

COMMUNITY SAFETY AND HOUSING PORTFOLIO DECISION SCHEDULE



Friday, 12 March 2010

at 10.00 am

in Committee Room C, Civic Centre, Hartlepool

The Mayor, Stuart Drummond responsible for Community Safety and Housing will consider the following items.

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Regeneration And Neighbourhoods Departmental Plan 2009/10 –
Quarter 3 Monitoring Report - *Assistant Director (Resources)*
- 2.2 Extension To Security Guarding Contract - *Assistant Director (Community
Safety & Protection)*

3. ITEMS FOR INFORMATION

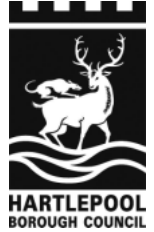
No items

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

COMMUNITY SAFETY AND HOUSING PORTFOLIO

Report to Portfolio Holder
12 March 2010



Report of: Assistant Director (Resources)

Subject: REGENERATION AND NEIGHBOURHOODS
DEPARTMENTAL PLAN 2009/10 –
QUARTER 3 MONITORING REPORT

SUMMARY

1 PURPOSE OF REPORT

To inform Portfolio Holder of the progress made against the Regeneration and Neighbourhoods Departmental Plan 2009/10 during the first three quarters of the year.

2 SUMMARY OF CONTENTS

The report describes the progress of actions contained in the Departmental Plan, the third quarter outturn of key performance indicators and the latest position regarding the management of service risks.

3 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for performance management issues in relation to the Community Safety, Housing and some other functions within the Regeneration and Neighbourhoods Departmental Plan.

4. TYPE OF DECISION

Non key.

5 DECISION MAKING ROUTE

Portfolio Holder meeting 12 February 2010.

6 DECISION(S) REQUIRED

Progress against actions and indicators is noted and proposed revisions to target dates agreed.

Report of: Assistant Director (Resources)

Subject: REGENERATION AND NEIGHBOURHOODS
DEPARTMENTAL PLAN 2009/10 –
QUARTER 3 MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Regeneration and Neighbourhoods Departmental Plan 2009/10 and outline the progress of relevant performance indicators for the period up to 31 December 2009. The final section outlines how service risks are being managed.

2. BACKGROUND

- 2.1 The Portfolio Holder has responsibility for performance management issues in relation to Community Safety, Housing and some other functions described within the Regeneration and Neighbourhoods Departmental Plan.
- 2.2 The Departmental Plan sets out the key tasks and issues along with an Action Plan to show what is to be achieved by the department in the coming year.
- 2.3 The Council's Covalent performance management system is used for collecting and analysing performance data in relation to both the Corporate Plan and Departmental Plans. The system is also used to monitor Risk Management across the council as part of the Performance Management Framework.
- 2.4 Where appropriate more detailed service plans are also produced detailing how each individual section contributes to the key tasks and priorities contained within the Regeneration and Neighbourhoods Departmental Plan and ultimately those of the Corporate Plan. These plans are managed within the department.

3. THIRD QUARTER PERFORMANCE

- 3.1 This section looks in detail at how the Regeneration and Neighbourhoods Department has performed in relation to the key actions and performance indicators contained in the Departmental Plan and assigned to this portfolio.

- 3.2 On a quarterly basis, officers from across the department are asked, via the Covalent Performance Management system, to provide an update on progress against every action contained in the performance plan and where appropriate, every performance indicator.
- 3.3 Officers are asked to provide a short commentary explaining progress made to date, and asked identify the expected outcome of each action set out in the Departmental Plan. The following indicators of progress are used within the Covalent system:

**Action Completed****Action on Track****Action Progress Acceptable****Action Intervention Required****Action Completed but Target Not Met**

4. OVERVIEW OF PERFORMANCE

- 4.1 Table 1 below summarises the progress made to 31 December 2009 in achieving actions contained in the plan:-

Table 1 – Regeneration and Neighbourhoods: Actions progress summary

		Total	%
	Action Completed	33	43
	Action on Track	38	50
	Action Progress Acceptable	3	5
	Action Intervention Required	2	2
	Total	76	100

- 4.2 It can be seen that the department is now responsible for 76 actions. A total of 33 actions are completed and a further 38 are on track. Three actions are behind schedule but progress is acceptable, in that the target date is still expected to be achieved. There are 2 actions which have been identified as requiring intervention. In both cases revisions to the original timescales are proposed. Full details are set out below in Table 2:-

Table 2: Regeneration and Neighbourhood Actions where a revised target date is proposed:-

Ref	Action	Date to be Completed	Comment
CORP EN03.2	Implement planning policy guidance relating to conservation areas	Oct 09	The scope and content of leaflets containing the guidance has been revised to embrace a wider range of conservation issues. This has led to the original timescale being exceeded. A new date of January 2010 is proposed.





