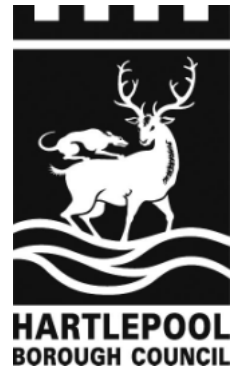


NEIGHBOURHOOD SERVICES SCRUTINY FORUM AGENDA



Wednesday 15th September 2010

at 4.30 pm

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

Councillors Barclay, Cook, Fleet, Flintoff, Gibbon, Griffin, McKenna, Richardson and Thomas.

Resident Representatives: John Cambridge, Brenda Loynes and Iris Ryder.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 4th August 2010

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM

No items.

5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE

No items.

6. CONSIDERATION OF PROGRESS REPORTS/BUDGET AND POLICY FRAMEWORK DOCUMENTS

No items.

7. ITEMS FOR DISCUSSION

Investigation into '20's Plenty – Traffic Calming Measures':-

7.1 Setting the Scene:-

- (a) Covering Report – *Scrutiny Support Officer; and*
- (b) Presentation – *Highways, Traffic and Transportation Manager*

7.2 Evidence from the Member of Parliament for Hartlepool and the Authority's Portfolio Holder for Transport and Neighbourhoods:-

- (a) Covering Report – *Scrutiny Support Officer;*
- (b) Verbal evidence from the Member of Parliament for Hartlepool (*subject to availability*)
- (c) Verbal evidence from the Authority's Portfolio Holder for Transport and Neighbourhoods (*subject to availability*)

7.3 Food Law Enforcement Service Plan 2010 / 2011 – *Director of Regeneration and Neighbourhoods*

7.4 Six Monthly Monitoring of Agreed Neighbourhood Services Scrutiny Forum's Recommendations – *Scrutiny Support Officer*

8 ISSUES IDENTIFIED FROM FORWARD PLAN

9. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

- i) **Date of Next Meeting Wednesday 27th October 2010, commencing at 4.30 pm in Committee Room B**

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

MINUTES

4 AUGUST 2010

The meeting commenced at 4.30 pm in the Civic Centre, Hartlepool

Present:

Councillor Stephen Thomas (In the Chair)

Councillors: Rob Cook, Mary Fleet, Bob Flintoff and Sheila Griffin.

Resident Representatives: John Cambridge, Brenda Loynes Iris Ryder and Ted Jackson.

Officers: Dave Stubbs, Director of Regeneration and Neighbourhood Services
Laura Stones, Scrutiny Support Officer
David Cosgrove, Principal Democratic Services Officer

1. Apologies for Absence

Councillor Gibbon.

2. Declarations of interest by Members

None.

3. Minutes of the meeting held on 7 July 2010

Confirmed.

4. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

No items.

5. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

No items.

6. Consideration of progress reports/budget and policy framework documents

No items.

7. Scrutiny Investigation into 20's Plenty – Traffic Calming Measures – Scoping Report (*Scrutiny Support Officer*)

The Scrutiny Support Officer reported that the Scrutiny Coordinating Committee had approved the forum's work programme at its meeting on 23 July 2010 and the first subject to be investigated this year was "20's Plenty – Traffic Calming Measures".

The Scrutiny Support Officer outlined the scoping report which set out the background to the investigation with some examples of the types of measure being taken by other authorities. The overall aim of the investigation would be to explore the way forward for the provision of traffic calming measures in Hartlepool. The proposed terms of reference for the investigation were: -

- (a) To gain an understanding of how traffic calming is implemented in Hartlepool and the legislative and policy requirements;
- (b) To gain an understanding of the types and effectiveness of traffic calming measures used nationally and locally;
- (c) To explore how traffic calming could be undertaken in Hartlepool in the future utilising innovative solutions, including 20's Plenty as a possible alternative to physical measures; and
- (d) To gain an understanding of the impact of current and future budget pressures on the way in which traffic calming is provided in Hartlepool;
- (e) To explore how traffic calming could be provided in the future, giving due regard to:-
 - (i) Improving the effectiveness and efficiency of the way in which the service is currently provided; and
 - (ii) If / how the service could be provided at a reduced financial cost (within the resources available in the current economic climate).

The report also outlined potential areas of enquiry and sources of evidence and a proposed timetable for meetings during the investigation. The timetable suggested that a site visit to areas in Hartlepool and to another authority may be helpful and the Scrutiny Support Officer indicated that should members wish to undertake any visits, then appropriate approval for funding would need to be sought from the Overview and scrutiny budget. Members welcomed the suggestion of a visit to Newcastle City Council as they are currently rolling out

20 mph limits across the city.

Members welcomed the report and the investigation and hoped that there would be plenty of opportunities for Members and residents to highlight their specific concerns on 20 mph speed limits and traffic calming. It was suggested that should the Forum choose to visit another authority, it would be helpful not only to discuss the matter with officers but also the elected members and residents on the areas where measures had been put in place to gain their knowledge and experience.

Residents present at the meeting welcomed the investigation and highlighted their concerns at traffic problems in Tanfield Road and Tamston Road. The Chair indicated that he welcomed their involvement and stated that during the investigation the forum would look into the concerns that they had in their areas.

Recommended

That the proposed terms of reference and timetable for the forum's investigation into "20's Plenty – Traffic Calming Measures" be approved.

8. Issues Identified from the Forward Plan

No items.

The meeting concluded at 4.50 p.m.

CHAIR

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 September 2010



Report of: Scrutiny Support Officer

Subject: 20'S PLENTY – TRAFFIC CALMING MEASURES –
SETTING THE SCENE PRESENTATION:
COVERING REPORT

1. PURPOSE OF THE REPORT

- 1.1 To provide Members with an introduction to the 'Setting the Scene' Presentation, which will be delivered at today's meeting by the Highways, Traffic and Transportation Manager as part of this Forum's investigation into 20's Plenty – Traffic Calming Measures.

2. BACKGROUND INFORMATION

- 2.1 The Highways, Traffic and Transportation Manager, will be in attendance at today's meeting to deliver a presentation, as part of this Forum's investigation into 20's Plenty – Traffic Calming Measures in relation to the following issues:-
- (a) How traffic calming is implemented in Hartlepool; and
 - (b) The legislative and Policy requirements.

3. RECOMMENDATION

- 3.1 That Members note the content of the presentation, seeking clarification on any relevant issues from the Highways, Traffic and Transportation Manager where felt appropriate.

Contact Officer:- Laura Stones – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 647
Email: laura.stones@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (a) Scrutiny Investigation into '20's Plenty – Traffic Calming Measures' -
Scoping Report (Scrutiny Support Officer) – 04.08.10

NEIGHBOURHOOD SERVICES SCRUTINY FORUM REPORT

15 September 2010



Report of: Scrutiny Support Officer

Subject: 20'S PLENTY – TRAFFIC CALMING MEASURES -
EVIDENCE FROM THE MEMBER OF PARLIAMENT
FOR HARTLEPOOL AND THE AUTHORITY'S
PORTFOLIO HOLDER FOR TRANSPORT AND
NEIGHBOURHOODS - COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Forum that the Member of Parliament for Hartlepool and the Authority's Portfolio Holder for Transport and Neighbourhoods have been invited to attend this meeting (subject to availability) to provide evidence in relation to the investigation into 20's Plenty – Traffic Calming Measures.

2. BACKGROUND INFORMATION

- 2.1 The Member of Parliament for Hartlepool and the Authority's Portfolio Holder for Transport and Neighbourhoods have been invited to this meeting (subject to availability) to provide evidence to the Forum in relation to their views on traffic calming measures in Hartlepool.
- 2.2 During this evidence gathering session, it is suggested that responses should be sought to the following key questions:-
- (a) What are your views on the effectiveness of the traffic calming measures used currently in Hartlepool?
 - (b) What are your views on implementing 20 mph as the default speed limit for all residential and town centre roads?
 - (c) How do you think the Council should be approaching traffic calming issues in light of the budgetary restrictions?

3. RECOMMENDATION

- 3.1 That Members of the Forum consider the views of the Member of Parliament for Hartlepool and the Authority's Portfolio Holder for Transport and Neighbourhoods in relation to the questions outlined in section 2.2.

CONTACT OFFICER

Laura Stones – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523647
Email: laura.stones@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (a) Scrutiny Investigation into '20's Plenty – Traffic Calming Measures' -
Scoping Report (Scrutiny Support Officer) – 04.08.10

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15th September 2010



Report of: Director of Regeneration & Neighbourhoods

Subject: Food Law Enforcement Service Plan
2010/2011

1. PURPOSE OF REPORT

- 1.1 To consider the Food Law Enforcement Service Plan for 2010/ 2011, which is a requirement under the Budget and Policy Framework.

2. BACKGROUND

- 2.1 The Food Standards Agency has a key role in overseeing local authority enforcement activities. They have duties to set and monitor standards of local authorities as well as carry out audits of enforcement activities to ensure that authorities are providing an effective service to protect public health and safety.
- 2.2 On 4 October 2000, the Food Standards Agency issued the document "Framework Agreement on Local Authority Food Law Enforcement". The guidance provides information on how local authority enforcement service plans should be structured and what they should contain. Service Plans developed under this guidance will provide the basis on which local authorities will be monitored and audited by the Food Standards Agency.
- 2.3 The service planning guidance ensures that key areas of enforcement are covered in local service plans, whilst allowing for the inclusion of locally defined objectives.
- 2.4 The Food Law Enforcement Service Plan for 2010/2011 is attached as **Appendix 1** and takes into account the guidance requirements.
- 2.5 The Plan will be considered by Neighbourhood Services Scrutiny Forum on 15th September 2010 and again by the Cabinet, prior to being considered by Council.

3. THE FOOD LAW ENFORCEMENT SERVICE PLAN

3.1 The Service Plan for 2010/11 has been updated to reflect last year's performance.

3.2 The Plan covers the following:

(i) Service Aims and Objectives:

That the Authority's food law service ensures public safety by ensuring food, drink and packaging meets adequate standards.

(ii) Links with Community Strategy, Corporate Plan, Departmental and Divisional Plans:

How the Plan contributes towards the Council's main priorities (Jobs and the Economy, Lifelong Learning and Skills, Health and Wellbeing, Community Safety, Environment, Culture and Leisure and Strengthening Communities).

(iii) Legislative Powers and Other Actions Available:

Powers to achieve public safety include programmed inspections of premises, appropriate registration/approval, food inspections, provision of advice, investigation of food complaints and food poisoning outbreaks, as well as the microbiological and chemical sampling of food.

(iv) Resources, including financial, staffing and staff development.

(v) A review of performance for 2009/10.

4. SUMMARY OF MAIN ISSUES RAISED IN THE PLAN

4.1 During 2009/10 the service completed 100% of all programmed food hygiene inspections planned for the year. As a result of prioritising resources in this area we were unable to achieve the targets set in respect of food standards and feeding stuffs inspections; 86% of food standards inspections were achieved and 63.4% of feeding stuffs inspections. The outstanding inspections will be added to the programme for 2010/2011.

4.2 The results from the 2009/10 sampling programme were disappointing. A total of 218 microbiological samples were taken, of which 73 were regarded as unsatisfactory, mainly as a result of high bacteriological counts. Advisory visits have been carried out and the majority of follow up samples subsequently improved. Of the 246 compositional/labelling samples that were taken, 11 were unsatisfactory, mainly due to labelling irregularities.

- 4.3 On 1st April 2007 the Council launched the Tees Valley Food Hygiene Award Scheme. Each business is awarded a star rating which reflects the risk rating given at the time of the last primary inspection. The star rating is made available to the public via the Council's website and the business is provided with a certificate to display on their premises.
- 4.4 The table below shows the results of the star ratings awarded to businesses at the start of the scheme on 1 April 2007, as compared with after 12 months (on 1 April 2008), after 24 months (on 1 April 2009) and after 36 months (on 1 April 2010):

Number of Stars	Number of Premises (1/4/07)	%	Number of Premises (1/4/08)	%	Number of Premises (1/4/09)	%	Number of Premises (1/4/10)	%
5 Stars	24/759	3%	85/762	11.1%	163/721	22.6%	237/709	33.4%
4 Stars	155/759	20%	217/762	28.5%	233/721	32.3%	205/709	28.9%
3 Stars	226/759	30%	294/762	38.6%	237/721	32.9%	195/709	27.5%
2 Stars	262/759	35%	137/762	18.0%	65/721	9%	60/709	8.5%
1 Star	60/759	8%	26/762	3.4%	17/721	2.4%	12/709	1.7%
0 Stars	32/759	4%	3/762	0.4%	6/721	0.8%	0/709	0%

- 4.5 It can be seen that the number of premises awarded 3 stars and above has risen significantly from 53% to 89.8%, with a more than tenfold increase in the number of premises awarded 5 stars. There are currently no zero rated premises.
- 4.6 Whilst the number of businesses trading fluctuates throughout the year the above figures show a decline in the number of food businesses operating in the borough. This information is consistent with national returns made for 2008/09 which indicate that there has been a slight decrease in the numbers of food businesses, but that there was a notable increase in business turnover and new business registrations, especially in relation to home catering and change in ownership.
- 4.7 Compliance levels of food businesses in our area are measured and reported on against National Indicator 184. As at the 1st April 2010, 91.5% of businesses in the borough were "Broadly Compliant" with food safety requirements (in 2008-09 the figure was 89.3%, which was 3.3% higher than the national average). For food standards 96.3% of businesses achieved broad compliance (in 2008-09 the figure was 93.3%). We aim to concentrate our resources to further increase our current rate by the end of 2010/11.
- 4.8 The service is committed to focussing its resources on carrying out interventions at those businesses which are deemed not to be 'broadly compliant' and has written to those awarded 2 stars or less offering

advice and support. In the current financial climate we anticipate that it may become increasingly difficult to secure improvements however where necessary enforcement action will be taken.

- 4.9 During 2009/10, no emergency prohibition notices were served on businesses. A Hygiene Improvement Notice was served on a business to ensure compliance with food safety issues. No prosecutions or formal cautions were undertaken.
- 4.10 During 2010/11 there are 394 programmed food hygiene interventions, 248 programmed food standards inspections and 47 feed hygiene inspections planned. The number of premises liable for inspection has increased on last years figures. (The number of premises liable for inspection fluctuates from year to year as the programme is based on the risk rating applied to the premises which determines the frequency of intervention). An estimated 80 re-visits and 70 additional visits to new / changed premises will be required during the year.
- 4.11 Further to the above planned inspections it is predicted that an additional 150 visits will need to be carried out in relation to the Tall Ships Event and Headland Carnival. Such inspections must be carried out by a small team of officers with the suitable qualifications and competencies to undertake them. The volume of planned inspections and the need to carry out visits outside normal working hours will place an additional demand on an already heavy workload.

5. RECOMMENDATIONS

- 5.1 Members comments on the Food Law Enforcement Service Plan for 2010/2011 are invited prior to submission to Council.



Hartlepool Borough Council

Food Law Enforcement Service Plan

2010/11

FOOD SERVICE PLAN 2010/11

This Service Plan accords with the requirements of the Framework Agreement on Local Authority Food Law Enforcement, and sets out the Council's aims in respect of its food law service and the means by which those aims are to be fulfilled. Whilst focussing primarily on the year 2010/11, where relevant, longer-term objectives are identified. Additionally, there is a review of performance for 2009/10 and this aims to inform decisions about how best to build on past successes and address performance gaps.

1. **Background Information**

Hartlepool is situated on the North East coast of England. The Borough consists of the town of Hartlepool and a number of small outlying villages. The total area of the Borough is 9,390 hectares.

Hartlepool is a unitary authority, providing a full range of services. It adjoins Durham County Council to the north and west and Stockton on Tees Borough Council to the south. The residential population is 90,161 of which ethnic minorities comprise 1.2% (2001 census).

The borough contains a rich mix of the very old and the very new. Its historic beginnings can be traced back to the discovery of an iron-age settlement at Catcote Village and the headland, known locally as "Old Hartlepool" is steeped in history. On the other hand, the former South Docks area has been transformed in to a fabulous 500-berth Marina.

In August, Hartlepool will welcome up to one million visitors for the finale of the prestigious 2010 Tall Ships' Races; an internationally acclaimed annual competition held every summer in European waters. Approximately 70 vessels from 15-20 countries, crewed by some 5-6,000 young people from over 30 countries worldwide are expected to take part. A wide range of entertainment events are planned to coincide with the event.

The tourist industry impacts upon recreational opportunities, shopping facilities and leisure facilities, including the provision of food and drink outlets that include restaurants, bars and cafes. There are currently 735¹ food establishments in Hartlepool, all of which must be subject to intervention to ensure food safety and standards are being met.

