should at all times have regard to the health and safety of all those accessing sites, whether their or others' staff or members of the public.

8.2. Producers are responsible for health and safety in respect of WEEE once it has left the DCF.

9. Environmental standards and liability

Local authorities and site operators and independent persons running DCFs are responsible for environmental standards at DCFs. Local authorities and independent persons running DCFs, and producers and their agents, should meet the requirements of all relevant environmental and other legislation, authorisations, and standards.

10. Insurance

Local authorities, site operators, independent persons running DCFs, and producers and their agents should carry insurance to meet liabilities which may arise in the course of the normal servicing of the DCF, so far as these are insurable.

11. Reporting

11.1. Producers are responsible for reporting to the Agencies and Departments under the Regulations on the quantity and types of household WEEE collected from DCFs.

11.2. To enable local authorities to fulfil their statutory duties relating to waste and recycling, producers should provide them with the following information for DCFs provided by or for those local authorities:

(a) total weight of WEEE collected at each DCF;

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(b) the "audit" trail, through to final recycling, for example through the provision of a list of facilities to be used by the producer for the recycling of WEEE;

(c) the proportions recycled and reused by weight and WEEE stream for each DCF. This information should be provided on a monthly basis within one calendar month following the month of calculation. Where possible it should be provided in a standard electronic format. Other information needed by local authorities to meet local requirements or policies may be agreed locally.

12. Failure to clear WEEE

12.1. In the event of WEEE not being cleared from a DCF as scheduled or requested under 7, the matter may be taken up by site staff with a designated senior representative of the producer.

12.2. WEEE should be cleared by the producer within 24 hours or 12 site opening hours, whichever is the earlier, of this procedure being invoked, and regardless of any other dispute resolution procedure which may have been set in motion. If this does not occur, the local authority or site operator or other person running a DCF may then arrange clearance and seek compensation under the procedures laid down in accordance with paragraph 14.

12.3. Whether the material is, or is entirely, WEEE or not, or its having been contaminated, should not be grounds for failure to clear it. Instead, material in areas or containers designated for WEEE should be cleared, and any questions relating to the content dealt with under the dispute resolution and compensation provisions covered by paragraphs 13 and 14.

12.4. Where failure to clear WEEE is or is claimed to be due to some action or failure on the part of the local authority or site operator or independent person running the DCF, the producer may take up the matter with a designated senior representative of the site operator, local authority, or person running the DCF.

13. Resolution of disputes

13.1. Without prejudice to 12, local authorities or independent persons running DCFs and producers should use all reasonable endeavours to resolve any dispute relating to any of the matters covered by this Code or any contract or agreement between them within 5 working days of its arising.

13.2. There should be a dispute resolution procedure for dealing with disputes that cannot be resolved within 5 days. This should include a form of alternative dispute resolution, such as the model in Annex 4.

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13.3. Procedures should also be put in place to deal with cases where the dispute is not an isolated or occasional one but results from a persistent problem affecting the arrangements for the collection of WEEE from a site (such as the regular presence of significant amounts of non-WEEE material in WEEE containers or failure to put different types of WEEE into the relevant containers). In the absence of such a procedure, the matter should in the first instance be the subject of negotiations to find a solution between the parties concerned. In the event of these negotiations failing to resolve the problem it may be referred by either party to the dispute resolution procedure referred to in paragraph 13.2.

14. Compensation

Compensation may be payable under a contract or agreement for losses incurred due to any party's failure to perform actions required of them, but this should not substitute for making all reasonable endeavours to rectify any problems or disputes.

15. Force majeure

If any person is prevented from meeting any of the terms of this Code or any contract or agreement between them because of force majeure, they should not be held liable for this failure, provided they notify other affected parties and use all reasonable endeavours to mitigate the effect of the force majeure. Any contract or agreement should include a similar force majeure clause.

16. Changes in circumstances

In the event that the obligations of anyone covered by this Code change, either through changes to WEEE or other legislation or the requirements of the Departments or Agencies, this Code shall be interpreted accordingly, disregarded, or revised as necessary.

17. Review

This Code may be reviewed at the request of any of the parties to it, and in any event before the end of the first year of operation of the collection system.

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Annex 1 - Designated Collection Facilities

A DCF₆ should:

1. Meet relevant licensing/exemption requirements under waste legislation;
2. Enable household WEEE to be collected from the DCF by the following 5 streams

A – Large household appliances (Category 1) other than cooling appliances

B – Cooling appliances in category 1

C – Display Equipment containing Cathode Ray Tubes

D – Gas discharge lamps

E – All other WEEE

This means being able to accommodate if required containers, of a size and type appropriate to the site, for C-E, and hard standing or containers for A and B.

