FINANCE AND PERFORMANCE PORTFOLIO

DECISION SCHEDULE

18 May 2010

at 10.00 am

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

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

1. **KEY DECISIONS**

   No items

2. **OTHER ITEMS REQUIRING DECISION**

   2.1 Christmas and New Year Arrangements 2010-2014 – *Chief Customer and Workforce Services Officer*
   2.2 Sustainable Procurement Policy Statement – *Assistant Director (Resources)*
   2.3 Single Status Agreement Appeals – *Chief Customer and Workforce Services Officer*
   2.4 Proposed Transfer of Land at Belle Vue, Hartlepool – *Head of Procurement, Property and Public Protection*

3. **ITEMS FOR INFORMATION**

   3.1 Chief Executive's Departmental Plan 2009/10 – 4th Quarter Monitoring Report – *Assistant Chief Executive, Chief Customer and Workforce Services Officer, Chief Solicitor and Director of Regeneration and Neighbourhoods*
   3.2 Corporate Complaints 2009/10 – *Assistant Chief Executive*
   3.3 View point – Citizen's Panel Results – *Head of Performance and Partnerships*

4. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

No items

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

EXEMPT ITEMS

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

6. **EXEMPT KEY DECISION**

No items

7. **OTHER EXEMPT ITEMS REQUIRING DECISION**

7.1 Briarfields Building Plot (para 3) – *Assistant Director (Resources)*
7.2 Qualification Based Training Applications (para 1) – *Chief Customer and Workforce Services Officer*

FINANCE AND PERFORMANCE PORTFOLIO

Report To Portfolio Holder

18 May 2010

HARTLEPOOL BOROUGH COUNCIL

Report of: Chief Customer and Workforce Services Officer

Subject: CHRISTMAS AND NEW YEAR ARRANGEMENTS 2010-2014

SUMMARY

1. PURPOSE OF REPORT

1.1 To obtain a decision on the closure of most of the main administrative buildings during the Christmas and New Year periods in 2010 – 2014.

2. SUMMARY OF CONTENTS

2.1 The report advises that in previous years this Council has closed most of its administrative buildings for the period in between Christmas and New Year and employees have taken annual leave as appropriate.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 Corporate significance.

4. TYPE OF DECISION

4.1 Non-key decision.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder only.

6. DECISION(S) REQUIRED

6.1 That most of the main administrative buildings be closed between Christmas 2010 and New Year 2011 (and the subsequent following Christmas and New Year periods in 2011, 2012, 2013 and 2014) with employees taking leave from their current leave entitlement, and that the usual essential, emergency, on-call and some other service arrangements apply and be publicised (e.g. Libraries).

Report of: Chief Customer and Workforce Services Officer

Subject: **CHRISTMAS AND NEW YEAR ARRANGEMENTS**

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1. PURPOSE OF REPORT

1.1 To obtain a decision on the closure of most of the main administrative buildings during the Christmas and New Year periods in 2010 – 2014.

2. BACKGROUND

2.1 In previous years Hartlepool Borough Council has closed most of its main administrative buildings for the period in between Christmas and New Year and employees have taken three or four days annual leave, as appropriate. Arrangements have been made to accommodate any employees wishing to work on some or all of these days, if possible, and the arrangements have been discussed with local Trade Unions each year. Essential, emergency, on-call and some other services such as libraries etc. are provided and publicised widely. Cabinet, at its meeting on 20 September 2004 gave support, in principle, to the closure of the administrative buildings during the Christmas and New Year period every year, in line with past practice.

2.2 The Single Status Agreement implemented in 2008 contains a provision requiring employees to take up to four days of their annual leave entitlement to achieve a close down over the Christmas and New Year period.

3. PROPOSALS FOR 2010 - 2014

3.1 The table below shows the holiday period and the proposed closure dates for the Christmas and New Year holidays are as follows:

December	24	25	26	27	28	29	30	31	1	2	3
2010	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M
2011	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu
2012	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th
2013	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F
2014	W	Th	Fr	Sa	Su	M	Tu	W	Th	F	Sa

Key	
Bank Holiday or replacement Bank Holiday	
Proposed admin building closure days	

3.2 There will be three or four days over the Christmas and New Year period when the main administration buildings could be open and which could, therefore, be normal working days for employees in these buildings. If previous year's practice were followed then most of the main administrative buildings would close on these days.

4. VIEWS OF THE TRADE UNIONS

4.1 Trade Unions are supportive of the closure of most of the main administrative buildings on a similar basis to previous years.

5. CHIEF EXECUTIVE'S VIEW

5.1 The Chief Executive is supportive of closure of most of the main administration buildings for the Christmas and New Year periods between 2010-2014 as set out in this report and in the table at 3.1.

6. RECOMMENDATION

6.1 That most of the main administrative buildings be closed as identified in the Table 3.1, with employees taking leave from their current leave entitlement, and that the usual essential, emergency, on-call and some other service arrangements apply and be publicised (e.g. Libraries).

7. CONTACT OFFICER

Joanne Machers
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01429 523003

FINANCE AND PERFORMANCE PORTFOLIO
Report To Portfolio Holder
18th May 2010

HARTLEPOOL BOROUGH COUNCIL

Report of: Assistant Director (Resources)

Subject: SUSTAINABLE PROCUREMENT POLICY STATEMENT

SUMMARY

1. PURPOSE OF REPORT

To seek endorsement of the proposed Sustainable Procurement Policy Statement.

2. SUMMARY OF CONTENTS

The statement details Hartlepool Borough Council's intentions with regard to incorporating sustainability issues into its procurement activities and reiterates the significance of sustainable procurement in delivering Hartlepool's Community Strategy.

3. RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder is the procurement champion and sustainable procurement champion.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That Portfolio Holder endorses the Sustainable Procurement Policy Statement as a base to the revision of the Council's Sustainable Procurement Strategy to be reported to a future meeting of the Portfolio Holder.

Report of: Assistant Director (Resources)

Subject: SUSTAINABLE PROCUREMENT POLICY STATEMENT

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1. PURPOSE OF REPORT

1.1 To seek endorsement of the proposed Sustainable Procurement Policy Statement.

2. BACKGROUND

2.2 Sustainable Procurement needs to be viewed in the wider context of the Sustainable Development agenda. At the 2002 World Summit on Sustainable Development it was stated that relevant authorities at all levels should "promote public procurement policies that encourage development and diffusion of environmentally sound goods and services".

2.2 In March 2005 the Government published its Sustainable Development Strategy – 'Securing the Future' which initiated the establishment of a cross-Government Sustainable Procurement Task force. In April 2006 this task force published the Local Government Sustainable Procurement Action Plan that contained a 'Flexible Framework' for the adoption of Sustainable Procurement. The 'Flexible Framework' has been used in developing this Sustainable Procurement Policy Statement and will be further reflected in a future revision of our Sustainable Procurement Strategy which was approved in April 2008.

3. PROPOSALS

3.1 The Sustainable Procurement Policy Statement at **Appendix 1** offers a clear statement of the Council's intent with regard to addressing sustainability issues in its procurement practices.

3.2 This statement has been structured so that it fits with the 'Flexible Framework' referred to in Section 2.2. By structuring the policy this way it enables the Council to translate the policy into a Sustainable Procurement Strategy which also fits with the 'Flexible Framework'.

3.3 The 'Flexible Framework' is recognised as good practice and will provide the Council with an incremental process within which it can develop and measure its progress in relation sustainable procurement.

3.4 A copy of the 'Flexible Framework' has been included at **Appendix 2** for reference.

5. RECOMMENDATIONS

5.1 That Portfolio Holder endorses the Sustainable Procurement Policy Statement as a base to the revision of the Council's Sustainable Procurement Strategy to be reported to a future meeting of the Portfolio Holder.

6. CONTACT OFFICER

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Hartlepool Borough Council
Sustainable Procurement Policy Statement

Statement of Intent

Hartlepool Borough Council recognises its responsibility to carry out its procurement activities sustainably: providing value for money and in an environmentally and socially responsible manner. Sustainable procurement safeguards the long-term interests of the communities in Hartlepool and this policy supports the delivery of Hartlepool's Community Strategy. We recognise our role in encouraging our suppliers and contractors to minimise any negative impacts of their activities and to promote economic and community regeneration associated with the products and services they provide.

In addition to the above, the Council will strive to:

People, Education and Awareness

- Educate, train and encourage internal purchasers to review their consumption of goods/services
- Educate and train internal purchasers on how to assess the sustainability of suppliers and supplies of goods and services
- Communicate the sustainable procurement policy to all staff, suppliers and stakeholders

Policy, Strategy & Communications

- Consider the costs and benefits of environmentally and socio-economically preferable goods/services
- Consider environmental and socio-economic risks to the organisation and endeavour to continually improve performance related to sustainability in the supply chain
- Work in partnership with other organisations to optimise sustainability through procurement activities.

Procurement Process

- Promote best practice in sustainable procurement
- Ensure that where appropriate suppliers sustainability credentials are, as far as legally practicable, considered in supplier selection and contract award decisions
- Ensure the opportunity for suppliers to propose sustainable solutions is provided in all specifications
- Specify, wherever possible and practicable, the use of goods which are environmentally friendly
- Where locally produced products are not practical or possible we will seek to minimise the distance goods are transported prior to their use

Engaging Suppliers

- Educate our suppliers regarding the Council's Sustainable Procurement Policy and accompanying Strategy
- Encourage suppliers to offer sustainable solutions and to use local subcontractors where possible
- Address barriers to entry in order that Small and Medium Sized Enterprises and local suppliers are encouraged to bid for the Council's business, including the Third Sector
- Work with existing and future key suppliers to maximise the potential for sustainability throughout the supply chain

Measurement and Results

- Measure and report upon our progress and performance in relation to our sustainable procurement activities

HARTLEPOOL BOROUGH COUNCIL

Element / Level	Foundation	Embed	Practice	Enhance	Lead
People	Sustainable procurement champion identified. Key procurement staff have received basic training in sustainable procurement principles. Sustainable procurement is included as part of a key employee induction programme.	All procurement staff have received basic training in sustainable procurement principles. Key staff have received advanced training on sustainable procurement principles.	Targeted refresher training on latest sustainable procurement principles. Performance objectives and appraisal include sustainable procurement factors. Simple incentive programme in place.	Sustainable procurement included in competencies and selection criteria. Sustainable procurement is included as part of employee induction programme.	Achievements are publicised and used to attract procurement professionals. Internal and external awards are received for achievements. Focus is on benefits achieved. Good practice shared with other organisations.
Policy, Strategy & Communications	Agree overarching sustainability objectives. Simple sustainable procurement policy in place endorsed by CEO. Communicate to staff and key suppliers.	Review and enhance sustainable procurement policy, in particular consider supplier engagement. Ensure it is part of a wider Sustainable Development strategy. Communicate to staff, suppliers and key stakeholders.	Augment the sustainable procurement policy into a strategy covering risk, process integration, marketing, supplier engagement, measurement and a review process. Strategy endorsed by CEO.	Review and enhance the sustainable procurement strategy, in particular recognising the potential of new technologies. Try to link strategy to EMS and include in overall corporate strategy.	Strategy is: reviewed regularly, externally scrutinised and directly linked to organisations' EMS. The Sustainable Procurement strategy recognised by political leaders, is communicated widely. A detailed review is undertaken to determine future priorities and a new strategy is produced beyond this framework.

Procurement Process	Expenditure analysis undertaken and key sustainability impacts identified. Key contracts start to include general sustainability criteria. Contracts awarded on the basis of value-for-money, not lowest price. Procurers adopt Quick Wins.	Detailed expenditure analysis undertaken, key sustainability risks assessed and used for prioritisation. Sustainability is considered at an early stage in the procurement process of most contracts. Whole-life-cost analysis adopted.	All contracts are assessed for general sustainability risks and management actions identified. Risks managed throughout all stages of the procurement process. Targets to improve sustainability are agreed with key suppliers.	Detailed sustainability risks assessed for high impact contracts. Project/contract sustainability governance is in place. A life-cycle approach to cost/impact assessment is applied.	Life-cycle analysis has been undertaken for key commodity areas. Sustainability Key Performance Indicators agreed with key suppliers. Progress is rewarded or penalised based on performance. Barriers to sustainable procurement have been removed. Best practice shared with other organisations.

Engaging Suppliers	Key supplier spend analysis undertaken and high sustainability impact suppliers identified. Key suppliers targeted for engagement and views on procurement policy sought.	Detailed supplier spend analysis undertaken. General programme of supplier engagement initiated, with senior manager involvement.	Targeted supplier engagement programme in place, promoting continual sustainability improvement. Two way communication between procurer and supplier exists with incentives. Supply chains for key spend areas have been mapped.	Key suppliers targeted for intensive development. Sustainability audits and supply chain improvement programmes in place. Achievements are formally recorded. CEO involved in the supplier engagement programme.	Suppliers recognised as essential to delivery of organisations' sustainable procurement strategy. CEO engages with suppliers. Best practice shared with other/peer organisations. Suppliers recognize they must continually improve their sustainability profile to keep the clients business.
Measurements & Results	Key sustainability impacts of procurement activity have been identified.	Detailed appraisal of the sustainability impacts of the procurement activity has been undertaken. Measures implemented to manage the identified high risk impact areas.	Sustainability measures refined from general departmental measures to include individual procurers and are linked to development objectives.	Measures are integrated into a balanced score card approach reflecting both input and output. Comparison is made with peer organisations. Benefit statements have been produced.	Measures used to drive organisational sustainable development strategy direction. Progress formally benchmarked with peer organisations. Benefits from sustainable procurement are clearly evidenced. Independent audit reports available in the public domain.

FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

18th May 2010

HARTLEPOOL BOROUGH COUNCIL

Report of: Chief Customer and Workforce Services Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

SUMMARY

1. PURPOSE OF REPORT

To provide an update on progress on appeals received and obtain ratification of Appeals Panel outcomes in respect of High Priority Appeals.

2. SUMMARY OF CONTENTS

The report provides a background to the Appeals Procedure together with an update on the progress of appeals received and requests ratification of Appeals Panel outcomes in respect of High Priority Appeals

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Issues.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio meeting only.

6. DECISION(S) REQUIRED

To note progress on appeals received and ratify Appeals Panel outcomes in respect of High Priority Appeals.

Report of: Chief Customer and Workforce Services Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

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1. PURPOSE OF REPORT

1.1 To provide an update on progress on appeals received and obtain ratification of Appeals Panel outcomes in respect of High Priority Appeals.

2. BACKGROUND

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

2.2 The agreed procedure provides

- "The Executive Member with responsibility for HR will be regularly advised of appeals received and progress made in dealing with them" and
- "All Appeal Panel outcomes must be ratified by the Executive Member with responsibility for HR or Governors (Governing Body, Pay Review Committee or Appeals Committee), as appropriate, prior to any changes being implemented."

2.3 Provision for the ongoing costs of appeal outcomes has been made in the Council's base budget since 2007/08 to meet the cost of implementing any successful appeals from 1st April 2007. This provision was initially set at £400,000, inclusive of employers national insurance and pension costs, for 2007/08. This figure has been increased in the budget by the annual cost of living pay award and at 2009/10 prices amounts to £415,000. Schools have made separate provision in their own budgets for appeals by school staff.

3. PROGRESS ON APPEALS

3.1 Appeals currently received and not yet dealt with are shown in the following table.

Department	Intention to Appeal submitted but appeal not submitted yet	Appeals Received/Priority				
		High	Medium	Low	Very Low	Total
Chief Executive's	0	0	60	4	3	67
Child and Adults	0	10	64	54	7	135
Regeneration and Neighbourhoods	0	0	60	54	7	121
Schools	0	4	6	6	0	16
Total	**0**	**14**	**190**	**118**	**17**	**339**

3.2 Outcomes for High Priority Appeals have previously been ratified as follows

	Pay band increased on Appeal and Outcome Ratified (no of employees affected)	Pay band stayed the same on Appeal and Outcome Ratified (no of employees affected)	Pay band decreased on Appeal and Outcome Ratified (no of employees affected)	Ongoing Financial Impact for the Council at the maximum of the Pay Band (inc. Employers costs)	Back pay costs processed through payroll
Chief Executive's	3 (5)	11 (18)	0 (0)	£15,600.00	
Child and Adults	5 (5)	19(43)	2 (2)	£11,364.00	
Regeneration and Neighbourhoods	6(6)	40(52)	3(5)	£9,415.00	
Schools	0 (0)	3 (3)	0 (0)	0	
Total	14(16)	73 (116)	5 (7)	£36,379.00	

4. APPEAL PROCESS

4.1 Administrative arrangements are in place to process the appeals and ensure employing departments are engaged in the process and Job Evaluation analysts are able to comment on claims.

4.2 Appeals will be prioritised in accordance with the Single Status Agreement as follows:

Priority	**Type of Appeal**	**Due for Completion**
High	Appeals received from current employees who are continuing to	December 2009

	receive protection at 1 July 2008/Appeals which do not need an Appeals Panel to meet/ Appeals from employees who leave the Council from areas where job losses are needed/ Appeals from employees who retire from the Council due to ill health and the Teesside Pension Fund Doctor (for LGPS members) or the Council's Occupational Health Advisor (for non LGPS members) has determined that they meet the Local Government Pension Fund Tier 3 Ill Health criteria	
Medium	Appeals received from current employees who were receiving protection prior to 1 July 2008/Appeals received from current employees who do not gain initially	September 2010
Low	Appeals received from current employees who gained initially	January 2011
Very Low	Former employees	March 2011

4.3 Additional temporary resources have been allocated to assist with processing appeals. It should be noted that any increase in appeals as a result of recent or proposed restructures etc. could impact upon the ability to meet this timetable.

4.4 Since the last report the Appeals Panel has met on 2 occasions and has agreed outcomes, subject to ratification, in respect of 14 appeals (relating to 17 jobholders) of the 21 outstanding High Priority appeals.

4.5 In determining the appeal outcomes, the Appeal Panels have considered the submissions made by appellants as well as 'sore-thumbing' the original evaluation. This is essential to ensure the robustness of individual evaluations and the job evaluation scheme as a whole. Whilst there are 3 possible overall outcomes (pay band increases, pay band remains the same or pay band decreases), this may mask changes to particular factor levels and/or 'tidying up' evaluations.

4.6 A summary of the outcomes, of the Appeals Panels, subject to ratification is set out below

	Pay band increased on Appeal and Outcome Ratified (no of employees affected)	Pay band stayed the same on Appeal and Outcome Ratified (no of employees affected)	Pay band decreased on Appeal and Outcome Ratified (no of employees affected)	Ongoing Financial Impact for the Council at the maximum of the Pay Band (inc. Employers costs)
Chief Executive's	0(0)	0(0)	0 (0)	£0
Child and Adults	1(2)	4(6)	2(2)	£1106.25
Regeneration and Neighbourhoods	2(2)	3(3)	1(1)	£1547.50
Schools	0 (0)	1 (1)	0 (0)	0
Total	3(4)	8 (10)	3 (3)	£2653.75

4.7 As indicated above, the Portfolio Holder is responsible for ratifying the outcomes in respect of Council employees whereas Governors are responsible for ratifying the outcomes in respect of school employees. Similarly, the Council is responsible for any changes in employee costs for Council employees whereas schools are responsible for any changes in employee costs for school employees (hence no ongoing costs are identified above in respect of school employees)

4.8 Further details of the outcomes of individual appeals is included in the "Not for Publication" **Appendix A** attached to this report.

This item contains exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information)(Variation) Order 2006) namely, Information relating to individual.

4.9 Assuming the outcomes for Council employees are ratified, a running total of £39,032.75 of the ongoing budget provision of £415,000 will have been utilised. The additional back pay costs will be reported once the outcomes have been processed through payroll. Please note that the figures in 4.6 include a post where the pay band increased on appeal in Regeneration and Neighbourhoods relating to a post that now does not exist in Departmental structures, and a post where the pay band decreased in Child and Adults relating to a post that now does not exist in Departmental structures. The ongoing financial impact figures are included in the 5^{th} column. For information, the cumulative effect relating to these two posts is £(1397.50) and the actual posts are indicated by * on the Appendix

4.10 The Portfolio Holder will continue to receive regular reports regarding the appeals programme and appeal outcomes for Council employees that require ratification before they can be implemented and Portfolio Holder ratification is being sought as part of this report. Appeal decisions for school employees require Governor ratification before they can be implemented and arrangements are being made to obtain such ratification in respect of appeals from school employees.

4.11 Trade unions will be updated regularly at the monthly Single Table Meeting with Hartlepool Joint Trade Unions Committee Representatives regarding the appeals programme and appeal decisions which have been ratified.

4.12 Work will commence on processing Medium Priority Appeals once a short review of processes and other arrangements has been concluded.

5. RECOMMENDATION

5.1 The Portfolio Holder notes the progress made and ratifies the Appeals Panel Outcomes in respect of Council employees (as detailed in the "Not for Publication" schedule attached to this report).

6. REASONS FOR RECOMMENDATIONS

6.1 The Appeals Procedure is an integral part of the Single Status agreement and requires that the Executive Member with responsibility for HR be regularly advised of and progress made in dealing with appeals received and ratifies the outcomes of Appeals Panels in respect of Council employees.

7. BACKGROUND PAPERS

Cabinet report 23 December 2007.
Cabinet report 27 May 2008.
Performance Portfolio report 27 June 2008
Performance Portfolio report 26 September 2008
Performance Portfolio report 2 February 2009
Performance Portfolio report 26 February 2009
Performance Portfolio report 17 April 2009
Finance and Performance Portfolio report 14 July 2009
Finance and Performance Portfolio report 5 November 2009
Finance and Performance Portfolio report 23 February 2010
Finance and Performance Portfolio report 23 March 2010
Finance and Performance Portfolio report 30 April 2010

8. CONTACT OFFICER

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FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

18th May 2010

Report of: Head of Procurement, Property and Public Protection

Subject: PROPOSED TRANSFER OF LAND AT BELLE VUE, HARTLEPOOL

SUMMARY

1. PURPOSE OF REPORT

To seek Portfolio Holder's approval in respect of the proposed transfer of 0.69ha of land including 13 houses at Belle Vue to facilitate delivery of the phase 1 Housing Regeneration programme.

2. SUMMARY OF CONTENTS

The report highlights current progress of the housing regeneration scheme at Belle Vue and provides details of the approved Homes and Communities Agency Kick-start scheme for delivery of the mixed tenure housing development.

3. RELEVANCE TO PORTFOLIO MEMBER

Portfolio holder is responsible for the Council's land and property assets.

4. TYPE OF DECISION

Non-Key

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Approval of Portfolio Holder to the transfer of the Councils land holding at Belle Vue to Housing Hartlepool at nil value to facilitate delivery of the Housing Market Renewal scheme.

Report of: Head of Procurement, Property and Public Protection

Subject: PROPOSED TRANSFER OF LAND AT BELLE VUE, HARTLEPOOL

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1. PURPOSE OF REPORT

To seek Portfolio Holder's approval in respect of the proposed transfer of 0.69ha. of land including 13 houses at Belle Vue to facilitate delivery of the phase 1 Housing Regeneration programme.