2. **Service Aims and Objectives**

Hartlepool Borough Council aims to ensure:

- that food and drink intended for human consumption which is produced, stored, distributed, handled or consumed in the borough is without risk to the health or safety of the consumer;

¹ This figure includes a number of low risk premises which fall outside the intervention programme.

- food and food packaging meets standards of quality, composition and labelling and reputable food businesses are not prejudiced by unfair competition; and
- the effective delivery of its food law service so as to secure appropriate levels of public safety in relation to food hygiene, food standards and feeding stuffs enforcement.

In its delivery of the service the Council will have regard to directions from the Food Standards Agency (FSA), Approved Codes of Practice, the Regulators Code of Compliance, and guidance from Local Authorities Co-ordinators of Regulatory Services (LACORS).

Service delivery broadly comprises:

- Programmed inspections of premises for food hygiene, food standards and feed hygiene;
- Registration and approval of premises;
- Microbiological sampling and chemical analysis of food and animal feed;
- Food & Feed Inspection;
- Contributing to the step change on imported food/feed control through inspection and checks of imported food/feed at retail and catering premises;
- Provision of advice, educational materials and courses to food/feed businesses;
- Investigation of food and feed related complaints;
- Investigation of cases of food and water borne infectious disease, and outbreak control;
- Dealing with food/feed safety incidents; and
- Promotional and advisory work.

Effective performance of the food law service necessitates a range of joint working arrangements with other local authorities and agencies such as the Health Protection Agency (HPA), Food Standards Agency (FSA), HM Revenue & Customs (HMRC), Meat Hygiene Service (MHS), Department of Environment, Food & Rural Affairs (Defra) & the Animal Medicines Inspectorate (AMI). The Council aims to ensure that effective joint working arrangements are in place and that officers of the service contribute to the on going development of those arrangements.

The service is also responsible for the following:

- Health and Safety enforcement;
- The provision of guidance, advice and enforcement in respect of Smoke free legislation;
- Water sampling; including both private and mains supplies & bathing water; and
- Provision of assistance for animal health and welfare inspections, complaint investigation and animal movement issues.

3. Policy Content

This service plan fits into the hierarchy of the Council's planning process as follows:

- Hartlepool's Community Strategy - the Local Strategic Partnership's (the Hartlepool Partnership) goal is to regenerate Hartlepool by promoting economic, social and environmental wellbeing in a sustainable manner.
- Corporate (Best Value Performance) Plan
- Regeneration and Neighbourhoods Departmental Plan
- Community Safety and Protection Divisional Plan
- Food Law Enforcement Service Plan - sets out how the Council aims to deliver this statutory service and the Consumer Services section's contribution to corporate objectives

The Council's Community Strategy, called Hartlepool's Ambition, looks ahead to 2020 and sets out its long-term vision and aspirations for the future:

'Hartlepool will be an ambitious, healthy, respectful, inclusive, thriving and outward-looking community, in an attractive and safe environment, where everyone is able to realise their potential.'

This Food Law Service Plan contributes towards the vision and the Council's main priorities in the following ways:

Jobs and the Economy

By providing advice and information to new and existing businesses to assist them in meeting their legal requirements with regard to food law requirements, and avoid potential costly action at a later stage;

Lifelong Learning and Skills

By providing and facilitating training for food handlers on food safety as part of lifelong learning, and promoting an improved awareness of food safety and food quality issues more generally within the community;

Health and Wellbeing

By ensuring that food businesses where people eat and drink, or from which they purchase their food and drink, are hygienic and that the food and drink sold is safe, of good quality and correctly described and labelled to inform choice;

Community Safety

By encouraging awareness amongst food businesses of the role they can play in reducing problems in their community by keeping premises in a clean and tidy condition;

Environment

By encouraging businesses to be aware of environmental issues which they can control, such as proper disposal of food waste;

Culture and Leisure

By exploring ways to promote high standards of food law compliance in hotels, other tourist accommodation, public houses and other catering and retail premises.

Strengthening Communities

By developing ways of communicating well with all customers, including food business operators whose first language is not English, and ensuring that we deliver our service equitably to all.

This Food Law Enforcement Service Plan similarly contributes to the vision set out in the Regeneration and Neighbourhoods Department Plan *“to work hand in hand with communities and to provide and develop excellent services that will improve the quality of life for people living in Hartlepool neighbourhoods”*.

Within this, the Consumer Services Section has a commitment to ensure the safe production, manufacture, storage, handling and preparation of food and its proper composition and labelling.

The Council has in place a Food Law Enforcement Policy, which has been revised and subsequently approved by the Adult & Public Health Services Portfolio Holder on 21 March 2005.

The Council is committed to the principles of equality and diversity. The Food Law Enforcement Service Plan consequently aims to ensure that the same high standards of service is offered to all, and that recognition is given to the varying needs and backgrounds of its customers.

4. Interventions

The Council has a wide range of duties and powers conferred on it in relation to food law enforcement.

The Council must appoint and authorise inspectors, having suitable qualifications and competencies for the purpose of carrying out duties under the Food Safety Act 1990 and Regulations made under it and also specific food regulations made under the European Communities Act 1972, which include the Food Hygiene (England) Regulations 2006 and the Official Feed and Food Controls (England) Regulations 2007.

Authorised officers can inspect food at any stage of the production, manufacturing, distribution and retail chain. The Council must draw up and implement an annual programme of risk-based interventions so as to ensure that food and feeding stuffs are inspected in accordance with relevant legislation, the Food Law Code of Practice and centrally issued guidance.

Prompted by the introduction of the Legislative and Regulatory Reform Act 2006 the Food Standards Agency (FSA) has made changes to the Food Law Code of Practice that took effect from June 2008.

The changes to the Code replaced an enforcement policy focussed primarily on inspections, with a new policy for a suite of interventions. This allows local authorities to choose the most appropriate action to be taken to drive up levels of compliance by food establishments with food law. This takes account of the recommendations in the 'Reducing Administrative Burdens: Effective Inspection and Enforcement'.

Interventions are defined as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include:

- Inspections / Audit;
- Surveillance / Verification;
- Sampling;
- Education, advice and coaching provided at a food establishment; and
- Information and intelligence gathering.

Other activities that monitor, promote and drive up compliance with food law in food establishments, for instance 'Alternative Enforcement Strategies' for low risk establishments and education and advisory work with businesses away from the premises (e.g. seminars/training events) remain available for local authorities to use.

The revised Code also introduces the concept of 'Broadly Compliant' food establishments. In respect of food hygiene, "broadly compliant", is defined as an establishment that has an intervention rating score of not more than 10 points under each of the following components;

- Level of (Current) Hygiene Compliance;
- Level of (Current) Structural Compliance; and
- Confidence in Management/Control Systems

"Broadly Compliant", in respect of food standards, is defined as an establishment that has an intervention rating score of not more than 10 points under the following:

- Level of (Current) Compliance
- Confidence in Management/Control Systems

Local Authorities are required to report the percentage of “Broadly Compliant” food establishments in their area to the FSA on an annual basis through the Local Authority Enforcement Monitoring System (LAEMS). The Agency will use this outcome measure to monitor the effectiveness of a local authority’s regulatory service.

As at the 1st April 2010, 91.5% of businesses in the borough were “Broadly Compliant” with food safety requirements (in 2008-09 the figure was 89.3%, which was 3.3% higher than the national average). For food standards 96.3% of businesses achieved broad compliance (in 2008-09 the figure was 93.3%). We aim to concentrate our resources to further increase our current rate by the end of 2010/11 however given the current financial climate this will be extremely challenging.

Since April 2008 local authorities are required to report the same information to the National Audit Office under National Indicator 184. We are also required to report on business satisfaction rates with the service under NI 182.

The Food Law Enforcement Plan will help to promote efficient and effective approaches to regulatory inspection and enforcement that will improve regulatory outcomes without imposing unnecessary burdens. The term enforcement does not only refer to formal actions, it can also relate to advisory visits and inspections.

5. Service Delivery Mechanisms

Intervention Programme

Local Authorities must document, maintain and implement an interventions programme that includes all the establishments for which they have food law enforcement responsibility.

Interventions carried out for food hygiene, food standards and for feeding stuffs are carried out in accordance with the Council’s policy and standard operating procedures on food/feed premises inspections and relevant national guidance.

Information on premises liable to interventions is held on the APP computerised system. An intervention schedule is produced from this system at the commencement of each reporting year.

The food hygiene, food standards and feeding stuffs intervention programmes are risk-based systems that accord with current guidance. The current premises profiles are shown in the tables overleaf:

Food Hygiene:

Risk Category	Frequency of Inspection	No of Premises
A	6 months	1
B	12 months	38
C	18 months	290
D	24 months	185
E	36 months or other enforcement	202
Unclassified	Requiring inspection/risk rating	0
No Inspectable Risk (NIR)		19
Total		735

Food Standards:

Risk Category	Frequency of Inspection	No of Premises
A	12 months	2
B	24 months	118
C	36 months or other enforcement	595
Unclassified		1
No Inspectable Risk (NIR)		19
Total		735

Feed Hygiene

Risk Category	Frequency of Inspection	No of Premises
A	12 months	0
B	24 months	23
C	60 months	41
Unclassified		23
Total		87

The intervention programme for 2010/11 comprises the following number of scheduled food hygiene and food standards interventions:

Food Hygiene:

Risk Category	Frequency of Inspection	No of Interventions
A	6 months	1
B	12 months	39
C	18 months	205
D	24 months	86
E	36 months or alternative enforcement strategy	63
Unclassified		0
Total		394

Approved Establishments:

There are 2 approved food establishments in the borough; a fishery products establishment and a manufacturer of food ingredients. These premises are subject to more stringent hygiene provisions than those applied to registered food businesses. These premises require considerably more staff resources for inspection, supervision and advice on meeting enhanced standards.

Primary Producers

From 1 January 2006 EU food hygiene legislation applicable to primary production (farmers & growers) came into effect. On the basis that the local authority officers were already present on farms in relation to animal welfare and feed legislation, the responsibility was been given to the Consumer Services Section to enforce this legislation. The service has an estimated 68 primary producers. Targets have been set for Councils to inspect 25% of farms classified as high risk and 2% of low risk premises. We currently do not have any high risk premises.

Food Standards:

Risk Category	Frequency of Inspection	No of Interventions
A	12 months	2
B	24 months	51
C	36 months or alternative enforcement	194
Not classified		1
Total		248

Feed Hygiene :

Risk Category	Frequency of Inspection	No of Interventions
A	12 months	0
B	24 months	21
C	60 months	0
Unclassified		23
Total		47

An estimated 10% of programmed interventions relate to premises where it is more appropriate to conduct visits outside the standard working time hours. Arrangements are in place to visit these premises out of hours by making use of the Council's flexible working arrangements, lieu time facilities and, if necessary, paid overtime provisions. In addition, these arrangements will permit the occasional inspection of premises which open outside of, as well as during standard work time hours. The Food Law Code of Practice requires inspections of these premises at varying times of operation.

As a follow-up to primary inspections, the service undertakes revisits in accordance with current policy. For the year 2010/11, the inspection programme is expected to generate an estimated 80 revisits. A number of these premises revisits will be undertaken outside standard working hours and arrangements are in place as described above to facilitate this.

It is anticipated that consistent, high quality programmed inspections by the service will, over time, result in a general improvement in standards, reducing the frequency for recourse to formal action.

The performance against inspection targets for all food hygiene and food standards inspections is reported monthly as part of the Regeneration & Neighbourhoods Department internal performance monitoring. In addition, performance against inspection targets is reported quarterly to the Adult & Public Health Services Portfolio Holder as part of the Regeneration & Neighbourhoods Department plan update and recorded on Covalent.

Tall Ships Event

In addition to the above planned inspection programme of fixed establishments, in the first quarter of the year we aim to visit all food businesses which are likely to be affected during the Tall Ships Event. We will provide tailored advice regarding planning for additional demands for service, changes to delivery times etc. In addition we aim to inspect all of the food vendors which will be operating as part of the Tall Ships Event (7-10th August) and the Headland Carnival. We anticipate that this will generate an additional 150 visits.

Port Health

Hartlepool is a Port Health Authority however it is not a Border Inspection Post or Point of Entry, therefore no food enters the port.

Fish Quay

There is a Fish Quay within the Authority's area which provides a market hall although it is not currently operational and there are associated fish processing units, one of which is an approved establishment.

Registration and Approval of Premises

Food and feed business operators must register their establishments with the relevant local authority. This provision allows for the service to maintain an up-to-date premises database and facilitates the timely inspection of new premises and, when considered necessary, premises that have changed food/feed business operator or type of use.

The receipt of a food/feed premises registration form initiates an inspection of all new premises. In the case of existing premises, where a change of food/feed business operator is notified, other than at the time of a programmed inspection, an assessment is made of the need for inspection based on the date of the next programmed intervention, premises history, and whether any significant change in the type of business is being notified. It is anticipated that approximately 70 additional premises inspections will be generated for new food businesses during 2010/11.

A competent authority must with some exceptions, approve food business establishments that handle food of animal origin. If an establishment needs approval, it does not need to be registered as well.

Food premises which require approval include those that are producing any, or any combination of the following; minced meat, meat preparations, mechanically separated meat, meat products, live bivalve molluscs, fishery products, raw milk (other than raw cows' milk), dairy products, eggs (not primary production) and egg products, frogs legs and snails, rendered animal fats and greaves, treated stomachs, bladders and intestines, gelatine and collagen and certain cold stores and wholesale markets.

The approval regime necessitates full compliance with the relevant requirements of Regulation (EC) No 852/2004 and Regulation (EC) 853/2004.

There are 2 premises in the Borough which are subject to approval; a fishery products establishment and a manufacturer of food ingredients.

Microbiological and Chemical Analysis of Food/Feed

An annual food/feed sampling programme is undertaken with samples being procured for the purposes of microbiological or chemical analyses. This programme is undertaken in accordance with the service's Food/Feed Sampling Policy.

All officers taking formal samples must follow the guidance contained in and be qualified in accordance with relevant legislative requirements and centrally issued guidance, including that contained in the Food Law Code of Practice/Feed Law Enforcement Policy and associated Practice Guidance. Follow-up action is carried out in accordance with the service's sampling policy.

Microbiological analysis of food and water samples is undertaken by the Health Protection Agency's Laboratory based at Leeds. Chemical analysis of informal food/feed samples is undertaken by Tees Valley Measurement (a joint funded laboratory based at Canon Park, Middlesbrough) and formal samples are analysed by Durham Scientific Services, who the Authority has appointed as their Public/Agricultural Analyst.

From April 2005 sampling allocations from the Health Protection Agency, which is responsible for the appropriate laboratory facilities, has been based on a credits system dependant on the type of sample being submitted and examination required.

The allocation for Hartlepool is 8,300 credits for the year 2010/11.

Points are allocated as follows:

Sample type	No of credits
Food Basic	25
Food Complex	35
Water Basic	20
Water Complex	25
Dairy Products	10
Environmental Basic	25
Environmental Complex	35
Certification	15

A sampling programme is produced each year for the start of April. The sampling programme for 2010/11 includes national and regional surveys organised by LACORS and HPA/Local Authority Liaison Group.

Sampling programmes have been agreed with the Food Examiners and Tees Valley Measurement. These have regard to the nature of food/feed businesses in Hartlepool and will focus on locally manufactured/processed

7.3 Appendix 1

foods/feed and food/feed targeted as a result of previous sampling and complaints.

In 2007 the Food Standards Agency, the Local Authorities Coordinators of Regulatory Services (LACORS) and the Association of Port Health Authorities set a national target that imported food should make up 10% of the food samples taken by local and port health authorities. The service shall therefore aim to meet this target.