Where this is not possible because of the size, policy requirements, layout or accessibility of the site, EITHER fewer streams may be collected, provided that:

- o Those streams which are collected should be segregated from each other on site;
- o Sites able to receive the other streams from the public are within a reasonable distance in the Local Authority area and accessible to all on an equal basis;

OR streams may be mixed, so long as C and D remain separate from other streams and each other, and B can be readily identified for uplifting separately.

3. If intended to take household WEEE direct from members of the public:

- o be accessible to members of the public with household WEEE;
- o have signs to direct members of the public depositing household WEEE to the relevant container or area;
- o Accommodate a minimum volume capacity of 3m³ for D and 1m³ for E;

4. Be run using reasonable endeavours to prevent the mixing of WEEE with other waste or its contamination by other hazardous material, so as to make it unsafe or disproportionately difficult to treat or to exceed the levels in Annex 2 or

otherwise agreed with the producer collecting from that site;

5. Under its operating and collection contracts allow producers to arrange collection of household WEEE from the site and treatment.

6 This applies to sites only insofar as they collect WEEE. Where treatment is carried out on site there will be additional requirements which go beyond the scope of this Code.

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Annex 2 – contamination with non-WEEE hazardous and non-hazardous Material

Part I Unacceptable levels of contamination

1. For the purposes of paragraph 5.1, the following should be considered as unacceptable levels of contamination of WEEE:

(a) The presence in a container provided to take WEEE of:

(i) 15% or more by weight of material other than that for which the container is designated, whether or not WEEE

(ii) Any of the following prohibited items regardless of weight:

a. Food waste

b. Hazardous waste of a type other than that for which the container is designated

c. Liquid wastes other than water

(b) The presence in, on or with any items of WEEE not containerised, such that they are either not evident when the item is collected or cannot readily be separated from the item for collection, of the material listed in (a)(i) and (ii).

Part II Model procedures to be followed where levels of contamination are unacceptable.

1. Where a single consignment (that is, any amount or type of WEEE collected in one operation) contains unacceptable levels of contamination, compensation may be payable by the person running the DCF from which the consignment came not exceeding the cost of removing and disposing of the contamination.

2. Where consignments of WEEE persistently contain unacceptable levels of contamination (that is, where it occurs in 3 or more successive consignments, or in 5 or more consignments collected within a period of 4 weeks), the producer may take the matter up with a designated senior representative of the person running the DCF with a view to agreeing measures to reduce contamination to acceptable levels.

Such changes may include, for example:

(a) improved signage

(b) improved supervision

(c) changed layout

(d) changes to the types of containers

(e) training or incentivisation of site staff

(f) public education and awareness

3. Where the discussions under paragraph 2 fail to lead to agreement on the measures to be taken within 1 calendar month of their being initiated, and if there Final code of practice then continue to be unacceptable levels of contamination, either party may invoke the arbitration procedure in Annex 4.

Annex 3 – Capacity to receive WEEE

It is envisaged that the majority of existing civic amenity sites will be eligible to become Designated Collection Facilities (DCFs) under the WEEE Regulations

2006, should local authorities wish. It is, however, unlikely that all DCFs will be able to separately collect all five super categories of WEEE. As a minimum we expect DCFs to separately collect hazardous WEEE in line with the hazardous waste regulations and as a minimum one container for mixed WEEE. Where the DCF site has the capacity for further separation of categories under the regulations this should be accommodated.

The operator of the DTS will work with the local authority or WDA to ensure that there is adequate coverage within geographical area for all categories of WEEE to be separately collected.

Annex 4 – Model alternative dispute resolution procedure

1. Settlement of disputes - arbitration

Where the dispute resolution procedure in the contract or agreement between a local authority or independent person running a DCF and a producer fails to lead to agreement within one Calendar Month of the dispute arising, either may refer the dispute to the arbitration of a person to be agreed upon by the parties.

2. Appointment of arbitrator

(a) If the parties fail to agree an arbitrator within one Calendar Month of either party informing the other that they wish to refer the dispute to an arbitrator, the dispute shall be referred to a person to be appointed on the application of either party by the President for the time being of the Chartered Institution of Wastes Management.

(b) If an arbitrator declines the appointment or after appointment is removed by order of a competent court or is incapable of acting or dies and the parties do not within one Calendar Month of the vacancy arising fill the vacancy then either party may apply to the President for the time being of the Chartered Institution of Wastes Management to appoint another arbitrator to fill the vacancy.

(c) In any case where the President for the time being of the Chartered Institution of Wastes Management is not able to exercise the functions conferred on him

Final code of practice

**Waste & Resources
Action Programme**

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TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
21 December 2009



Report of: Assistant Director (Transportation and Engineering)

Subject: PARKING SERVICES ANNUAL REPORT
2008 - 2009

SUMMARY

1. PURPOSE OF REPORT

To advise and report on the performance of the Parking Services team for the period 31 March 2008 to 31 March 2009.