Ref	Action	Date to be Completed	Comment
CORP HO03.1	Establish with RSLs a five year plan beyond decent homes standards	Jan 10	Further meaningful discussions with RSLs are required to see what can be achieved beyond decent homes standards. Consideration of what TSA are recommending, what is feasible and the RSLs' own standards is needed before some benchmarks are drawn up. This will not be completed in this current year but will become a priority for 2010/11. A revised date of March 2011 is proposed for this action but this timescale will be monitored with view to shortening it if possible.

4.3 Among the actions that have been completed, the department can report the following achievements in the third quarter of the year:-

- A new service at the Police custody suite which aims to prevent young people arrested for the first time from committing further crime was implemented.
- A community intelligence gathering process, in conjunction with partners, has been developed and is being piloted. This will assist in the further development of neighbourhood management and neighbourhood policing.
- The Housing Task Group has been established and regular meetings are taking place. The group took forward the development of the Local Authority Social Housing Grant bids which have received approval by Cabinet and the Homes and Community Agency and which will result in 82 new social rented homes.

4.4 The department currently has 30 performance indicators within this portfolio. Table 3 below describes progress made so far. Similar traffic light indicators to those used for actions denote the latest position.

Table 3 – Regeneration and Neighbourhoods: PI progress summary

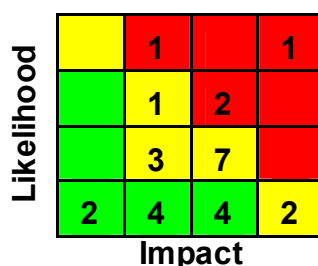
		Total	%
	Achieved Target	1	3
	On Track to be Achieved	16	53
	Progress Acceptable	4	14
	PI Intervention Required	1	3
	Reported Annually	8	27
	Total	30	100

4.5 It can be seen that the majority of indicators are completed, on target or showing acceptable progress. A further eight indicators are assessed annually and cannot yet be reported on. There is however one 'red' indicator highlighted and details are set out below.

Ref	Action	Annual Target	Outturn	Comment
NI 20	Assault with injury crime rate (per 1000 population)	7.45	6.40	The indicator is higher than the profiled target level at Q3 and therefore the year end target of 7.45 is also expected to be exceeded. This issue has been discussed at the Safer Hartlepool Partnership and new actions which aim to reduce the rate will be established.

- 4.6 It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risks that could prevent the achievement of corporate and departmental objectives. On a quarterly basis responsible officers assess the risks identified within the Department's Risk Register.
- 4.7 The diagram below shows the distribution of risks according to their risk rating. Detail of the rating system is in appendix A. There are a total of 27 departmental risks assigned to this portfolio of which 4 are judged to be 'red' risks.

Diagram 1 – Regeneration and Neighbourhoods Departmental Risk Register Heat Map



See Appendix A for key to diagram above

- 4.8 As reported in Quarter 2, three 'red' risks exist in relation to the housing service and arise from the difficulties which exist in the current climate in relation to meeting local need and obtaining the required levels of funding. A further 'red' risk exists in relation to achieving the financial target set for Planning and Building Control fee income during the economic recession. Appropriate control measures are in place to manage these risks.

5. RECOMMENDATION

- 5.1 That the progress against key actions and indicators in the third quarter of the year is noted and proposed revisions to target dates agreed.

CONTACT OFFICER

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APPENDIX A

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

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

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

IMPACT

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

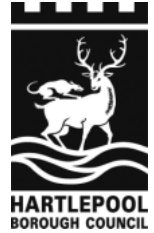
LIKELIHOOD

Expectation of occurrence ***within the next 12 months*** -

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

COMMUNITY SAFETY AND HOUSING PORTFOLIO

Report to Portfolio Holder
12 March 2010



Report of: Assistant Director (Community Safety & Protection)

Subject: EXTENSION TO SECURITY GUARDING CONTRACT

SUMMARY

1. PURPOSE OF REPORT

To seek approval to extend the Security Guarding Contract for a period of 1 year with effect from 1 April 2010.