Microbiological Food Sampling Plan 2010 /11

April Butchers Survey (re-samples) Rice from Chinese Takeaways (re-samples)	May Butchers Survey (re-samples) Rice from Chinese Takeaways (re-samples)	June Mobile Survey LACORS/HPA Pennington Study Dishwasher Study
July Ice-cream vendors LACORS/HPA Pennington Study Dishwasher Study	August Ice-cream vendors LACORS/HPA – Listeria in RTE Foods Dishwasher Study	September Sandwich shops/Cafes Salmonella in Fresh Herbs LACORS/HPA – Listeria in RTE Foods Dishwasher Study
October Sandwich shops/Cafes LACORS/HPA – Listeria in RTE Foods Dishwasher Study	November Sandwich shops/Cafes LACORS/HPA – Listeria in RTE Foods Dishwasher Study	December Pubs/Restaurants LACORS/HPA – Listeria in RTE Foods Dishwasher Study
January Pubs/Restaurants LACORS/HPA – Listeria in RTE Foods Dishwasher Study	February Pubs/Restaurants LACORS/HPA Pennington Study Dishwasher Study	March LACORS/HPA – Cleaning Cloths LACORS/HPA Pennington Study Dishwasher Study

Composition and Labelling Sampling Plan 2010 /11

MONTH	TEST	SAMPLES
April	Added water - processed meats Labels of the above products	7 7
May	Fat, salt & sugars – canned meals Labels of the above products	6 6
	<u>FSA Imported Food Survey:</u> The following foods will be sampled: Honey – moisture, sugars, HMF, labelling Crab – cadmium Chicken – added water, salt	6 2 4
June	Reformed meats in locally produced sandwiches	19
July	Saturated fat – fish & meat ready meals Labels of the above products	12 12
Aug	Meat content of locally produced sausage	3
Sept	Meat content of locally produced sausage	3
Oct	Gluten free – pre-packed goods Labels of the above products	12 12
Nov	Sodium – breakfast cereals/bars Labels of the above products	12 12
Dec	ABV – alcohol in restaurants Spirit testing	15
Jan	Added sugars – soft drinks Labels of the above products	8 8
Feb	Vegetarian foods, peanuts	12
Mar	Imported canned vegetables – heavy metals Labels of the above products	4 4

Total samples = 186

Feeding Stuffs

It is planned that six informal animal feeding stuffs samples will be taken this year.

At present feeding stuffs sampling is being given a low priority due to the lack of local manufacturers and packers. An annual feeding stuffs sampling plan however has been drawn up to carry out informal sampling at the most appropriate time of the year in respect of farms, pet shops and other retail establishments.

Feeding stuffs Sampling Plan 2010/11

April - June	0
July - September	2 feed samples (statutory statements)
October - December	2 samples from grain stores for mycotoxins
January - March	2 supplements

Private Water Supplies

A local brewery uses a private water supply in its food production. Regular sampling is carried out of this supply in accordance with relevant legislative regulations.

Food inspection

The purpose of food inspection is to check that food complies with food safety requirements and is fit for human consumption, and is properly described and labelled. As such, the activity of inspecting food commodities, including imported food where relevant, forms an integral part of the food premises inspection programme. Food inspection activities are undertaken in accordance with national guidelines.

Provision of advice, educational materials and courses to food/feed businesses

Following changes in relation to certified courses we are reviewing the training courses offered by the section. Where we are unable to deliver courses we will advise businesses of alternative local providers.

It is recognised that for most local food businesses contact with an officer of the service provides the best opportunity to obtain information and advice on legislative requirements and good practice. Officers are mindful of this and aim to ensure that when undertaking premises inspections sufficient

opportunity exists for business operators to seek advice. Leading up to the Tall Ships Event officers will be providing tailored advice to businesses. In addition, advisory leaflets including those produced by the Food Standards Agency are made available.

In February 2006 the Food Standards Agency introduced Safer Food Better Business (SFBB) aimed at assisting smaller catering businesses to introduce a documented food safety management system. Since this time significant resources have been directed towards assisting businesses to fully implement a documented food safety management system.

Guidance is also prepared and distributed to food businesses relating to changes in legislative requirements. The service also encourages new food/feed business operators and existing businesses to seek guidance and advice on their business. It is estimated that 35 such advisory visits will be carried out during the year.

On 1st April 2007 the Council launched the Tees Valley Food Hygiene Award Scheme. At this time each business was awarded a provisional star rating which reflected the risk rating given at the time of the last primary inspection. The star rating was made available to the public via the Council's website and the business was provided with a certificate to display on their premises. The service has made a commitment to work with businesses to improve their rating.

Feeding stuffs advice is available via the Council's web site.

A limited level of promotional work is also undertaken by the service on food safety, with minimal impact on programmed enforcement work.

Investigation of Food / Feed and Food / Feed-Related Complaints

The service receives approximately 21 complaints, each year concerning food/feed, all of which are subject to investigation. An initial response is made to these complaints within two working days. Whilst many complaints are investigated with minimal resource requirements, some more complex cases may be resource-intensive and potentially affect programmed inspection workloads.

All investigations are conducted having regard to the guidance on the 'Home Authority Principle'.

The procedures for receipt and investigation of food/feed complaints are set out in detailed guidance and internal policy documents.

Investigation of cases of Food Poisoning and Outbreak Control

Incidents of food related infectious disease are investigated in liaison with the North East Health Protection Unit and in the case of outbreaks in accordance with the Health Protection Unit's Outbreak Control Policy.

Where it appears that an outbreak exists the Principal EHO (Commercial Services) or an EHO, will liaise with the local Consultant in Communicable Disease Control and, where necessary, the North East Health Protection Unit, to determine the need to convene an Outbreak Control Team. Further liaison may be necessary with agencies such as the Food Standards Agency, the Health Protection Agency, Hartlepool Water and Northumbrian Water.

Statistical returns are made weekly by the service to the Communicable Disease Surveillance Centre. It is estimated that between 90-100 food poisoning notifications are received each year, a large proportion of which are confirmed cases of Campylobacter. Historically we have investigated all reports either by interviewing cases or sending out questionnaires and advice leaflets.

It was identified that there was variation in the practice of Environmental Health departments both regionally and nationally in relation to the investigation of sporadic cases of Campylobacter therefore the Health Protection Agency (HPA) proposed that a common approach be agreed by North East Environmental Health Departments. As relatively little benefit has been demonstrated from the investigation of individual sporadic cases of Campylobacter only those who are food handlers or live/work in a residential setting will now be routinely investigated.

Any cluster or outbreak identified by the HPA or Environmental Health will be investigated following the agreed outbreak investigation arrangements. In the event of any major food poisoning outbreak a significant burden is likely to be placed on the service and this would inevitably impact on the performance of the inspection programme.

Dealing with Food / Feed Safety Incidents

A national alert system exists for the rapid dissemination of information about food and feed hazards and product recalls, this is known as the food/feed alert warning system.

All food and feed alerts received by the service are dealt with in accordance with national guidance and internal quality procedures.

Food and feed alert warnings are received by the service from The Food Standards Agency via the electronic mail system, and EHCNet during working hours. Several officers have also subscribed to receive alerts via their personal mobile phones.

The Principal EHO (Commercial Services) or, if absent, the Public Protection Manager ensures that a timely and appropriate response is made to each alert.

Out of hours contact is arranged through Hartlepool Housing's Greenbank Offices, telephone number 01429 869424.

In the event of a serious local incident, or a wider food safety problem emanating from production in Hartlepool, the Food Standards Agency will be alerted in accordance with guidance.

Whilst it is difficult to predict with any certainty the number of food safety incidents that will arise, it is estimated that the service is likely to be notified of 50 food alerts during 2010/11, a small proportion of which will require action to be taken by the Authority. This level of work can ordinarily be accommodated within the day-to-day workload of the service, but more serious incidents may require additional resources which may have an effect on the programmed inspection workload and other service demands.

In addition a significant number of Allergy Alerts are being sent to local authorities. A total of 34 were received during 2009/10 many relating to labelling irregularities by UK manufacturers who have for example omitted to declare the presence of an allergen in the food.

Investigation of Complaints relating to Food/Feed Safety and Food Standards in Premises

The service investigates all complaints that it receives about food/feed safety and food standards conditions and practices in food/feed businesses. An initial response to any complaint is made within two working days. In such cases the confidentiality of the complainant is paramount. All anonymous complaints are also currently investigated.

The purpose of investigation is to determine the validity of the complaint and, where appropriate, to seek to ensure that any deficiency is properly addressed. The general approach is to assist the food/feed business operator in ensuring good standards of compliance, although enforcement action may be necessary where there is failure in the management of food/feed safety, or regulatory non-compliance.

Based on the number of complaints in 2009/10 it is estimated that approximately 21 such complaints will be received in 2010/11.

Feed Law Enforcement

From 1 January 2006 feed businesses must be approved or registered with their local authority under the terms of the EC Feed Hygiene Regulation (1831/2003).

This legislation relates to nearly all feed businesses. This means, for example, that importers and sellers of feed, hauliers and storage businesses now require approval or registration. Livestock and arable farms growing and selling crops for feed are also within the scope of the provisions of the regulation.

Liaison arrangements

The service actively participates in local and regional activities and is represented on the following:

- North East Regional Heads of Regulatory Services Group
- Tees Valley Heads of Public Protection Group
- Tees Valley Food Liaison Group
- The Local HPA/Local Authority Sampling Group
- Tees Valley Public Health Group
- North East Trading Standards Liaison Group
- North East Trading Standards Animal Feed Group

There is also liaison with other organisations including the Chartered Institute of Environmental Health, the Trading Standards Institute, LACORS, the Health Protection Agency, Defra, OFSTED and the Care Quality Commission.

Officers also work in liaison with the Council's Planning, Building Control and Licensing Sections.

Home Authority Principle / Primary Authority Scheme

The introduction of the Primary Authority Scheme in April 2009 under the provisions of the Regulatory Enforcement and Sanctions Act 2008 placed a statutory obligation on the Council to provide a significantly expanded range of Home Authority services to local businesses when requested by that business. There are opportunities for local authorities to recover costs from businesses to provide this premium service.

The Authority is committed to the LACORS Home Authority Principle, although at present there are no formal arrangements with food/feed businesses to act as a Primary Authority. The Authority does however act as Originating Authority for a brewery and a food manufacturer. Regular visits are made to these premises to maintain dialogue with management and an up to date knowledge of operations.

General

The delivery point for the food/feed law enforcement service is at:

Bryan Hanson House
Hanson Square
Hartlepool
TS24 7BT

Members of the public and businesses may access the service at this point from 08.30 - 17.00 Monday to Thursday and 08.30 - 16.30 on Friday.

A 24-hour emergency call-out also operates to deal with Environmental Health emergencies, which occur out of hours.

6. Resources

Staffing Allocation

The Director of Regeneration & Neighbourhoods has overall responsibility for the delivery of the food/feed law service. The Assistant Director Community Safety & Protection has responsibility for ensuring the delivery of the Council's Environmental Health service, including delivery of the food/feed law service, in accordance with the service plan.

The Public Protection Manager, with the requisite qualifications and experience, is designated as lead officer in relation to food safety and food standards functions and has responsibility for the management of the service.

The resources determined necessary to deliver the service in 2010/11 are as follows:

1x 0.10 FTE Public Protection Manager (with responsibility also for Health & Safety, Licensing, Trading Standards, Private Sector Housing & Environmental Protection)

1 x 0.35 FTE Principal EHO (Commercial Services) (with responsibility also for Health & Safety and Animal Health)

3 x FTE EHO (with requisite qualifications and experience and with responsibility also for Health & Safety)

1 x 0.56 FTE Part-time EHO (with requisite qualifications and experience and with responsibility also for Health & Safety)

1 x FTE Technical Officer Food (with requisite qualifications and experience)

The Public Protection Manager has responsibility for planning service delivery and management of the Food Law service, Health & Safety at Work, Licensing, Public Health, Water Quality, Trading Standards, Animal Health & Welfare, Private Sector Housing, Environmental Protection and I.T. as well as general management responsibilities as a member of the Community Safety & Protection Management Team.

The Principal EHO (Commercial Services) has responsibility for the day to day supervision of the Food/Feed Law Service, Health & Safety at Work, Public Health, Water Quality and Animal Health & Welfare. The Principal EHO (Commercial Services) is designated as lead officer in relation to animal feed and imported food control.

The EHO's have responsibility for the performance of the food premises inspection programme as well as the delivery of all other aspects of the food

law service, particularly more complex investigations. In addition these officers undertake Health & Safety at Work enforcement. The Technical Officer (Food) is also responsible for inspections, as well as revisits, investigation of less complex complaints and investigation of incidents of food-borne disease.

Authorised Trading Standards Officers have responsibility for the performance of the feed premises inspection programme as well as the delivery of all other aspects of the feed law service.

Administrative support is provided by Support Services based within the Regeneration & Neighbourhoods department.

All staff engaged in food/feed safety law enforcement activity will be suitably trained and qualified and appropriately authorised in accordance with guidance and internal policy.

Staff undertaking educational and other support duties will be suitably qualified and experienced to carry out this work.

Financial Resources

The annual budget for the Consumer Services section in the year 2010/11 is:

	£ 000.0
Employees	457.9
Other Expenditure	182.5
Income	(4.3)
Net Budget	807.6

This budget is for all services provided by this section including Health & Safety, Animal Health, Trading Standards and resources are allocated in accordance with service demands. The figures do not include the budget for administrative / support services which are now incorporated into the overall budget.

Equipment and Facilities

A range of equipment and facilities are required for the effective operation of the food/feed law service. The service has a documented standard operating procedure that ensures the proper maintenance and calibration of equipment and its removal from use if found to be defective.

The service has a computerised performance management system, the Authority Public Protection computer system (APP). This is capable of maintaining up to date accurate data relating to the activities of the food/feed law service. A documented database management standard operating procedure has been produced to ensure that the system is properly maintained, up to date and secure. The system is used for the generation of the inspection programmes, the recording and tracking of all food/feed

interventions, the production of statutory returns and the effective management of performance.

Training Plans

The qualifications and training of staff engaged in food/feed law enforcement are prescribed and this will be reflected in the Council's policy in respect of appointment and authorisation of officers.

It is a mandatory requirement for officers of the food/feed law service to maintain their professional competency by undertaking a minimum of 10 hours core training each year through attendance at accredited short courses, seminars or conferences. This is also consistent with the requirements of the relevant professional bodies.

The Council is committed to the personal development of staff and has in place Personal Development Plans for all members of staff.

The staff Personal Development Plan scheme allows for the formal identification of the training needs of staff members in terms of personal development linked with the development needs of the service on an annual basis. The outcome of the process is the formulation of a Personal Development Plan that clearly prioritises training requirements of individual staff members. The Personal Development Plans are reviewed six monthly.

The details of individual Personal Development plans are not included in this document but in general terms the priorities for the service are concerned with ensuring up to date knowledge and awareness of legislation, building capacity within the team with particular regard to approved establishments, the provision of food hygiene training courses, developing the role of the Food Safety Officer, and training and development of new staff joining the team.

Detailed records are maintained by the service relating to all training received by officers.

7. Service Review and Quality Assessment

Quality Assessment

The Council is committed to quality service provision. To support this commitment the food law service seeks to ensure consistent, effective, efficient and ethical service delivery that constitutes value for money.

A range of performance monitoring information will be used to assess the extent to which the food service achieves this objective and will include on-going monitoring against pre-set targets, both internal and external audits and stakeholder feedback.

Specifically the Principal EHO (Commercial Services) will carry out accompanied visits with officers undertaking inspections, investigations and other duties for the purpose of monitoring consistency and quality of the inspection and other visits carried out as well as maintaining and giving feedback with regard to associated documentation and reports.

It is possible that the Food Standards Agency may at any time notify the Council of their intention to carry out an audit of the service.

Review

It is recognised that a key element of the service planning process is the rational review of past performance. In the formulation of this service plan a review has been conducted of performance against those targets established for the year 2009/10.

This service plan will be reviewed at the conclusion of the year 2010/11 and at any point during the year where significant legislative changes or other relevant factors occur during the year. It is the responsibility of the Public Protection Manager to carry out that review with the Assistant Director Community Safety & Protection.

The service plan review will identify any shortfalls in service delivery and will inform decisions about future staffing and resource allocation, service standards, targets and priorities.

Following any review leading to proposed revision of the service plan Council approval will be sought.

Performance Review 2009/10

This section describes performance of the service in key areas during 2009/10.

Inspection Programme

Our target is to complete 100% of the inspection programme for food hygiene, food standards and feeding stuffs. These are extremely challenging targets particularly since the section lost three posts due to budget pressures during 2008/09. Although none of these posts directly enforced food legislation their workload had to be distributed to the remaining workforce.

During the year we successfully completed all planned food hygiene inspections, however as a result of prioritising resources in this area we were unable to achieve our targets in respect of food standards and feeding stuffs inspections; 86% of food standards inspections were achieved and 63.4% of feeding stuffs. The outstanding inspections will be added to the programme for 2010/11.

We met our 2 working day response time, for all complaints with one exception, which related to a food labelling issue.

Registration and Approval of premises

Premises subject to approval were inspected and given relevant guidance.