2. SUMMARY OF CONTENTS

The report outlines the background, areas of enforcement jurisdiction, current staffing structures and service provision, whilst providing a statistical analysis of the performance of the service.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

That the annual report be noted and published.

Report of: Assistant Director (Transportation and Engineering)

Subject: PARKING SERVICES ANNUAL REPORT 2008 - 2009

1. PURPOSE OF REPORT

- 1.1 The report outlines the background, areas of enforcement jurisdiction, current staffing structures and service provision, whilst providing a statistical analysis of the performance of the service.
- 1.2 This report is submitted as an item for information (see **Appendix 1**).

2. BACKGROUND

- 2.1 Parking enforcement in Hartlepool is covered by Part 6 of the Traffic Management Act 2004, which came into force on 31 March 2008. As a result this report covers the period 31 March 2008 to 31 March 2009.
- 2.2 Local authorities enforcing parking controls under the Traffic Management Act are required to produce an annual report on their enforcement activities. The report is required to be published as part of the authorities' statutory obligations.
- 2.3 Reporting is an important part of accountability. Monitoring also provides the Council with management information for performance, evaluation and leads to the identification of areas where improvements can be implemented. HBC also reports on performance as part a benchmarking initiative with other local authorities and provides monthly statistical returns to the Traffic Penalty Tribunal as well as providing an annual analysis of data to the Department of Transport.
- 2.4 This report sets out the key objectives of Civil Parking Enforcement, statutory duties, enforcement jurisdiction, areas of service provision, parking controlled zones / restrictive permit areas and provides a financial assessment and statistical analysis for the reporting period.

3. PROPOSALS

- 3.1 The report is required to be published as part of the authority's statutory obligation under Traffic Management Act 2004.

4. FINANCIAL CONSIDERATIONS

- 4.1 Not applicable.

5. LEGAL CONSIDERATIONS

- 5.1 Publication of the report is a statutory requirement under the Traffic Management Act 2004.

6. RECOMMENDATION

- 6.1 That the report is noted as an item for information and formally published.

7. REASONS FOR RECOMMENDATIONS

- 7.1 To meet the authorities statutory obligation under the Traffic Management Act 2004.

8. CONTACT OFFICER

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(Transportation and Engineering)
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HARTLEPOOL BOROUGH COUNCIL

PARKING SERVICES

ANNUAL REPORT

2008-2009



Parking Services Annual Report 2008 -2009

Background

Hartlepool Borough Council has operated Decriminalised Parking Enforcement (DPE) since July 2005 when a number of On Street Parking regulations previously enforced by Cleveland Police were transferred under the jurisdiction of HBC. The change in legislation resulted in parking enforcement no longer being a criminal offence, although it is still an illegal act, however enforcement is now dealt with under Civil rather than Criminal Law.

In March 2008 DPE was superseded by the Traffic Management Act 2004, when all enforcement of parking became Civil Parking Enforcement (CPE). The Traffic Management Act requires the Council to report annually to the Department for Transport on enforcement statistics and publish its performance.

Parking enforcement is covered by Part 6 of the Traffic Management Act 2004 which came into force on 31st March 2008. As a result this report covers the period 31st March 2008 to 31st March 2009.

Enforcement authorities have a statutory obligation to produce an annual report on their enforcement activities.

Reporting is an important part of accountability. Monitoring also provides the Council with management Information for performance evaluation and leads to the identification of areas where improvements can be implemented. HBC also reports on performance as part of a parking benchmarking initiative with other local authorities and provides monthly and annual statistical returns to The Traffic Penalty Tribunal.

The Key objectives of Civil Parking Enforcement are:

To keep traffic moving by improving:

Enforcement of designated parking spaces, including restrictive and prohibited parking bays such as permit controlled resident spaces, designated disabled bays and taxi bays and school keep clear markings.

Enforcement of loading restrictions and bus stops.

Enforcement of off street car parking restrictions

Ensure compliance of Traffic Regulation Orders

Reflects the aims and objectives of integrated strategies and policies as set out in the Hartlepool Local Transport Plan.

Hartlepool Borough Council is a unitary authority and operates an in house parking enforcement and administration team. Appendix A shows the existing parking services staffing structure. Additional frontline support is also provided via Hartlepool Connect which also undertakes all residential permit renewals on behalf of the service.

Enforcement is carried out between the hours of 8am – 6pm Monday – Saturday as this coincides with the majority of controlled parking zones and traffic regulation orders, however the council receives many additional request for out of hours enforcement to address problematic areas and therefore a number of enforcement visits are carried out outside of the core working hours.