2. SUMMARY OF CONTENTS

This report gives a summary of performance in respect of the Security Guarding Contract since its let in November 2006 and the rationale for recommending an extension to the Contract.

3. RELEVANCE TO PORTFOLIO MEMBER

Community Safety Issue.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 12th March 2010.

6. DECISION(S) REQUIRED

The Portfolio holder is recommended to approve an extension to the Security Guarding Contract for a period of one year from 1 April 2010 to 31 March 2011.

Report of: Assistant Director (Community Safety & Protection)

Subject: Extension to Security Guarding Contract

1. PURPOSE OF REPORT

- 1.1 To seek approval to extend the Security Guarding Contract for a period of 1 year with effect from 1 April 2010.

2. BACKGROUND

- 2.1 In October 2006 N.E.S. Services Limited were awarded, through competitive tendering, the Security Guarding Contract for HBC.
- 2.2 The Contract was let for a period of three years and four months, commencing on 27 November 2006 and terminating on 31 March 2010 with an option, exercisable by HBC only, to extend the Contract for up to a further two years in one year tranches.
- 2.3 The Contract is for the provision of security guarding services for routine, non-routine and emergency response, including the functions of alarm activation response, key holding, locking and unlocking of sites, key-holders escort, escort of staff, out of hours needle collection, General and Local Elections security related duties, declared Emergencies, and any other security related duties required by HBC.
- 2.4 The Contract is subject to annual price review and negotiation relating to the increase or decrease of a percentage equivalent to Retail Price Index and National Minimum Wage. That review is effective 1 October annually. These terms would continue were both or either of the extension options sought to be exercised by HBC.

3. CONTRACT PERFORMANCE TO DATE

- 3.1 Performance by the appointed contractor has fulfilled the core Contract criteria. In addition the Contractor has fully and promptly met additional service requests.

3.2 Performance is assessed through a number of processes:

- the number of corrective action and default notices issued – nil within the current contract period to date
- the time to respond/attend on site to premises alarm activation and other emergency call outs. Contract specification 30 minutes. Target agreed 20 minutes. Over past year there have been 570 response requests of which 99% have been within the target and 100% within Contract specification
- promptness in locking and unlocking gates against Contract specifications. Random checks, supported by observations from members of public, indicate that there have been 10 incidents of delayed completion within the past year. All have been fully investigated and majority indicate extenuating circumstances – removal/theft of locks and chains etc.
- Client satisfaction. An annual survey of HBC users of the Contract service indicates high levels of satisfaction with several indicating 100% satisfaction. The survey also includes options for service enhancement recommendations which are progressed with the Contractor
- number of relevant service complaints from members of the public. The number of relevant complaints has substantially reduced since the start of this contract – 10 over the past year. Full investigation and response is undertaken in all instances
- Contractor meetings with HBC – undertaken monthly within a continuous improvement ethos.

4. RATIONALE FOR EXTENSION OF THE CONTRACT FOR PERIOD OF ONE YEAR TO 31 MARCH 2011

- 4.1 An initial Client Services Service Delivery Option Review has commenced, which will be progressed over the next few months.
- 4.2 Until such time as the Client Services Service Delivery Option Review has been completed, there would be little benefit accrued from a Contract re-tender exercise.
- 4.3 Performance of the existing Contractor, within the terms and conditions of the existing Contract, is identified as satisfactory.

5. FINANCIAL IMPLICATIONS

- 5.1 The re-tendering, in 2006, of the previous Contract enabled the core Contract cost to be reduced to £131,700, a budget efficiency saving of £28,300.
- 5.2 Annual Contract price reviews have been completed and maintained within HBC budgetary recommendations. All non core work has been undertaken within the overall Schedule of Rates which is adjusted annually in line with core Contract price variation.
- 5.3 Current Contract value is £139,100, inclusive of annual review adjustments. Next financial review is due 1 October 2010. This cost is within the current budget arrangements.

6. RECOMMENDATION

- 6.1 The Portfolio holder is recommended to approve an extension to the Security Guarding Contract for a period of one year from 1 April 2010 to 31 March 2011.

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BACKGROUND PAPERS

Contract documentation.