2. BACKGROUND

The process of acquisition, clearance and redevelopment of the Belle Vue scheme (see **appendix 1**) has been progressing in partnership with Housing Hartlepool as part of the Councils Housing Market Renewal Programme.

The site has been assembled in partnership with Housing Hartlepool using Housing Hartlepool's own funds and the Council's funding via Single Housing Investment Pot and Housing Market Renewal funding. Approximately 70% of the full site has been assembled to date and the majority of this site is in the ownership of Housing Hartlepool.

The Council has supported the community aspiration for change in this area that has been ongoing for nine years with Cabinet approval and support throughout the process. This scheme is a priority within the Housing Market Renewal programme and within the 'single conversation' process with the Homes and Communities Agency (HCA).

Housing Hartlepool submitted a scheme through the HCA's Kick-start funding process supported by the Council for a grant of £3,000,000 to gap fund the development. The scheme has been successful in reaching the due-diligence stage and in order to progress further it is appropriate to split the scheme in to two phases. Due to funding viability shortfalls, it is necessary for the Council to demonstrate its support for the development through the contribution of land at nil value.

A full developer selection process has taken place which included Council and resident representatives on the selection panel. Chosen developer partner Frank Haslam Milan will be taking forward a mixed tenure development of 2, 3 and 4 bedroom family homes and bungalows that will meet Code for Sustainable Homes level 4. This development aims to meet the Councils objectives of delivering affordable homes to high levels of sustainability for local people.

Housing Hartlepool have therefore approached the Council to ascertain whether the Council would be willing to transfer its freehold interest at Belle Vue to Housing Hartlepool in line with the partnership approach envisaged throughout scheme development. The land that would be required for scheme delivery is shown on the attached plan at Appendix 1.

A further report on the delivery of the phase 2 scheme at Belle Vue will follow.

3. PROPOSALS

Within phase 1 of the Belle Vue scheme there are 88 properties of which 13 are in the Council's ownership. The proposal is to transfer ownership of the 13 properties and also other land such as highways, footpaths and grass verges (shown on appendix 1) to Housing Hartlepool at nil value to facilitate scheme delivery.

4. RISK AND FINANCIAL IMPLICATIONS

Property acquisition has been undertaken using HMR/SHIP funding. Due to the nature of the site and the overall programme to deliver Housing Regeneration on this site it isn't possible to attribute a land value to area proposed for transfer for a number of reasons:

1) Acquisition costs of the scheme to date have been significant.

2) HCA kick-start programme will be undermined if a land value was attributed to the Councils land holdings on this site as this would undermine the business case. The debt repayment years are already unviable however the partner RSL is committed to the Belle Vue scheme that they will proceed regardless of this. Any land value received for this scheme would have to be reported back through the HMR programme for recycling.

The Authority has powers under the Local Government Act 1972 General Disposals Consent (England 2003) to dispose of land at less that Market Value provided it is likely to contribute to the promotion or improvement of the economic well being of the whole or any part of its area or any persons resident or present in its area.

Although the scheme would not be viable if the Council sought payment for the land and property, the Estates Manager considers that the open market value of the Councils property interests to be transferred amount to some £63,000.

5. ASSET MANAGEMENT CONSIDERATIONS

There are not considered to be any adverse management considerations involved in this proposal. The management of the vacant units will continue to be managed by Housing Hartlepool until demolition.
The use of the Councils assets to facilitate regeneration and investment improving the provision of social housing in the town accords with the key objectives of the Asset Management Plan.

6. RECOMMENDATIONS

It is recommended that Portfolio Holder approve the transfer of the Councils land holding at Belle Vue (highlighted in Appendix 1) to Housing Hartlepool at nil value to facilitate delivery of the Housing Market Renewal scheme.

7. REASONS FOR RECOMMENDATIONS

The proposal will facilitate the delivery of the first phase of the housing market renewal programme in Belle Vue.

8. CONTACT OFFICER

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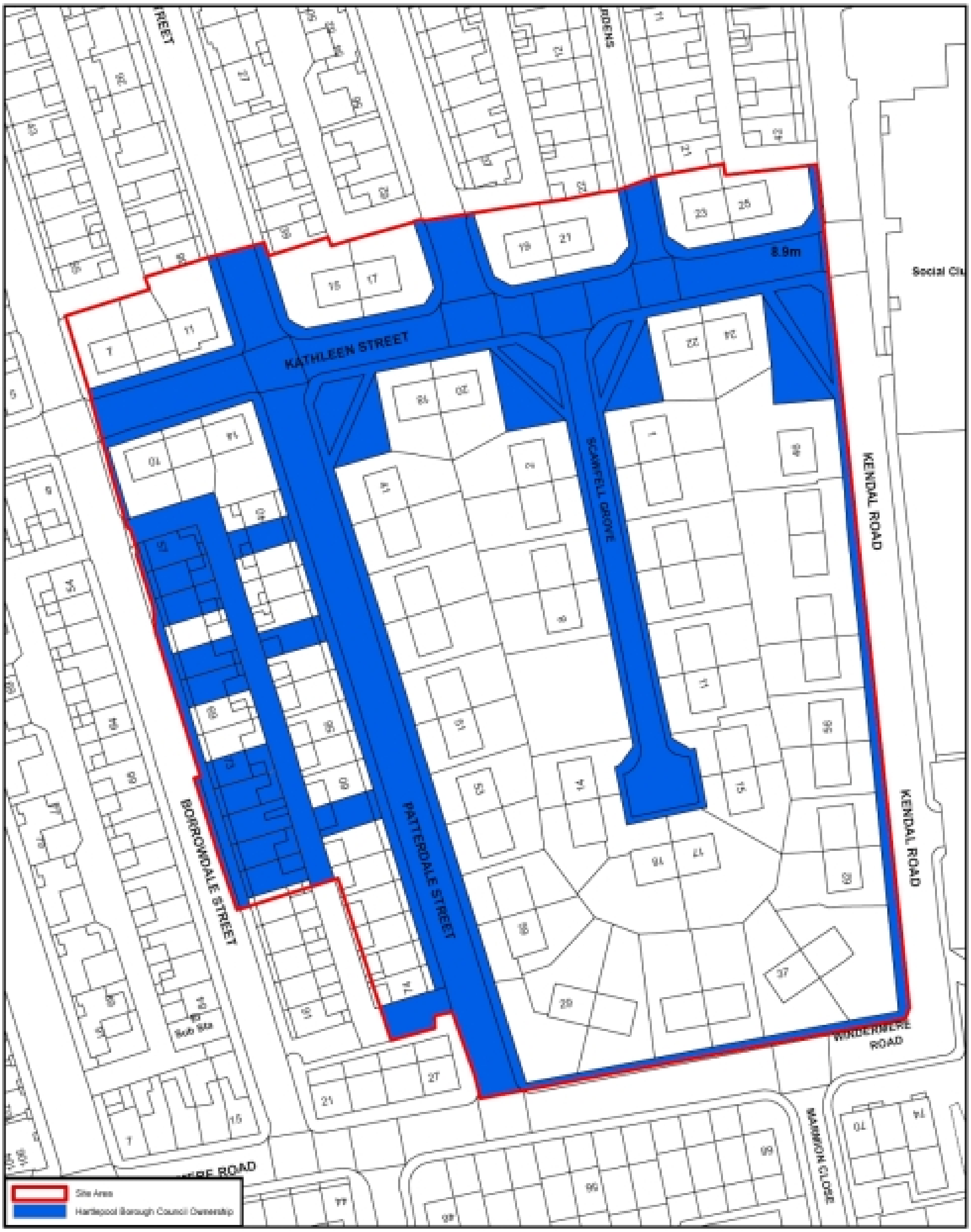
Estates and Asset Manager
Bryan Hanson House
Hartlepool
(01429) 523386


KATHLEEN STREET
PATTERDALE STREET
SCAWFELL GROVE
KENDAL ROAD
BORROWDALE STREET
WINDERMERE ROAD
MARMION CLOSE
8.9m
Social Clu
Sub Sta
Site Area
Hartlepool Borough Council Ownership

FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

18th May 2010

HARTLEPOOL BOROUGH COUNCIL

Report of: Assistant Chief Executive, Chief Customer and Workforce Services Officer, Chief Finance Officer, Chief Solicitor and Director of Regeneration and Neighbourhood Services

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2009/10 – 4TH QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the achievements made against the Chief Executive's Departmental Plan for 2009/10 for the period ending 31st March 2010

2. SUMMARY OF CONTENTS

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

3. RELEVANCE TO PORTFOLIO MEMBER

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

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 18 May 2010.

6. DECISION REQUIRED

Progress on key actions and Key Performance Indicators, and current rating of risks be noted.

Report of: Assistant Chief Executive, Chief Customer and Workforce Services Office Officer, Chief Finance Officer, Chief Solicitor and Director of Regeneration and Neighbourhood Services

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2009/10 – 4TH QUARTER MONITORING REPORT

PURPOSE OF REPORT

1. To inform the Portfolio Holder of the progress made against the key actions identified in the Chief Executive's Departmental Plan 2009/10 for the period up to 31st March 2010.

BACKGROUND

2. The Finance and Performance Portfolio Holder agreed the Chief Executive's Departmental Plan at the meeting on 14 July 2009.

3. The Chief Executive's Departmental Plan 2009/10 sets out the key tasks and issues within an Action Plan to show what is to be achieved by the department throughout the year. The plan also describes how the department contributes to the Organisational Development Actions as laid out in the 2009/10 Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.

4. The Council's Performance Management system (Covalent) is used to collect and analyse performance against the actions and targets detailed in the Corporate Plan, the five Departmental Plans as well as Service and Operational Plans. The system is also used to monitor Risk Management across the council within the Performance Management Framework. The information in the system was used to prepare this report.

5. Each Division has also produced a Divisional Service Plan, detailing the key tasks and issues facing each division in the coming year. Each plan contains an action plan, detailing how each individual division intends to contribute to the Organisational Development Actions contained in the Corporate Plan, as well as the key tasks and priorities contained in the Chief Executives Departmental Plan. Divisional Chief Officers will have the lead responsibility for managing performance of

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

FOURTH QUARTER PERFORMANCE

6. This section looks in detail at how the Chief Executives Department and the Procurement Division within the Regeneration and Neighbourhoods Department have performed in relation to the key actions and performance indicators that were included in the Chief Executives Departmental Plan 2009/10. On a quarterly basis officers from across the department are asked, via Covalent, to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator (PI).

7. Officers are asked to provide a short commentary explaining progress made to date, and asked identify the expected outcome of each action/PI set out in the Departmental Plan. The following traffic lights are used within Covalent:

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

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

OVERVIEW OF PERFORMANCE

9. Within the Chief Executives Department there were a total of 146 actions and 29 Key Performance Indicators (KPIs) identified in the 2009/10 Departmental Plan. This report also includes 15 actions that were included in the Regeneration and Planning Services Departmental Plan that are being delivered by the Community Strategy Team that has been transferred to the Corporate Strategy Division as part of the Council restructure. Portfolio Holder agreed in February to delete two actions from the Departmental Plan as they could no longer be achieved, reducing the total number of actions to be monitored to 159.

10. In addition, of the 29 KPIs included in the plan only 7 can be monitored on a quarterly basis, with the other 22 indicators only being reported on an annual basis. Therefore, only the 7 quarterly indictors are included in this report. All of the other indicators will be included in a comprehensive year end Performance report that will be produced once all annual outturn figures are available and reported to Cabinet. Tables 1 and 2, below, summarises officers views on progress made, to 31 March 2010: -

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

		Corporate Strategy	Finance	Human Resources	Legal Services	Procurement	Total
	Target achieved	40	58	3	8	2	**111**
	On track to achieve target	11	2	13	2	0	**28**
	Progress acceptable	4	4	2	0	0	**10**
	Intervention Required	0	2	0	0	0	**2**
	Target not achieved	1	4	0	0	3	**8**
	Total	**56**	**70**	**18**	**10**	**5**	**159**

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

		Corporate Strategy	Human Resources	Total
	Target achieved	5	0	**5**
	On track to achieve target	0	1	**1**
	Progress acceptable	0	0	**0**
	Intervention Required	0	0	**0**
	Target not achieved	1	0	**1**
	Total	**6**	**1**	**7**

Note: Table only includes those Divisions with KPIs reported quarterly

11. A total of 136 actions (86%) have been reported as having achieved their targets or being on track to achieve target, and a further 9 (6%) have been assessed as making acceptable progress. A number of actions have overall end dates in 2010/11, meaning they have been assessed as 'on track' as opposed to being 'achieved'.

12. However, 2 actions (1%) have been highlighted as requiring intervention and 12 actions (8%) have been assessed as having not achieved target. More information on these actions can be found in the relevant sections below.

13. Six of the seven, or 86%, of the quarterly Key Performance Indicators (KPIs) have been assessed as having achieved or being on track to achieve their year end target. The remaining KPI has not achieved and this is included in the Corporate Strategy section below.

Corporate Strategy Division

14. The Plan contained 41 actions that were the responsibility of the Corporate Strategy Division. In addition, the Community Strategy team are responsible for 15 actions that were included in the Regeneration and Planning Services Departmental Plan. 51 of these (91%) have been completed and a further 4 (7%) have been assessed as having made acceptable progress. However, 1 action has not been achieved, and this is shown in table 3, below: -

Table 3: Corporate Strategy Action not completed/achieved

Ref	Action	Date to be Completed	Comment
Outcome: Ensure the delivery of the Neighbourhood Renewal in the Borough			
CORP SC11.5	Coordinate a review of LSP resources to deliver the Community Strategy/Neighbourhood Renewal Strategy	31/03/2010	Local data received from partners but delay in receiving central government data. This will not be resolved until after the election but we are aiming to report findings to the Hartlepool Partnership on 21st May 2010.

15. The Corporate Strategy Division monitors 6 Key Performance Indicators on a quarterly basis, and 5 (83%) have achieved their year end target. The remaining indicator narrowly missed its year end target and this can be seen in table 4, below: -

Table 4: Corporate Strategy KPIs not achieving year end target

Ref	Indicator	Target	Outturn	Comment
CEDCS P012	Draft minutes within 10 day (non exec) (LPI CE6)	98.0%	97.89%	Marginally missed target – by 0.11 percentage points.

16. In the period up to and including 31 March 2010 the Corporate Strategy Division completed a number of actions, including: -

- Hartlepool's refreshed Local Area Agreement was signed off by Council and Hartlepool Partnership and received approval from the Secretary of State.
- A revised Corporate ICT Strategy has been agreed.
- All Scrutiny Work Programme investigations have been completed.
- Risk training sessions for Councillors were held in July to raise awareness of Risk Management across the Council

Finance Division

17. The Plan contained 72 actions that were the responsibility of the Finance Division, although this has reduced slightly to 70 actions following the decision to remove 2 actions from the Departmental Plan as previously mentioned. 60 of these (86%) have been assessed as already being completed or being on track to achieve target.

18. A further 4 actions, or 6%, have been assessed as having made acceptable progress. However, the remaining 6 actions (9%) have been assessed as either requiring intervention or having not been achieved. Further details are provided in table 5, below: -

Table 5: Finance Actions requiring intervention or not achieved

Ref	Action	Date to be Completed	Comment
Outcome: Development of Governance Arrangements			
CORP OD05.1	Develop Overarching Officer Code of Conduct	31/03/2010	Still awaiting guidance following national consultation.
Outcome: Implement 2010 Business Rate Revaluation			
CED62	Develop and implement staff training programme	31/01/2010	
CED63	Test / implement system amendments	28/02/2010	Awaiting list
Outcome: Implement with Partners, the Skills for Life Programme			
CED69	Determine financial and resource requirements	31/05/2009	still awaiting further details from housing Hartlepool re scope of project and costs
Outcome: Review of Cash Office facilities			
CED23	Review range and nature of services currently provided by the Cash Office and identify alternative options for delivering services	30/06/2009	Portfolio Holder requested further report on Cash Office position.
CED24	Develop and implement an exit strategy for cash based transactions	30/06/2009	

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

20. In the period up to and including 31 March 2010 the Finance Division completed a number of actions, including: -

- Data Quality training has been provided
- Financial inclusion awareness events have been held in neighbourhoods with significant ‘at risk’ households
- Final budget for 2010/11 was approved in February
- The new Income Management System has been introduced

Human Resources Division

21. The Plan contained 18 actions that were the responsibility of the Human Resources Division. For the period ending 31 March 2010 a total of 16 actions (89%) were assessed as having either been achieved, or being on track to achieve target, and the remaining two (11%) was assessed as having made acceptable progress.

22. The Human Resources Division included 1 Performance Indicators that could be monitored quarterly and this has been assessed as being on track to achieve its year end target.

23. Within the period up to 31 March 2010 the Human Resources Division completed a number of actions, including: -

    - Electoral Commission Performance Standards have been implemented
    - The Health and Safety Strategic Action Plan has been revised.
    - Draft Corporate Health and Safety Policy agreed by CMT for consultation with interested parties.

Legal Services Division

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

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

26. In the period up to and including 31 March 2010 the Legal Services Division completed a number of actions, including: -

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

Procurement Division

27. The Plan contained 5 actions that were the responsibility of the Procurement Division. Two actions (40%) have been achieved and the remaining three (60%) have not, and these can be seen in table 6, below: -

Table 6: Procurement Actions not achieved

Ref	Action	Date to be Completed	Comment
Outcome: Review 5 year procurement plan			
CORP OD18.1	Develop and update the 5 year Procurement Plan	31/03/2010	09/10 Plan to be submitted for PH approval at next meeting (February)
CORP OD18.2	Deliver key corporate procurement projects	31/03/2010	18.2.1 Postal Services - Competition paperwork using the OGC Framework Contract currently being prepared with a view to a contract start date of March 2010. 18.2.2 Agency Staff - Communications to both end user and contracted suppliers currently being prepared to advise on launch date of 1st February 2010. 18.2.3 Managed Print Service - Formal contracts being finalised to be sent to successful contractors. Print Unit now using contract for all printing requirements. 18.2.4 Categorised Spend Analysis - Complete. 18.2.5 Update and Publish Contract Register - This action is now carried out on a continuous basis - 100% complete for this period. 18.2.6 Equality in Procurement Guidance - Workgroups with RIEP and other authorities on-going. Guidance details being prepared.
Outcome: Review Procurement Strategy			
CORP OD19.3	Review Sustainable Procurement Strategy	31/03/2010	Sustainable Procurement Group are completing draft of Policy for approval at CPG & PH in February

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

29. In the period up to and including 31 March 2010 the Procurement Division completed a number of actions, including: -

- Revised Corporate Commissioning and Procurement Strategy approved by Portfolio Holder in March.

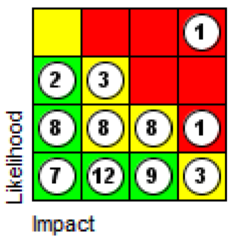
Risk Monitoring

30. It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risks that could prevent the achievement of corporate and departmental objectives. On a quarterly basis each division assesses the risks identified within the Chief Executive's Risk Register. The result of this quarterly update is reported to the Corporate Risk Management Group (CRMG) via each division's representative on the group. The Council's approach acknowledges that the purpose is not to remove all risks (this is neither possible nor, in many cases, desirable), rather it is to ensure that potential 'losses' are prevented or minimised and that 'rewards' are maximised.

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

32. 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 62 risks. Only two of these risks are highlighted as a 'RED' risk. A further 22 risks are on an 'AMBER' status with the remaining 38 being at a low level 'GREEN' status.

Diagram 1 – Chief Executive Departmental Risk Register Heat

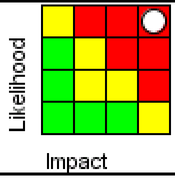
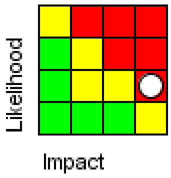


See Appendix A for key to diagram above

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

Table 8 – Chief Executive Departmental Risk Register – 'Red' Risks

Current Matrix	Code	Title	Managed by	Latest Note
	CED R044	Loss of Grant Funding	Finance Division	Addressed in budget strategy with 5% reduction per annum built into plans

				
	CED R060	Delivery of an effective Corporate Service	Legal Services	Reviewed and no change required.

Recommendations

34. Portfolio Holder is asked to: -

- Note progress on key actions and KPIs and current rating of risks.

APPENDIX A

HARTLEPOOL BC
RISK ASSESSMENT MATRIX AND VALUE GUIDES

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

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

IMPACT

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

LIKELIHOOD

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

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

FINANCE AND PERFORMANCE PORTFOLIO

Report to Portfolio Holder

18th May 2010

HARTLEPOOL BOROUGH COUNCIL

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS 2009/10

SUMMARY

1. PURPOSE OF REPORT

1.1 To report to the Portfolio Holder on complaints performance for 2009/10.

2. SUMMARY OF CONTENTS

2.1 The report covers performance information on formal complaints for 2009/10. The numbers of formal complaints received by most departments are at similar levels to previous years. There has been an improvement in the proportion of social care complaints investigated within the target deadlines. Departments continue to work on remedying complaints and learning from these contacts with service users.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Member has responsibility for performance issues.

4. TYPE OF DECISION

4.1 Non-key.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder meeting on 18th May 2010.

6. DECISION REQUIRED

6.1 That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS 2009/10

1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of complaints performance in 2009/10.

2. FORMAL COMPLAINTS INFORMATION – 2009/10

Corporate complaints

2.1 In 2009/10, a total of 40 corporate complaints were recorded by departments. This is a substantial reduction from 68 complaints recorded in 2008/09. This reduction is largely due to a group of 17 complaints received in 2008/09 by the Neighbourhood Services Department on a single issue, i.e. the proposed closure of Falcon Rd in the Throston area. Table 2.1 shows the number of corporate complaints investigated by department.

Table 2.1 Number of Corporate Complaints by Department

Department	Number of Complaints
Neighbourhood Services Department	14
Chief Executive's Department	10
Adult & Community Services Department	6
Regeneration and Planning Services Department	6
Children's Services Department	4
Total	**40**

2.2 The departments and sections that have high levels of contact with large numbers of the public tend to receive higher numbers of complaints. (See Appendix A for figures for 2009/10, 2008/09 and 2007/08).

2.3 With the exception the Neighbourhood Services Department, complaints levels in most departments have stayed at approximately similar levels to 2007/08. The number of corporate complaints dealt with by the Neighbourhood Services Department has reduced from 40 in 2008/09 to 14 in 2009/10. However, this is largely due to a group of complaints made to the Neighbourhood Services Department in 2008/09 about the Falcon Road closure plans.

Social care complaints

2.4 The social care complaints received by the Adult & Community Services and Children's Services Departments are dealt with under statutory procedures which differ from the corporate procedure in terms of time scales and investigative process. However, for the sake of completeness, basic statistics on numbers of complaints received are included in this report to give the Portfolio Holder an overall picture of complaints levels across the authority.