Civil Enforcement Officers (Parking) have also taken part in late night enforcement of taxi bays and traffic regulation orders enforcement covering prohibitive / restrictive parking controls and bus stop enforcement both on evenings and weekends.

Cash Collection from the pay and display ticket machines for both the On and Off Street operations are undertaken by Security Plus. The pay and display machines are supplied by Parkeon and are maintained by the same company under contract. CEO's carry out routine maintenance and replenish ticket rolls as part of their daily duties. HBC recently also installed Parkfolio plus, remote advisory notification software which highlights pay and display machine breakdown and failure. This allows rapid response and even preventative out of service, minimising customer disruption.

Processing of PCN's, formal and informal representations are processed and considered by the Parking Services in house administrative team of 5 officers. Notice processing software technology is supplied by Imperial Civil Enforcement Solutions.

Training is given to all staff in Customer Care, Health and safety, and personal safety. In addition 4 of the staff hold first aid qualifications. Staff from both the administration and enforcement team are trained to City and Guilds 1885 (parking control) standard. An ongoing training programme will ensure all members of staff will complete this training course by 2010/2012. Currently 8 members of staff have completed this level of training. In addition members of the enforcement team have agreed to participate in training aimed at achieving NVQ in parking enforcement under the Councils Skills for you programme.

Regular briefings are held with all Civil Enforcement Officer (CEO) and Administrative support staff in order to resolve problems and to ensure that enforcement throughout the Borough is accurate, fair, transparent and consistent.

The service also manages and issues disabled blue badges on behalf of the authority.

Current parking provision

Off Street parking



Multi Storey Car Park

In the central area of Hartlepool there are in the region of 1745 car parking spaces for visitors and commuters to use. This is made up of:

- 1308 short stay spaces
- 194 long stay spaces
- 58 disabled spaces
- 185 contracted spaces
- 8 motorcycle spaces

There are 13 car parks in and around the town centre. Charges apply from 8am to 6pm, Monday to Saturday, excluding Christmas Day, Boxing Day and New Years Day.

Full details of the car parks, restricted parking areas and controlled parking zones in the town centre are shown as **Appendix B** of this report.

A list of current tariff structures, operational hours and other information specific to on and off street controlled sites is shown in **Appendix C** of this report.

Marks and Spencer Car Park



Apart from permit parking, all other car parks operate on a pay and display basis, or pay by mobile phone. Payment by mobile phone (Ringo) for parking was introduced in 2008.

Of the 13 car parks listed, to date 9 have been awarded the Secured Car Parks “Park Mark” award status (69%). This exceeds the 65% target for 2010/2011 in the Local Transport Plan. There is a rolling programme to refurbish and update all of the car parks in the central area that should be completed within the next 3 years.

The most convenient car parking in the town centre is mainly dedicated to those who are visiting for short periods of time, who tend to be shoppers. These visits are vital to the economy and prosperity of the town centre and should be made as easy as possible. Spaces will be used repeatedly in a short time period and therefore maximise the number of people who will benefit. It follows then that the most central town centre car parking should be “short stay” in nature. This will support the strength and vitality of the town centre.

Parking charges in our car parks compare very favourably to the prices charged by neighbouring authorities, which is an important factor in continuing to attract shoppers and visitors to the town. The charges are reviewed on an annual basis. When reviewing its car parks charging structure, the Council adopts a balanced approach between supply and demand, income generation, and the need to ensure the economic well being of the town centre and encouragement of future growth.

On Street parking

In 2008 a major review of parking to the east of the town centre was undertaken to try and solve congestion, inconsiderate parking issues, and a shortage of parking for visitors to nearby businesses.

A consultation exercise was undertaken involving local businesses, and motorists parking in the area. After the results were analysed it was decided that the main priorities were to:

- regulate parking in the area
- provide adequate short stay and limited waiting parking for visitors to nearby businesses and for the use of taxis
- provide additional long stay parking for students and commuters
- provide commuter permit parking areas.

Consequently a scheme was devised to supply the area with:

• Limited Waiting bays	12
• Short stay pay and display bays	18
• Long stay pay and display bays	36
• Business Parking bays	42
• Commuter parking bays	150

The area is now well regulated and most of the parking issues have been resolved.

Further initiatives have also been introduced to assist businesses in the particularly difficult economic climate by revising the hourly tariff charge to create a cheaper minimum hourly stay, and allow parking free after 4pm in the sites closest to the main commercial town centre to encourage late evening trade.

Resident's Parking Zones



A number of resident controlled parking zones exist throughout the town centre which were created to control traffic displacement and prevent commuter traffic parking in predominantly residential areas.

HBC approved a two tier resident permit charge policy in 2007/2008 increasing the cost of a permit from £1 to £20 over a three year period but restricting properties in defined town centre area, where the need for a controlled zone had been necessitated by the introduction of pay an display parking charges. Such properties pay a £5 annual fee for a permit.