Food Sampling Programme

The food sampling programme for 2009/10 has been completed. The microbiological results are as follows:

Microbiological Sampling (1/4/09 - 31/3/10)

Bacteriological Surveys	Total no. of samples	Number of Samples	
		Satisfactory	Unsatisfactory
Local Shopping Basket Survey (foods sampled included: pasta salad, trifle, quiche, smoked/cured meats)	14	13	1*
LACORS/HPA Butchers Survey	77		
Meat	33	21	12*
Sw abs	33	8	25*
Cloths	11	6	5
Imported Food Survey - Herbs	10	10	
LACORS/HPA Butchers Survey (Re-samples)	50		
Meat	23	20	3
Sw abs	22	18	4
Cloths	5	1	4
LACORS / HPA Pre-Packed Sandwich Survey	16	14	2
Raw Shell Eggs from Residential Care Homes	5	5	
Take Away Premises Survey	46		
Rice	23	17	6*
Salad	9	8	1
Cloths	14	4	10
Total:	218	145	73

* Resampled and found to be satisfactory

The results from this years sampling programme were disappointing. A high proportion of the samples obtained from butchers' shops failed to comply with the Guidelines for Assessing the Microbiological Safety of Ready-to-Eat Foods. Advice was given and the results upon resampling showed a marked improvement.

A significant number of wiping cloths taken from butchers shops and takeaway premises were also found to be unsatisfactory. (63%). This trend has been mirrored across the region. Advice has been given and a guidance note is currently being prepared in conjunction with the Health Protection Agency and other Local Authorities who participated in the survey. A follow up survey is planned.

Whilst six rice samples were reported as unsatisfactory, all of these samples were taken after the initial cooking stage. All samples taken after the secondary cook were found to be satisfactory.

The composition and labelling results are shown below:

Food Standards Sampling (01.04.09 – 31.03.10):

Nature of Sample	Reason for Sampling	Satisfactory	Unsatisfactory
Soft Drinks	Sugar Free Declaration	16	
Honey	Floral Origin	12	
	Labelling	12	
Canned Vegetables	Sodium Content	3	1
	Labelling	4	
Ready Meals	Fat, Sodium & Total Sugars	5	1
	Labelling	6	
Basmati Rice*	Authenticity	10	
	Aflatoxins	10	1**
Ready Meals	Fish Content	5	
	Labelling	4	1
Fish*	Mercury, Lead, Cadmium	10	1**
	Labelling	5	5
Pre-Packed Food	Calcium Claims	12	
	Labelling	12	
Margarine	Saturated Fat Levels	15	1**
	Labelling	15	
Sandwiches	Distinguishing between Mayonnaise & Salad Cream	24	
Ground Nuts	Species	6	
	Labelling	6	
Fish	Species	15	
Cooked Meat	Species	12	
Canned Fruit or Veg	Arsenic	8	
	Labelling	8	
Totals:	246	235	11

* The Authority received funding from the FSA in conjunction with Stockton Borough Council to sample food originating from outside the EU (Basmati Rice & Fish were sampled).

** Resampled and found to be satisfactory

Overall there were relatively few food standards samples which failed to meet statutory requirements. All five of the imported fish samples did however fail to comply with the Food Labelling Regulations 1996 (e.g. some of the products did not include a 'Best Before' date on their labels.) Advice was provided to the businesses concerned.

Routine sampling of animal feeding stuffs has been given a low priority due to the lack of local manufacturers and packers. We were unable to complete the feeding stuffs sampling programme due to staffing resources however four samples of a molassed feeding stuff were taken in response to a complaint, one of which was submitted as a formal sample.

The composition of the samples was found to significantly differ from the information on the statutory statement which accompanied the product. The Home Authority for the manufacturer of the feeding stuff was contacted and an investigation was undertaken, the Food Standards Agency was also notified of the incident.

Food Inspection

The service undertook no formal seizure of unfit food in the year.

Promotional Work

Food safety promotion whether by advice, education, training or other means is a key part of the food team's strategy in changing behaviour and increasing compliance in businesses.

In February 2006 the Food Standards Agency (FSA) introduced Safer Food Better Business (SFBB) aimed at assisting smaller catering businesses to introduce a documented food safety management system. Since this time our resources have been directed towards continuing to assist businesses to fully implement a documented food safety management system.

The service was unable to provide food hygiene training during the year due to insufficient resources. The team has however continued to offer advice and information on request with 35 advisory visits to businesses being carried out during the year.

A variety of information leaflets, some in foreign languages, are available. Circular letters are issued as required to inform food business operators of food safety matters relevant to their operations e.g. changes in legislation, food alerts.

Food Hygiene Award Scheme

On 1 April 2007 the Authority in conjunction with the other Tees Valley authorities launched the Tees Valley Food Hygiene Award scheme. The

scheme was based around a national pilot being undertaken by the Food Standards Agency.

In accordance with the 'Food Law Code of Practice', following every 'primary' inspection a risk rating is undertaken which is used to determine the frequency of inspection for the business. Of the seven main categories used to determine the overall rating score the following three factors are used to create a star rating:

1. Food Hygiene and Safety
2. Structure and Cleaning
3. Management and Control

These ratings are the only ones that are directly controllable by the business and are the reason they have been used to obtain the food businesses star rating.

The total score from the 3 categories is then used to derive the star rating ranging from 0 (major improvements needed) through to 5 stars (excellent).

The table below shows the results of the star ratings awarded to businesses at the start of the scheme on 1 April 2007, as compared with after 12 and 24 months of operation:

Number of Stars	Number of Premises (1/4/07)	%	Number of Premises (1/4/08)	%	Number of Premises (1/4/09)	%	Number of Premises (1/4/10)	%
5 Stars	24/759	3%	85/762	11.1%	163/721	22.6%	237/709	33.4%
4 Stars	155/759	20%	217/762	28.5%	233/721	32.3%	205/709	28.9%
3 Stars	226/759	30%	294/762	38.6%	237/721	32.9%	195/709	27.5%
2 Stars	262/759	35%	137/762	18.0%	65/721	9%	60/709	8.5%
1 Star	60/759	8%	26/762	3.4%	17/721	2.4%	12/709	1.7%
0 Stars	32/759	4%	3/762	0.4%	6/721	0.8%	0/709	0%

Whilst the number of businesses trading fluctuates throughout the year the above figures show a decline in the number of food businesses operating in the borough. This information is consistent with national returns made for 2008/09 which indicate that there has been a slight decrease in the numbers of food businesses, but that there was a notable increase in business turnover and new business registrations, especially in relation to home catering and change in ownership.

It can be seen that the number of premises awarded 3 stars and above has risen significantly from 53% to 89.8%, with a more than tenfold increase in the number of premises awarded 5 stars.

The service is committed to focussing its resources on carrying out interventions at those businesses which are deemed not to be 'broadly compliant' and has written to businesses that have been awarded 2 stars or

less offering advice and support. Where necessary enforcement action will be taken to secure compliance.

In December 2008 the Food Standards Agency confirmed its intention to introduce a National 'scores on the doors' scheme for England, Wales and Northern Ireland. A UK steering group has been established to ensure that the new scheme will be clear, robust and easy to use for both businesses and consumers. The scheme will have six tiers, which is consistent with the existing Tees Valley Scheme, although the band widths may differ.

Complaints

During the year the service dealt with 8 complaints relating to the condition of food premises and/or food handling practice. In addition, 13 complaints were received regarding unfit or out of condition food or extraneous matter and 10 complaints concerning the composition or labelling of food items. One complaint was received regarding animal feeding stuffs.

With one exception, investigations into the above were undertaken within our target of 2 working days.

Food Poisoning

The service received 100 notifications of food borne illness during the year, this figure was significantly higher than the previous year (61 notifications were received during 2009-10). No outbreak investigations were conducted.

Food Safety Incidents

The Service received 37 food alerts and 34 allergy alerts from the Food Standards Agency during the year. All requiring action were dealt with expeditiously. No food incidents were identified by the Authority that required notification to the Food Standards Agency, however the feed complaint referred to above was referred as a localised incident. No further action was required.

Enforcement

During 2009/10, no emergency prohibition notices were served on businesses. A Hygiene Improvement Notice was served on a business to ensure compliance with food safety legislation. No prosecutions or formal cautions were undertaken.

Improvement Proposals/Challenges 2009/10

The following areas for improvement/challenges were identified in the 2009/10 Food Service Plan.

1. Resources challenging. The section has lost 3 posts due to budget pressures during 2008/09. Although none of these posts directly enforced food

legislation their workload has to be distributed to the remaining workforce this will result in extremely challenging targets in 2009/10.

Whilst officers attained the 100% target to complete all food hygiene inspections it was not possible to complete all planned food standards and feeding stuffs inspections. The outstanding inspections will be added to the inspection programme for 2010/11.

2. We will continue to review and update our standard operating procedures to reflect the requirements of the revised Code of Practice and in response to the recommendations made in the Public Inquiry Report into the 2005 *E.coli* O157 outbreak in South Wales, which was published in March 2009.

We have reviewed our procedures in light of the recommendations made in the Public Inquiry Report into the 2005 *E.coli* O157 outbreak in South Wales, which was published in March 2009. Officers have also received further update training in respect of hazard analysis.

3. Produce a summary of the Food Enforcement Policy.

Due to other priorities and resource constraints this was not completed.

8. Key Areas for Improvement & Challenges 2010/11

In addition to committing the service to specific operational activities such as performance of the inspection programme, the service planning process assists in highlighting areas where improvement is desirable. Detailed below are specifically identified key areas for improvement that are to be progressed during 2010/11.

1. We aim to visit all established food businesses which may be affected by the Tall Ships event beforehand to offer advice. We also aim to inspect all food vendors trading as part of the Tall Ships Event and Headland Carnival.
2. Resources challenging. The section lost 3 posts due to budget pressures during 2008/09. Although none of these posts directly enforced food legislation their workload has had to be distributed to the remaining workforce. Allocating targets for 2010/11 with existing resources will be extremely challenging with the additional workload associated with the Tall Ships Event.
3. Review the Food Enforcement Policy and produce a summary.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 September 2010



Report of: Scrutiny Support Officer

Subject: SIX MONTHLY MONITORING OF AGREED
NEIGHBOURHOOD SERVICES SCRUTINY
FORUM'S RECOMMENDATIONS

1. PURPOSE OF REPORT

- 1.1 To provide Members with the six monthly progress made on the delivery of the agreed scrutiny recommendations of this Forum.

2. BACKGROUND INFORMATION

- 2.1 In November 2007 the Scrutiny Co-ordinating Committee approved the introduction of the Scrutiny Monitoring Database, an electronic database, to monitor the delivery of agreed scrutiny recommendations since the 2005/06 Municipal Year.
- 2.2 In March 2010 Scrutiny Chairs noted and agreed for the movement of the Scrutiny Monitoring Database into the Covalent, which is the Council's Performance Management System. Members are asked to note that the transfer of data into Covalent took place during February – April 2010, this process updated notes made by Officers in the Scrutiny Monitoring Database with an automatically stamped date of transfer, this explains why some notes might appear more recent than the completion date.
- 2.3 In accordance with the agreed procedure, this report provides for Members details of progress made against each of the investigations undertaken by the Forum. **Chart1** overleaf is the overall progress made by all scrutiny forums since 2005 and **Appendix A** provides a detailed explanation of progress made against each scrutiny recommendation agreed by this Forum.

Chart1: Progress made by all Scrutiny Investigations Undertaken since 2005

3. RECOMMENDATIONS

3.1 That Members:-

- (a) Note progress against the Neighbourhood Services Scrutiny Forum's agreed recommendations, since the 2005/06 Municipal Year, and explore further where appropriate; and
- (b) Retain **Appendix A** for future reference.

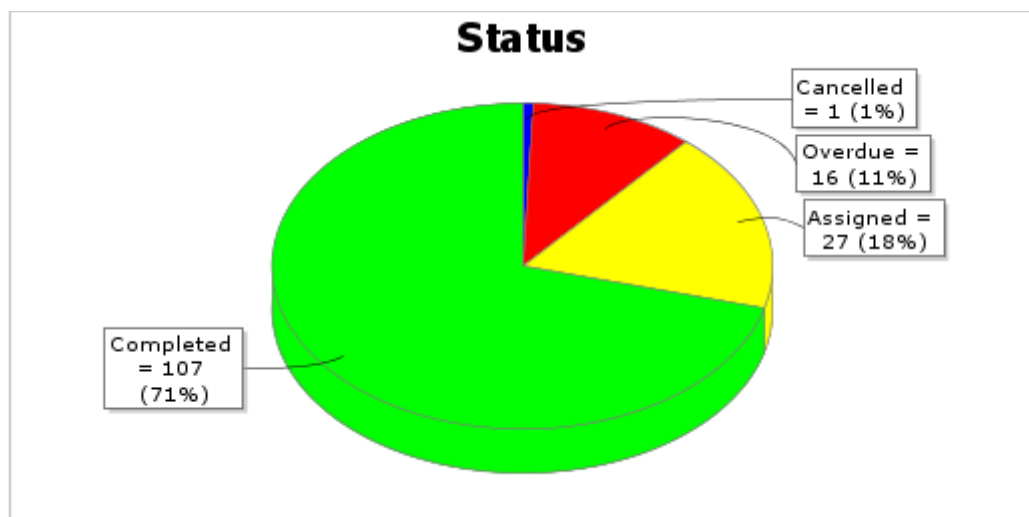
Contact Officer:- Laura Stones – Scrutiny Support Officer
 Chief Executive's Department - Corporate Strategy
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BACKGROUND PAPERS

No background papers were used in the preparation of this report.

Neighbourhood Services Scrutiny Forum





Generated on: 23 August 2010










Year 2005/06



Investigation 20mph Speed Limit Zones Outside of Schools


Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/1a That the Authority compiles a 20 mph Speed Limit Zones Policy upon completion of a thorough consultation exercise with members of the public and partners.	Compiles a 20 mph Speed Limit Zones Policy. Consultation closed 29 September. Any amendments required as a result of the consultation will be completed by the end of October 2006	Peter Frost	01 Oct 2006	01 Oct 2006	27 Apr 2010 Policy is complete and available for public viewing. A number of queries have also been received from other authorities looking to follow suit and introduce a similar policy.	<div> <div>100%</div> <div>Completed</div> </div>

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/1b That the Authority continues to strengthen links/working relationships.	The Council continues to work with its partners in this respect.	Peter Frost	01 Dec 2007	01 Dec 2007	27 Apr 2010 Process in place		Completed
SCR-NS/1b That the Authority continues to strengthen links/working relationships.	Members of the North Neighbourhood Consultative Forum share the concerns of the Scrutiny Forum and approved funding for a 20mph scheme to be implemented outside of Clavering Primary School. The 20mph limit and associated traffic calming at Clavering was introduced in April this year.	Peter Frost	01 Apr 2006	01 Apr 2006	27 Apr 2010 Completed		Completed
SCR-NS/1b That the Authority continues to strengthen links/working relationships.	Funding has also been allocated by New Deal for Communities for 20mph schemes outside of Lynnfield and Stranton Primary Schools to be implemented this financial year.	Peter Frost	01 Mar 2007	01 Mar 2007	27 Apr 2010 Schemes complete		Completed
SCR-NS/1b That the Authority continues to strengthen links/working relationships.	The Council has strong links with the emergency services and bus companies who have been kept up to date with the Scrutiny inquiry through the Council's Traffic Liaison Group. The list of appropriate schools was agreed with them through this	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Process in place.		Completed



Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
	group.					
SCR-NS/1b That the Authority continues to strengthen links/working relationships.	Links with other partners continue to be strengthened in the common aim of casualty reduction. An Accident Investigation Group has been set up, with the aim of looking at road casualty data in more detail, to try and achieve a further reduction in casualties. The Group currently comprises Council Traffic and Road Safety staff, but is planned to expand to include officers from the Road Policing Unit.	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Process in place	 Completed
SCR-NS/1c That the Authority monitors and evaluates any 20 mph speed limit zones that are implemented at regular intervals.	Hartlepool's first 20mph limit was introduced in February outside of Rift House Primary School. Concerns have since been raised that the speed cushions installed do not slow traffic down to an acceptable level. A further speed survey is to be undertaken to determine whether this is the case and the results should be available for the meeting.	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Speed cushions were modified following further survey work.	 Completed
SCR-NS/1c That the Authority monitors and evaluates any 20 mph	Follow up speed surveys indicated that the speed cushions	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Speed cushions were modified following further survey	 Completed




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
speed limit zones that are implemented at regular intervals.	outside of Rift House Primary School are not slowing traffic to an acceptable level for a 20mph limit. The site is currently being investigated to determine a way to modify the cushions to resolve this issue.				work.		
SCR-NS/1c That the Authority monitors and evaluates any 20 mph speed limit zones that are implemented at regular intervals.	A vehicle activated sign has also been installed outside of Fens Primary School and again, a follow up speed survey will be carried out to determine its effect.	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Surveys showed that the vehicle activated sign has had some effect in reducing vehicle speeds.	 100%	Completed
SCR-NS/1c That the Authority monitors and evaluates any 20 mph speed limit zones that are implemented at regular intervals.	Speed survey results from Fens Primary should be available for the meeting.	Peter Frost	20 Sep 2006	20 Sep 2006	27 Apr 2010 Complete	 100%	Completed
SCR-NS/1c That the Authority monitors and evaluates any 20 mph speed limit zones that are implemented at regular intervals.	Road casualty data will also continue to be monitored outside of schools.	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Process in place	 100%	Completed
SCR-NS/1d That the Authority considers a number of 20 mph speed limit zones pilot schemes outside of schools within Hartlepool.	A budget of £20,000 has been set aside from the Local Transport Plan for this financial year and the following 4 years, which should allow 2 schools to be treated each year. Members of the Neighbourhood	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Ongoing. Manor and High Tunstall schemes will be implemented by the end of the year. Process in place.	 100%	Completed