2.5 The past year has seen a total of 26 social care complaints made to the Council – 19 to the Children's Services Department and 7 to the Adult & Community Services Department. This level of complaints is similar to the levels recorded in 2008/09.

Meeting targets

2.6 The corporate complaints procedure has a target of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. For social care complaints, deadlines vary depending on the level of the complaint - within 10 working days with a possible extension to 20 days for the Local Resolution stage, which is similar to the formal stage of the corporate complaints procedure. For 73 per cent of corporate complaints, this target was achieved, which is a reduction from 81 per cent in 2008/09. As previously reported to Portfolio Holder, this reduction can be attributed to an increase in corporate complaints being reported outside of deadlines in quarter 3 of 2010. There did not appear to any particular problem areas within the authority responsible for this drop in performance and complaints officers were asked to emphasise to investigating officers the importance of dealing with complaints promptly. For social care complaints, the target was met in 92 per cent of cases, which is an increase from 70 per cent in 2008/09). The cases where deadlines have not been met tend to be more complicated complaints which may involve interviews with a number of people or waiting for a response from an external agency.

Outcomes of complaints investigations

2.7 When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether the authority has been at fault and hence the complaint is upheld, either fully or in part. In 2009/10, 25 per cent of corporate complaints were either fully or partly upheld. This is a reduction from the figure of 48 per cent of complaints upheld in part or completely in 2008/09.

Remedies for complainants

2.8 When reporting complaints performance, departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In all cases where the complaint was upheld fully or in part, remedies were offered to complainants. The remedies vary depending on the circumstances of the complaint. In some cases the problem that had caused the complaint can be quickly resolved, e.g. the processing of a delayed claim. However resolution is not always possible, but other remedies are available. A written apology is usually given and, where appropriate, an explanation of how the problem arose and how it will be avoided in future. If a complainant has been disadvantaged or lost out in some way, efforts are made to place them in the position they would have been in, had the problem not arisen, for example, the refunding of fees for a service that could not be used.

Learning from complaints

2.9 Departments are also asked to outline what has been done to prevent recurrence of the complaints which have been upheld. Wherever possible, actions have been taken to avoid further complaints. Actions taken include:

- Setting up a new tracking system for enquiries to ensure they are dealt with within deadlines;
- Arranging for staff to have visiting cards so that service users know who has been to visit them;
- Trimming trees at a play area to avoid seating becoming dirty;
- Increasing consultation with people with disabilities when introducing road crossings;
- Amending standard documentation to avoid incorrect contact information being sent out;
- Reminding staff about prompt responses to letters from the public;
- Ensuring Social workers print off the most recent assessments/reviews held on file to familiarise themselves with the person they are going to visit;
- Ensuring Social workers type up care plans and reviews at the earliest opportunity and agree them with service users and carers.
- Make referrals to the User Property and Finance Team on the day the placement is made.

2.10 Overall, departments are keen to learn from complaints and are taking steps to prevent their recurrence. It is inevitable that some service areas are always more likely to attract complaints than others. However, in general, if a complaint has been received about a particular service, it is dealt with and the service amended. It is rare to see the same types of complaints recurring regularly.

Summary

2.11 The overall picture from the complaints monitoring information for 2009/10 is:

- The number of complaints received is at similar levels to previous years;
- There has been a reduction in the proportion of corporate complaints investigated within the target deadlines;
- There has been an improvement in the proportion of social care complaints investigates within the target deadlines;
- Departments continue to work on remedying complaints and learning from these contacts with service users.

3. COMPLAINTS REFERRED TO THE LOCAL GOVERNMENT OMBUDSMAN

3.1 All councils receive an annual letter/review from the Local Government Ombudsman which details: the complaints received by the Ombudsman and the outcome of his investigations in the previous year; comments on the Council's complaints performance; and comments on liaison arrangements with the Council. This letter is due to arrive in late June and will be reported to the next meeting of the Performance Portfolio Holder.

4. RECOMMENDATIONS

4.1 That the report be noted.

BACKGROUND PAPERS

- Corporate Complaints - April 2008 to March 2009 - Report to the Performance Portfolio Holder, 14th May 2009.
- Hartlepool Borough Council Corporate Complaints Procedure 2008.

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Email: Lisa.Anderson@hartlepool.gov.uk.

APPENDIX A - COMPLAINTS MONITORING – April 1st 2009 to March 31st 2010

	Total no. of complaints			Reported on within target deadline			Reported on outside target of deadline			Not upheld			Partly upheld/partly not upheld			Upheld		
	2009 /10	**2008 /09**	2007 /08	**2009 /10**	**2008 /09**	2007 /08	**2009 /10**	**2008 /09**	2007 /08	**2009 /10**	**2008 /09**	2007 /08	**2009 /10**	**2008 /09**	2007 /08	**2009 /10**	**2008 /09**	2007/ 08
CHIEF EXECUTIVES' DEPT																		
Corporate Strategy	**0**	0	1	**0**	0	1	**0**	0	0	**0**	0	1	**0**	0	0	**0**	0	0
Finance	**7**	4	14	**7**	4	13	**0**	0	1	**6**	3	5	**0**	0	1	**1**	1	8
Human Resources	**0**	5	3	**0**	3	3	**0**	2	0	**0**	3	0	**0**	0	1	**0**	2	2
Legal	**3**	1	1	**2**	1	1	**1**	0	0	**1**	0	0	**2**	0	1	**0**	1	0
TOTALS FOR CHIEF EXEC'S	**10**	10	19	**9**	8	18	**1**	2	1	**7**	6	6	**2**	0	3	**1**	4	10
ADULT & COMMUNITY SERVICES*																		
Corporate complaints	**6**	11	8	**4**	7	5	**2**	4	3	**4**	8	2	**2**	2	3	**0**	1	3
Social care complaints	**7**	8	10	**7**	7	7	**0**	1	3	**0**	2	3	**5**	5	4	**2**	1	3
TOTALS FOR A&CS	**13**	19	18	**11**	14	12	**2**	5	6	**4**	10	5	**7**	7	7	**2**	2	6
CHILDREN'S SERVICES*																		
Corporate complaints	**4**	1	2	**3**	1	2	**1**	0	0	**3**	1	2	**1**	0	0	**0**	0	0
Social care complaints	**19**	12	8	**17**	7	5	**2**	5	3	**8**	5	7	**10**	7	0	**1**	0	1
TOTALS FOR CH SERVICES	**23**	13	10	**20**	8	7	**3**	5	3	**11**	6	9	**11**	7	0	**1**	0	1

	Total no. of complaints			Reported on within target deadline			Reported on outside target deadline			Not upheld			Partly upheld/partly not upheld			Upheld		
	2009/10	**2008/09**	2007/08	**2009/10**	**2008/09**	2007/08	**2009/10**	**2008/09**	2007/08	**2009/10**	**2008/09**	2007/08	**2009/10**	**2008/09**	2007/08	**2009/10**	**2008/09**	2007/08
REGENERATION & PLANNING SERVICES	**6**	6	2	**3**	4	0	**3**	2	2	**4**	4	2	**2**	2	0	**0**	0	0
NEIGHBOURHOOD SERVICES	**14**	40	21	**10**	35	17	**4**	5	4	**12**	16	14	**1**	20	2	**1**	4	5

SUMMARY STATISTICS

	Total no. of complaints			Reported on within target deadline			Reported on outside target deadline			Not upheld			Partly upheld/partly not upheld			Upheld		
Total dealt with under corporate complaints procedure	**40**	68	52	**29**	55	42	**11**	13	10	**30**	35	26	**8**	24	8	**2**	9	18
				73%	81%	81%	**28%**	19%	19%	**75%**	52%	50%	**20%**	35%	15%	**5%**	13%	35%
Total dealt with under social care complaints procedures	**26**	20	18	**24**	14	12	**2**	6	6	**8**	7	10	**15**	12	4	**3**	1	4
				92%	70%	67%	**8%**	30%	33%	**31%**	35%	55%	**58%**	60%	22%	**12%**	5%	22%
Overall Total	**66**	88	70	**53**	69	54	**13**	19	16	**38**	42	36	**23**	36	12	**5**	10	22
				80%	78%	77%	**20%**	22%	23%	**58%**	48%	51%	**35%**	41%	17%	**8%**	11%	31%

*** 2007/08 was the first year in which information on social care complaints was presented to the Performance Portfolio Holder. Social care complaints for both adults and children are statutorily dealt with through separate complaints procedures with different targets and outcomes to the corporate complaints procedure. This information has been included to give a fuller picture of complaints handling across the authority.**

FINANCE & PERFORMANCE PORTFOLIO

Report to Portfolio Holder

18th May 2010

HARTLEPOOL BOROUGH COUNCIL

Report of: Head of Performance and Partnerships

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

SUMMARY

1.0 PURPOSE OF REPORT

1.1. To inform the Portfolio Holder of the results of the 30th phase of Viewpoint, Hartlepool Borough Council's citizen's panel, that was distributed in September 2009.

1.2. To bring to the attention of the Portfolio Holder that an additional Viewpoint survey was carried out in December 2009. This Viewpoint survey asked questions about a new nuclear power station for Hartlepool, and the results from which were fed back to Cabinet on 15th February 2010.

2.0 SUMMARY OF CONTENTS

2.1 A report of the results from the 30th Viewpoint questionnaire that included: Recycling and kerbside collections; and Transport.

2.2 A summary of the results obtained through the 31st Viewpoint questionnaire which covered: A new nuclear power station for Hartlepool. The results from this Viewpoint survey were reported to Cabinet on 15th February 2010.

2.3 Key findings are:

- In 2009 more Viewpoint members were satisfied with the kerbside collection service, found the service easier to use, and recycled more household items more often than in previous years.

- Viewpoint members were more likely to travel using the car, rather than using public transport, cycling or walking. Six out of ten members make short journeys by car at least once a week. Results are broadly similar to those obtained in 2007, suggesting that little has changed in the travelling habits of Hartlepool residents in the last two years.

- Before receiving this questionnaire, nine out of ten Viewpoint members were aware that a nuclear power station might be built in Hartlepool, and six out of ten members generally support a new nuclear power station being built in Hartlepool. Seven out of ten Viewpoint members felt that a new nuclear power station will bring benefits to Hartlepool, the main benefit being employment opportunities and job security.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Member has responsibility for consultation issues.

4.0 TYPE OF DECISION

4.1 Non-key.

5.0 DECISION MAKING ROUTE

5.1 Portfolio Holder meeting on 18th May 2010

6.0 DECISION REQUIRED

6.1 That the results of the survey be noted.

Report of: Head of Performance and Partnerships

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

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1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of the results from the 30th phase of Viewpoint that was distributed to panel members in September 2009.

2. BACKGROUND

2.1 Viewpoint, Hartlepool Borough Council's citizen's panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.

2.2 The aim of Viewpoint is to ensure the council listens to the community and involves local people in the council's decision making. There are often important issues on which the council needs to consult with the local population and discover what the community's priorities are for the future.

2.3 Each phase of Viewpoint covers various topics and within this phase there were questions on:

- Recycling and kerbside collections
- Transport

2.4 This survey was sent in September 2009 to all active members of the panel which, in this instance, was 1334 individuals. A response rate of 66 per cent was achieved with 872 questionnaires being returned.

2.1 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all Viewpoint members complete the questionnaire at each phase.

2.5 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular Viewpoint newsletter (see **Appendix A**). A copy of the overall report has also been placed in the members' library, in all public libraries across the Borough for public access and has been placed on the council's website.

2.6 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on 130 topics. Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we refresh a third of our panel annually, we should have a new panel every three years, and therefore Viewpoint members will not be answering questions they have already answered.

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

Table 2.1 Use of Viewpoint by departments – number of topics covered up to and including Viewpoint 31

	%	(No.)
Regeneration & Neighbourhoods	57	(74)
Child & Adult Services	22	(29)
Chief Executive's Department	18	(23)
External agencies	3	(4)
	(N=130)	

2.8 This report includes a summary of the main results from the Viewpoint 30 questionnaire. Attached as **Appendix B**, is the full results report.

3. VIEWPOINT 30: RECYCLING AND KERBSIDE COLLECTIONS

3.1 Viewpoint members were more likely to respond positively about kerbside collections in 2009 than in previous years. In 2009, more Viewpoint members:

- have and use the different kerbside collections
- find the various kerbside collections easy or very easy to use
- were satisfied with the various containers provided for recycling
- were satisfied with the reliability of their kerbside collections
- said they recycle various household items

3.2 Most Viewpoint members found it easy to access the household waste recycling centre on Burn Road.

3.3 Viewpoint members were least likely to be satisfied with the:

- blue bag provided for recycling paper
- level of street cleanliness after their white bags had been collected

3.4 Viewpoint members told us they recycle paper, card, cardboard, glass, cans, tins and plastic containers every time and were less likely to recycle garden or food waste for compost or textiles.

3.5 Nearly all Viewpoint members think it's important to recycle the rubbish that households produce, and do so even if it requires additional effort with over half of Viewpoint members recycling everything that can be recycled.

3.6 The two things that discourage Viewpoint members from recycling are:

- cleaning items before recycling
- having nowhere to store extra boxes, bins and bags.

3.7 When asked what would encourage members to recycle more, over half said they already recycle as much as they can and three out of ten said they would be encouraged to recycle more if they were paid to.

4. VIEWPOINT 30: TRANSPORT

4.1 Viewpoint members were more likely to travel to various places (such as work, college, university, the doctors, the University Hospital of Hartlepool, Hartlepool Town Centre, and when travelling outside of Hartlepool) using the car and were least likely to say they use the train, a taxi or cycle. The majority of members found it easy to travel to these different places.

4.2 Half of Viewpoint members travel to the shops in their car instead of walking or cycling and a third of members said they use the car for the short journey into the Town Centre. Six out of ten members told us they make short journeys by car at least once a week.

4.3 When asked what would help reduce traffic congestion in Hartlepool, Viewpoint members thought:

- an improved bus service and facilities
- a better train service and facilities

4.4 Viewpoint members said cheaper fares would encourage them to use public transport, such as busses and trains, more.

4.5 Half of Viewpoint members were satisfied with the amount of information provided about public transport, the accuracy of the information, and the provision of public transport information overall.

4.6 Viewpoint members were more likely to be satisfied with how easy buses are to get on and off, the number of bus stops, and the frequency of buses.

4.7 Three out of ten members use the local bus service frequently (at least once a week or more). However, four in ten members have never used the local bus service or have not used it in the last year.

5. VIEWPOINT 31: A NEW NUCLEAR POWER STATION FOR HARTLEPOOL

5.1 In December 2009 an additional Viewpoint survey was sent out on behalf of the Regeneration and Neighbourhoods Department, which asked questions about a new nuclear power station for Hartlepool.

5.2 This survey achieved a response rate of 67% with 884 questionnaires returned. The results from this survey were reported to Cabinet on 15th February 2010.

5.3 Before receiving this questionnaire, nine out of ten Viewpoint members were aware that a nuclear power station might be built in Hartlepool.

5.4 Six out of ten members generally support a new nuclear power station being built in Hartlepool. Two out of ten members were against it, and a further two out of ten members did not have a strong view about it.

5.5 Seven out of ten Viewpoint members felt that a new nuclear power station will bring benefits to Hartlepool, the main benefit being employment opportunities and job security.

5.6 Four out of ten members had concerns about a new nuclear power station being built in Hartlepool, the main concern being the risk of pollution and environmental risks.

6. RECOMMENDATIONS

6.1 It is recommended that the Portfolio Holder note the results.

7. CONTACT OFFICER

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Hartlepool Borough Council

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Viewpoint Newsletter

HARTLEPOOL BOROUGH COUNCIL

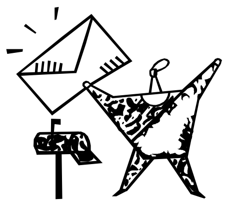
Welcome to the Spring 2010 Viewpoint newsletter

This newsletter includes:

- **Results from Viewpoint 29**
  June 2009
  Response rate: 65%
  891 questionnaires returned
- This survey asked you about:
  - ☑ Summerhill
  - ☑ Perceptions of young people
  - ☑ Council meetings
  - ☑ Emergency planning leaflet

- **Results from Viewpoint 30**
  September 2009
  Response rate: 66%
  872 questionnaires returned
- This survey asked you about:
  - ☑ Recycling & kerbside collections
  - ☑ Transport

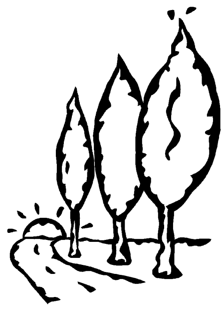
- **Results from Viewpoint 31**
  December 2009
  Response rate: 67%
  884 questionnaires returned
- This survey asked you about:
  - ☑ A new nuclear power station for Hartlepool



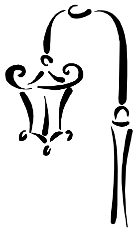
- I would like to take this opportunity to say a big thank you for making the time and effort to complete and return the past three surveys.
- Also, as I am now back from maternity leave you can now, once again, fill out your Viewpoint surveys online!

Summerhill

- Nearly all Viewpoint members were aware of Summerhill and almost half had visited in the last 12 months. The majority were repeat visitors, and most said they had gone to Summerhill for a walk.
- Visitors were actually most likely to have found out what's on at Summerhill through an article in Hartbeat or by word of mouth. Despite this, three quarters of members said they would look in the Hartlepool Mail to find out what's on in future.
- Half of you suggested more awareness of activities and events going on at Summerhill would make them visit more often, and thought a café in the visitor centre would be a good improvement.



Perceptions of young people



- Two out of five members agreed that young people hanging around is a problem in your area. One in four said you avoid going out because of young people gathering. And one in seven members agreed that they were fearful of young people.
- A third of you agreed that young people are to blame for anti-social behaviour, whereas a quarter disagreed. Eight out of ten members felt that young people drinking and using drugs is a problem in Hartlepool.
- Despite concerns about young people hanging around and gathering on streets, more than half of you agreed that young people have the right to meet on the street.
- A majority of Viewpoint members agreed that there is nowhere for young people to go after school or at weekends. And three out of four members felt that more facilities are needed for young people in Hartlepool.
- Three quarters of you agreed that young people have a lot to offer the community and that the positive achievements of young people are often overlooked or unrecognised.
- Most Viewpoint members agreed that young people should be consulted when planning activities that affect them. And many agreed that young people deserve respect from adults, while adults too deserve respect from young people. A majority of members also felt that young people need to be disciplined more.

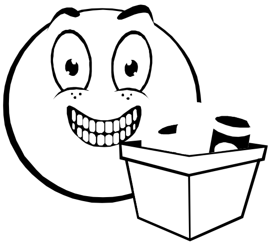
Council meetings

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

Emergency planning leaflet

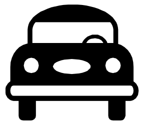
- The majority of Viewpoint members remembered receiving the 'Prepare for Emergencies' leaflet delivered to all homes in the Cleveland area in May 2009, and nine out of ten of these members recalled reading it and said that they had kept it.
- Most members agreed that the leaflet was easy to understand and follow. And more than four out of five members agreed that it contained plenty of information, had a good appearance, and was useful. They were least likely to agree that the leaflet was interesting and covered everything they'd need to know for preparing for emergencies.

Recycling and kerbside collections



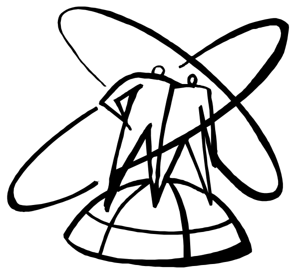
- Most Viewpoint members found it easy to access the household waste recycling centre on Burn Road.
- The majority of members said they had, and used, the various kerbside collections, and found them easy or very easy to use.
- Viewpoint members were least likely to be satisfied with the blue bag provided for recycling paper, and were dissatisfied with the level of street cleanliness after their white bags had been collected. However, members were satisfied with the reliability of the various kerbside collections.
- Respondents told us they recycle paper, card, cardboard, glass, cans, tins and plastic containers every time and were less likely to recycle garden or food waste for compost or textiles.
- Nearly all Viewpoint members think it's important to recycle the rubbish that households produce, and do so even if it requires additional effort with over half of Viewpoint members recycling everything that can be recycled.
- The two things that discourage Viewpoint members from recycling are cleaning items before recycling and not having anywhere to store the extra boxes, bins and bags.
- When asked what would encourage members to recycle more, over half said they already recycle as much as they can and three out of ten said they would be encouraged to recycle more if they were paid to.

Transport



- Viewpoint members were more likely to travel to various places using the car and were least likely to say they use the train, a taxi or cycle. The majority of members found it easy to travel to these different places.
- Half of Viewpoint members travel to the shops in their car instead of walking or cycling and a third of members said they use the car for the short journey into the Town Centre. Six out of ten members told us they make short journeys by car at least once a week.
- Over half of respondents thought an improved bus service and facilities would help to reduce traffic congestion in Hartlepool, and four out of ten members thought a better train service and facilities would help. Viewpoint members said cheaper fares would encourage them to use public transport, such as busses and trains, more.
- Half of Viewpoint members were satisfied with the amount of information provided about public transport, the accuracy of the information, and the provision of public transport information overall.
- Viewpoint members were more likely to be satisfied with how easy buses are to get on and off, the number of bus stops, and the frequency of buses.
- Three out of ten members use the local bus service frequently (at least once a week or more).
  However, four in ten members have never used the local bus service or have not used it in the last year.

A new nuclear power station for Hartlepool



- Before receiving this questionnaire, nine out of ten Viewpoint members were aware that a nuclear power station might be built in Hartlepool.
- Six out of ten members generally support a new nuclear power station being built in Hartlepool. Two out of ten members were against it, and a further two out of ten members did not have a strong view about it.
- Seven out of ten respondents felt that a new nuclear power station will bring benefits to Hartlepool, the main benefit being employment opportunities and job security.
- Four out of ten members had concerns about a new nuclear power station being built in Hartlepool, the main concern being the risk of pollution and environmental risks.

e-consultation
Your Town, Your Say

http://consultation.hartlepool.gov.uk

- You can now fill out your Viewpoint surveys online. All you have to do is let us know your email address.
- You will still receive paper questionnaires, but will have the option of filling them out on paper or online.
- Even if you don't want to fill out your surveys online, why not have a look around the website to see the results, reports and newsletters from past Viewpoints.
- You can also take part in—and see the results from—other consultations. We even have an anonymous **Comments and Queries** consultation where we do our best to upload a response from the council.

Please contact us if…

- You require any more information about this newsletter.
- You would like more detailed results from any of the previous phases of Viewpoint, (full copies are also available online and at all local libraries).
- You think you would like to try filling in your surveys online.
- You have already given us your email address but have changed it.
- You have any questions about Viewpoint or the council's e-consultation system.

My contact information is…

Name: Lisa Anderson

Phone: 01429 523041

Email: lisa.anderson@hartlepool.gov.uk

Website: http://consultation.hartlepool.gov.uk

Please complete the latest questionnaire and return it by 16th April 2010.
Your views are important!