Business Parking



Business permits are available to business users who need to park close to their place of work in order to undertake regular journeys to and from that place of work.

To apply for a business user permit, applicants need to declare that the need for the permit is for operational reasons, and not simply for convenience. The current charge for a business permit is £310 per year.

There are two types of business permit in Hartlepool: Essential Business and Residential Business. Essential business permits are located outside of a Residents Only Parking Zone, (RPZ), whereas Residents Business permits are issued to businesses located within a RPZ.

230 essential business permit spaces have been created in 19 streets around the centre of the town.

Parking for registered disabled Blue Badge Holders

The Disability Discrimination Act places responsibilities on all service providers to ensure that access to their service is available to all. Improving accessibility for people with disabilities is a key objective of the Local Transport Plan, and the Local Plan, and is reinforced by legislation contained within the Traffic Management Act. All accesses to and from the car parks must be accessible to disabled customers and such access must not be unreasonably difficult.

The car parks in the central area of Hartlepool are all easily accessible, with the Multi Storey car park also providing lift access.

There is a rolling programme of improvements to the car parks in the central area, and as each car park is refurbished, the number of disabled bays is reviewed and revised, along with bringing the bays up to the required standards. It is anticipated that by the year 2012 all our disabled bays will be fully compliant with national guidance

There are currently 58 bays specifically designed for blue badge holders that enable the holder of the badge, whether they are the driver or the passenger in the vehicle, to park without charge, with no limitation on the duration of their stay. In addition to this, a blue badge holder can use any of the pay and display bays for up to 3 hours without payment, as long as their valid blue badge and clock is displayed correctly.

The current national recommendation is to provide 4 blue badge spaces for every 100 spaces. Excluding contracted bays, and motor-cycle bays, Hartlepool has 1502 pay and display spaces, which would mean that to comply with national recommendations we should have 60 dedicated spaces, whereas we currently provide 58. This number will increase to 60 plus when all of the car parks are refurbished within the next 3 years.

Blue badge holders are also permitted to park on a single or double yellow line. (where there are no loading restrictions) for up to 3 hours, so long as their valid blue badge and clock are correctly displayed. They can also park for up to 3 hours in a Residents Only Parking zone with the same proviso.

There are currently 4680 blue badges issued to residents of Hartlepool, (which is almost 5% of the total population). Reported abuse of blue badges is increasing however and this is a matter for concern.

Additional powers under the Traffic Management Act now enable a Civil Enforcement Officer to ask to examine a person's blue badge if they feel that there are sufficient grounds to do so. They can also request police intervention to have the badge confiscated, if grounds for this have been established, as only the police have the power to confiscate a badge. The council takes very seriously the problem of blue badge abuse, and all reported incidents are fully investigated.

Parking for Pedal Cyclists and Motor Cyclists

There are currently 8 dedicated dual-purpose pedal cycle and motor -cycle bays in the central area car parks. Most of the bays have secure bars to fix the vehicles to. There is no charge to park cycles in these bays. New cycle storage provision is currently been considered at Middleton Grange Shopping Centre, whilst the existing cycle storage lockers at both Hartlepool and Seaton Carew Railway Stations are being upgraded.

Indications are that the number of spaces meets the need of cyclists at this point in time; however this will be closely monitored. The Council is aware that cycles and powered two wheelers are more efficient users of road space than the car and are also a healthy and less polluting alternative, and will encourage their use wherever possible.

Hartlepool Borough Council Staff Car Parking

There are currently 11 staff car parks where charges are in operation, namely:

- Bryan Hanson House
- Lauder Street
- Mill House
- Municipal Buildings
- Museum Road
- Rear Windsor Offices
- Sir William Grey
- Town Hall
- Underground
- Waldon Street
- Depot

Parking charges are based on salary however there is also a premium charge for staff parking in the Civic Underground car park, due to the enhanced security and desirable location of the car park.

No Waiting and Restricted Waiting Areas

On street no waiting and restricted waiting is in force where there is an operational need to keep the area free from vehicles during the restricted times. There are exceptions such as emergency vehicles, blue badge holders etc. and motorists who are loading and unloading from a vehicle.

A vehicle parking on a single or double yellow line, (without a loading ban) will be allowed to load and unload only for as long as necessary. Loading and unloading has to be seen to be continuous, and if a vehicle is observed without any loading or unloading taking place, a PCN can be issued.