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
	Services Scrutiny Forum on the 21 April 2006 selected Manor College and High Tunstall School as the two locations for schemes to be implemented this financial year. Draft scheme designs should be available for the meeting for Members information.					
SCR-NS/1d That the Authority considers a number of 20 mph speed limit zones pilot schemes outside of schools within Hartlepool.	It was also agreed at the meeting of 21 April that a list of schemes for future years would be produced for the Forums consideration. A list of suggestions is attached at Appendix B.	Peter Frost	01 Sep 2006	01 Sep 2006	27 Apr 2010 Completed and submitted to the Forum on the 20 Sept 2006	 Completed
SCR-NS/1e That the Authority addresses road safety issues with a 'prevention is better than cure' approach.	The Council continues to feel that prevention is better than cure, as borne out by the road safety work outlined in section 3.1 (iv), but is required by Government to reduce casualties, with strict targets to meet by 2010. Failure to meet the 2010 targets would be likely to affect the authority's Local Transport Plan funding, meaning fewer schemes would be able to be delivered.	Peter Frost	01 Dec 2006	01 Dec 2006	27 Apr 2010 Ongoing process	 Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/1f That the Authority submits a progress report on the recommendations contained within this report, within six months, to the Neighbourhood Services Scrutiny Forum.	<p>Further report will be presented to the Scrutiny Forum detailing:</p> <ul style="list-style-type: none"> - The results of the consultation exercise, and also the findings of the Northern Region Road Safety Engineer's Group review, if complete. - The schemes selected for implementation this year. 	Peter Frost	01 Sep 2006	01 Sep 2006	27 Apr 2010 Completed September 2006	 100% Completed

Year 2005/06**Investigation** Hartlepool's Local Bus Service Provision

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/2a/i That work be undertaken by the Authority to improve the infrastructure of the bus network in Hartlepool, with particular reference to improving the provision of bus stop shelters to ensure better waiting facilities.	Review infrastructure at all bus stops to ensure it meets the requirements of bus users and operators. Commence a rolling programme to replace bus stop poles, flags and bus shelters according to route priority. Provide CCTV at key town centre stops.	Geoff Knowlson	01 Sep 2006	01 Sep 2006	27 Apr 2010 Review of infrastructure complete. Programme ongoing to replace bus stop poles. List of bus stops subject to vandalism provided to Community Safety. Mobile CCTV system being investigated.	 100% Completed
SCR-NS/2a/ii That work be undertaken by the Authority to improve the infrastructure of the bus network in	Continue to review issues relating to timetable information. Improve clarity and presentation of at stop	Geoff Knowlson	01 Dec 2011	01 Dec 2011	23 Feb 2010 New style of timetable displays introduced at bus stops to improve clarity and presentation. Real Time	 13% Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
Hartlepool.	timetable information. Provide Real Time information at selected stops and through the internet, WAP and SMS.				Passenger Information delayed as a result of problems with the Tees Valley system.	
SCR-NS/2a/iii That work be undertaken by the Authority to improve the infrastructure of the bus network in Hartlepool, with particular reference to future improvements to the highways within Hartlepool to improve bus punctuality.	Implement traffic management measures identified through the Bus Punctuality Improvement Partnership. Provide selective detection at traffic signal controlled junctions.	Peter Frost	01 Sep 2006	01 Sep 2006	27 Apr 2010 Improvements to York Rd approved for 2007/08. Improvements for core bus routes identified in Bid to Govt in Oct 06. Hartlepool Punctuality Improvement Partnership included in Bus Quality Partnership.	 Completed
SCR-NS/2a/iv That work be undertaken by the Authority to improve the infrastructure of the bus network in Hartlepool, with particular reference to the compilation of a rolling programme.	Continue rolling programme of raised kerbs to enable level boarding of buses.	Geoff Knowlson	01 Dec 2011	01 Dec 2011	27 Apr 2010 LTP funding totalling £150k identified for installing raised kerbs from 2006/07 to 2010/11. A total of 20 raised kerbs will be installed in 2006/07 with priority given to core bus routes. - Process in place	 Completed
SCR-NS/2b That the Authority enforces parking restrictions at bus stops to allow easier access for bus operators and disabled users.	Review Traffic Regulation Orders (TRO) at bus all bus stops. Enforce parking restrictions using Hartlepool Borough Council Parking Wardens. Allow Wardens to travel on buses to assist enforcement. Identify trouble spot locations.	Philip Hepburn	01 Dec 2007	01 Dec 2007	27 Apr 2010 Review of TRO's at bus stops (over 600) ongoing with priority given to trouble spot locations. Parking wardens have been provided with scooters to provide faster access to bus stops for enforcement purposes.	 Completed





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/2c That the possibility of utilising the Council's current transport provision, Dial a Ride and the voluntary sector provision, be explored as an alternative to subsidising individual routes, where appropriate.	Maintain current funding for the Dial a Ride service. Expand existing Hartlepool Borough Council Dial-a-Ride service. Liaise with the voluntary sector on the options for public transport service provision.	Jayne Brown	01 Dec 2007	01 Dec 2007	27 Apr 2010 Funding for Dial-a-Ride maintained. Options being considered as part of a review of Hartlepool's tendered bus network. Council's Strategic Transport Group researching integration of Council's transport functions.		Completed
SCR-NS/2d That the Authority, in partnership with bus operators, promote the Tees Valley Wide free concessionary fares scheme, and progress aspirations to extend the scheme to County Durham in the future.	Publish a Borough wide and Tees Valley wide concessionary fares leaflet. Support government plans for UK wide concessionary fares in April 2008, including County Durham.	Geoff Knowlson	01 Dec 2008	01 Dec 2008	27 Apr 2010 A new concessionary fares leaflet has been produced for the Hartlepool area. County Durham will be covered by the new national concessionary fares scheme from April 2008.		Completed
SCR-NS/2e That the town's commercial operators, in partnership with the Authority, be encouraged to invest in marketing and publicity campaigns to improve the image of bus travel in order to increase bus user patronage.	Develop a borough wide promotional strategy for buses, involving bus operators and other stakeholders. Continue to build on existing joint publicity campaigns with operators including the Hartlepool timetable map.	Geoff Knowlson	01 Dec 2007	01 Dec 2007	27 Apr 2010 A promotional strategy for buses is included as an integral part of Hpool Bus Strategy. Funding for promotional campaigns included as part of the Major Scheme Bid submitted October 2006. A Tees Valley Bus Users Forum is planned to be held in early 2007.		Completed
SCR-NS/2f That a formalised mechanism be established to engage the Authority, commercial operators and developers in early discussions of future planned developments	Review accessibility by local bus services as part of the consideration of planning applications. Ensure the successful implementation of Section 106	Chris Roberts	01 Dec 2007	01 Dec 2007	27 Apr 2010 The accessibility of proposed new developments included as an integral part of the consideration of planning applications. Funding for justified additional bus services secured as part of		Completed




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
within Hartlepool.	agreements to secure funding towards improving the bus service network where appropriate.				legal agreements (Section 106).	
SCR-NS/2g That a mechanism be established to enable the Authority and commercial operators to consult with Elected Members in advance of the withdrawal of and/or major changes to bus services within Hartlepool.	Produce a bus registration circular for members detailing changes to bus registrations.	Mike Blair	01 Aug 2006	01 Aug 2006	27 Apr 2010 Circular detailing changes to registrations during October and November 2006, proposed action, was circulated to members. Members with an objection to any of the items in the circular may have them raised at next meeting of C,H and T Portfolio.	<div><div>100%</div></div> Completed
SCR-NS/2h That the Authority, through negotiation, awards future subsidised bus contracts that are mutually beneficial to the Authority and bus operators (with particular reference to the major tendering round in 2007).	Produce a bus-tendering programme for 2007, including a review of existing supported services and involvement of operators and communities, which are mutually beneficial to the authority and bus operators.	Mike Blair	01 Aug 2006	01 Aug 2006	27 Apr 2010 A detailed review of HBC supported bus contracts for August 2007 is currently on-going. Passenger surveys undertaken in Nov 06/Jan 07 to inform the process. A full consultation exercise on supported services in early 07. Tendering programme produced.	<div><div>100%</div></div> Completed
SCR-NS/2i That a reduced fares scheme to enable access to education and employment across the Tees Valley area for 16-18 year olds be explored.	Review provision for a 16-18 Borough wide and Tees Valley wide concessionary scheme. Identify potential funding sources. Liaise with other Council departments and Tees Valley authorities on such a scheme.	Mike Blair	01 Dec 2006	01 Dec 2006	27 Apr 2010 HBC working with the other TV Authorities and the bus operators to investigate introduction of a Young Persons concessionary travel scheme. Possible funding sources being investigated and the outcome of a regional, study undertaken by GONE, is awaited.	<div><div>100%</div></div> Completed
SCR-NS/2j That the	Review bus provision in	Mike Blair	01 Mar 2006	01 Mar 2006	27 Apr 2010 The overall	<div><div>100%</div></div> Completed





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
discontinuation of individual services, together with a lack of provision in particular areas of the town.	Hartlepool as part of the Borough Council supported bus contracts in 2007. Review under provision of bus services in negotiations with bus operators. Reinstate services where funding permits.				coverage of supported bus services is being addressed by the review of tendered bus services for August 2007. Coverage for withdrawn commercial bus services is being addressed where budgets permits, for example service 5.	
SCR-NS/2k That the Authority explores a mechanism by which to lobby Central Government in relation to regulating the local bus service provision (that was de-regulated under the Transport Act 1985).	The authority will lobby Central Government on greater bus regulation, through the Government Office for the North East, membership of the Association of Transport Co-ordinating Officers (ATCO) and other regional groupings.	Mike Blair	01 Dec 2007	01 Dec 2007	27 Apr 2010 The Local Transport Act received Royal Assent in Dec08. giving greater powers to work with operators in respect of quality partnerships & contracts which, although not returning fully to regulation, provides opportunity to bring about some of the benefits	<div><div>100%</div></div> Completed
SCR-NS/2l That the findings of the Tees Valley Quality Bus Network Review and their implications for Hartlepool be assessed.	Assess the impact of the recommendations of the Tees Valley Bus Network Review on Hartlepool. Take account of recommendations as part of the major bus tendering round undertaken in 2007, and in future negotiations with bus operators.	Mike Blair	01 Mar 2007	01 Mar 2007	27 Apr 2010 Tees Valley Quality Bus Network Review now major element of Tees Valley Connect Project and Major Scheme Bid.Forms part of City Region Development Programme.Tees Valley Quality Bus Network Review taken into account in review of tendered bus services	<div><div>100%</div></div> Completed
SCR-NS/2m That the Authority submits a progress report on the recommendations contained within this report, within six	A progress report is to be presented to the Neighbourhood Services Scrutiny Forum on November 29th.	Mike Blair	01 Nov 2006	01 Nov 2006	27 Apr 2010 Submitted to the meeting on the 29 Nov 06	<div><div>100%</div></div> Completed





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
months, to the Neighbourhood Services Scrutiny Forum.						





Year 2006/07**Investigation** Performance and Operation of Private Sector Rented Accommodation and Landlords in Hartlepool

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/4a That before any actions are taken to improve the operation and management of the private rented sector an assessment of their impact be undertaken.	Impact assessment to be undertaken once proposed actions in relation to recommendations b) to q) have been completed.	Penny Garner-Carpenter	31 Mar 2008	31 Mar 2008	29 Apr 2010 Completed assessment for all actions re. Selective Licensing. A monitoring role to ensure that effect of policies on private rented sector are taken account before implementation. Encourage other sections to consider what effect their actions will have.	 Completed
SCR-NS/4b That prior to the introduction of any Selective Licensing Scheme in Hartlepool an evaluation be undertaken	Discussions to be held with Local Authorities already successful in obtaining CLG approval for selective licensing scheme.	Joanne Burnley	28 Sep 2007	28 Sep 2007	29 Apr 2010 Completed	 Completed
SCR-NS/4b That prior to the introduction of any Selective Licensing Scheme in Hartlepool an evaluation be undertaken	Information to be collated in support of an application (or otherwise) for selective licensing designation.	Joanne Burnley	30 Nov 2007	30 Nov 2007	29 Apr 2010 Completed	 Completed
SCR-NS/4b That prior to the introduction of any Selective Licensing Scheme in Hartlepool an evaluation be	Prepare a report on how the existing voluntary scheme may work in conjunction with tenant referencing	Joanne Burnley	30 Nov 2007	30 Nov 2007	29 Apr 2010 Completed	 Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
undertaken	and selective licensing and the benefits of doing so.					
SCR-NS/4c That the introduction of an incentive scheme to encourage landlords to become members of the accreditation scheme be further explored.	Information to be gathered from other scheme operators about incentives offered and how they complement their scheme. Prepare a report on potential schemes and likely costs. Consult existing scheme members to assess take up.	Joanne Burnley	30 Apr 2008	30 Apr 2008	29 Apr 2010 Selective Licensing scheme was launched in May. As an incentive to existing scheme members and to encourage new membership, a discounted rate for the application fee has been introduced. To date this has resulted in a substantial number of new members applying to join the scheme with portfolios across the town. In addition, have introduced a pilot property advertising scheme for Accreditation scheme members with plans to incorporate this within the Choice Based Lettings scheme in the future.	 Completed
SCR-NS/4d That the provision of tenant and landlord information packs as part of the accreditation scheme be explored.	Produce a model information pack and assess the financial implications of introducing this into the accreditation scheme.	Joanne Burnley	28 Sep 2007	28 Sep 2007	29 Apr 2010 Model leaflets prepared	 Completed
SCR-NS/4e That an assessment of staffing requirements to enable the effective provision, and expansion, of the Landlord Accreditation Scheme be undertaken.	Prepare a report on the operation and effectiveness of the accreditation scheme. Identify possible improvements to the effectiveness of the scheme. Assess additional resources required to make the accreditation scheme	Joanne Burnley	30 Nov 2007	30 Nov 2007	29 Apr 2010 Report prepared	 Completed




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
	more effective.						
SCR-NS/4f That a Tenant Referencing Scheme be implemented within Hartlepool and the practicalities of its operation alongside the proposed Selective Licensing and Accreditation Schemes be explored.	Ensure best practice and lessons learned by other authorities are included in HBC's scheme. Establish tenant referencing scheme procedures, linking to accreditation and selective licensing as and when appropriate. Implement Tenant Referencing Scheme.	Sally Forth	31 Jan 2008	31 Jan 2008	29 Apr 2010 Completed	 100%	Completed
SCR-NS/4g That partnership working be developed further to ensure the success of future initiatives to deal with problems associated with the private rented sector.	Continue the development of the partnership with the Landlord Forum. Explore possible links with other organisations involved with the private rented sector.	Joanne Burnley	31 Dec 2007	31 Dec 2007	29 Apr 2010 Partnership working with the Landlord Forum has been maintained. A new link has been made with the local representative of the National Landlords Association, particularly to promote development of accreditation and selective licensing.	 100%	Completed
SCR-NS/4h That ways of assisting the NDC to identify alternative funding sources to ensure the continuation of its Bond Guarantee scheme be explored.	Provide assistance in identifying sources of funding for the Bond Guarantee Scheme.	Penny Garner-Carpenter	31 Dec 2007	31 Dec 2007	29 Apr 2010 Help to CAB in identifying funding has been offered	 100%	Completed
SCR-NS/4i That further work be undertaken to identify ways of increasing the level of supported housing in Hartlepool and/or 'floating support' in order to meet demand.	Work to be undertaken by SP team to maximise available funding through reviews of existing services.	Pam Twells	31 Mar 2008	31 Mar 2008	29 Apr 2010 7 new contracts for short term floating support services now agreed and implemented which increases support provision by 75 places across all tenures.	 100%	Completed