Corporate Strategy

HARTLEPOOL
BOROUGH COUNCIL

30th Viewpoint Survey Results Report

Lisa Anderson

March 2010

Contents

1. Introduction

Background

1.1 Viewpoint, Hartlepool Borough Council's Citizens' Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.

1.2 The panel was refreshed in 2009 with one third of the panel being replaced to ensure that each member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. From the returns approximately 1,400 local residents, with characteristics matching the profile of the local population, were selected for Viewpoint. The panel members are kept informed of the findings of the Viewpoint project, and what the council is doing in response, via a regular newsletter.

1.3 This report details results from the November 2009 survey.

Aims of Viewpoint

1.4 The Viewpoint panel aims to:

- Listen to the community
- Involve local people in the council's decisions and in its policy planning and reviews
- Consult the panel regularly on important local issues
- Discover what the community priorities are for future council activities

1.5 The specific topic areas covered in this survey were:

- Recycling and kerbside collections
- Transport

2. Methodology

2.1 Viewpoint was launched in August 1999. Under its original name, Viewpoint 1000, a random sample of 10,000 residents was selected from the electoral register and each was sent a self-completion recruitment questionnaire. This provided all the necessary background information needed to obtain a statistically balanced sample of the total population.

2.2 Just less than 2,500 people from the 10,000 sample volunteered to take part and from this group a panel of 1,000 was selected to mirror the Hartlepool community as closely as possible. A range of variables was used to balance the sample, including gender, age and geographical location.

2.3 The panel is refreshed at regular intervals, a third of members having been replaced in 2009. Recruitment questionnaires were sent to 4,900 people selected at random from the edited electoral register. When the Place Survey was carried out in 2008, respondents were asked if they would be interested in taking part in the Viewpoint panel and during this recruitment exercise they were invited to join the refreshed panel. Refreshing the panel in this way helps avoid the problems of drop-outs, consultation fatigue and respondents becoming local government "experts".

2.4 The Viewpoint panel gives the authority the advantage of access to a large group of people from across the community willing to be involved in consultation exercises. The principal disadvantage is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel membership is in line with the demographic make up of the area and includes all sectors of the community.

2.5 As with most surveys there is a tendency for certain groups to respond less than others, for example, young male respondents. To address this, the data have been weighted slightly by age, gender and geographical location. However, when the weighted and unweighted results are compared there is very little difference in the overall results. The weighting has most effect when small minority groups are examined.

2.6 The questionnaire was sent out by post to all 1334 active members in November 2009. Four weeks were given to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not responded after a set time.

Response rates

2.7 The response rate was 66% (872 returns). A small number of cases were excluded as ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health (Table 2.1).

Table 2.1 Response rates

	Number of cases
Total sample	1334
Unsuitable / ineligible cases	14
Total possible sample	1320
Completed questionnaires	**872**
No response	448
Response rate	**66%**

The report

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

3. Key findings

Recycling and kerbside collections

3.1 Nearly all Viewpoint members (84%) found it easy to access the household waste recycling centre on Burn Road.

3.2 The majority of Viewpoint members (between 89% and 100%) said they had, and used, the various kerbside collections. Also, the majority of members (between 86% and 94%) found the various kerbside collections easy or very easy to use.

3.3 Viewpoint members were least likely to be satisfied with the blue bag provided for recycling paper (68%), than any other recycling container (between 75% and 88%).

3.4 Nine out of ten Viewpoint members are satisfied with the reliability of the various kerbside collections.

3.5 Over a third (36%) of Viewpoint members were dissatisfied with the level of street cleanliness after their white bags had been collected.

3.6 Viewpoint members were more likely to say they recycled paper, card, cardboard, glass, cans, tins and plastic containers every time (between 84% and 89%). Members were less likely to say they recycled garden or food waste for compost or textiles.

3.7 Nearly all Viewpoint members (96%) think its either fairly or very important to recycle the rubbish that households produce, and 85 per cent of members recycle even if it requires additional effort.

3.8 Over half (55%) of Viewpoint members recycle everything that can be recycled.

3.9 The two things that discourage Viewpoint members from recycling are a dislike of cleaning items before recycling (43%) and not having anywhere to store the extra boxes, bins and bags (41%).

3.10 When asked what would encourage Viewpoint members to recycle more, over half (56%) told us they already recycle as much as they can. Three out of ten members (30%) said they would be encouraged to recycle more if they were paid to.

Transport

3.11 Viewpoint members were more likely to travel to various places using the car and were least likely to say they use the train, a taxi or cycle.

3.12 When asked how easy members find it to travel to various places, the majority (between 74% and 89%) said they found it very or fairly easy.

3.13 Half of Viewpoint members said they travel to the shops in their car instead of walking or cycling and a third of members said they use the car for the short journey into the Town Centre.

3.14 Over a quarter (27%) of Viewpoint members make short journeys by car around five times a week, and three out of ten members use the car for short journeys one or two times a week.

3.15 Over half of Viewpoint members thought an improved bus service and facilities would help to reduce traffic congestion in Hartlepool. Four out of ten members (38%) thought a better train service and facilities would help.

3.16 Viewpoint members said cheaper fares would encourage them to use public transport, such as buses and trains, more.

3.17 Half of Viewpoint members said they were satisfied with the amount of information provided about public transport, the accuracy of the information, and the provision of public transport information overall.

3.18 Viewpoint members were more likely to be satisfied with how easy buses are to get on and off (70%), the number of bus stops (65%), and the frequency of buses (60%).

3.19 Finally, three out of ten (31%)Viewpoint members use the local bus service frequently (at least once a week or more). Four in ten (42%) members have never used the local bus service or have not used it in the last year.

4. Recycling and kerbside collections

4.1 Viewpoint members were told how in 2006, Hartlepool residents recycled 28 per cent of their waste and that this needs to be increased to 40% by 2010. In order to reach this target, alternative weekly collection of waste and recycling was extended to all Hartlepool households in October 2007. The Council wanted to know if Viewpoint members are satisfied or dissatisfied with kerbside collections for recycling and waste.

Burn Road household waste recycling centre

4.2 First of all, Viewpoint members were asked to tell us how easy they find it to access the household waste recycling centre on Burn Road. Most (83%) Viewpoint members said they found the centre fairly or very easy to access.

- Very easy - 43 per cent (497 respondents)
- Fairly easy - 41 per cent (473 respondents)
- Not very easy - 6 per cent (64 respondents)
- Not at all easy - 4 per cent (42 respondents)
- Don’t know - 7 per cent (87 respondents)

4.3 Viewpoint members who were less likely to think the recycling centre is easy to access were: members with a disability (74%), and those with no cars in the household (61%).

Using kerbside collections

4.4 Viewpoint members were asked if they used the kerbside collections for waste and recycling. Understandably, almost all Viewpoint members said they use their green bin for the kerbside collection of household waste (100%). Out of the kerbside collections which collect recyclables, Viewpoint members were least likely to say they have, and use, their brown bin.

4.5 When asked how easy Viewpoint members find the various kerbside collection services to use, the majority of members (between 86% and 94%) said they find all kerbside collection services easy or very easy to use.

Using the blue bag kerbside collection

4.6 Nine out of ten (93%) Viewpoint members told us they have, and use, the blue bag collection service. This is an increase from 85 per cent in 2007. Younger Viewpoint members were more likely to say they have this kerbside collection but do not use it (13%), then members from any other age group (between 3% and 7%). See table 4.1 for more information.

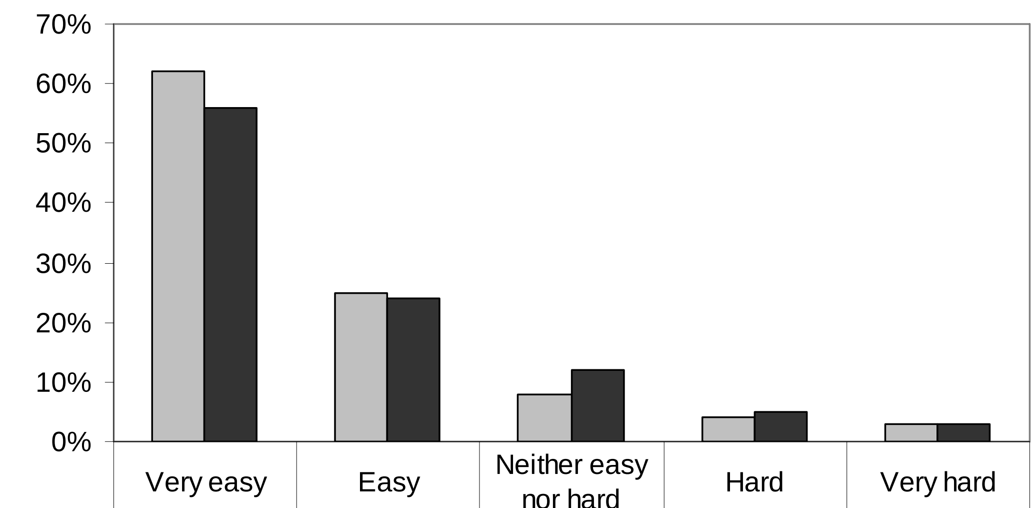
Table 4.1 Could you tell us if you use the blue bag kerbside collection

	2009 %	2007 %
Yes, I have this kerbside collection and I use it	93	85
I have this kerbside collection, but I don't use it	7	8
Does not apply to me, I do not have this collection	-	7
Total (No.)	**(1104)**	**(1146)**

- = No response

4.7 The proportion of Viewpoint members who find this service either easy or very easy to use has increased from 79 per cent in 2007 to 86 per cent in 2009. Viewpoint members who are more likely to find this service hard or very hard to use are usually: from the North of Hartlepool (10%), men (9%), younger Viewpoint members (10%), and members who have lived in Hartlepool for up to five years (17%). See chart 4.1 for more information.

Chart 4.1 How easy did you find the blue bag kerbside collection service to use?



	Very easy	Easy	Neither easy nor hard	Hard	Very hard
2009	62%	25%	8%	4%	3%
2007	56%	24%	12%	5%	3%

Using the blue box kerbside collection

4.8 Almost all (96%) Viewpoint members said they have, and use, the blue box kerbside collection service. This is an increase from 86 per cent in 2007. See table 4.2 for more information.

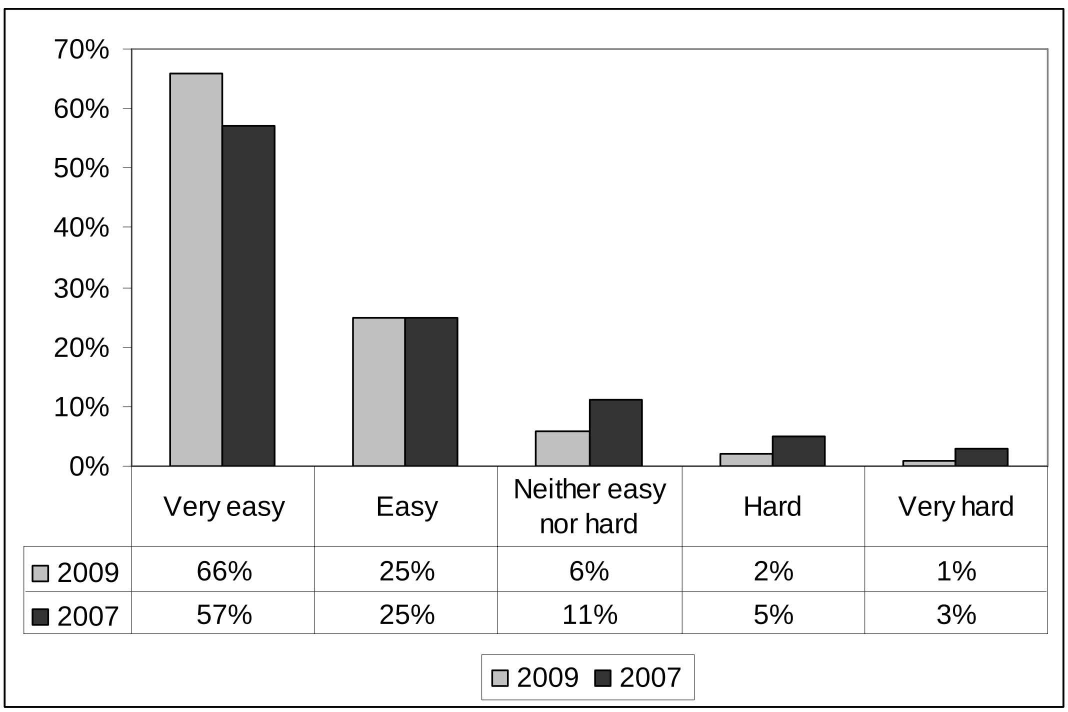
Table 4.2 Could you tell us if you use the blue box kerbside collection

	2009 %	2007 %
Yes, I have this kerbside collection and I use it	96	86
I have this kerbside collection, but I don't use it	7	8
Does not apply to me, I do not have this collection	-	6
Total (No.)	**(1131)**	**(1146)**

- = No response

4.9 The proportion of Viewpoint members who find the blue box kerbside collection service easy or very easy to use has increased from 81 per cent in 2007 to 90 per cent in 2009. See chart 4.2 for more information.

Chart 4.2 How easy did you find the blue box kerbside collection service to use?



Using the white bag kerbside collection

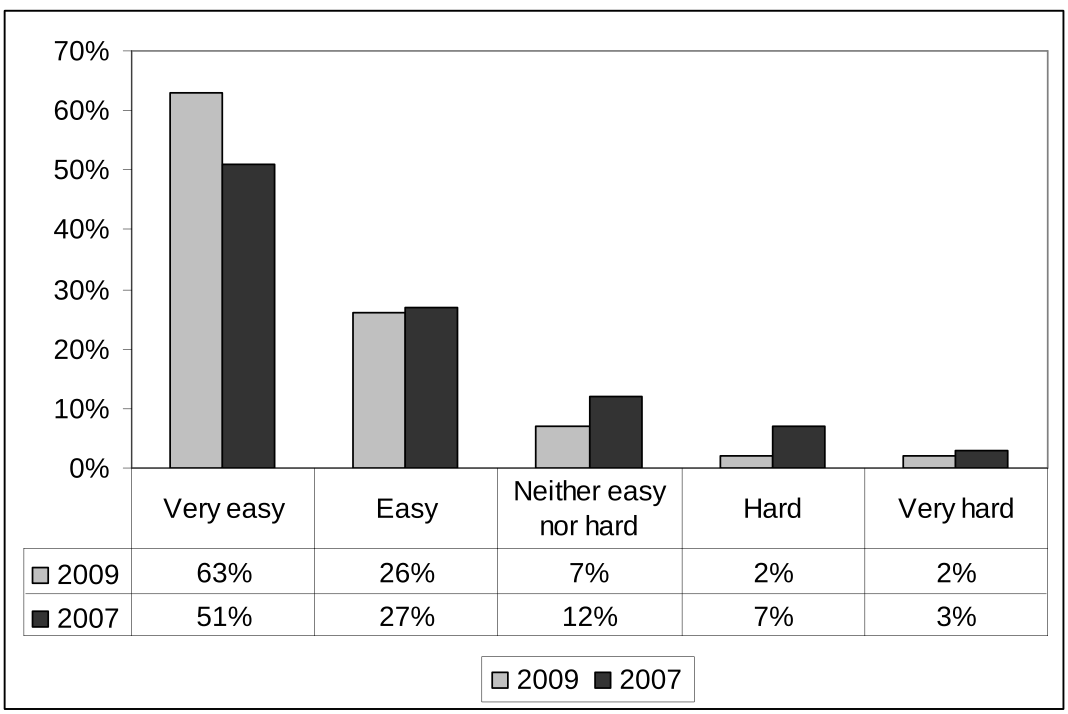
4.10 There has been an increase in the proportion of people saying they have, and use, the white bag kerbside collection service from 75 per cent in 2007 to 94 per cent in 2009. There has also been a reduction in the proportion of people who say they do not have this collection, from 21 per cent in 2007 to only 4 per cent in 2009. See table 4.3 for more information.

Table 4.3 Could you tell us if you use the white bag kerbside collection

	2009 %	2007 %
Yes, I have this kerbside collection and I use it	94	75
I have this kerbside collection, but I don't use it	2	4
Does not apply to me, I do not have this collection	4	21
Total (No.)	**(1154)**	**(1094)**

4.11 There has been an increase in the proportion of Viewpoint members who find the white bag kerbside collection service easy or very easy to use from 78 per cent in 2007 to 89 per cent in 2009. Viewpoint members who have lived in Hartlepool for up to five years were less likely to find this service easy or very easy to use (69%).

Chart 4.3 How easy did you find the white bag kerbside collection service to use?



Using the brown bin kerbside collection

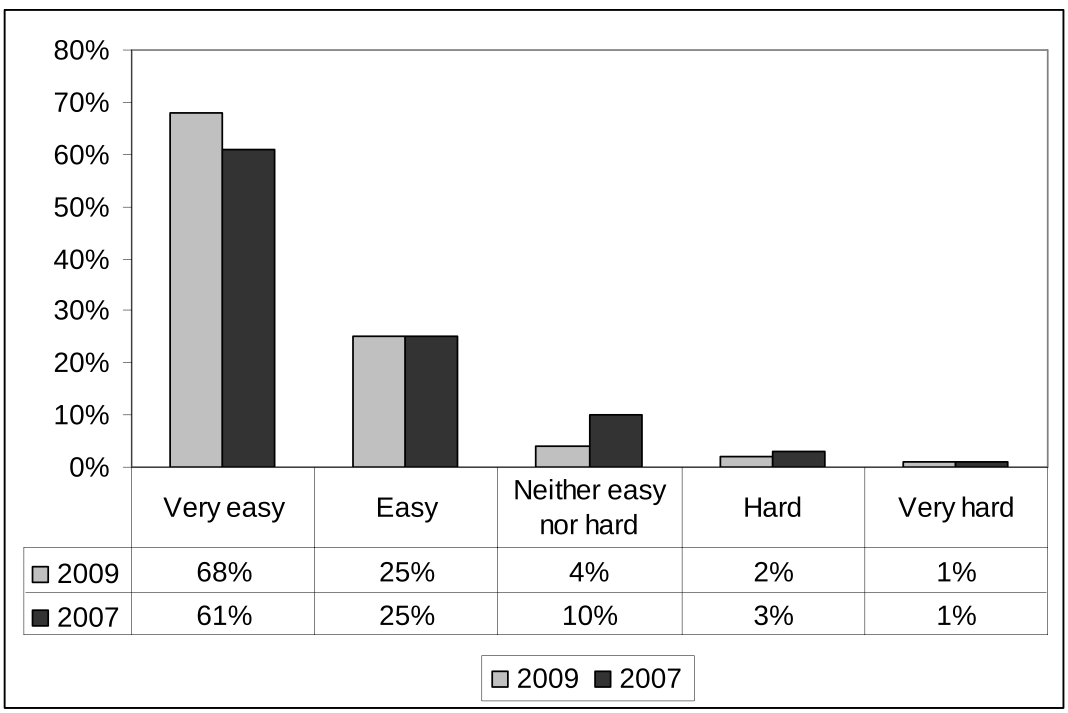
4.12 Since 2007, there has been an increase in the proportion of Viewpoint members who have, and use, the brown bin kerbside collection from 73 per cent, to 89 per cent in 2009. There has also been a reduction in the proportion of Viewpoint members who said they do not have this collection from 21 per cent in 2007 to 8 per cent in 2009. Viewpoint members from central Hartlepool were more likely to say they do not have this collection (14%). See table 4.4 for more information.

Table 4.4 Could you tell us if you use the brown bin kerbside collection

	2009 %	2007 %
Yes, I have this kerbside collection and I use it	89	73
I have this kerbside collection, but I don't use it	4	4
Does not apply to me, I do not have this collection	8	21
Total (No.)	**(1129)**	**(1084)**

4.13 There has been an increase in the proportion of Viewpoint members who find the brown bin kerbside collection service easy or very easy to use from 85 per cent in 2007 to 93 per cent in 2009. Viewpoint members who have lived in Hartlepool for up to five years were less likely find this collection service easy or very easy to use (76%).

Chart 4.4 How easy did you find the brown bin kerbside collection service to use?



	Very easy	Easy	Neither easy nor hard	Hard	Very hard
2009	68%	25%	4%	2%	1%
2007	61%	25%	10%	3%	1%

Using the green bin kerbside collection

4.14 In 2009, an overwhelming majority of Viewpoint members told us they have, and use, the green bin kerbside collection. This has increased form 93 per cent in 2007. See table 4.5 for more information.

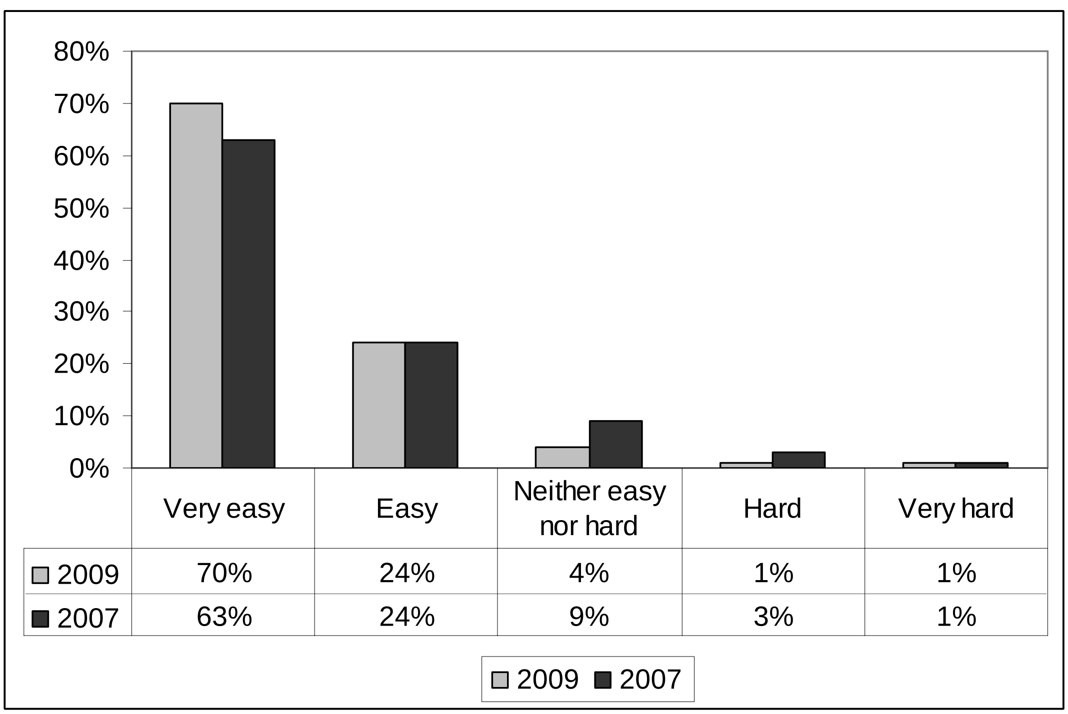
Table 4.5 Could you tell us if you use the green bin kerbside collection

	2009 %	2007 %
Yes, I have this kerbside collection and I use it	100	93
I have this kerbside collection, but I don't use it	#	#
Does not apply to me, I do not have this collection	-	7
Total (No.)	**(1147**	**(1158)**

= Less than 0.5%
- = No response

4.15 The proportion of Viewpoint members who find the green bin kerbside collection service easy or very easy to use has increased from 87 per cent in 2007 to 94 per cent in 2009. Viewpoint members who have lived in Hartlepool for up to five years were less likely to find this service easy or very easy to use (78%). See chart 4.5.