Financial assessment**On Street Parking**

Income	
Pay and display meters	£34,164
Season tickets	£38,230
Permits - Resident/ visitor / business permits	£93,297
Other non PCN income	£4,584
PCN income	£93,847
Total On Street Income	£264,122

Expenditure

Employee costs	£337,154
Repairs and maintenance	£32,525
Transport	£8,112
Supplies and services	£30,735
Support services	£29,718
Total on street expenditure	£438,244

Total on street surplus / deficit - £174,122

Off Street parking

Income	
Pay an display	£1,180,859
Permits / season tickets	81,514
PCN income	40,219
Other non PCN income	17,179
Staff Parking	90,524
Total off street income	£1,410,295

Expenditure	
Employee costs	84,283
Premises/maintenance	245,985
Supplies and services	50,948
Capital finance costs	32,832
Total Off Street expenditure	414,048

Total off street surplus / deficit **£996,247**

TOTAL SERVICE EXCESS RECOVERY £822,125

The income recovery was used to fund the running of the service with the additional surplus recovery used to support a number of transport related services.

Penalty Charge rates under Traffic Management Act

Legislation under the TMA 2004, allowed HBC an option of choosing one of two predetermined penalty charge rates. HBC like or neighbouring local authorities opted to introduce the higher rate charge. The TMA looked to create a two tier price band within the agreed charge rates which reflect the severity of the contravention. In this respect HBC operates the following penalty charge rates:

Less severe contravention charge - £50 Penalty charge, £25 (early payment rate), £75 (increased charge rate)

More severe contravention charge - £70 Penalty charge, £35 (early payment), £105 (increased charge rate).

The new charge rates have had a direct effect on income recovery in that the charge rate for less severe contraventions is lower than the previous charges of £60, £30 and £90 charged under Decriminalised parking enforcement. In this respect HBC has seen an under recovery from previous years of some 10% as a direct result of the new charges. The Mayor of Hartlepool Council has contacted the Minister for Transport to advise net financial impact to the service and urge the government to review the current national charge bands.

The current economic climate has also seen a 15% decrease in vehicular activity within the managed off street car parks within the Borough. Although under TMA legislation it is not possible to set income targets, the decline in projected pay and display income recovery has been reported as budget pressure on the service.

HBC have however recognised the difficulties of local traders and have therefore maintained the current pay and display tariff rates, and introduced new price bands to encourage reduced short stay parking and encourage usage. In addition the Council has introduced “free parking after 4pm” at many of its sites, and maintained “free Sunday parking” in all surface car parks to help local traders. Controlled limited waiting / prohibitive parking bays have also been amended / or are under consideration following consultation with residents, traders and focus groups and this work is ongoing.

Operational statistics

The key operational statistics for the service are as follows:

On Street parking

Number of higher level PCN's issued	2982
Number of lower level PCN's issued	1124
Total number of PCN's issued	4106
Number of PCN's paid at discount	1716
Number of PCN's paid at full	303
Total number of PCN's paid	2019
Number of PCN's against which formal or informal reps made	1136
Number of PCN's cancelled as a result of reps made	711
Number of PCN's cancelled for other reasons	78
Number of vehicles immobilised	NIL
Number of vehicles removed	NIL

Off Street Parking

Number of higher level PCN's issued	365
Number of lower level PCN's issued	1649
Total number of PCN's issued	2014
Number of PCN's paid at discount	1249
Number of PCN's paid at full	225
Total number of PCN's paid	1474
Number of PCN's against which formal or informal reps made	1093
Number of PCN's cancelled as a result of reps made	799
Number of PCN's cancelled for other reasons	48
Number of vehicles immobilised	NIL
Number of vehicles removed	NIL

Penalty Charges issued per month

The following shows the number of Penalty Charges issued per month:

April 08	524
May 08	532
June 08	541
July 08	451
August 08	465
September 08	535
October 08	523
November 08	501
December 08	453
January 09	533
February 09	520
March 09	542
TOTAL	6120

The Following list shows the top ten contravention codes for PCN's issued.

Cont code	Contravention	Band	On/ off street	Number of PCN's	%
16	Parked in a permit space without displaying a valid permit	H	on	1195	20%
83	Parked in a car park without clearly displaying a valid p&d ticket or voucher	H	off	935	15%
12	Parked in resident or business zone without clearly displaying permit/voucher /p&d ticket.	H	on	932	15%
1	Parked in restricted street during prescribed hours	H	on	538	9%
30	Parked for longer than permitted	L	on	442	7%
82	Parked after the expiry of the paid for time	L	off	437	7%
6	Parked without clearly displaying a valid p&d ticket or voucher	L	on	416	7%
87	Parked in a designated disabled persons bay without displaying valid badge	H	off	208	3%
86	Parked beyond the bay markings	L	off	206	3%
85	Parked in a permit bay without clearly displaying a valid permit	H	off	152	2%

The following table gives information on the reasons why cases have been cancelled