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/4j That in dealing with planning applications for the provision of supported housing ways of better publicising accurate details of applications be explored in order to prevent the creation of misapprehensions.	Establish procedures for working with partners to ensure that timely and extensive consultation with residents and members is undertaken as applications are considered, ensuring that statutory guidelines on consultation within the planning processes are followed.	Penny Garner-Carpenter	31 Mar 2008	31 Mar 2008	29 Apr 2010 Completed and achieved.	 Completed
SCR-NS/4k That further work be undertaken with the newly formed Hartlepool Landlords Association.	(i) Discussions to be held with the Hartlepool Landlords Association regarding HBC representation on its board; and (ii) Offer assistance to the Landlords Association in the development of its code of conduct, role and activities.	Ken Natt	31 Dec 2007	31 Dec 2007	29 Apr 2010 The Association felt it was unsuitable for a HBC member to have formal representation at their meetings. However they would welcome attendance of a delegate by prior arrangement. The offer of assistance has been welcomed. Both issues to be developed.	 Completed
SCR-NS/4l That the development of a working relationship between Registered Social Landlords and the private rented sector for the sharing of management services be explored.	Explore the types of services that could be offered by RSLs to private landlords to improve/ enhance management. Identify the level of interest of RSLs to take on this work.	John Smalley	31 Jan 2008	31 Jan 2008	29 Apr 2010 A partnership arrangement across the sub region is being investigated. One RSL has registered an interest in providing services where management and empty dwelling management orders have been served.	 Completed
SCR-NS/4m That an evaluation of the effectiveness of Registered Social Landlords advice to prospective tenants in	Carry out an audit of the advice given regarding allocation policies (jointly with HH & HBC as there is a joint allocation policy).	Lynda Igoe	30 Sep 2008	30 Sep 2008	29 Apr 2010 The implementation of Choice based Lettings and new Common Allocation Policy is on track to go live in spring 2009. Training is underway	 Completed





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
terms of their allocation policies be explored.	Evaluate the findings of the audit. Work with the RSLs to improve advice where the need is identified.				for all stakeholders and the development of the Housing Options Centre will ensure effective advice is available.	
SCR-NS/4n That the Authority explores a mechanism by which to lobby the Rent Office and Central Government in relation to the requirement of realistic rent assessments.	Explore the options available for lobbying Government and the Rent Service.	John Smalley	30 Nov 2007	30 Nov 2007	29 Apr 2010 Local Housing Allowance, a new way of calculating Housing Benefit, was introduced in April 2008, based on middle range rents for the size of property across the sub-region, removes the need to follow up this recommendation.	 Completed
SCR-NS/4o That a review be undertaken of the process for the award of Discretionary Payments	Negotiations between Department of Regeneration & Planning & Finance Department to decide on the future allocation of discretionary payments	Penny Garner-Carpenter	31 Oct 2008	31 Oct 2008	29 Apr 2010 We have agreement with the Finance Division that an officer from housing will sit on the panel, that we contribute to producing guidelines and policy and that we have an officer on appeals panel. Finance will consider inclusion of additional funding as a budget priority.	 Completed
SCR-NS/4p That the current budgetary allocation for Discretionary Payments be reviewed to more truly reflect demand.	Carry out a review of the demand for Discretionary Payments and its impact on budget allocation.	Penny Garner-Carpenter	30 Oct 2008	30 Oct 2008	29 Apr 2010 The demand for discretionary payments has been considered against budget provision.	 Completed
SCR-NS/4q That further work is undertaken to more widely publicise the advice service available for residents, tenants and landlords through the local authority.	Audit of literature and information available to be carried out. Identify ways of extending advice availability. Implement publicity as identified above.	Penny Garner-Carpenter	29 Feb 2008	29 Feb 2008	29 Apr 2010 Article published in Hartlepool Mail in April promoting service and importance of seeking advice as early as possible, further article planned for NHS magazine that will be published in the Summer	 Completed





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					and ongoing opportunities will be taken as they arise.		





Year 2006/07**Investigation** Public Convenience Provision in Hartlepool





Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/3/1a/i That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the closure of the Thorpe Street, Pilot Pier and Rocket House facilities.	Closure of the Thorpe Street, Pilot Pier and Rocket House facilities and their securing with aesthetic materials	Denise Ogden	01 Sep 2007	01 Sep 2007	27 Apr 2010 Closed July 2007	 100%	Completed
SCR-NS/3/1a/ii That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the building of a new facility adjacent to the old Rocket House site and closure of the Clock Tower site.	Building of a new facility adjacent to the old Rocket House site and closure of the Clock Tower site.	Denise Ogden	01 Sep 2007	01 Sep 2007	27 Apr 2010 Demolition works complete, landscaping scheme currently being designed. Planning application for new build at Newburn Bridge submitted	 100%	Completed
SCR-NS/3/1a/iii That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the undertaking of only essential maintenance	Undertaking of only essential maintenance to Clock Tower facility to keep them functioning until the new facilities are up and running.	Denise Ogden	01 Sep 2007	01 Sep 2007	27 Apr 2010 Concrete works to the building have commenced anticipated completion 8 weeks listed buildings consent required for internals, Toilet refurb works will commence after summer season. Short delays experienced awaiting	 100%	Completed




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
to Clock Tower facility					outcome of listed building consent.		
SCR-NS/3/1a/iv That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the refurbishment and upgrade the Lighthouse (Heugh Battery) facilities.	Refurbishment and upgrade the Lighthouse (Heugh Battery) facilities.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Refurbishment complete, facilities reopened		Completed
SCR-NS/3/1a/ix That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the demolition and making good the site in the Upper Burn Valley.	Demolition and making good the site in the Upper Burn Valley, with the development of a policy for the provision of public conveniences in the Burn Valley to be looked into.	John Mennear	01 Dec 2007	01 Dec 2007	27 Apr 2010 The initiative to consider incorporating the toilets into the allotment estate was fully investigated. No satisfactory outcome, therefore demolition as planned was pursued, this is now complete.		Completed
SCR-NS/3/1a/v That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the undertaking of no work to the Albert Street facility.	Undertaking of no work to the Albert Street facility.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Closed due to reports received from Neighbourhood Policing highlevel of drug usage. Site added to security contract. The site is earmarked for demolition as part of the college development.		Completed
SCR-NS/3/1a/vi That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for taking no	Taking no action in respect of the Seaton Park facilities other than essential maintenance.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Agreed		Completed




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
action in respect of the Seaton Park facilities other than essential maintenance.							
SCR-NS/3/1a/vii That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the demolition and making good of the site at the Ward Jackson Park facilities.	Demolition and making good of the site at the Ward Jackson Park facilities. The toilets at the café to be made available to all public during the opening hours of the park.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 With contractual/operational difficulties/ltd opening hours of the café, it was impractical to adopt proposals. It was more appropriate to refurbish existing facilities and provide disabled facilities. New facilities opened in the summer	 100%	Completed
SCR-NS/3/1a/viii That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposals for the maintenance and improvements to the facilities at Rossmere Park.	Maintain and improve the facilities at Rossmere Park.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Works commenced 17 March 08, completion due June. Facilities opened Summer 08.	 100%	Completed
SCR-NS/3/1a/x That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposal for the maintenance of the Lower Burn Valley facility.	Maintain the Lower Burn Valley facility.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Minimal maintenance as facility incorporated into Bowls Club.	 100%	Completed
SCR-NS/3/1a/xi That in relation to each of the options and proposals put forward as part of	Introduce adequate heating, together with routine and planned maintenance to the	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Heating improvements together with planned maintenance works care being carried out	 100%	Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
the Cabinet Referral the Forum supports the proposal for the introduction of adequate heating.	Stranton Cemetery main facility.				during weekends Cemetery main facility.		
SCR-NS/3/1a/xii That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposal for the maintenance of existing facilities at West View Cemetery.	Maintain existing facilities at West View Cemetery.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Agreed		Completed
SCR-NS/3/1a/xiii That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum supports the proposal for the demolition of the Hartlepool Maritime Experience facility	Demolition of the Hartlepool Maritime Experience facility and the marketing of the site with any capital receipt to be reinvested for the improvement of public convenience provision.	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 Due to high costs relating service utilities, building has been refurbished to become a storage facility for the HME.		Completed
SCR-NS/3/1b That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum disagrees with the proposed course of action for the former Seaton Baths site	Improve facilities at the former Seaton Baths site in terms of its general condition and more specifically its disabled access externally and disabled facilities.	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 New facilities at Burn Road have been built and are open. Seaton Baths site will be demolished in the new year		Completed
SCR-NS/3/1c That in relation to each of the options and proposals put forward as part of the Cabinet Referral the Forum agrees that all	That all Council owned buildings should provide, wherever possible, toilet facilities for the public and that town centre landlords	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 Draft public convenience policy incorporating this action will be presented to Neighbourhood Consultative Forums Jan / Feb 09 &		Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
Council owned buildings should provide, wherever possible, toilet facilities.	and other businesses need to be encouraged to make their facilities available to the public during normal, and extended opening hours.				Portfolio for discussion in March 09.		
SCR-NS/3/2 That a policy be established for the future provision of public conveniences.	That a policy be established for the future provision of public conveniences	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 Draft public convenience policy incorporating this action will be presented to Neighbourhood Consultative Forums Jan / Feb 09 & Portfolio for discussion in March 09.	 100%	Completed
SCR-NS/3/3 That the location of public conveniences, and their opening times, be better advertised, in particular with improved signage on the Marina giving directions to the conveniences in Hartlepool Maritime Experience.	That the location of public conveniences, and their opening times, be better advertised, in particular with improved signage on the Marina giving directions to the conveniences in Hartlepool Maritime Experience.	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 Highway signage will include public conveniences info when replaced - new signs on facilities are in place.	 100%	Completed
SCR-NS/3/4 That in relation to future provision on the Marina a study be undertaken to assess the most appropriate locations before any new facilities are provided.	That a study be undertaken to assess the most appropriate locations before any new facilities are provided.	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 Draft public convenience policy incorporating this action will be presented to Neighbourhood Consultative Forums Jan / Feb 09 & Portfolio for discussion in March 09.	 100%	Completed
SCR-NS/3/5 That options for the provision of public conveniences in the Burn Valley be explored	Options for the provision of public conveniences in the Burn Valley to be explored further.	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 Upper burn valley facilities demolished. Maintenance of the lower burn valley continue. Negotiations with bowls club	 100%	Completed



Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
further.					and friends of the park group have not identified additional provision requirements.		
SCR-NS/3/6 That the feasibility of the provision of facilities through partnership working and the identification of resources through sponsorship funding, advertising in facilities, and charging be explored.	The feasibility of the provision of facilities through partnership working and the identification of resources through sponsorship funding, advertising in facilities, and charging to be explored.	Denise Ogden	01 Dec 2008	01 Dec 2008	27 Apr 2010 Draft public convenience policy incorporating this action will be presented to Neighbourhood Consultative Forums Jan / Feb 09 & Portfolio for discussion in March 09.	 100%	Completed
SCR-NS/3/7 That any capital receipts that may result from the disposal of a public convenience be re-invested for improvements to the service.	That any capital receipts that may result from the disposal of a public convenience be re-invested for improvements to the service.	Denise Ogden	01 Dec 2008	01 Dec 2008	29 Apr 2010 To be incorporated into public convenience policy, draft available July 08.	 100%	Completed
SCR-NS/3/8 That the Hartlepool Access Group and the Councils Access Officer be fully involved in proposals for the adaptation/improvement of older, and building of new, facilities.	That the Hartlepool Access Group and the Councils Access Officer be fully involved in proposals for the adaptation/improvement of older, and building of new, facilities to ensure compliance with the requirements of the Disability Discrimination Act.	Denise Ogden	01 Dec 2008	01 Dec 2008	29 Apr 2010 To be incorporated into public convenience policy, draft available July 08.	 100%	Completed
SCR-NS/3/9 That as part of the Civic Centre Refurbishments Programme the	That as part of the Civic Centre Refurbishments Programme the	Graham Frankland	01 Feb 2007	01 Feb 2007	16 Apr 2010 Feasibility complete, unable to include in Civic Centre, however, other alternatives being	 100%	Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
feasibility of the installation of a hoist for disabled adults within the Civic Centre's public conveniences be explored.	feasibility of the installation of a hoist for disabled adults within the Civic Centre's public conveniences be explored.				considered.	
SCR-NS/3/10 That there be a requirement as part of the planning process (Section 106 Agreements) for the provision of, or access to, public conveniences that meet the conditions of the Disability Discrimination Act.	That there be a requirement as part of the planning process (Section 106 Agreements) for the provision of, or access to, public conveniences that meet the conditions of the Disability Discrimination Act.	Matthew King	01 Dec 2008	01 Dec 2008	27 Apr 2010 Scope for use of S106 has been considered within preparation of Supplementary Planning Document re developer contributions. Any development would be by negotiation and would need to be proportionate and directly related to the development. Consultation draft scheduled for completion in March 09.	 100% Completed
SCR-NS/3/11 That Parish Councils should be given the opportunity to take over the provision of public conveniences for which closure is the proposed course of action, with a requirement that they meet the conditions of the Disability Discrimination Act.	That Parish Councils should be given the opportunity to take over the provision of public conveniences for which closure is the proposed course of action, with a requirement that they meet the conditions of the Disability Discrimination Act.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Completed - the only public cons. within a parish are the Headland Town Square facilities. Discussions with the Parish council have taken place who are happy with the current arrangements. Will respond to any future action and promote opportunity in future	 100% Completed
SCR-NS/3/12 That the use of small 'annex' facilities which can be attached to larger public conveniences and left open when the main facility closes be	That the use of small 'annex' facilities which can be attached to larger public conveniences and left open when the main facility closes be	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Agreed. Each facility will be evaluated: concern has been expressed by the police to drug use and ASB. Each facility is locked depending on logistics, location & local	 100% Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
explored (para. 12.4 (a) refers).	explored (para. 12.4 (a) refers).				requirements.	
SCR-NS/3/13 That where public conveniences are closed and not demolished alternative uses for the buildings be explored.	That where public conveniences are closed and not demolished alternative uses for the buildings be explored.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 To be incorporated into public convenience policy, draft available July 08. Completed no further action.	 Completed
SCR-NS/3/14 That the Council should look at innovative ways of delivering the service with higher quality facilities. The Forum supported the closure where necessary of some older, less accessible, facilities to make this possible.	That the Council should look at innovative ways of delivering the service with higher quality facilities. The Forum supported the closure where necessary of some older, less accessible, facilities to make this possible.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Agreed.	 Completed
SCR-NS/3/15 That the prudential borrowing arrangement proposed be continued in the future to assist in funding public convenience provision in the longer term.	That the prudential borrowing arrangement proposed be continued in the future to assist in funding public convenience provision in the longer term and that any savings identified from the revenue budget as a result of changes to public convenience provision be reinvested in the service.	Denise Ogden	01 Dec 2007	01 Dec 2007	27 Apr 2010 Agreed	 Completed





Year 2007/08
Investigation School Meals




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/5a That the Authority congratulates the Catering Service and it is commended for the quality, variety and cost of the service it has provided over the years.	A letter has been sent to the Catering Manager, which will be cascaded to all Cooks and Catering Teams and the comment passed through the departments compliment system.	Denise Ogden	01 Dec 2007	01 Dec 2007		<div><div>100%</div></div> Completed
SCR-NS/5b That the Authority fast-tracks the £100k grant funding (otherwise known as 'Jamie Oliver Money') it receives from the Government to support school dinners.	<p>- Catering Service submits a bid to the Healthy Food in Schools Strategy Group in accordance with the terms and conditions of the Standards Fund grant and subsequent guidance from DCSF.</p> <p>- Catering Service works with the Schools Forum to determine on which catering functions the new School Lunch Grant (April 2008) will be used.</p>	Denise Ogden	01 Jan 2008	01 Jan 2008	29 Apr 2010 February 2008 agreed. Grant has been replaced with nutrient standards grant for to support school meal provision.	<div><div>100%</div></div> Completed
SCR-NS/5c That the Catering Manager is involved in the planning and design of any new dining facilities in schools resulting from the Building Schools for the Future programme.	Head of Neighbourhood Management is a member of the extended project team. Consultation mechanisms are in place to ensure the Catering Manager is fully included in the planning and design of any new facility.	Peter McIntosh	31 Jan 2008	31 Dec 2010	<p>09 Jul 2010 Review of sample schemes underway by Government</p> <p>15 Apr 2010 Continued use of NSD specialist staff to support successful delivery of BSF programme.</p> <p>23 Feb 2010 The design process with two bidders began on 4th September 2009 and will end with the submission of the Invitation to Tender by 22nd January 2010. The design</p>	<div><div>27%</div></div> Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					development process is managed through a number of Design User Groups and this involves school representatives and appropriate Council officers and advisers including Assistant Directors (Procurement / Asset Management and Neighbourhood Services).	
SCR-NS/5d That further consultation is undertaken with young people (of all school ages and during term-time) and minority communities of interest or heritage about their views on school meals.	Consultation will be undertaken through the School Nutrition Action Group in schools over a pre-determined programme.	Doreen Wilkinson	01 Jan 2008	01 Jan 2008	29 Apr 2010 School nutrition action groups meet on a regular basis throughout the Town in the majority of schools, at each meeting the standard and quality of the meals are discussed. The groups are usually made up of students staff, parents and catering staff.	 Completed
SCR-NS/5e That the Authority further promotes the advice it provides in relation to healthy packed lunches.	HBC Nutritionist provides all schools with literature to support the Government food standards and healthy food choices for all children on packed lunch. Healthy packed lunch workshops have been provided to parents requesting information and support. Parent's evenings are supported with healthy packed lunch displays.	Claire Watson	01 Jan 2008	01 Jan 2008		 Completed