Chart 4.5 How easy did you find the green bin kerbside collection service to use?



Satisfaction with kerbside collections – summary

4.16 Next, we wanted to find out how satisfied or dissatisfied Viewpoint members were with various aspects of the kerbside collection service. Overall, Viewpoint members appear to be most satisfied with the brown bin kerbside collection in terms of the recycling container, reliability of the collection and the level of street cleanliness after the collection. Members were more likely to say they were dissatisfied with the blue bag provided for recycling and the level of street cleanliness after the white bag kerbside collection.

Satisfaction with blue bag kerbside collection

Satisfaction with blue bag container

4.17 Viewpoint members were asked to tell us how satisfied they were with the blue bag provided for paper recycling. Similar to the July 2007 survey, seven out of ten (68%) members said they were satisfied with the bag provided. See table 4.6 for more information.

Table 4.6 Satisfaction with blue bag

	2009 %	2007 %
Satisfied	68	69
Neither satisfied nor dissatisfied	14	12
Dissatisfied	18	19
Total (No.)	**(1071)**	**(1009)**

4.18 Viewpoint members who were less likely to be satisfied with the blue bag provided were: from the North of Hartlepool (62%), aged 17 to 34 years (59%), and had only lived in Hartlepool for up to five years (48%).

Satisfaction with reliability of the blue bag collection

4.19 There has been an increase in the proportion of people satisfied with the reliability of their blue bag collection from eight out of ten in 2007 to nine out of ten in 2009. See table 4.7 for more information.

Table 4.7 Reliability of blue bag collection

	2009 %	2007 %
Satisfied	88	79
Neither satisfied nor dissatisfied	8	11
Dissatisfied	4	10
Total (No.)	**(1045)**	**(1009)**

4.20 Viewpoint members who were less likely to be satisfied with the reliability of the blue bag collection were: from the North of Hartlepool (84%), had only lived in Hartlepool for up to five years (80%), and those living in rented accommodation (75%) (see appendix 2 for definition of rented accommodation).

Satisfaction with level of street cleanliness after blue bag collection

4.21 Finally, Viewpoint members were asked to tell us how satisfied they were with the level of street cleanliness/tidiness after their blue bag collection. Similar to the July 2007 survey, six out of ten (58%) members said they were satisfied with this. See table 4.8 for more information.

Table 4.8 Street cleanliness after blue bag collection

	2009 %	2007 %
Satisfied	58	61
Neither satisfied nor dissatisfied	19	19
Dissatisfied	23	20
Total (No.)	**(1067)**	**(1010)**

4.22 Viewpoint members who were less likely to be satisfied with the reliability of the blue bag collection had usually only lived in Hartlepool for up to five years (37%), and were living in rented accommodation (49%).

Satisfaction with blue box kerbside collection

Satisfaction with blue box container

4.23 Viewpoint members were asked to tell us how satisfied they were with the blue box provided for glass and tin recycling. There has been an increase in the proportion of people satisfied with this, from 72 per cent in 2007 to 82 per cent in 2009. See table 4.9 for more information.

Table 4.9 Satisfaction with blue box

	2009 %	2007 %
Satisfied	82	72
Neither satisfied nor dissatisfied	9	14
Dissatisfied	9	14
Total (No.)	**(1107)**	**(1014)**

4.24 Viewpoint members who had lived in Hartlepool for up to five years were less likely to be satisfied with the blue box provided for this kerbside collection (70%).

Satisfaction with reliability of the blue box collection

4.25 Again, there has been an increase in the proportion of people satisfied with the reliability of the blue box collection, from 79 per cent in 2007 to 88 per cent in 2009. See table 4.10 for more information.

Table 4.10 Reliability of blue box collection

	2009 %	2007 %
Satisfied	88	79
Neither satisfied nor dissatisfied	7	12
Dissatisfied	5	8
Total (No.)	**(1094)**	**(1016)**

4.26 Viewpoint members who were less likely to be satisfied with the reliability of the blue box collection had lived in Hartlepool for up to five years (79%), and were living in rented accommodation (78%).

Satisfaction with level of street cleanliness after blue box collection

4.27 Viewpoint members were asked to tell us how satisfied they were with the level of street cleanliness after the blue box collection. Similar to the July 2007 survey, six out of ten (57%) members said they were satisfied with this. See table 4.11 for more information.

Table 4.11 Street cleanliness after blue box collection

	2009 %	2007 %
Satisfied	57	60
Neither satisfied nor dissatisfied	19	20
Dissatisfied	25	20
Total (No.)	**(1113)**	**(1016)**

4.28 Viewpoint members who were less likely to be satisfied with the level of street cleanliness after the blue box collection were: from the North of Hartlepool (52%), aged 17 to 34 years (49%), from socio economic group DE (48%), and were living in rented accommodation (48%).

Satisfaction with white bag kerbside collection

Satisfaction with white bag container

4.29 Viewpoint members were asked to tell us how satisfied they were with the white bag provided for cardboard and plastic. There has been an increase in the proportion of people satisfied with this recycling container from 65 per cent in 2007 to 75 per cent in 2009. See Table 4.12 for more information.

Table 4.12 Satisfaction with white bag

	2009 %	**2007 %**
Satisfied	75	65
Neither satisfied nor dissatisfied	12	14
Dissatisfied	14	21
Total (No.)	**(1101)**	**(835)**

4.30 Viewpoint members who were less likely to be satisfied with the white bag provided were: from the North of Hartlepool (70%), aged 17 to 34 years (65%); and had only lived in Hartlepool for up to five years (62%).

Satisfaction with reliability of the white bag collection

4.31 There has been an increase in the proportion of people satisfied with the reliability of the white bag collection from 80 per cent in 2007 to 89 per cent in 2009. see Table 4.13 for more information.

Table 4.13 Reliability of white bag collection

	2009 %	**2007 %**
Satisfied	89	80
Neither satisfied nor dissatisfied	6	10
Dissatisfied	5	10
Total (No.)	**(1088)**	**(839)**

4.32 Respondents living in rented accommodation were less likely to be satisfied with the reliability of the white bag collection (76%).

Satisfaction with level of street cleanliness after white bag collection

4.33 Viewpoint members were significantly more likely to be dissatisfied with the level of street cleanliness after the white bag collection in both 2007 and 2009. See table 4.14 for more information.

Table 4.14 Street cleanliness after white bag collection

	2009 %	2007 %
Satisfied	44	47
Neither satisfied nor dissatisfied	20	20
Dissatisfied	36	34
Total (No.)	**(1105)**	**(832)**

4.34 Viewpoint members who were less likely to be satisfied with the level of street cleanliness after the white bag collection were: from the North of Hartlepool (37%), aged 17 to 34 years (34%), had only lived in Hartlepool for up to five years (27%), and had children living in their household (37%).

Satisfaction with brown bin kerbside collection

Satisfaction with brown bin container

4.35 In both 2007 and 2009, Viewpoint members were most likely to say they are satisfied with the brown bin provided for garden waste (88%). See table 4.15 for more information.

Table 4.15 Satisfaction with brown bin

	2009 %	2007 %
Satisfied	88	82
Neither satisfied nor dissatisfied	8	9
Dissatisfied	4	9
Total (No.)	**(1019)**	**(795)**

Satisfaction with reliability of the brown bin collection

4.36 Again, in both 2007 and 2009, Viewpoint members were most likely to say they are satisfied with the reliability of the brown bin collection (91%). See table 4.16 for more information.

Table 4.16 Reliability of brown bin collection

	2009 %	2007 %
Satisfied	91	85
Neither satisfied nor dissatisfied	5	11
Dissatisfied	3	4
Total (No.)	**(1014)**	**(806)**

Satisfaction with level of street cleanliness after brown bin collection

4.37 Finally, in both 2007 and in 2009, Viewpoint members were most likely to be satisfied with the street cleanliness after the brown bin collection (72%). See table 4.17 for more information.

Table 4.17 Street cleanliness after brown bin collection

	2009 %	2007 %
Satisfied	72	69
Neither satisfied nor dissatisfied	17	18
Dissatisfied	11	13
Total (No.)	**(1013)**	**(794)**

4.38 Viewpoint members who were less likely to be satisfied with the level of street cleanliness after the brown bin collection were: those with a disability (61%), who had only lived in Hartlepool for up to five years (58%), and those living in rented accommodation (54%).

Satisfaction with green bin kerbside collection

Satisfaction with green bin container

4.39 There has been a small increase in the proportion of people satisfied with the green bin provided for household waste from 77 per cent in 2007 to 84 per cent in 2009. See table 4.18 for more information.

Table 4.18 Satisfaction with green bin

	2009 %	2007 %
Satisfied	84	77
Neither satisfied nor dissatisfied	8	10
Dissatisfied	8	13
Total (No.)	**(1145)**	**(1075)**

4.40 Viewpoint members who were less likely to be satisfied with the green bin provided were: aged 17 to 34 years (75%); had only lived in Hartlepool for up to five years (75%), and had children under the age of 18 living in the household (78%).

Satisfaction with reliability of the green bin collection

4.41 There has also been a small increase in the proportion of people satisfied with the reliability of this collection from 82 per cent in 2007 to 90 per cent in 2009. See table 4.19 for more information.

Table 4.19 Reliability of green bin collection

	2009 %	2007 %
Satisfied	90	82
Neither satisfied nor dissatisfied	6	11
Dissatisfied	4	7
Total (No.)	**(1144)**	**(1089)**

4.42 Viewpoint members who have only lived in Hartlepool for up to five years were less likely to be satisfied with the reliability of the green bin collection (80%).

Satisfaction with level of street cleanliness after green bin collection

4.43 Finally, in 2009 as in 2007, two thirds (63%) of Viewpoint members were satisfied with the level of street cleanliness after this collection. See table 4.20 for more information.

Table 4.20 Street cleanliness after green bin collection

	2009 %	2007 %
Satisfied	63	63
Neither satisfied nor dissatisfied	17	19
Dissatisfied	20	19
Total (No.)	**(1144)**	**(1073)**

4.44 Viewpoint members who were less likely to be satisfied with the level of street cleanliness after the green bin collection were: those from socio economic group DE (53%), those with a disability (55%), and those who had only lived in Hartlepool for up to five years (54%).

Improvements to the kerbside collection

4.45 Panel members were asked what improvements could be made to the kerbside collection service. In total, 676 comments were made. Most Viewpoint members (177 comments) suggested that spillages are cleaned up that the street is left clean after collections. See table 4.21 for more information

Table 4.21 Do you feel that there are any improvements that could be made to the kerbside collection service?

	No. of comments
Clean up any spillages / ensure street is clean after collections	177
More regular green bin collections	98
Return own bins / boxed to premises from which they came	86
Bags tend to blow away	53
Leave a replacement blue bag behind	41
Bins and boxes are better than bags	31
Ensure everything gets collected	26
Bigger bags and boxes	24
It is a good service	16
More information needed	14
Supply lids for boxes	10
Can be difficult to manoeuvre	10
Collect more types of items	8
Ensure all collections are at the same time	8
No recycling done for flats	8
Other	66
Total	**(676)**

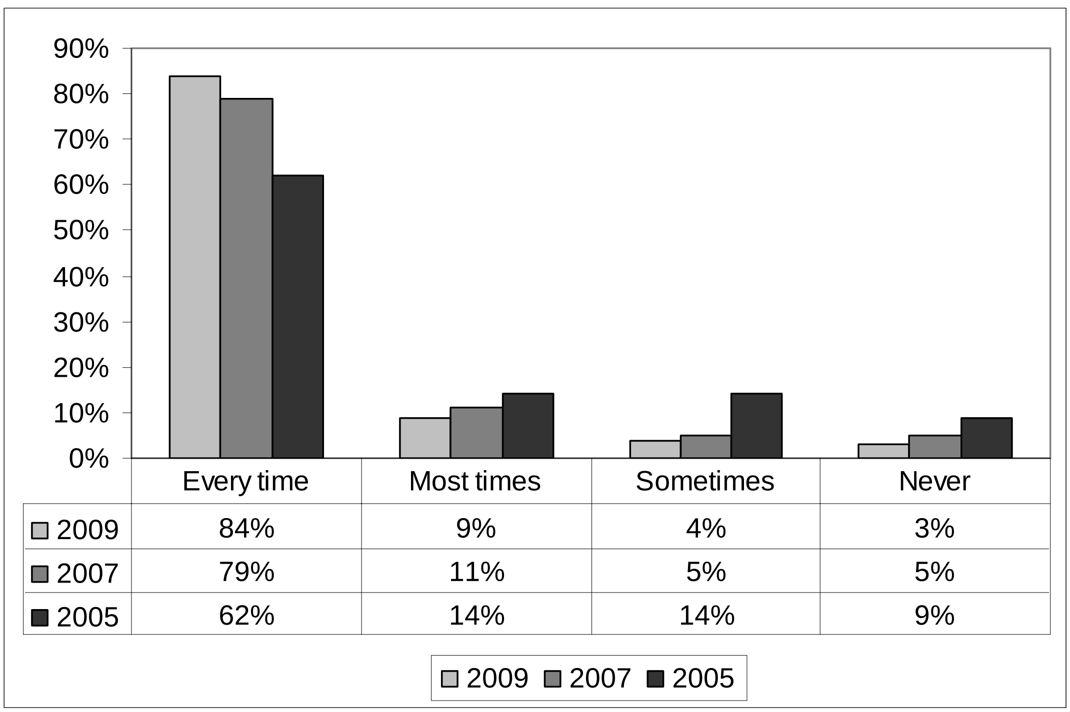
Disposing of household items

4.46 We wanted to know how often Viewpoint members recycle various household items such as paper, glass and plastic. The majority (between 84% and 89%) of Viewpoint members told us they recycle paper, card, cardboard, glass, cans and tins every time. Viewpoint members were least likely to recycle food waste for compost. These questions were also included in Viewpoint in 2005 and in 2007, and so a comparison will be made between the three sets of data.

Paper

4.47 There has been a steady increase in the proportion of people who told us they recycle paper every time from 62 per cent in 2005 to 84 per cent in 2009. See chart 4.6 for more information.

Chart 4.6 When you dispose of paper, how often do you recycle it?



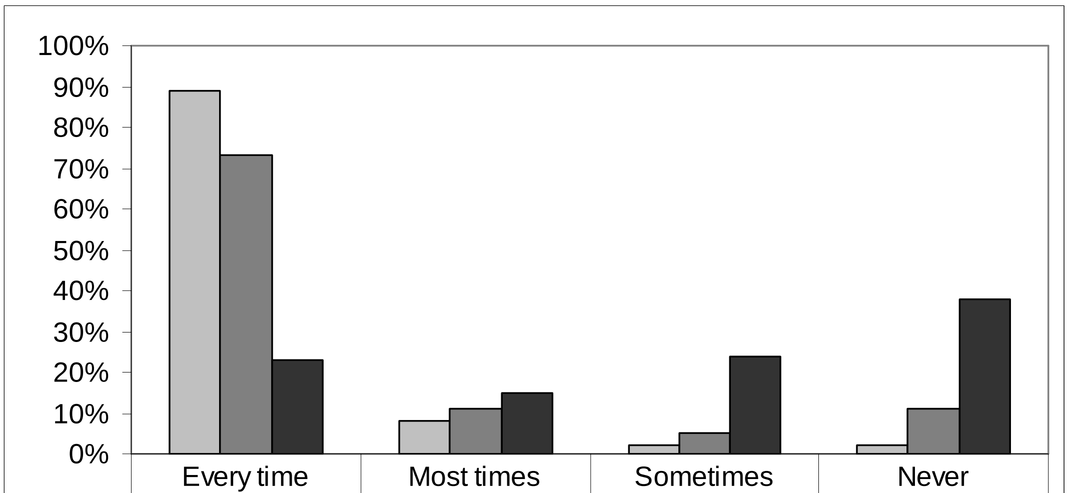
	Every time	Most times	Sometimes	Never
2009	84%	9%	4%	3%
2007	79%	11%	5%	5%
2005	62%	14%	14%	9%

4.48 Viewpoint members who were more likely to recycle this household material were: older Viewpoint members (94%), Viewpoint members who were not working (89%), and Viewpoint members with a disability (91%). Viewpoint members who had lived in Hartlepool more than 40 years were more likely to recycle this household item every time, compared with members who have only lived in the area up to five years (90% and 70% respectively).

Card/cardboard

4.49 There has been a large increase in the proportion of Viewpoint members recycling card and cardboard from 23 per cent in 2005 to 89 per cent in 2009. However, this substantial increase can be attributed to the council providing white bags to all households across Hartlepool in 2007 to enable them to recycle this material. See chart 4.7 for more information.

Chart 4.7 When you dispose of card/cardboard, how often do you recycle it?



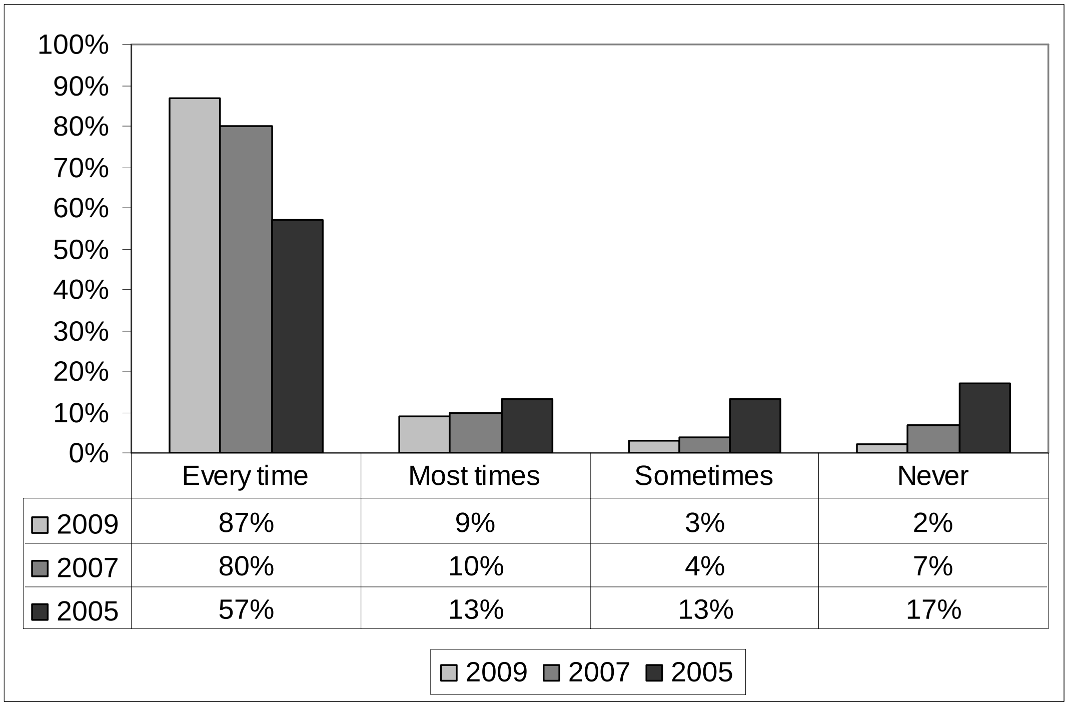
	Every time	Most times	Sometimes	Never
2009	89%	8%	2%	2%
2007	73%	11%	5%	11%
2005	23%	15%	24%	38%

4.50 Viewpoint members who are less likely to recycle this household material every time were those who have only lived in Hartlepool for up to five years (79%) and members who live in rented accommodation (79%).

Glass

4.51 There has been an increase in the proportion of Viewpoint members recycling glass from 57 per cent in 2005 to 87 per cent in 2009. The proportion of Viewpoint members telling us they never recycle this material has reduced from 17 per cent in 2005 to only 2 per cent in 2009. See chart 4.8 for more information.

Chart 4.8 When you dispose of glass, how often do you recycle it?



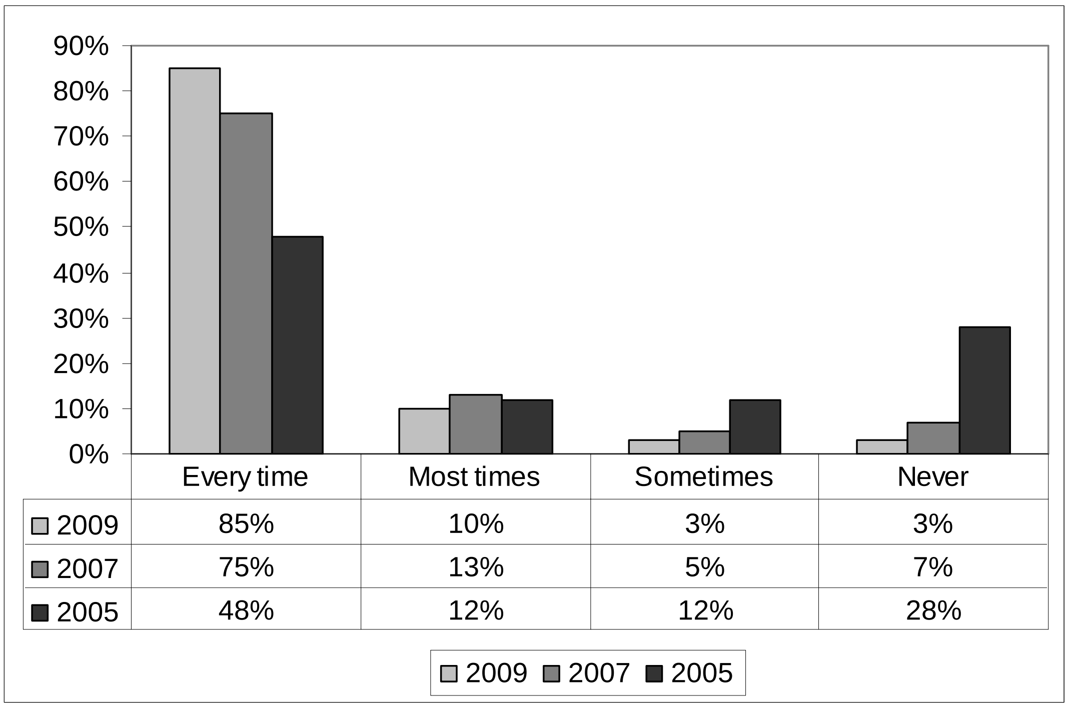
	Every time	Most times	Sometimes	Never
2009	87%	9%	3%	2%
2007	80%	10%	4%	7%
2005	57%	13%	13%	17%

4.52 Again, Viewpoint members who have only lived in Hartlepool for up to five years were less likely to say they recycled this household item every time (75%).