Cancelled - adjudication allowed	9	1%
Cancelled - Blue badge holder	457	28%
Cancelled - CEO notified prior to issue	7	0%
Cancelled - General reason	188	11%
Cancelled - Loading / unloading evidence	1	0%
Cancelled - machine fault	1	0%
Cancelled - CEO error	140	9%
Cancelled - Processing error	15	1%
Cancelled - Representation allowed	14	1%
Cancelled - Spoiled before issue	55	3%
Cancelled - Vaild permit produced	365	22%
Cancelled - Valid ticket produced	306	19%
Cancelled - Vehicle broken down	1	0%
Cancelled - Vehicle driven away	6	0%
Written off - Foreign vehicle	7	0%
Written off - General reason	8	0%
Written off - No trace	31	2%
Written off - No VQ5 return	24	1%
Written off - unable to trace owner	1	0%
	1636	

Representations and appeals

HBC deals with all appeals in the following manner

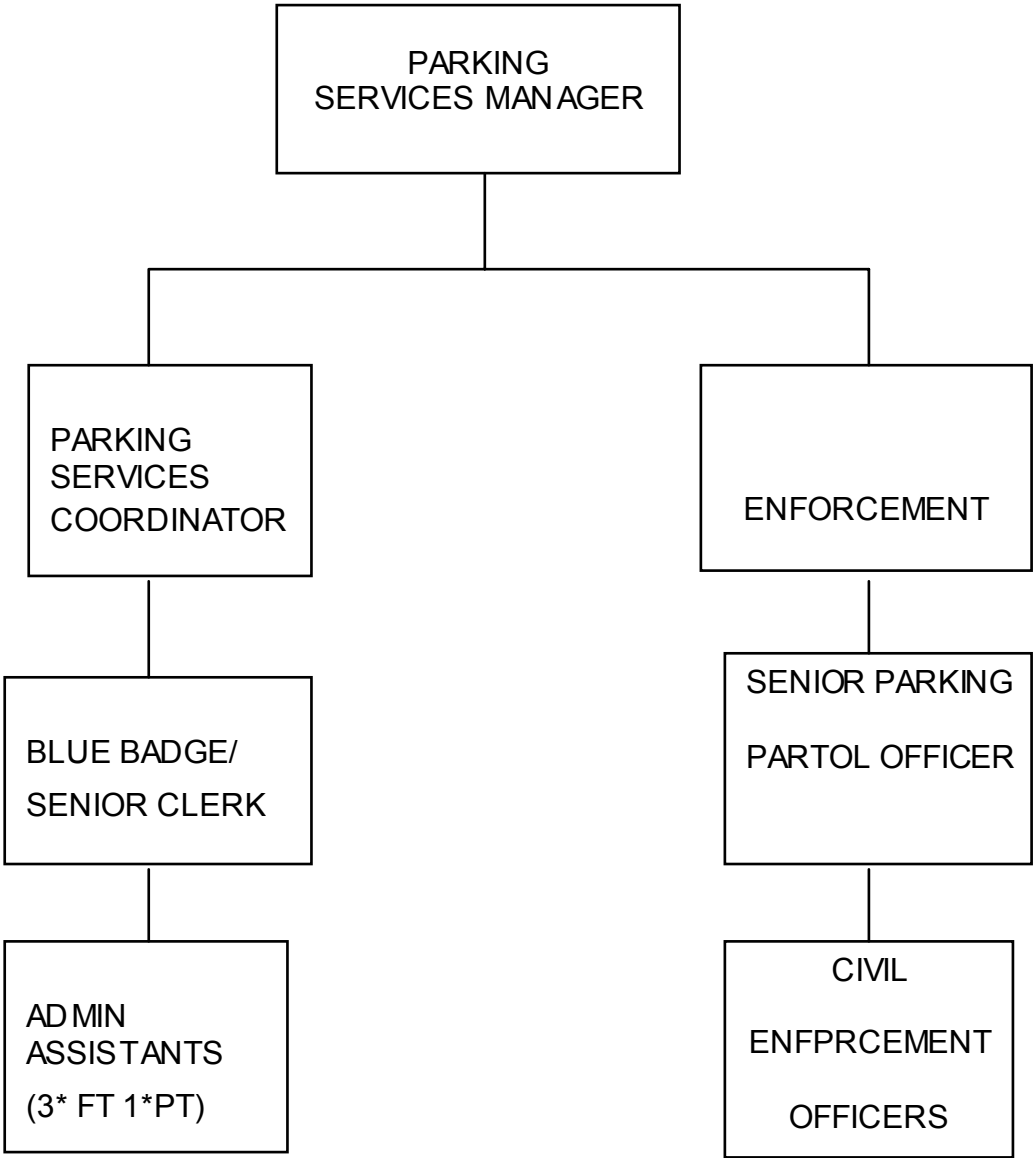
The vehicle owner may dispute the issue of the PCN at three stages