Year 2007/08

Investigation Transportation Links to Hospital Services and Neighbourhood Services Transport Provision

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/6a That consideration is given to extending the Authority's current concessionary travel scheme to cover free bus usage for carers accompanying disabled people.	Tees Valley wide issue needs consideration and dialogue with other local authorities bus operators.	Alastair Smith	01 Mar 2009	01 Mar 2009	29 Apr 2010 TV Authorities have no plans for concessionary travel for carers. Unilateral introduction would see carers not able to travel back to the town free. The scheme was to be funded from any surplus govt. funding of concessionary fares, that's no longer available	 Completed
SCR-NS/6b That the Council works in partnership with neighbouring Local Authorities, the local PCTs and Foundation Trusts to produce a 'User Friendly Guide for Transport to Healthcare'	Regular meetings have now been organised between PCT's Foundation Trust and Local Authority Staff to discuss these issues.	Alastair Smith	01 Apr 2009	01 Apr 2009		 Completed
SCR-NS/6c That the Council further promotes the use of established community transport schemes in operation locally, including maximising efficiencies through the proposed Integrated Transport Unit	Further enhancement to present Dial-a-Ride service and similar will be considered via ITU. Potential for it to be a phased in approach.	Alastair Smith	01 Sep 2009	01 Sep 2009		 Completed
SCR-NS/6d That the Council explores opportunities to secure the long-term operation of the Health Bus	Further extension to existing service has been agreed for further 3 months.	Alastair Smith	01 Sep 2008	01 Sep 2008	29 Apr 2010 Recent meetings have identified the possibility of J between PCT's. This development will be included as part of the	 Completed



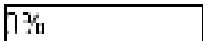
Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
Service, that currently operates between the University of Hartlepool and University Hospital of North Tees sites.					Integrated Transport Unit Development. A meeting early January has been established in order to consider the proposal further.	
SCR-NS/6e That the Council explores opportunities of developing a social enterprise scheme with the third sector to improve access to healthcare services.	All opportunities will be explored via the newly Integrated Transport Unit (ITU).	Alastair Smith	01 Dec 2009	01 Dec 2009	29 Apr 2010 The ITU has increase the number of Service agreements with social enterprise schemes throughout 2009 and is currently providing a add hoc courier service for North Tees Hospital. Further consideration is being given to larger projects in consultation with the HBC Procurement Manager	 Completed
SCR-NS/6f That the current bus service timetable information provided in Hartlepool be further improved such as timetables at bus stops and travel information at healthcare sites.	Present contract when expires will be responsibility of Tees Valley Joint Strategy Unit (JSU). The JSU have been notified of the request via Chief Engineers group.	Alison Wilson	01 Apr 2009	01 Apr 2009	29 Apr 2010 Info. type size at bus stops is limited by timetable cases which are optimum size so as not to provide danger or obstruction. Timetable colour and print revised to make them easier to read. Timetable for Health bus available. Real time information planned	 Completed
SCR-NS/6g That the Hartlepool PCT rolls out a communication programme that ensures all front line staff are made fully aware of the Hospital Travel Cost Scheme and how its is administered.	Regular updates in Staff Newsletter Up2Speed and presentation at Staff Forum. Contact point provided for further information. List of FAQs developed to be forwarded to staff on request. Posters to be developed and distributed to all sites.	Alastair Smith	01 Aug 2008	01 Aug 2008		 Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
	Documentation made available on websites. Liaise with North Tees and Hartlepool NHS Foundation Trust to ensure promotion in internal communications.						
SCR-NS/6h That the Hartlepool PCT ensures that the Hospital Travel Cost Scheme is more widely publicised to patients and the public with information on the scheme.	Posters and leaflets to be developed and distributed to all PCT sites and made available on PCT websites. Media coverage provided to support message. PALS team briefed with full information. Information about the Scheme is included on all patient facing materials produced by the PCT. Distribute information to all independent contractors. Liaise with North Tees and Hartlepool NHS Foundation Trust to ensure promotion in patient information.	Alison Wilson	01 Aug 2008	01 Aug 2008		<div><div>100%</div></div>	Completed
SCR-NS/6i That to ensure that the Hospital Travel Costs Scheme runs effectively together with easier access to healthcare premises.	Ongoing communication to take place between all interested parties to address the identified needs. As previously stated dialogue between representatives from Hartlepool Primary	Alastair Smith	01 Dec 2008	01 Dec 2008	29 Apr 2010 Ongoing communication, this item is linked with the development issues ref NS/07-8/6b	<div><div>100%</div></div>	Completed


Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
	Care Trust and Hartlepool Borough Council.					
SCR-NS/6j That the North Tees and Hartlepool NHS Foundation Trust works with Hartlepool Borough Council and affected neighbouring authorities in assessing the accessibility of any proposed new hospital site.	The Trust are part of HBC's Integrated Transport Unit and are working with Council Officers to develop a Transport Strategy for the proposed new hospital. A Transport Manager is to be appointed by the Trust to further develop this work. Specialist Transport consultants have been appointed also.	Kevin Oxley	01 Mar 2009	01 Mar 2009		<div><div>100%</div></div> Completed

Year 2008/09**Investigation** Coastal Defence and Shoreline Management in Hartlepool


Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/8a That the Portfolio Holder for Neighbourhoods and Communities lobby the Government to increase the funding available for coastal protection works.	Grant aid is currently managed by the Environment Agency on behalf of DEFRA. Lobbying can be undertaken at a regional level at Newcastle or at a national level at London as part of the National Review Group meeting (NRG). Lobbying will have to	Dennis Hancock	31 Dec 2010	31 Dec 2010	23 Feb 2010 The Seaton Carew Strategy Study is to be presented to the Environment Agency's National Review Group in April 2010.	<div><div>1%</div></div> Assigned




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
	be undertaken at the correct point in time for each individual project.					
SCR-NS/8b That the Council undertakes a further assessment of the potential funding streams available for coastal protection works and considers whether further funding can be obtained from other sources.	Officers will use the networking of the North East Coastal Group (NECG) to explore all potential funding streams that might have the potential to be used for assisting with coast protection works.	Dennis Hancock	31 Dec 2009	31 Dec 2009	23 Feb 2010 Potential funding streams are currently being explored and this will continue into the future.	 Overdue
SCR-NS/8c That the Council continues to promote climate change and involves local residents in raising awareness of the effects it has on Hartlepool's coastline.	All coast protection studies follow a methodology as set out by DEFRA on behalf of the Government. A key thread that runs through all such studies is the need to strongly include climate change and in particular sea level rise as key drivers for coast protection works. All such studies have an allowance for consultation with many statutory bodies including the public and there are public exhibitions where the awareness of all issues is raised.	Dennis Hancock	31 Dec 2010	31 Dec 2010	23 Feb 2010 Continuing to promote the impact of climate change and its effect on Hartlepool's coastline.	 Assigned
SCR-NS/8d That the Council establishes the potential risks and implications associated with the loss of the	The Heugh Breakwater has been examined in some detail as part of both the Headland Strategy Study and the	Dennis Hancock	30 Jun 2009	01 Dec 2011	23 Feb 2010 The Headland Strategy Study is due for review in 2011 when further consideration will be given.	 Assigned




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
Heugh Breakwater infrastructure and communicates this to members of the public to alleviate concerns.	<p>Shoreline Management Plan II.</p> <p>The potential risks and implications are well understood.</p> <p>During the forthcoming public exhibition in respect of the Town Wall study, the issue of the breakwater in relation to the Town Wall will be a important part of the consultant's presentation.</p>					
SCR-NS/8e That the Council continues to evaluate the risks of developing on sites which could potentially be at risk of coastal erosion in order to ensure the sustainability of future building developments.	<p>The Shoreline Management Plan II that covered the entire Hartlepool coastline determined erosion contours for the next hundred years. These identify parts of the coastline where coastal erosion is likely to occur.</p> <p>The Strategy Studies which are the next level down in the hierarchical system used by the Environment Agency look at such vulnerable areas in more detail and identify potential solutions.</p> <p>These studies will assist the planning process in ensuring that potential</p>	Dennis Hancock	31 Mar 2010	31 Mar 2010	23 Feb 2010 Seaton Strategy Study currently ongoing, review of the Headland Strategy Study planned for 2011.	<div>13</div> <div>Overdue</div>



Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
	developments will be sustainable.					
SCR-NS/8f That the Council continues to consult extensively with local residents on current / future coastal studies and where appropriate holds such consultation events in the locations covered by the relevant study.	<p>The Seaton Carew public exhibition was held at the Staincliffe Hotel and was well attended by members of the public.</p> <p>The forthcoming public exhibition associated with the Town Wall project will be held at the Borough Hall.</p> <p>All future public exhibitions will be located as near as possible to the areas covered by the studies.</p>	Dennis Hancock	30 Jun 2009	01 Apr 2010	23 Feb 2010 The second public consultation meeting for the Strategy Study was held in the Staincliffe Hotel. The Town Wall meeting was held at the Borough Hall. A further public meeting for the Town Wall Study will be held in the Borough Hall early 2010.	 Overdue

Year 2008/09**Investigation** Condition of Highways in Hartlepool

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/7a That the Council develops a strategy to achieve a planned approach to highways maintenance as opposed to a reactive approach.	<p>Strategy to be developed to give Council options to provide a minimum service level; a fair service level; a good service level; or an excellent service level.</p> <p>Council to select appropriate strategy dependant on affordability.</p>	Mike Blair	01 Jun 2010	01 Jun 2010	<p>14 Apr 2010 An interim strategy was reported to and approved by the Portfolio Holder in August 2009. Longer term strategy will be developed based on the contents of this report</p> <p>23 Feb 2010 An interim strategy will be presented to portfolio holder in August 2009 whilst the long term strategy incorporating the different levels of service is</p>	 Overdue

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					being developed for 2010.	
SCR-NS/7b That the Council strengthens existing working relations with the Utility Companies and continues to facilitate regular meetings to focus on common objectives aimed at improving standards.	The existing working relationship with the Utilities is determined by the Traffic Management Act 2004. It includes regular meetings to exchange programmes and other information to enable roadworks to be coordinated. Since 1/4/2008, the Council has been obliged to treat the utility work and its own work with parity. This means that the Council is subject to the same noticing regime as the Utility companies.	Mike Blair	01 Feb 2009	01 Feb 2009	29 Apr 2010 Regular meetings continue to take place with the utility companies to discuss operational issues as per the requirements of the Traffic Management Act 2004	 Completed
SCR-NS/7c That the Council develops a formal working arrangement with contractors to involve them at an earlier stage in the design, planning and preparation processes for future highway maintenance and scheme works.	Client Officers to contact Highway Services at scheme inception. Contractor involvement to run in conjunction with Consultant involvement. Decisions on materials and working methods to be made jointly between Client, Consultant and Contractor.	Jon Wright	01 Feb 2009	01 Feb 2009	29 Apr 2010 Yes we do now have a more firm line of communication and involvement between client and contractor.	 Completed
SCR-NS/7d That the Council explores the possibility of using recycled materials in schemes to reduce tender prices and to minimise the	This is already integral to the existing service, but in conjunction with recommendation (c), recycling requirements to be written into all new scheme briefs.	Jon Wright	01 Feb 2009	01 Feb 2009	29 Apr 2010 The tender documentation was put together by the Engineering Consultancy section and does contain the use of recycled material where and when appropriate. The	 Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
environmental impact.	Clients, Consultants and Contractors to contribute to developing scheme specific requirements.				current contract commenced October 2008 and will run until March 2011.		
SCR-NS/7e That the Council explores opportunities to further promote / publicise the future maintenance works of both the Council and the Utility Companies to raise public awareness	Publicity is already provided informing ward members and members of the public of forthcoming works as part of the service delivery package. In future, the annual portfolio report which identifies the forthcoming year's programme will be publicised as soon as it is approved to raise public awareness.	Jon Wright	01 Feb 2009	01 Feb 2009	29 Apr 2010 All publicity achieved		Completed
SCR-NS/7f That Ward Councillors are provided with advance notification of any future maintenance works due to be carried out in their respective Wards.	Advance notification is already provided informing ward members and members of the public of forthcoming works as part of the service delivery package. In future, the annual portfolio report which identifies the forthcoming year's programme will be provided to ward members as soon as it is approved to give longer term advanced warning.	Jon Wright	01 Mar 2009	01 Mar 2009	29 Apr 2010 All Ward Cllrs notified		Completed
SCR-NS/7g That the Council consults with local support groups	Programme of meetings to be confirmed.	Jon Wright	01 Apr 2009	01 Apr 2009	29 Apr 2010 Since the dismantlement of the Hartlepool Access Group		Completed



Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
and the public at set times of the year to improve the positioning of drop kerbs / tactile pavements.					there has been no local group to involve. There is another group being formed and when this is up and running we will then involve them in the selection process. However all locations are decided on information provide members of the public and are presented at each of the three consultative forums.	
SCR-NS/7h That the income generated from the charges imposed on the Utility Companies be redirected into the highways maintenance budget.	Any income generated from charges imposed on the Utilities are used to part fund the Street Works Service. The use of the monies in any other way would require the Road and Street Works Act (RASWA) service to be alternatively funded.	Mike Blair	01 Mar 2009	01 Mar 2009	29 Apr 2010 Monies generated are used to fund the service at this moment in time. Should the amount generated exceed the requirements these can then be redirected back into the highway maintenance budget	 Cancelled
SCR-NS/7i That the Council reviews the 2009 / 2010 financial contribution from the Highways Service to the Insurance Fund and any reduction in such contribution be redirected to the highways maintenance budget.	The current funding arrangement is designed to provide an overall fund to cover liabilities over a long term. The current level is set to smooth the peaks and troughs that occur over time. Before a reduction could be agreed to the highway contribution, an alternative source of funding would be needed to make up the shortfall or an alternative strategy would be required.	Mike Ward	01 Mar 2010	01 Mar 2010	29 Apr 2010 The current strategy is aimed at achieving a smoothing of peaks and troughs over the long term with the aim of providing a stable cost base for the department and a balanced position for the insurance fund. The current position is anticipated to achieve this balance with the current level of cost recovery from the department. Accordingly the strategy is being achieved and no additional costs are likely for the department, equally the cost of claims on	 Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					the fund is such that no reductions are possible either.	
SCR-NS/7j That the Council integrates Confirm, the highways system with the Customer Relationship Management System in order to improve the accuracy and efficiency of the monitoring and feed back arrangements for customer enquiries.	Hartlepool Connect is currently in the process of identifying an appropriate middleware solution, which will allow the Customer Relationship Management System to integrate to other Council systems, including the Highways "Confirm" system. The Council's E-Government Team, in conjunction with the Contact Centre, are reviewing the options available. Considering system integration in isolation will increase overall costs and on that basis "Confirm" will be considered as part of that options process.	Julie Howard	01 Mar 2010	01 Mar 2010	<p>19 Apr 2010 As planned, the CRM system went live on 1 April 2010. A system integration plan is currently underdevelopment - this will be prioritised to maximise efficiency savings - each integration, subject to resources, will be supported by a sound business case. Confirm will be included within this plan.</p> <p>23 Feb 2010 Hartlepool Connect is in the process of upgrading its Customer Relationship Management (CRM) application. One of the primary benefits of upgrade is that system integration with other applications will be easier and more cost effective. We are confident that the upgrade will be ready for go-live on 1 April 2010. Following this date, we are to develop system integration proposals, which will be prioritised based upon volumes, transaction times and method of integration. The Confirm application will be considered as part of these proposals.</p>	<div>10%</div> <div>Overdue</div>