Food and drink cans/tins

4.53 In 2005, less than half of Viewpoint members told us they recycle food and drink cans and tins every time, and 28 per cent of respondents said they never recycle this household item. The proportion of respondents recycling cans and tins has continued to improve, and in 2009 85 per cent of Viewpoint members told us they recycle this material every time. See chart 4.9 for more information.

Chart 4.9 When you dispose of food and drink cans/tins, how often do you recycle it?



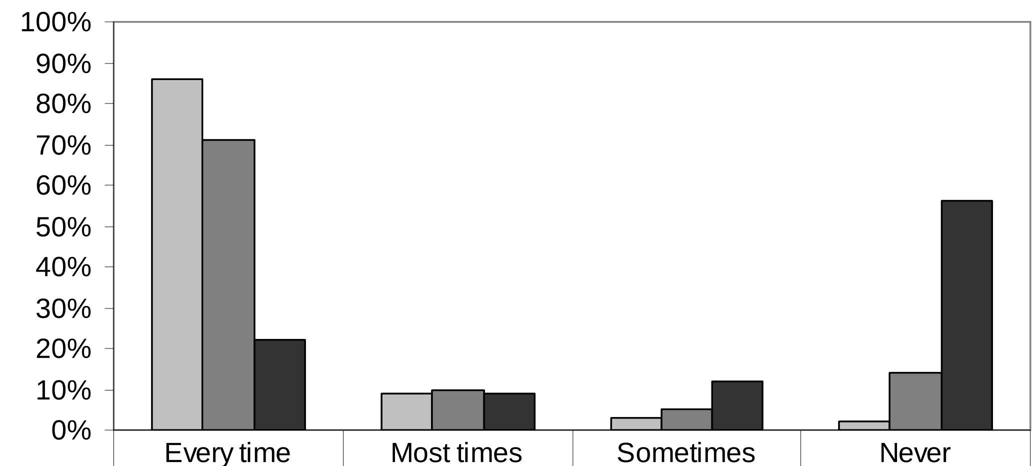
	Every time	Most times	Sometimes	Never
2009	85%	10%	3%	3%
2007	75%	13%	5%	7%
2005	48%	12%	12%	28%

4.54 Viewpoint members who have only lived in Hartlepool for up to five years were less likely to say they recycle this household item every time (74%).

Plastic containers

4.55 In 2005 over half of Viewpoint members said they never recycle plastic containers such as drinks bottles. Now, in 2009, 86 per cent of Viewpoint members said they recycle this material every time. In line with this we can also see a dramatic reduction in the proportion of Viewpoint members who said they never recycle this household item from 56 per cent in 2005 to two per cent in 2009. Again the increase in the proportion of Viewpoint members saying they recycle this material can be attributed to the council providing white bags to all households across Hartlepool in 2007. See chart 4.10 for more information.

Chart 4.10 When you dispose of plastic containers, how often do you recycle it?



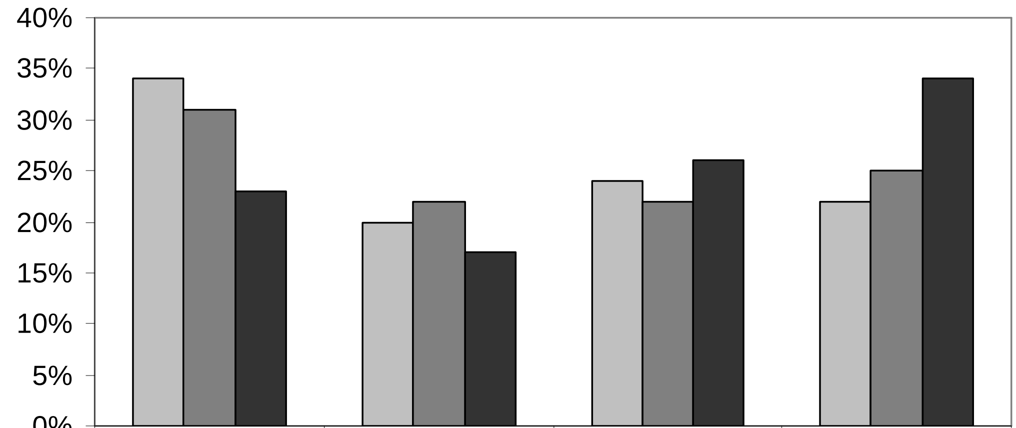
	Every time	Most times	Sometimes	Never
2009	86%	9%	3%	2%
2007	71%	10%	5%	14%
2005	22%	9%	12%	56%

2009 2007 2005

Textiles

4.56 There has been a slight improvement in the proportion of Viewpoint members saying they recycle textiles and clothing every time from 23 per cent in 2005 to 34 per cent in 2009. However, one in five (22%) members still do not recycle this household material at all. See chart 4.11 for more information.

Chart 4.11 When you dispose of textiles, how often do you recycle it?



	Every time	Most times	Sometimes	Never
2009	34%	20%	24%	22%
2007	31%	22%	22%	25%
2005	23%	17%	26%	34%

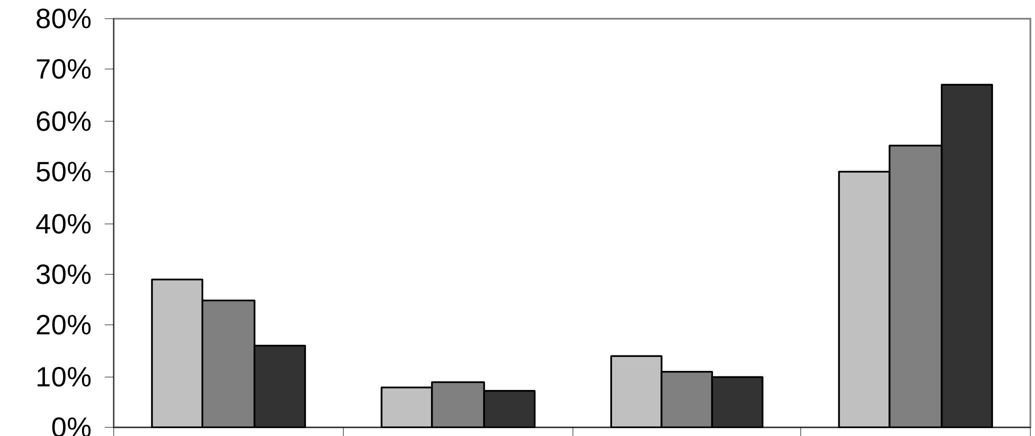
2009 2007 2005

4.57 Men were less likely to say they recycle textiles than women (29% and 39% respectively). Also, Viewpoint members from the North area of Hartlepool were more likely to say they recycle this household item (38%) than members from South (33%) or Central (32%) areas of Hartlepool.

Food waste for compost

4.58 There has been a reduction in the proportion of Viewpoint members saying they never recycle food waste for compost from 67 per cent in 2005 to 50 per cent in 2009. However, Viewpoint members were still least likely to recycle this household material than any other we asked about. See chart 4.12 for more information.

Chart 4.12 When you dispose of food waste for compost, how often do you recycle it?



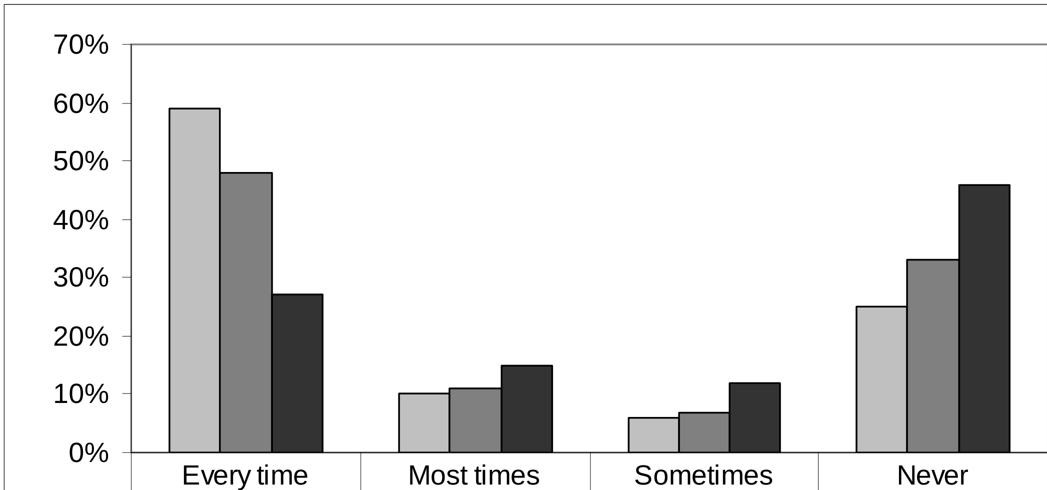
	Every time	Most times	Sometimes	Never
2009	29%	8%	14%	50%
2007	25%	9%	11%	55%
2005	16%	7%	10%	67%

4.59 Viewpoint members who are working are less likely to say they recycle food waste for compost every time (24%) than members who are not working (35%).

Garden waste for compost

4.60 Finally, there has been an increase in the proportion of Viewpoint members recycling garden waste from 27 per cent in 2005 to 59 per cent in 2009. Again, this increase is more likely attributed to the council providing brown bins to recycle garden waste to all Hartlepool households in 2007. See chart 4.13 for more information.

Chart 4.13 When you dispose of garden waste for compost, how often do you recycle it?



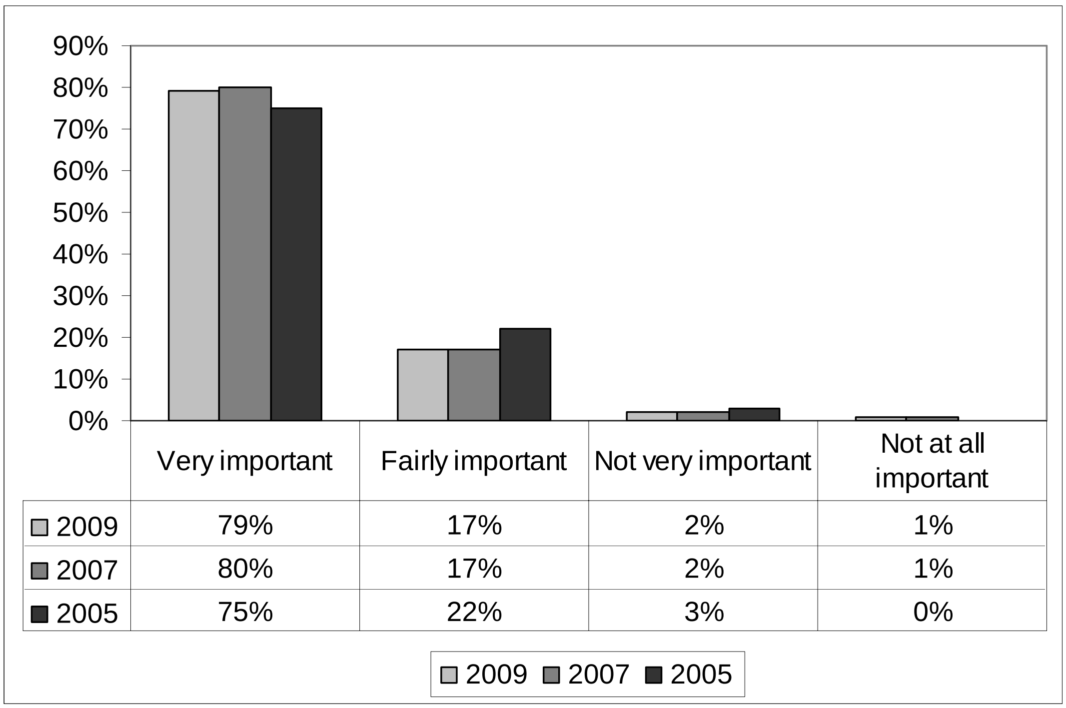
	Every time	Most times	Sometimes	Never
2009	59%	10%	6%	25%
2007	48%	11%	7%	33%
2005	27%	15%	12%	46%

4.61 Viewpoint members who have only lived in Hartlepool for up to five years were less likely to say they recycle this household item every time (48%).

How important is it to recycle?

4.62 Next, we asked Viewpoint members to tell us how important they think it is to recycle the rubbish that households produce. In 2009, as in 2007 and 2005, the vast majority of Viewpoint members thought it was important to recycle the rubbish that households produced. See chart 4.14 for more information.

Chart 4.14 How important do you think it is to recycle the rubbish that households produce?

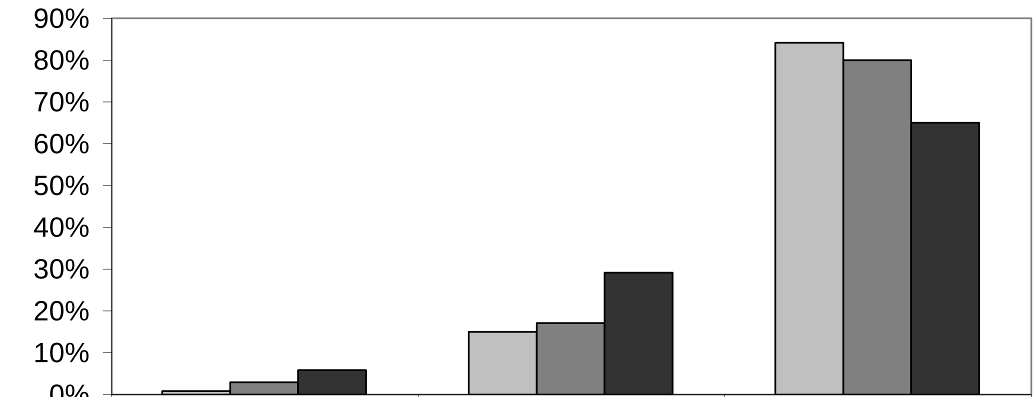


	Very important	Fairly important	Not very important	Not at all important
2009	79%	17%	2%	1%
2007	80%	17%	2%	1%
2005	75%	22%	3%	0%

Attitudes to recycling

4.63 Viewpoint members were asked to tell us which statement best described their attitude to recycling. In 2009, as in 2007, the majority of Viewpoint members recycle even if it requires additional effort. There has been a move away from people telling us they recycle if it does not require additional effort in 2005 to telling us they recycle even if it requires additional effort in 2007 and 2009. See chart 4.15 for more information.

Chart 4.15 Which of these statements best describes your attitude to recycling?



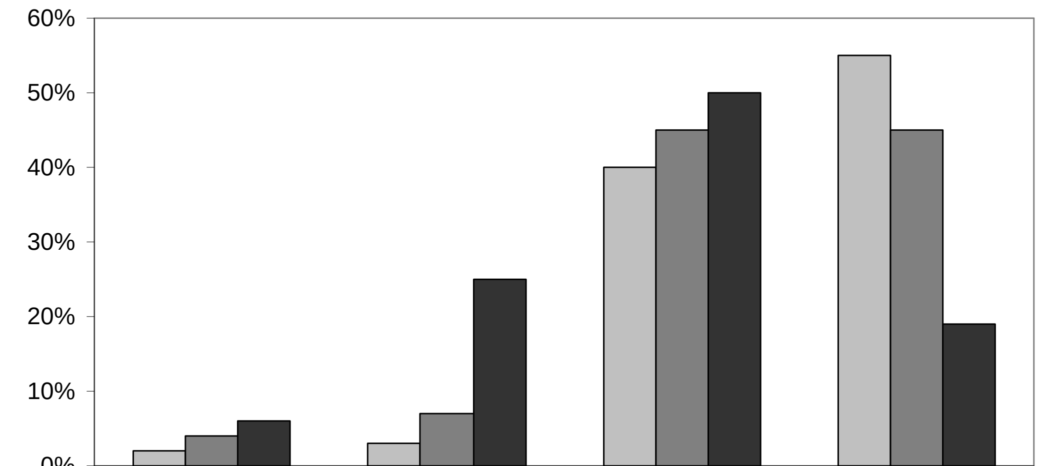
	I do not recycle	I recycle if it does not require additional effort	I recycle even if it requires additional effort
2009	1%	15%	84%
2007	3%	17%	80%
2005	6%	29%	65%

4.64 Younger Viewpoint members were less likely to say they recycle even if it requires additional effort (76%) and were more likely to say they recycle if it does not require additional effort (22%).

How much people recycle

4.65 Next, Viewpoint members were asked to describe how much they recycle. There has been an increase in the proportion of people saying they recycle everything that can be recycled from 45 per cent in 2007 to 55 per cent in 2009. There continues to be a move away from people saying they recycle sometimes or they recycle a lot but not everything that can be recycled, to saying they recycle everything that can be recycled. See chart 4.16 for more information.

Chart 4.16 Which of these statements best describe how much you recycle?



	I do not recycle	I recycle sometimes	I recycle a lot but not everything that can be recycled	I recycle everything that can be recycled
2009	2%	3%	40%	55%
2007	4%	7%	45%	45%
2005	6%	25%	50%	19%

2009 2007 2005

4.66 Older Viewpoint members were more likely to say they recycle everything that can be recycled (76%) than younger Viewpoint members (43%). Also, Viewpoint members who are not working are more likely to recycle everything that can be recycled (70%) than members who are working (43%).

What discourages people from recycling

4.67 Viewpoint members were asked to tell us what, if anything, discourages them from recycling. In 2007, as in 2009, Viewpoint members told us they do not like cleaning items before recycling (43%) and they have nowhere to store the extra boxes, bins and bags (41%). However, the proportion of Viewpoint members saying they have nowhere to store the extra boxes, bins and bags has reduced from 6 out of ten (59%) in 2007 to four out of ten (41%) in 2009. See table 4.22 for more information.

Table 4.22 What, if anything, discourages you from recycling

	2009 %	2007 %
I don't like cleaning items before recycling	43	44
Nowhere to store the extra boxes, bins and bags	41	59
No benefit to me	10	3
Find it difficult to sort through the rubbish	9	14
I keep forgetting to sort through my rubbish	9	14
It takes too much time and effort to recycle	9	12
I no longer have bins, boxes or bags for kerbside collection	7	12
Don't know what or how to recycle	5	7
It costs the Council too much money to collect and dispose of recycled materials	5	4
Other	5	3
The Council keeps missing my collection	4	8
Don't know when my collection day is	2	6
I can't be bothered to recycle	1	2
No particular reason, I just don't recycle	#	2
Total (No.)	**(658)**	**(644)**

= Less than 0.5%

4.68 Viewpoint members from the South of Hartlepool were more likely to say they do not like cleaning items before recycling (52%), whereas members from the North area of Hartlepool were more likely to say they have nowhere to store the extra boxes, bins and bags (49%). Younger Viewpoint members were also more likely to tell us they do not like cleaning items before recycling (51%).

What encourages people to recycle more

4.69 Finally, Viewpoint members were asked to tell us what, if anything, would encourage them to recycle more. In 2007, as in 2009, Viewpoint members told us they already recycle as much as they can (56%). Three out of ten members would be encouraged to recycle if they were paid (29%) and two out of ten members said they would like more information about what happens to recycled materials (23%).

4.70 There has been a reduction in the proportion of people who said they would like more information about how and what to recycle from 29 per cent in 2007 to 19 per cent in 2009. There has also been a reduction in the proportion of people who said they would recycle more if there was an improved doorstep collection from 28 per cent in 2007 to 16 per cent in 2009, and if it was made easier to recycle from 27 per cent in 2007 to 17 per cent in 2009. See table 4.23 for more information.

Table 4.23 What, if anything, would encourage you to recycle more?

	2009 %	2007 %
I already recycle as much as I can	56	51
If I was paid to recycle	29	26
Information about what happens to recycled materials	23	23
More information about how and what to recycle	19	29
If it was made easier for me to recycle	17	27
Better or new communal recycling facilities	17	20
Improved doorstep collection	16	28
Better information about the benefits of recycling	12	14
Recycling facilities at the household waste recycling centre	8	11
If there was a charge for producing too much waste	7	8
Nothing could encourage me to recycle more	5	4
Total (No.)	**(1101)**	**(1070)**

4.71 Viewpoint members who were more likely to say they already recycle as much as they can were: women (64%), older Viewpoint members (83%), and those who are not working (71%). Members who said they would recycle more if they were paid were usually: men (36%), younger Viewpoint members (49%), those who are not working (40%) and members with children in the household (39%).

5. Transport

5.1 Viewpoint members were told how the council wanted to understand more about the types of transport they use and the journeys they make. The council also wanted to know what would encourage Viewpoint members to use different methods of transport, such as buses or cycling.

Travelling to different places - summary

5.2 The first three questions asked Viewpoint members to tell us what methods of transport they use to get to various places, how easy or difficult they find it to travel to these places, and how often respondents make these journeys. Overall, respondents were more likely to travel by car and were least likely to use the train, a taxi or cycle. The majority of Viewpoint members found it fairly or very easy to travel to these different places.

5.3 A proportion of Viewpoint members did not answer the first three questions or told us that they did not apply to them, and so they have been excluded from the below analysis.

Travelling to work

How do you usually travel to work?

5.4 In 2009, as in 2007, over four out of five (82%) Viewpoint members use their car to travel to work. One in ten (9%) members walk to work. See table 5.1 for more information.

Table 5.1 Could you please tell us how you usually travel to work

	2009 %	2007 %
Car	82	81
Walk	9	9
Bus	5	6
Train	2	1
Cycle	1	3
Taxi	#	1
Total (No.)	**(687)**	**(710)**

= Less than 0.5%

5.5 Viewpoint members from the North area of Hartlepool were more likely to use the car to get to work (90%), and members from Central areas of Hartlepool were more likely to walk to work (15%).

How easy is it to travel to work?

5.6 In 2009, as in 2007, the majority (58%) of Viewpoint members found it either very or fairly easy to travel to work. See table 5.2 for more information.

Table 5.2 How easy is it to travel to work?

	2009 %	2007 %
Very easy	58	61
Fairly easy	29	24
Neither easy nor difficult	7	6
Fairly difficult	4	5
Very difficult	2	3
Total (No.)	**(746)**	**(753)**

How often do you travel to work?

5.7 In 2009, six out of ten Viewpoint members told us they travel to work around five times a week, and one in ten (9%) members travel to work one or two times a week. Three out of ten (28%) Viewpoint members said they never travel to work. Results are broadly similar to those obtained in 2007. See table 5.3 for more information

Table 5.3 How often do you make the journey to work?

	2009 %	2007 %
Around five times a week	60	61
One or two times a week	9	7
One or two times a month	2	1
One or two times a year	1	-
Less often than once a year	-	-
Never	28	32
Total (No.)	**(1005)**	**(1090)**

- = No response

5.8 Understandable, Viewpoint members of working age (between 17 and 54 years) are more likely to work around five times a week. Seventy per cent of members aged 17 to 34 years, eighty-two per cent of members aged between 35 and 44, and 77 per cent of members aged between 45 to 54 work around five times a week.