- Owners may make infomal challenges or representations against the issue of PCN. The council will consider aspects within the jurisdiction of the legislation but may also include any specific tolerance levels of acceptance that may be allowed under infomal challenge stage.
- Once the Notice to owner has been served, an owner may make a formal representation against the Notice to Owner to the Council,
- If a formal representation is rejected the owner may appeal against the Notice of rejection to an independent adjudicator at the Traffic Penalty Tribunal

The following table shows the number of formal appeals considered by the adjudicator:

Appeals allowed (successful appeal by appellant) =	9
Appeal refused (unsuccessful appeal by applicant) =	7
Not contested (appeal not contested by Council) =	1
Pending =	0

APPENDIX A



APPENDIX B



APPENDIX C

LOCATION	TARIFF	CHARGES	OPENING HOURS	CHARGING HOURS	PARKMARK AWARD
Off Street car parks					
West side car park	A	2hrs-£1.40 /3hrs-£1.90 / 4hrs-£2.40 /10hrs-£5	unrestricted	8:00 - 18:00 Mon -Sat	Y
Waldon Street Car Park	A	2hrs-£1.40 /3hrs-£1.90 / 4hrs-£2.40 /10hrs-£5	unrestricted	8:00 - 18:00 Mon -Sat	Y
M &S Eastside Car Park	A	2hrs-£1.40 /3hrs-£1.90 / 4hrs-£2.40 /10hrs-£5	unrestricted	8:00 - 18:00 Mon -Sat	Y
Basement CarPark	A	2hrs-£1.40 /3hrs-£1.90 / 4hrs-£2.40 /10hrs-£5	8:00-18:00Mon-Sat /10:00-16:00Sun	8:00 - 18:00 Mon -Sat	Y
Multi Storey (level 1and 2) short stay	B	1 hr-60p / 2 hrs-£1.20/ 3hrs-£1.80 /4hrs - £2.40 5hrs-£3.00 / 6hrs -£3.70 / 7hrs-£4.20 /10hrs-£5	7:45- 18:30 Mon Sat	8:00 - 18:00 Mon -Sat	Y
Roker Street Car Park	C	30mins-70p /1hr-£1/2hrs-£1.40	Unrestricted	8:00 - 18:00 Mon -Sat	Y
Gainford Street Car Park	C	3hrs-£1.90 /4hrs-£2.40 /10hrs-£5	Unrestricted	8:00 - 18:00 Mon -Sat	N
Mill House Car Park (short stay)	D	90mins-70p /2hrs-£1.40 / 3hrs-£1.90 4hrs-£2.40 /10hrs-£5	Unrestricted	8:00 - 18:00 Mon -Sat	Y
Mill House Car Park (long stay)	E	2hrs-£1.40 /3 hrs-£1.90 /10hrs-£5.00	Unrestricted	8:00 - 18:00 Mon -Sat	Y
Albert Street CarPark	F	2hrs-£1.40 / 10hrs-£5.00	Unrestricted	8:00 - 18:00 Mon -Sat	Y
Eden Street Car Park	F	2hrs-£1.40 / 10hrs-£5.00	Unrestricted	8:00 - 18:00 Mon -Sat	Y
Andrew Street Car Park	G	90mins-70p /2hrs-£1.40 / 3hrs-£1.90 /10hrs-£5	Unrestricted	8:00 - 18:00 Mon -Sat	Y
Dover Street Car Park	G	90mins-70p /2hrs-£1.40 / 3hrs-£1.90 /10hrs-£5	Unrestricted	8:00 - 18:00 Mon -Sat	Y
Multi Storey (level 3 and 4) long stay	H	1hr-60p /2hrs-£1.20 /3hrs-£1.80/ 10hrs-£5 2hrs-£1.40 /3hrs-£1.90 /4hrs-£2.40 / 10hrs - £5	7:45 - 18:30 Mon - Sat 8:00-18:00 Mon -Tue, Fri - Sat (Permit holders only Wed-Thurs)	8:00 - 18:00 Mon -Sat	Y
Back York Road / Open Market	I			8:00 - 18:00 Mon -Sat	Y
Murray Street CarPark	J	30mins -Free /2hrs-50p /3hrs-£2/ 10hrs-£5	Unrestricted	8:00 - 18:00 Mon -Sat	N
On Street P&D locations					
Tower Street	H	1hr-60p /2hrs-£1.20 /3hrs-£1.80/ 10hrs-£5	Unrestricted	8:00 - 18:00 Mon -Sat	N/A
Whitby Street	K	30mins-70p /1hr-90p / 2hrs-£1.40	Unrestricted	8:00 - 18:00 Mon -Sat	N/A