Travelling to college/university

How do you usually travel to college/university?

5.9 In 2009, as in 2007, two thirds (66%) of Viewpoint members who go to college or university travel there by car. A small proportion of members travel there by bus (15%) or walk (12%). See table 5.4 for more information.

Table 5.4 Could you please tell us how you usually travel to college/university

	2009 %	2007 %
Car	66	61
Bus	15	15
Walk	12	16
Train	6	3
Cycle	2	2
Taxi	-	2
Total (No.)	**(195)**	**(219)**

- = No response

5.10 Viewpoint members from the North area of Hartlepool were more likely to say they use the car to travel to college or university (82%) and were least likely to use a bus (8%). Viewpoint members from Central Hartlepool were more likely to walk (17%) or use a bus (21%).

How easy is it to travel to college/university?

5.11 There has been a reduction in the proportion of Viewpoint members who find it either very or fairly easy to travel to college or university from 82 per cent in 2007 to 74 per cent in 2009. See table 5.5 for more information

Table 5.5 How easy is it to travel to college/university?

	2009 %	2007 %
Very easy	48	49
Fairly easy	26	34
Neither easy nor difficult	16	11
Fairly difficult	5	5
Very difficult	5	1
Total (No.)	**(281)**	**(260)**

How often do you travel to college/university?

5.12 In 2009, as in 2007, over three quarters of Viewpoint members said they never travel to college or university. For those members who do, eight per cent go around five times a week and six per cent one or two times a week. See table 5.6 for more information.

Table 5.6 How often do you make the journey to college/university?

	2009 %	2007 %
Around five times a week	8	9
One or two times a week	6	6
One or two times a month	3	3
One or two times a year	3	2
Less often than once a year	3	2
Never	77	78
Total (No.)	**(850)**	**(1011)**

Travelling to the doctors

How do you usually travel to the doctors?

5.13 In 2009, as in 2007, two thirds (67%) of Viewpoint members travel to the doctors by car. Two in ten (20%) members walk to the doctors, and one in eight (12%) members travel there by bus. See table 5.7 for more information.

Table 5.7 Could you please tell us how you usually travel to the doctors

	2009 %	2007 %
Car	67	66
Walk	20	21
Bus	12	10
Taxi	1	2
Cycle	1	1
Train	-	#
Total (No.)	**(1068)**	**(1087)**

= Less than 0.5%
- = No response

5.14 Viewpoint members from the South area of Hartlepool were more likely to say they use the car (77%) to travel to the doctors. Members from Central Hartlepool were more likely to walk to the doctors (31%).

How easy is it to travel to the doctors?

5.15 In 2009, as in 2007, nine out of ten (89%) members found it either very or fairly easy to travel to the doctors. See table 5.8 for more information.

Table 5.8 How easy is it to travel to the doctors?

	2009 %	2007 %
Very easy	62	62
Fairly easy	27	27
Neither easy nor difficult	6	6
Fairly difficult	4	5
Very difficult	2	1
Total (No.)	**(1108)**	**(1123)**

How often do you travel to the doctors?

5.16 In 2009, over half (52%) of Viewpoint members travel to the doctors one or two times a year. A third (33%) go one or two times a month. Results are broadly similar to those received in 2007.

Table 5.9 How often do you make the journey to the doctors?

	2009 %	2007 %
Around five times a week	#	-
One or two times a week	2	1
One or two times a month	33	28
One or two times a year	52	54
Less often than once a year	11	15
Never	2	2
Total (No.)	**(1120)**	**(1140)**

= Less than 0.5%
- = No response

5.17 Older Viewpoint members were more likely to visit the doctor one or two times a month (54%), as were Viewpoint members with a disability (63%).

Travelling to the University Hospital of Hartlepool

How do you usually travel to the University Hospital of Hartlepool?

5.18 In 2009, as in 2007, three quarters (75%) of Viewpoint members travel to the University Hospital of Hartlepool by car. A small proportion of members travel there by bus (14%) or walk (8%). See table 5.10 for more information.

Table 5.10 Could you please tell us how you usually travel to the University Hospital of Hartlepool

	2009 %	2007 %
Car	75	75
Bus	14	12
Walk	8	8
Taxi	2	4
Cycle	1	1
Total (No.)	**(1012)**	**(1057)**

= Less than 0.5%

5.19 Respondents from the South area of Hartlepool were more likely to use the car to travel to the University Hospital of Hartlepool (85%). Members from the North area of Hartlepool were more likely to walk to the hospital (19%).

How easy is it to travel to the University Hospital of Hartlepool?

5.20 In 2009, almost nine out of ten (87%) Viewpoint members found it either very or fairly easy to travel to the University Hospital of Hartlepool. Results are largely similar to 2007. See table 5.11 for more information.

Table 5.11 How easy is it to travel to the University Hospital of Hartlepool?

	2009 %	2007 %
Very easy	56	56
Fairly easy	31	28
Neither easy nor difficult	7	8
Fairly difficult	4	6
Very difficult	3	2
Total (No.)	**(1090)**	**(1110)**

How often do you travel to the University Hospital of Hartlepool?

5.21 Four out of ten Viewpoint members travel to the University Hospital of Hartlepool one or two times a year and a third of members travel there less often than once a year. Results are broadly similar to those obtained in 2007. See table 5.12 for more information.

Table 5.12 How often do you make the journey to the University Hospital of Hartlepool?

	2009 %	2007 %
Around five times a week	3	3
One or two times a week	4	3
One or two times a month	12	11
One or two times a year	42	41
Less often than once a year	33	38
Never	7	5
Total (No.)	**(1096)**	**(1141)**

5.22 Older Viewpoint members were more likely to visit the University Hospital of Hartlepool one or two times a month (21%), as were Viewpoint members with a disability (27%).

Travelling to Hartlepool Town Centre

How do you usually travel to Hartlepool Town Centre?

5.23 In 2009, as in 2007, two thirds of Viewpoint members travel to Hartlepool Town Centre by car. A small proportion of Viewpoint members travel to the town centre by bus (17%) or by walking there (16%). See table 5.13 for more information.

Table 5.13 Could you please tell us how you usually travel to Hartlepool Town Centre

	2009 %	2007 %
Car	64	63
Bus	17	16
Walk	16	18
Taxi	2	2
Cycle	1	1
Total (No.)	**(1043)**	**(1102)**

= Less than 0.5%

5.24 Unsurprisingly, Viewpoint members from Central areas of Hartlepool were more likely to walk into Hartlepool Town Centre (36%). However, just under half (47%) of members from the Central area of Hartlepool still use their cars to travel into the town centre. Three quarters (74%) of Viewpoint members from the South and North areas of Hartlepool use their cars to travel into the town centre.

How easy is it to travel to Hartlepool Town Centre?

5.25 In 2009, as in 2007, nearly nine out of ten (88%) Viewpoint members found it either fairly or very easy to travel to Hartlepool Town Centre. See table 5.14 for more information.

Table 5.14 How easy is it to travel to Hartlepool Town Centre?

	2009 %	2007 %
Very easy	59	57
Fairly easy	29	30
Neither easy nor difficult	7	7
Fairly difficult	4	5
Very difficult	1	1
Total (No.)	**(1134)**	**(1144)**

How often do you travel to Hartlepool Town Centre?

5.26 Around half (48%) of Viewpoint members travel into Hartlepool Town Centre one or two times a week, and a third (33%) travel there one or two times a month. One in ten (11%) members travel to Hartlepool Town Centre around five times a week. Results are largely similar to those obtained in 2007. See table 5.15 for more information.

Table 5.15 How often do you make the journey to Hartlepool Town Centre?

	2009 %	2007 %
Around five times a week	11	12
One or two times a week	48	51
One or two times a month	33	32
One or two times a year	7	4
Less often than once a year	1	1
Never	1	1
Total (No.)	**(1150)**	**(1170)**

5.27 Older Viewpoint members are more likely to travel into Hartlepool Town Centre one or two times a week (65%), as were members who were not working (55%) and Viewpoint members with a disability (68%).

Travelling outside of Hartlepool

How do you usually travel outside of Hartlepool?

5.28 In 2009, as in 2007, three quarters (77%) of Viewpoint members travel outside of Hartlepool by car. A small proportion of members travel outside of Hartlepool by bus (16%) or train (7%). See table 5.16 for more information.

Table 5.16 Could you please tell us how you usually travel when travelling outside of Hartlepool

	2009 %	2007 %
Car	77	82
Bus	16	11
Train	7	6
Taxi	#	#
Cycle	#	-
Walk	-	1
Total (No.)	**(1023)**	**(1071)**

= Less than 0.5%
- = No response

5.29 Viewpoint members who are working are more likely to use the car to travel outside of Hartlepool (89%). Also, Viewpoint members who are not working were more likely to travel outside of Hartlepool by bus (30%).

How easy is it to travel outside of Hartlepool?

5.30 There has been a small, yet not significant, increase in the proportion of Viewpoint members who find it either fairly or very easy to travel outside of Hartlepool. This has increased from 77 per cent in 2007 to 84 per cent in 2009. See table 5.17 for more information.

Table 5.17 How easy is it to travel outside of Hartlepool?

	2009 %	2007 %
Very easy	45	38
Fairly easy	38	39
Neither easy nor difficult	10	15
Fairly difficult	5	6
Very difficult	2	3
Total (No.)	**(1116)**	**(1119)**

5.31 Viewpoint members with a disability were less likely to find it easy to travel outside of Hartlepool (76%, compared to 85% for members without a disability).

How often do you travel to outside of Hartlepool?

5.32 Half (50%) of Viewpoint members travel outside of Hartlepool one or two times a month, and a quarter (25%) make the journey one or two times a week. Results are largely similar to those obtained in 2007. See table 5.18 for more information.

Table 5.18 How often do you make the journey outside of Hartlepool?

	2009 %	2007 %
Around five times a week	6	6
One or two times a week	25	25
One or two times a month	50	53
One or two times a year	14	12
Less often than once a year	3	2
Never	2	2
Total (No.)	**(1139)**	**(1161)**

5.33 Men were more likely than women to travel outside of Hartlepool one or two times a week (31% and 20% respectively). Viewpoint members with a disability were less likely to travel outside of Hartlepool often. A third (32%) of respondents with a disability travel outside Hartlepool one or two times a month, compared to over half (53%) for members without a disability.

Short journeys in cars

5.34 We told Viewpoint members that we were interested in finding out how often they use their cars for short journeys. We explained that by ‘short journeys’ we meant journeys that could be completed on foot in around 10 minutes.

5.35 Around one fifth of Viewpoint members have previously told us they do not have a car. Viewpoint members without a car were asked to miss out the next two questions.

Where short journeys are made to

5.36 We asked Viewpoint members where they are most likely to be travelling to if they use a car for a short journey instead of walking or cycling. In 2009, as in 2007, half (51%) of Viewpoint members said that they travel to the shops in their car instead of walking or cycling, and a third (34%) said they travel to Hartlepool Town Centre. One in five (20%) members said they walk or cycle for short journeys. See table 5.19 for more information.

Table 5.19 If you use a car instead of walking or cycling for short journeys, where are you most likely to be travelling to?

	2009 %	2007 %
Shops	51	50
Hartlepool Town Centre	34	34
Doctor	30	28
University Hospital of Hartlepool	26	25
Work	21	24
None of the above, I walk or cycle for short journeys	20	24
School run	11	10
College / University	3	4
Other	5	#
Total (No.)	**(1060)**	**(1003)**

How often these short journeys are made

5.37 Next, we asked Viewpoint members to tell us how often they make these short journeys in a car instead of walking and cycling. There has been a small increase in the proportion of Viewpoint members who make short journeys by car around five times a week from 21 per cent in 2007 to 27 per cent in 2009. Three out of ten members use the car for short journeys one or two times a week, and two out of ten members does so one or two times a month. See table 5.20 for more information.

Table 5.20 If you use a car instead of walking or cycling for short journeys, where are you most likely to be travelling to?

	2009 %	2007 %
Around five times a week	27	21
One or two times a week	31	34
One or two times a month	20	21
One or two times a year	6	9
Less often than once a year	3	2
Never	13	13
Total (No.)	**(1012)**	**(1008)**

5.38 Men were more likely to say they make short journeys by car instead of walking or cycling around five times a week (30%), whereas women were more likely to do so one or two times a week (35%).

Reducing traffic congestion

5.39 We told Viewpoint members how the council is concerned about increasing traffic congestion and pollution. We wanted to know what Viewpoint members thought would help to reduce traffic congestion in Hartlepool.

5.40 Through the responses to this question we can see that the opinion of the majority of Viewpoint members is to improve public travel services, facilities and information to tackle the problem of traffic congestion. In 2009, as in 2007, the majority (55%) of Viewpoint members thought an improved bus service and facilities would help reduce traffic congestion in Hartlepool, and four out of ten (38%) members thought a better train service and facilities would help. A third (34%) of Viewpoint members suggested more information about bus, rail, walking and cycling options. See table 5.21 for more information.

Table 5.21 What, if anything, do you think would help reduce traffic congestion in Hartlepool?

	2009 %	2007 %
Improved bus service and facilities	55	58
Better train service and facilities	38	44
More information about bus, rail, walking and cycle travel options	34	37
New developments in more accessible locations	28	31
By developing more cycle routes and facilities	26	30
Increased size of existing roads and junctions	22	29
More road space for buses, cyclists and pedestrians	22	26
Information on car sharing schemes *	13	-
None of the above	10	8
Increased car parking charges in the town centre	6	8
Other	5	3
Total (No.)	**(1149)**	**(1200)**

* Asked in 2009 only

5.41 Viewpoint members without a car in the household were more likely to suggest an improved bus service and facilities (61%), better train services and facilities (44%) and more road space for buses, cyclists and pedestrians (33%) to help reduce traffic congestion in Hartlepool.

Encouraging alternative methods of transport

Encouraging the use of public transport

5.42 Viewpoint members were asked to tell us what would encourage them to use public transport, such as buses and trains more. Over half (53%) of Viewpoint members said they would be encouraged to use public transport more if the fares were cheaper. A third said they would be encouraged to use public transport more if the journeys were shorter with more direct routes (35%), if there were more frequent journeys (34%), and if the public transport arrived on time. See table 5.22 for more information.

Table 5.22 What would encourage you to use public transport more?

	%	(No.)
Cheaper fares	53	(605)
Shorter journeys/more direct routes	35	(394)
More frequent journeys	34	(382)
Public transport arriving on time	32	(360)
Improve information at pubic transport stops	29	(328)
Improve public transport shelters	29	(327)
Improve security at stops and on vehicles	27	(313)
Make routes easier to understand	25	(283)
Cleaner vehicles	20	(229)
None of the above	17	(192)
Other	3	(28)
Total	**100**	**(1142)**

5.43 Viewpoint members who said they would be encouraged to use public transport more if fares were cheaper were younger members (74%), members who are working (61%), members without a car in the household (62%) and members with children (68%).

Encouraging cycling

5.44 Viewpoint members were then asked to tell us what would encourage them to cycle more. Nearly half (46%) of Viewpoint members said nothing listed in the question would encourage them to cycle more. A third said they would be encouraged to cycle more if more separate cycle paths were built (34%) and if more secure cycle parking was provided (33%). See table 5.23 for more information.

Table 5.23 What would encourage you to cycle more?

	%	(No.)
None of the above	46	(503)
Build more separate cycle paths	34	(376)
Provide more secure cycle parking	33	(356)
Improve road safety	30	(323)
Give cyclists more priority on roads	20	(219)
Improve information/maps of cycle routes	19	(208)
Encourage employers to provide more changing/shower facilities	15	(163)
Other	1	(15)
Total	**100**	**(1092)**

5.45 Viewpoint members who were more likely to say that nothing listed in the question would encourage them to cycle more were women (52%), older Viewpoint members (74%), members who were not working (56%), members with a disability (61%) and members with no children (53%).

Encouraging walking

5.46 Next, Viewpoint members were asked to tell us what would encourage them to walk more. Four out of ten (39%) members said nothing listed in the question would encourage them to walk more. A third said they would be encouraged to walk more if street lighting was improved (34%) and if improvements were made to footpaths and pedestrian facilities/routes on way to work (32%). See table 5.24 for more information.

Table 5.24 What would encourage you to walk more?

	%	**(No.)**
None of the above	39	(417)
Improvements to street lighting	34	(367)
Improvements to footpaths and pedestrian facilities/routes on way to work	32	(343)
Improvements to footpaths and pedestrian facilities/routes on site	27	(297)
Road safety improvements	23	(253)
Other	4	(42)
Total	**100**	**(1084)**

5.47 Viewpoint members who were more likely to say that nothing listed in the question would encourage them to walk more were members with a disability (48%), and members with one or more cars in the household (42%). Younger Viewpoint members were more likely to say improvements to street lighting would encourage them to walk more (48%).

Public transport information

5.48 Viewpoint members were told how Hartlepool Borough Council has responsibility for the following types of information about local transport services – roadside timetable information at bus stops, bus and rail timetables guide, public transport map, timetables (including large print versions), timetable leaflets, information on concessionary fares, and special services and timetables. We also explained how the authority has a role in ensuring the information produced by private transport companies for local services is of the standard required. We wanted to find out if Viewpoint members were satisfied with the amount, accuracy and provision of public transport information.

The amount of information (N=875)

5.49 Over half (52%) of Viewpoint members were either fairly or very satisfied with the amount of information provided on transport. Three out of ten (28%) members were neither satisfied nor dissatisfied, and one in five (20%) members were either fairly or very dissatisfied.

- Very satisfied - 8 per cent (72 respondents)
- Fairly satisfied - 44 per cent (385 respondents)
- Neither satisfied nor dissatisfied - 28 per cent (244 respondents)
- Fairly dissatisfied - 13 per cent (116 respondents)
- Very dissatisfied - 7 per cent (58 respondents)

5.50 Viewpoint members who were more likely to be fairly or very satisfied with the amount of information provided on public transport were: from the South area of Hartlepool (58%), older Viewpoint members (73%), members who are not working (60%), and members with no cars in the household (63%).

The accuracy of the information (N=825)

5.51 Over half (52%) of Viewpoint members were either fairly or very satisfied with the accuracy of information provided on transport. A third (33%) of members were neither satisfied nor dissatisfied, and fifteen per cent were either fairly or very dissatisfied.

- Very satisfied - 10 per cent (83 respondents)
- Fairly satisfied - 42 per cent (346 respondents)
- Neither satisfied nor dissatisfied - 33 per cent (268 respondents)
- Fairly dissatisfied - 11 per cent (90 respondents)
- Very dissatisfied - 5 per cent (37 respondents)

5.52 Viewpoint members who were more likely to be fairly or very satisfied with the accuracy of information provided on public transport were: from the South area of Hartlepool (61%), older Viewpoint members (71%), members who are not working (59%), and members with no cars in the household (56%).

The provision of public transport information overall (N=866)

5.53 Less than half (46%) of Viewpoint members are fairly or very satisfied with the provision of public transport information overall. A quarter (27%) are neither satisfied nor dissatisfied and a similar number (27%) are fairly or very dissatisfied.

- Very satisfied - 8 per cent (66 respondents)
- Fairly satisfied - 38 per cent (328 respondents)
- Neither satisfied nor dissatisfied - 27 per cent (237 respondents)
- Fairly dissatisfied - 18 per cent (159 respondents)
- Very dissatisfied - 9 per cent (75 respondents)

5.54 Viewpoint members who were more likely to be fairly or very satisfied with the provision of public transport information overall were from the South area of Hartlepool (60%), older Viewpoint members (62%), members who are not working (52%), and members with no cars in the household (53%). Viewpoint members from the Central area of Hartlepool were more likely to say they are fairly or very dissatisfied with the provision of public transport information overall (35%).

Seeing local transport services information (N=1023)

5.55 When asked if Viewpoint members had received or seen any information on local transport services in the last 12 months, less than half (44%) said yes, they had. The rest (56%) said they had not received or seen any information provided on local transport services in the last 12 months.

5.56 Viewpoint members who were more likely to tell us they had received or seen any information provided on local transport services in the last 12 months were: female (48%), older Viewpoint members (52%), have a disability (50%), and have no cars in the household (62%).

Satisfaction with the local bus service

5.57 Viewpoint members were told how Hartlepool Borough Council has responsibility for co-ordinating public transport, including buses, and has a role in ensuring that local passenger services are meeting the needs of the local community. Members were also told that the Council also subsidises some local bus services. We wanted to know if Viewpoint members were satisfied with different elements of transport information we provide.

5.58 Overall, Viewpoint members were most likely to be fairly or very satisfied with how easy buses are to get on and off (70%), and were least likely to be fairly or very satisfied with the sate of bus stops (41%).

The frequency of buses (N=821)

5.59 Three in five (60%) Viewpoint members are either fairly or very satisfied with the frequency of the buses. One in five (21%) are neither satisfied nor dissatisfied, and a similar number (20%) are either fairly or very dissatisfied with the frequency of buses.

- Very satisfied - 17 per cent (140 respondents)
- Fairly satisfied - 43 per cent (351 respondents)
- Neither satisfied nor dissatisfied - 21 per cent (170 respondents)
- Fairly dissatisfied - 13 per cent (105 respondents)
- Very dissatisfied - 7 per cent (55 respondents)

5.60 Viewpoint members from the South areas of Hartlepool were more likely to be satisfied with the frequency of buses. Viewpoint members who have only lived in Hartlepool for up to five years were less likely to be satisfied with the frequency of buses (31%).

The number of bus stops (N=810)

5.61 Two thirds (65%) of Viewpoint members are either fairly or very satisfied with the number of bus stops. A quarter (23%) are neither satisfied nor dissatisfied, and 13 per cent are either fairly or very dissatisfied.

- Very satisfied - 19 per cent (151 respondents)
- Fairly satisfied - 46 per cent (375 respondents)
- Neither satisfied nor dissatisfied - 23 per cent (185 respondents)
- Fairly dissatisfied - 9 per cent (70 respondents)
- Very dissatisfied - 4 per cent (29 respondents)

5.62 Viewpoint members with a disability were more likely to be satisfied with the number of bus stops (73%). Members who have only lived in Hartlepool for up to five years (47%) and members with children (54%) were less likely to be satisfied with the number of bus stops.

The state of bus stops (N=824)

5.63 Viewpoint members were least likely to be either fairly or very satisfied with this aspect of the local bus service. Two out of ten (41%) members were either fairly or very satisfied with the state of bus stops. Three out of ten (30%) were neither satisfied nor dissatisfied, and a similar number (28%) were either fairly or very dissatisfied with the state of bus stops.

- Very satisfied - 9 per cent (72 respondents)
- Fairly satisfied - 32 per cent (267 respondents)
- Neither satisfied nor dissatisfied - 30 per cent (250 respondents)
- Fairly dissatisfied - 22 per cent (184 respondents)
- Very dissatisfied - 6 per cent (50 respondents)

5.64 Older Viewpoint members were more likely to be satisfied with the state of bus stops (62%) and Viewpoint members with children were less likely to be satisfied (31%).

Whether buses arrive on time (N=778)

5.65 Over half (52%) of Viewpoint members were either fairly or very satisfied with whether buses arrive on time. Three out of ten (28%) members were neither satisfied nor dissatisfied, and two out of ten (20%) were either fairly or very dissatisfied with whether buses arrive on time.

- Very satisfied - 9 per cent (72 respondents)
- Fairly satisfied - 43 per cent (335 respondents)
- Neither satisfied nor dissatisfied - 28 per cent (215 respondents)
- Fairly dissatisfied - 15 per cent (114 respondents)
- Very dissatisfied - 5 per cent (42 respondents)

5.66 Viewpoint members who are more likely to be fairly or very satisfied with whether buses arrive on time are: from the South area of Hartlepool (58%), women (57%), older viewpoint members (72%). Viewpoint members who have only lived in Hartlepool for up to five years were less likely to say they were satisfied with whether the buses arrive on time (35%).

How easy buses are to get on and off (N=820)

5.67 Viewpoint members were most likely to be satisfied with how easy the buses are to get on and off (70%). One in five (22%) members were neither satisfied nor dissatisfied, and one in ten (8%) were either fairly or very dissatisfied with how easy buses are to get on and off.

- Very satisfied - 24 per cent (195 respondents)
- Fairly satisfied - 46 per cent (380 respondents)
- Neither satisfied nor dissatisfied - 22 per cent (181 respondents)
- Fairly dissatisfied - 5 per cent (38 respondents)
- Very dissatisfied - 3 per cent (25 respondents)

5.68 Older Viewpoint members were more likely to say they were either fairly or very satisfied with how easy the buses are to get on and off (85%). However, Viewpoint members with a disability were nearly four times more likely to be either fairly or very dissatisfied with how easy buses are to get on and off then members without a disability (21% and 6% respectfully)

The local bus service overall (N=824)

5.69 Half (49%) of Viewpoint members are either fairly or very satisfied with the local bus service overall. Three out of ten (29%) are neither satisfied nor dissatisfied, and two out of ten (21%) members are either fairly or very dissatisfied with the local bus service overall.

- Very satisfied - 12 per cent (102 respondents)
- Fairly satisfied - 37 per cent (308 respondents)
- Neither satisfied nor dissatisfied - 29 per cent (241 respondents)
- Fairly dissatisfied - 14 per cent (112 respondents)
- Very dissatisfied - 7 per cent (61 respondents)

5.70 Older Viewpoint members were more likely to be either fairly or very satisfied with the local bus service overall than younger Viewpoint members (73% and 37% respectively). Viewpoint members who are less likely to be either fairly or very satisfied with the local bus service overall are: members who have lived in Hartlepool for up to five years (30%) and members with children (43%). Viewpoint members with a disability were more likely to say they are either very or fairly dissatisfied with the local bus service overall than members without a disability (32% and 19% respectively).

Frequency of local bus service use

5.71 Finally, we asked Viewpoint members to tell us how frequently, if at all, they use the local bus service. Three out of ten (31%) members use the local bus service frequently (at least once a week or more). Four in ten (42%) members have never used the local bus service or have not used it in the last year. See table 5.25 for more information.

Table 5.25 How frequently, if at all, do you use the local bus service?

	%	(No.)
Almost every day	11	(125)
At least once a week	20	(215)
About once a month	11	(120)
Within the last 6 months	8	(85)
Within the last year	9	(95)
Longer ago	20	(217)
Never used	22	(241)
Total	**100**	**(1098)**

5.72 Viewpoint members who are more likely to use the local bus service frequently are: older Viewpoint members (50%), members who are not working (45%), members with no cars in the household (60%), and members with a disability (46%).

5.73 Those who have never used the local bus service or have not used it in the last year were more likely to be younger members (51%), members who are working (51%), and members who have only lived in Hartlepool for up to five years (52%).

6. Subjects for future Viewpoint surveys

6.1 Finally, Viewpoint members were asked to suggest any subjects they would like to see covered in future surveys (Table 6.1). In total 332 comments were made. Top of the list of suggestions was public transport (34 people), followed by litter street cleaning (22 people) and car parking (20 people).

Table 6.1 Suggestions for future inclusion in Viewpoint surveys

	No. of comments
Public transport	34
Litter and street cleaning	22
Car parking	20
Condition of roads	19
Level of Council Tax	14
Parks, open spaces, and grass cutting	12
Viewpoint is good	11
Condition of the pavements	8
Leisure facilities	8
Councillor expenses and cost	7
Anti-social behaviour	7
Environmental issues and climate change	7
Social services	7
Housing	6
Provision of a new bus station	6
Tall Ships event	6
Volume of traffic and traffic congestion	6
Public toilets	6
Other	126
Total	**(332)**

Appendix 1: Background information on respondents

Table A1 Location of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
North	32	(382)	28	(243)
Central	38	(457)	40	(349)
South	30	(361)	32	(280)
Total	100	(1200)	100	(872)

Table A2 Sex of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Male	47	(566)	46	(403)
Female	53	(634)	54	(469)
Total	100	(1200)	100	(872)

Table A3 Age of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
17 to 34	28	(331)	14	(124)
35 to 44	20	(238)	16	(141)
45 to 54	18	(211)	21	(181)
55 to 64	14	(165)	24	(204)
65 years plus	21	(255)	25	(220)
No answer	-	-	#	(2)
Total	100	(1200)	100	(872)

- = no response
= less than 0.5%

Table A4 Employment status of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Working	54	(653)	50	(434)
Not working	45	(543)	50	(434)
No answer	#	(4)	#	(4)
Total	100	(1200)	100	(872)

= less than 0.5%

Table A5 Socio Economic Group of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
AB	21	(249)	20	(178)
C1	29	(351)	28	(242)
C2	25	(299)	26	(227)
DE	18	(216)	19	(168)
Don't know / no answer	7	(85)	7	(57)
Total	100	(1200)	100	(872)

Table A6 Disability of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Yes – disabled	14	(170)	20	(152)
No – not disabled	85	(1023)	80	(713)
No answer	1	(7)	#	(7)
Total	100	(1200)	100	(872)

= less than 0.5%

Table A7 Car ownership of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
No car	21	(254)	19	(166)
One or more car	78	(940)	81	(702)
No answer	#	(6)	#	(4)
Total	100	(1200)	100	(872)

= less than 0.5%

Table A8 Children under the age of 18 living in the household

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Children (0-18) in household	36	(431)	28	(244)
No children in household	63	(751)	70	(609)
No answer	1	(18)	2	(19)
Total	100	(1200)	100	(872)

Table A9 House tenure

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Own your home	75	(904)	80	(697)
Rent your home	13	(153)	12	(107)
Live with relatives / other	11	(137)	7	(63)
No answer	#	(6)	1	(5)
Total	100	(1200)	100	(872)

Appendix 2: Category definitions

Social Economic Group Definitions:

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

Children in household definition:

Children in household	Children under the age of 18 living in the household

Working and not working definitions:

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

Older and younger definitions:

Younger	17 to 34 year olds
Older	65 years and over

Rented accommodation definition:

Rented accommodation	Rent from a private landlord or from a housing association

Appendix 3: Full results

Viewpoint

HARTLEPOOL BOROUGH COUNCIL

Viewpoint
Your Views are Important

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

Recycling and kerbside collections
Transport

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

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

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

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

Lisa Anderson
Hartlepool Borough Council,
Civic Centre, Hartlepool, TS24 8AY
Telephone: (direct line) 01429 523584
Email: lisa.anderson@hatlepool.gov.uk

When you have completed the questionnaire please return it to us in the enclosed reply paid envelope, no stamp required, by **30th October 2009**.

VP30 66% response rate, 872 completed questionnaires (all results are weighted to 1200 responses). # = less than 0.5%; - = no responses; * = excluded from

Viewpoint

Recycling and kerbside collections

In 2006, Hartlepool residents recycled 28% of their waste. This needs to be increased to 40% by 2010. One of the ways the council is working towards meeting this target is through kerbside collections of recycled waste. In 2003, all households across Hartlepool were issued with special blue boxes and plastic sacks to enable residents to gather together cans, glass, paper and textiles for a collection every fortnight. By October 2007 the council provided white bags and brown bins to all households across Hartlepool to enable them to recycle plastic bottles, cardboard and garden waste. The council would like to find out if Viewpoint members are satisfied or dissatisfied with the kerbside collections.

If you would like any further information on this topic please contact:
Fiona Srogi on (01429) 523829 or via e-mail *fiona.srogi@hartlepool.gov.uk*

1. How easy is it to access the household waste recycling centre on Burn Road?
(N=1163)

Very easy	43%
Fairly easy	41%
Not very easy	6%
Not at all easy	4%
Don't know	7%

2. Could you tell us if you use the following kerbside collections:
(PLEASE TICK ONE BOX ON EACH LINE)

	Yes, I have this kerbside collection and I use it %	I have this kerbside collection, but I don't use it %	Does not apply to me, I do not have this kerbside collection %
Blue bag (N=1104)	93	7	
Blue box (N=1131)	96	4	
White bag (N=1154)	94	2	4
Brown bin (N=1129)	89	4	8
Green bin (N=1147)	100	#	

3. Now could you tell us how easy did you find the service to use:
(PLEASE TICK ONE BOX ON EACH LINE)

	Very easy %	Easy %	Neither easy nor hard %	Hard %	Very hard %	Does not apply %
Blue bag (N=1072)	62	25	8	4	3	
Blue box (N=1108)	66	25	6	2	1	
White bag (N=1093)	63	26	7	2	2	*
Brown bin (N=1013)	68	25	4	2	1	*
Green bin (N=1143)	70	24	4	1	1	

4. **We would like to know how satisfied or dissatisfied you are with the following aspects of your kerbside collections:** (PLEASE TICK ONE BOX ON EACH LINE)

a) Bins, boxes and bags provided for your recycling

	Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Don't know / does not apply
Blue bag (N=1071)	68	14	18	*
Blue box (N=1107)	82	9	9	*
White bag (N=1101)	75	12	14	*
Brown bin (N=1019)	88	8	4	*
Green bin (N=1145)	84	8	8	*

b) The reliability of the collection

	Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Don't know / does not apply
Blue bag (N=1045)	88	8	4	*
Blue box (N=1094)	88	7	5	*
White bag (N=1088)	89	6	5	*
Brown bin (N=1014)	91	5	3	*
Green bin (N=1144)	90	6	4	*

c) The level of street cleanliness/tidiness after the collection

	Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Don't know / does not apply
Blue bag (N=1067)	58	19	23	*
Blue box (N=1113)	57	19	25	*
White bag (N=1105)	44	20	36	*
Brown bin (N=1013)	72	17	11	*
Green bin (N=1144)	63	17	20	*

5. **Do you feel that there are any improvements that could be made to the kerbside collection service? If so, please use the space below to tell us about them.**
(676 comments received)

Clean up any spillages / ensure street is clean after collections (N=177)
More regular green bin collections (N=98)
Return own bins / boxes to premises from which they came (N=86)
Bags tend to blow away (N=53)
Leave a replacement blue bag behind (N=41)
Bins / boxes are better than bags (N=31)
Ensure everything gets collected (N=26)
Bigger bags / boxes (N=24)
It's a good service (N=16)
More information needed (N=14)
Supply lids for boxes (N=10)
Can be difficult to manoeuvre (N=10)
Collect more types of items (N=8)
Ensure all collections are at the same time (N=8)
No recycling done for flats (N=8)
Other (N=66)

6. **When you dispose of the following household items, how often do you recycle them?** (PLEASE TICK ONE BOX ON EACH LINE)

	Every time %	Most times %	Sometimes %	Never %
Paper (e.g. newspapers/magazines) (N=1179)	84	9	4	3
Card/cardboard (e.g. cereal boxes) (N=1173)	89	8	2	2
Glass (e.g. bottles and jars) (N=1179)	87	9	3	2
Food and drink cans/tins (N=1180)	85	10	3	3
Plastic containers (e.g. drinks bottles)	86	9	3	2
Textiles (e.g. clothing) (N=1127)	34	20	24	22
Food waste for compost (N=1136)	29	8	14	50
Garden waste for compost (N=1155)	59	10	6	25

7. **How important do you think it is to recycle the rubbish that households produce?** (PLEASE TICK ONE BOX ONLY) (N=1185)

Very important	79%
Fairly important	17%
Not very important	2%
Not at all important	1%
Don't know	*

8. **Which of these statements best describes your attitude to recycling?** (PLEASE TICK ONE BOX ONLY) (N=1167)

I do not recycle	1%
I recycle if it does not require additional effort	15%
I recycle even if it requires additional effort	84%
Don't know	*

9. **Which of these statements best describes how much you recycle?** (PLEASE TICK ONE BOX ONLY) (N=1177)

I do not recycle	2%
I recycle sometimes	3%
I recycle a lot but not everything that can be recycled	40%
I recycle everything that can be recycled	55%
Don't know	*

10. What, if anything discourages you from recycling?
(PLEASE TICK ALL THAT APPLY) (N=685)

It takes too much time and effort to recycle	9%
Find it difficult to sort through the rubbish	9%
I keep forgetting to sort through my rubbish	9%
I don't like cleaning items before recycling (e.g. glass, cans, tins and plastic)	43%
Nowhere to store the extra boxes, bins and bags	41%
Don't know when my collection day is	2%
Don't know what or how to recycle	5%
The Council keeps missing my collection	4%
I no longer have bins, boxes or bags for kerbside collection	7%
It costs the Council too much money to collect and dispose of recycled materials	5%
No benefit to me	10%
I can't be bothered to recycle	1%
No particular reason, I just don't recycle	#
Don't know	*
Other (Please specify____)	5%

11. And finally what, if anything would encourage you to recycling more?
(PLEASE TICK ALL THAT APPLY) (N=1101)

If it was made easier for me to recycle	17%
Improved doorstep collection	16%
Better or new communal recycling facilities (e.g. at supermarkets or car parks)	17%
Recycling facilities at the household waste recycling centre (e.g. Burn Road)	8%
More information about how and what to recycle	19%
Better information about the benefits of recycling	12%
Information about what happens to recycled materials	23%
If there was a charge for producing too much waste (e.g. charge for extra/larger refuse bins)	7%
If I was paid to recycle (e.g. cash for recycled material)	19%
Nothing could encourage me to recycle more	5%
I already recycle as much as I can	56%
Don't know	*
Other (Please specify____)	2%

Viewpoint

Transport

The council wants to understand more about the types of transport you use and the journeys you make. Therefore, this section asks you about how you travel to places such as work, school or for health care. We would also like to know what would encourage you to use different methods of transport such as buses or cycling, and about how satisfied you are with public transport information and the local bus service.

If you would like any further information on this topic please contact Melanie Macsween on (01429) 523581 or via e-mail melanie macsween@hartlepool.gov.uk or Joanne Taylor on (01429) 523739 or via email joanne.taylor@hartlepool.gov.uk

12. Could you please tell us how you usually travel to the following places. If you sometimes use more than one method of transport, please tell us about the method of transport you are most likely to use.
(PLEASE TICK ONE BOX ON EACH LINE)

	Car %	Bus %	Train %	Taxi %	Cycle %	Walk %	Does not apply
Work (N=687)	82	5	2	#	1	9	*
College / University (N=195)	66	15	6	-	2	12	*
Doctor (N=1068)	67	12	-	1	1	20	*
University Hospital of Hartlepool	75	14	-	2	1	8	*
Hartlepool Town Centre (N=1043)	64	17	-	2	1	16	*
When travelling outside of Hartlepool (e.g. other town centres for shopping or leisure) (N=1023)	77	16	7	#	#	-	*

13. Now could you tell us how easy or difficult you find it to travel to these places:
(PLEASE TICK ONE BOX ON EACH LINE)

	Very Easy %	Fairly Easy %	Neither easy nor difficult %	Fairly difficult %	Very difficult %	Don't know
Work (N=746)	58	29	7	4	2	*
College / University (N=281)	48	26	16	5	5	*
Doctor (N=1108)	62	27	6	4	2	*
University Hospital of Hartlepool	56	31	7	4	3	*
Hartlepool Town Centre (N=1134)	59	29	7	4	1	*
When travelling outside of Hartlepool (e.g. other town centres for shopping or leisure) (N=1116)	45	38	10	5	2	*

14. Thinking about the different places you travel to, please tell us how often you make these journeys. (PLEASE TICK ONE BOX ON EACH LINE)

	Around five times a week %	One or two times a week %	One or two times a month %	One or two times a year %	Less often than once a year %	Never %
Work (N=1005)	60	9	2	1	-	28
College / University (N=850)	8	6	3	3	3	77
Doctor (N=1120)	#	2	33	52	11	2
University Hospital of Hartlepool (N=1096)	3	4	12	42	33	7
Hartlepool Town Centre (N=1150)	11	48	33	7	1	1
When travelling outside of Hartlepool (e.g. other town centres for shopping or leisure) (N=1139)	6	25	50	14	3	2

Short journeys in cars

We are interested in finding out how often people use their cars for short journeys. By 'short journeys' we mean journeys that could be completed on foot in around 10 minutes. If you do not have a car, please go to question 17.

15. If you use a car instead of walking or cycling for short journeys, where are you most likely to be travelling to? (PLEASE TICK ALL THAT APPLY) (N=1060)

Work	21%
College / University	3%
Doctor	30%
University Hospital of Hartlepool	26%
Hartlepool Town Centre	34%
School run	11%
Shops	51%
None of the above, I walk or cycle for short journeys	20%
Other (Please specify_______________________________)	1%
Everywhere—nowhere is that close	2%
No car	2%

16. And, thinking about some short journeys that you make, how often would you say you use a car instead of walking or cycling for these short journeys?
(PLEASE TICK ONE BOX ONLY) (N=1012)

Around five times a week	27%
One or two times a week	31%
One or two times a month	20%
One or two times a year	6%
Less often than once a year	3%
Never	13%
Don't know	*

Reducing traffic congestion

The council is concerned about increasing traffic congestion and pollution and would like to know what you think would help to reduce traffic congestion in Hartlepool. The following question is about how you think the council should tackle this problem.

17. What, if anything, do you think would help reduce traffic congestion in Hartlepool? (PLEASE TICK ALL THAT APPLY) (N=1149)

Improved bus services and facilities	55%
Better train services and facilities	38%
By developing more cycle routes and facilities	26%
Increased car parking charges in the town centre	6%
More road space for buses, cyclists and pedestrians	22%
Increased size of existing roads and junctions	22%
New developments in more accessible locations	28%
More information about bus, rail, walking and cycling travel options	34%
Information on car sharing schemes	13%
None of the above	10%
Better system of traffic lights	1%
Other (Please specify ______________________________)	3%

18. What would encourage you to use public transport more? By public transport we mean busses and trains (PLEASE TICK ALL THAT APPLY) (N=1142)

More frequent journeys	34%
Shorter journeys/more direct routes	35%
Public transport arriving on time	32%
Cleaner vehicles	20%
Cheaper fares	53%
Make routes easier to understand	25%
Improve information at public transport stops	29%
Improve public transport shelters	29%
Improve security at stops and on vehicles (for example, CCTV)	27%
None of the above	17%
Other (Please specify ______________________________)	3%

19. And what would encourage you to cycle more? (PLEASE TICK ALL THAT APPLY) (N=1092)

Give cyclists more priority on roads	20%
Improve road safety	30%
Provide more secure cycle parking	33%
Encourage employers to provide more changing/shower facilities	15%
Build more separate cycle paths	34%
Improve information/maps of cycle routes	19%
None of the above	46%
Owning a bike	1%
Other (Please specify ________________________________)	1%

20. Finally, what would encourage you to walk more?
(PLEASE TICK ALL THAT APPLY) (N=1084)

Improvements to footpaths and pedestrian facilities / routes on way to work	32%
Improvements to footpaths and pedestrian facilities / routes on site	27%
Improvements to street lighting	34%
Road safety improvements	23%
None of the above	39%
Other (Please specify ________________________________)	2%
More free time	1%
Better health / mobility	1%

Public Transport Information

Hartlepool Borough Council has responsibility for the following types of information about local transport services - roadside timetable information at bus stops, bus and rail timetables guide, public transport map, timetables (including large print versions), timetable leaflets, information on concessionary fares and special services and timetables. The authority also has a role in ensuring the information produced by private transport companies for local services is of the standard required

21. Please indicate whether you are satisfied or dissatisfied with each of the

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %	It does not apply/ don't know
a) The amount of information (N=875)	8	44	28	13	7	*
b) The accuracy of the information (N=825)	10	42	33	11	5	*
c) The provision of public transport information overall (N=866)	8	38	27	18	9	*

22. Have you received or seen any information provided on local transport services, in the last 12 months? (PLEASE TICK ONE BOX ONLY) (N=1023)

Yes	44%
No	56%
Don't know	*

The local bus service

Hartlepool Borough Council has responsibility co-ordinating public transport, including buses, and has a role in ensuring that local passenger services are meeting the needs of the local community. Hartlepool Council also subsidises some local bus services.

23. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide. Please answer this question whether you use the bus or not.
(PLEASE TICK ONE BOX ON EACH LINE)

	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfied	Fairly dissatisfied %	Very dissatisfied %	It does not apply/ don't know
a) The frequency of buses (N=821)	17	43	21	13	7	*
b) The number of bus stops (N=810)	19	46	23	9	4	*
c) The state of bus stops (N=824)	9	32	30	22	6	*
d) Whether buses arrive on time (N=778)	9	43	28	15	5	*
e) How easy buses are to get on and off (N=820)	24	46	22	5	3	*
f) The local bus service overall (N=824)	12	37	29	14	7	*

25. How frequently, if at all do you use the local bus services?
(PLEASE TICK ONE BOX ONLY) (N=1098)

Almost every day	11%
At least once a week	20%
About once a month	11%
Within the last 6 months	8%
Within the last year	9%
Longer ago	20%
Never used	22%
I don't know	*

Viewpoint

Fill Out Your Viewpoint Surveys Online

Remember, you can now fill out this survey online!

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

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

My email address is: - ____

And finally..............

Please use the space below to suggest any subjects that you would like to see covered in future Viewpoint surveys or any further comments you would like to make about Viewpoint in general. (325 comments received)

Public transport (N=34)
Litter / street cleaning (N=22)
Car parking (N=20)
Condition of the roads (N=19)
Level of Council Tax (N=14)
Parks / open spaces / grass cutting (N=12)
Viewpoint is good (N=11)
Condition of pavements (N=8)
Leisure facilities (N=8)
Councillor expenses / cost (N=7)
Environmental issues / climate change (N=7)
Social services (N=7)
Housing (N=6)
Provision of a new bus station (N=6)
Tall ships event (N=6)
Volume of traffic / traffic congestion (N=6)
Public toilets (N=6)
Other (126)

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 30th October 2009

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

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

Viewpoint

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

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

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

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

如欲索取以另一语文印制或另一格式制作的资料，请与我们联系。

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

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

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

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

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