Year 2009/10

Investigation Car Parking on Estates

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/9a That the Council explores the viability of extending the operational hours of resident parking schemes to include evenings and weekends;	Consider views of Permit user group members. Additional coverage would incur further staffing costs which would need to be recovered through increased permit charges. Last time this was considered residents were unwilling to pay for further coverage. Enforcement hours are currently Mon – Sat 8am-6pm	Philip Hepburn	01 Mar 2011	01 Mar 2011	18 Aug 2010 Permit user group meeting to be scheduled November 2010-	<div><div></div></div> Assigned
SCR-NS/9b That the Council explores ways of publicising the reporting arrangements and points of contact for parking problems;	Publicity to be improved via website, Council A-Z services , and Hartlepool Connect scripted service provision.	Philip Hepburn	01 Mar 2011	01 Mar 2011	18 Aug 2010 Website updates are scheduled to take place in Jan 2011-	<div><div></div></div> Assigned
SCR-NS/9c That the Council explores with Housing Hartlepool ways of providing off – street parking and the funding options available;	Contact Housing Hartlepool to access the possibility of funding towards the provision of hard verges or parking lay-bys on former Council estates	Mike Blair; Peter Frost	01 Mar 2011	01 Mar 2011	18 Aug 2010 Housing Hartlepool have match funded previous hard verge/ parking lay-by schemes, and discussions take place regarding the possibility of further joint working when suitable schemes arise.	<div><div>100%</div></div> Completed
SCR-NS/9d That the Council examines the possibility, where practicable, to introduce one-way systems for the residential streets where parking on both	Where residents are in favour and where funding is available consideration will be given to the introduction of one-way streets and associated traffic calming	Peter Frost	01 Mar 2011	01 Mar 2011	17 Aug 2010 Any requests received for one way streets will be assessed in conjunction with the emergency services and other organisations via the Council's Traffic Liaison Group. Where a scheme is	<div><div>100%</div></div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
sides of the road restricts access to single file traffic;					found to be appropriate, consultation will then take place with residents and ward councillors.	
SCR-NS/9e That the Council as part of its planning process includes a requirement for all school developments to have adequate 'drop – off' and parking areas for parents and visitors; and	Conditions to be required through Planning process for the provision of "drop-off" facilities where this is physically possible, for all school developments.	Mike Blair; Peter Frost	01 Mar 2011	01 Mar 2011	18 Aug 2010 Drop off facilities are considered at the planning stage of all school developments, and where appropriate are incorporated into the design.	 Completed
SCR-NS/9f That the Council develops a process to monitor and review the impact of the Minor Works funding allocation available to each individual Neighbourhood Consultative Forum on a ward basis	The Neighbourhood Coordinators in each of the three forum area will take photographs before and after the parking scheme is delivered to demonstrate the impact within the community. During the financial year each forum area is monitored by the Neighbourhood Manager with regard to the spend in each ward and a table is produced at year end to indicate the scheme type and costs per ward.	Jon Wright	01 Mar 2011	01 Mar 2011	03 Aug 2010 Forum schemes are late this year due to elections however this will take place	 Assigned

Year 2009/10
Investigation Climate Change and Carbon Management

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-NS/11a That the Council lobby Central Government for additional funding to enable further energy saving initiatives to be delivered locally;	Take recommendations for funding to Tees Valley Climate Change Partnership, and if necessary, consult Government Office North East to add strength to lobbying efforts. Discussions to take place at Tees Valley Climate Change Partnership, resulting in drafting of letter to Minister responsible.	Paul Hurwood	01 Sep 2010	01 Sep 2010	15 Jul 2010 Raised informally at TV Climate Change Partnership. Will ask for this to be discussed as a formal agenda item at future meeting. Cllr Thomas, as Chair of NS Scrutiny Forum, has rightly suggested involving Iain Wright MP. This will be done, and other Tees Valley authorities will be encouraged to do the same.	<div><div></div></div> 27% Assigned
SCR-NS/11b That the Council continue to work with schools and businesses to support and encourage them to reduce their energy usage;	Work with schools will continue during 2010/11, by the end of which, all schools will have achieved Bronze Eco-School status. In order for schools to be engaged, it will be vital that the Child & Adult Services Department is fully involved in all work within schools. The Tees Valley Green Business Network and Awards Scheme will allow for further work to be carried out with businesses from 2010/11 onwards.	Helen Beaman	01 Mar 2011	01 Mar 2011	16 Jul 2010 In total 32 schools within the Borough have gained ecoschools status, this has meant that Hartlepool is 7th Nationally with regards to schools signed up to the programme. 17 schools have bronze status, 13 have silver and 2 have the prestigious green flag.	<div><div></div></div> 77% Assigned
SCR-NS/11d That the Council explore further ways to publicise climate change and work with the Hartlepool Voluntary Development Agency	Steps will be taken to extend the membership of the Hartlepool Climate Change Working Group, which sits beneath the Environment	Paul Hurwood	01 Sep 2010	01 Sep 2010	15 Jul 2010 Housing Hartlepool have employed an Environmental Sustainability Co-ordinator, who has accepted invitation to join the working group. HVDA will be encouraged to	<div><div></div></div> 27% Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
and the wider voluntary and community sector	Partnership.				join to represent the community and voluntary sector. Expanding the membership of the group will continue to be an item for discussion at meetings of the working group.	
SCR-NS/11d That the Council explore further ways to publicise climate change and work with the Hartlepool Voluntary Development Agency and the wider voluntary and community sector	An event will be held in partnership with HVDA, and a voluntary sector climate change action plan will be drafted as a result. Follow up discussions will be held with voluntary sector to ensure and monitor success.	Paul Hurwood	01 Jul 2010	01 Jul 2010	15 Jul 2010 Climate Change presentation has been produced and will be delivered to Community Network on 20th July. Follow up workshop planned for August. Promotional material sent out to gauge interest.	<div><div></div></div> 27% Overdue
SCR-NS/11e That the Council publicise their climate change targets along with how the public can help to achieve these targets;	Climate change targets and actions will be publicised, as well as associated successes. The Press Office will be kept informed of progress to ensure that the community is aware of progress and how they can take action.	Paul Hurwood	01 Mar 2011	01 Mar 2011	15 Jul 2010 Discussed with external partners at Climate Change Working Group meeting. Group will ensure that figures, targets, actions and successes are communicated across the borough.	<div><div></div></div> 10% Assigned
SCR-NS/11f That the Council continue to educate the public and the Council's workforce on how to help reduce energy costs;	Climate change awareness raising activities and displays will be held at various locations.	Paul Hurwood	01 Mar 2011	01 Mar 2011	16 Jul 2010 Hartlepool Schools competed and won Regional Solar Car Challenge. Three Schools Switch Off & Save assemblies delivered in Q1. Green Britain Day event at Hartlepool Powerstation. Keys to success event in partnership with Housing Hartlepool - practical on-site	<div><div></div></div> 15% Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					examples for home energy efficiency. Brougham Centre Health Event - attended with climate change/energy efficiency information stall.	
SCR-NS/11f That the Council continue to educate the public and the Council's workforce on how to help reduce energy costs;	A flagship environmental display will be held at the Tall Ships event, and will bring in partners, including the Energy Saving Trust, to ensure wide reaching coverage.	Kate Ainger	01 Aug 2010	01 Aug 2010	18 Aug 2010 Environmental Display held in Tall Ships Village, engaging members of the public in variety of activities including giving energy saving advice, nature themed family craft activities and challenge perceptions of Hartlepool through the Pride In Hartlepool photographic competition, along with showing a new school environmental action film. Displays held in conjunction with a variety of partners including the Energy Saving Trust, Redcar & Cleveland Borough Council, Tees Valley Wildlife Trust, Teesmouth field centre, Tees Valley local access forum, Dogs Trust, Rossmere Allotments association and a variety of internal Council partners.	<div><div>100%</div></div> Completed
SCR-NS/11f That the Council continue to educate the public and the Council's workforce on how to help reduce energy costs;	A HBC energy/resource awareness campaign will be delivered to engage all employees in carbon management	Paul Hurwood	01 Mar 2011	01 Mar 2011	16 Jul 2010 Work underway to formulate awareness raising campaign based on trial sessions held during 2009/10. Buildings to be visited have been prioritised depending on energy performance to ensure that potential for savings is maximised. Scheme to be	<div><div>10%</div></div> Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					further developed and launched following holiday period to ensure that employees are able to attend sessions.		
SCR-NS/11g That the Council, wherever possible, hold meetings in appropriate size rooms to accommodate the number of people in attendance;	Climate Change Officer to investigate options to ensure that the most suitable venue is used for meetings.	Paul Hurwood	01 Dec 2010	01 Dec 2010	16 Jul 2010 Already being undertaken by majority of staff. Further work will be undertaken in Q2 to ensure that Civic Centre attendant and all employees are aware. Email will be sent to all employees.	<div><div>30%</div></div>	Assigned
SCR-NS/11h That the Council encourage developers to install electric charging points for electric vehicles as part of any new developments;	Work will be undertaken to ensure that developers are aware of the need for electric vehicle charging points, and are encouraged to include these in new developments	Mike Blair; Alastair Smith	01 Mar 2011	01 Mar 2011		<div><div>1%</div></div>	Assigned
SCR-NS/11i That the Council continue to promote cycling initiatives to the public and the workforce	A Sustainable Travel Officer will be appointed to provide cycle training and promotion, as well as to work on school and staff travel plans. Back to Biking training will be offered to employees alongside the forthcoming cycle salary sacrifice scheme. Training will be made available to HBC employees and the general public through the appointment of National Standard	Alastair Smith; Paul Watson	01 Mar 2011	01 Mar 2011	29 Jul 2010 Robert Snowball appointed 19/7/2010 and will deliver sustainable travel issues to HBC staff and the general public.	<div><div>1%</div></div>	Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
	Cycle Trainers					
SCR-NS/11j That the Council explore the feasibility of constructing additional cycling storage facilities in key locations across Hartlepool to encourage people to cycle	Funding is available for the installation of cycle storage at sites around the town. Work will be undertaken to identify suitable locations.	Mike Blair; Alastair Smith	01 Mar 2011	01 Mar 2011		<div><div></div></div> 1% Assigned
SCR-NS/11k That officers explore the feasibility of requesting firms who submit tenders to include information on the carbon footprint of the works being tendered for	Strategic Procurement Manager to investigate options for incorporating carbon footprinting into tender documents, in partnership with other relevant officers.	Graham Frankland; David Hart	01 Dec 2010	01 Dec 2010	03 Aug 2010 This forms part of a series of activities relating to the tender process, i.e. pre-tender risk assessments. Work on pre-tender risk assessments has started and the financial part has been completed.	<div><div></div></div> 5% Assigned

Year 2009/10

Investigation Climate Change and Carbon Management; SCR-NS/11c That the Council explore further ways of working with children and young people to continue to promote climate change and its effects;



Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
	An event will be held for secondary school pupils, covering similar themes to the Environment Roundabout.	Helen Beaman	01 Mar 2011	01 Mar 2011	16 Jul 2010 The format for the secondary schools event is currently being developed and sponsorship will be sought to host the event.	<div><div></div></div> 29% Assigned

Year 2009/10

Investigation Possible Environmental Impacts of Dust Deposits on the Headland and Surrounding Areas

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
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Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/10a That the Council write to the Environment Agency outlining the residents concerns highlighted throughout this investigation;	Letter to be sent from Portfolio Holder to Environment Agency	Adrian Hurst	30 Jun 2010	30 Jun 2010	09 Aug 2010 Draft letter prepared and sent to Portfolio Holder and Chair of NS Scrutiny for approval.	<div><div>50%</div></div>	Overdue
SCR-NS/10b That the Council lobby the Member of Parliament for Hartlepool and the Secretary of State for the Environment for changes to the statutory nuisance law		Adrian Hurst	30 Jun 2010	30 Jun 2010	09 Aug 2010 Draft Letter prepared and sent to Portfolio Holder and Chair of NS Scrutiny for approval.	<div><div>50%</div></div>	Overdue
SCR-NS/10c/i That the Council work with the:- (i) the Environment Agency and Van Dalen to review and improve Van Dalen's Dust Management Procedures to minimise emissions from the site; and	Series of meetings to be set up with relevant parties in order to agree a course of action.	Adrian Hurst	31 Jul 2010	31 Jul 2010	13 Jul 2010 first meeting held 24th June 2010. Next meeting TBA September.	<div><div>100%</div></div>	Completed
SCR-NS/10c/ii That the Council work with the the Environment Agency and PD Ports to enhance their dust suppression arrangements	Series of meetings to be set up with relevant parties in order to agree a course of action.	Adrian Hurst	31 Jul 2010	31 Jul 2010	13 Jul 2010 Meetings set up. First meeting held with all parties on Thursday 24th June 2010. Next Meeting TBA for September	<div><div>100%</div></div>	Completed
SCR-NS/10d That Council Officers be instructed to pursue action for a statutory nuisance claim whilst recognising that this goes against professional advice;	Officers opinion at this time is that there is no evidence of a statutory nuisance. To take any action the collection of new evidence would be required	Sylvia Pinkney	30 Nov 2010	30 Nov 2010	11 Aug 2010 Due date changed to November 2010 to reflect Cabinet's comment that this request was against professional advice backed up with a further recommendation that the Council lobby the	<div><div>0%</div></div>	Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					Member of Parliament for Hartlepool and the Secretary of State for the Environment to change the statutory nuisance law. However, it was noted that this issue be revisited by Cabinet in 6 months time in view of the new monitoring arrangements to be put in place.	
SCR-NS/10d That Council Officers be instructed to pursue action for a statutory nuisance claim whilst recognising that this goes against professional advice;	Service of Statutory Nuisance Notice dependant on evidence.	Sylvia Pinkney	30 Nov 2010	30 Nov 2010	11 Aug 2010 Due date changed to November 2010 to reflect Cabinet's comment that this request was against professional advice backed up with a further recommendation that the Council lobby the Member of Parliament for Hartlepool and the Secretary of State for the Environment to change the statutory nuisance law. However, it was noted that this issue be revisited by Cabinet in 6 months time in view of the new monitoring arrangements to be put in place.	 Assigned
SCR-NS/10d That Council Officers be instructed to pursue action for a statutory nuisance claim whilst recognising that this goes against professional advice;	Preparation of case file for any appeal	Sylvia Pinkney	30 Nov 2010	30 Nov 2010	11 Aug 2010 Due date changed to November 2010 to reflect Cabinet's comment that this request was against professional advice backed up with a further recommendation that the Council lobby the Member of Parliament for Hartlepool and the Secretary of State for the	 Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					Environment to change the statutory nuisance law. However, it was noted that this issue be revisited by Cabinet in 6 months time in view of the new monitoring arrangements to be put in place.		
SCR-NS/10e That the Council facilitate discussions with Van Dalen to reinstate the informal agreement made between Van Dalen and residents on a maximum height for the scrap metal;	Set up meeting with relevant parties to reach an agreement on the maximum height for the storage of scrap metal.	Adrian Hurst	31 Jul 2010	31 Jul 2010	09 Aug 2010 Meetings arranged with Van Dalen's, PD Ports and The Environment Agency. First meeting held on 24th June 2010.	<div><div>75%</div></div>	Overdue
SCR-NS/10f That the Council explores with the relevant companies the option of moving the scrap metal and all the cargoes; and provides an update to Cabinet on the discussions which have been undertaken within three months;	Series of meetings to be set up with relevant parties in order to conclude or reach an agreement on any options for moving the scrap metal and other problematic cargos from the Port.	Dave Stubbs	31 Aug 2010	31 Aug 2010	03 Aug 2010 Meetings are taking place.	<div><div>40%</div></div>	Assigned
SCR-NS/10g That the Council carries out intense investigation and monitoring to collect evidence of dust deposits;	Hire / purchase of temporary monitoring equipment.	Adrian Hurst	31 Jul 2010	31 Jul 2010	09 Aug 2010 Equipment purchased and delivered. Arrangements in hand to install equipment at sites on Town Wall, Northgate and Ferry Road. 13 Jul 2010 Equipment Ordered on 21st June 2010. awaiting delivery.	<div><div>95%</div></div>	Overdue
SCR-NS/10g That the Council carries out intense investigation	Purchase of permanent monitoring equipment	Adrian Hurst	31 Aug 2010	31 Aug 2010	09 Aug 2010 Approval obtained to purchase equipment and permanent	<div><div>95%</div></div>	Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
and monitoring to collect evidence of dust deposits;					monitoring equipment ordered. Delivery expected before the end of September 2010.	
					13 Jul 2010 Quotations for equipment obtained. Report to be taken to Portfolio Holder and Contracts Scrutiny Panel as equipment purchase is urgent and therefore we have gone outside of procurement rules.	
SCR-NS/10g That the Council carries out intense investigation and monitoring to collect evidence of dust deposits;	Explore use of CCTV for monitoring activities on the Port	Adrian Hurst	31 Jul 2010	31 Jul 2010	13 Jul 2010 Quotes for equipment obtained and site identified.	<div><div>50%</div></div> Overdue
SCR-NS/10g That the Council carries out intense investigation and monitoring to collect evidence of dust deposits;	Employment of additional staff for 3 months to assist in investigation and collection of evidence.	Sylvia Pinkney	30 Jun 2010	30 Jun 2010	16 Jul 2010 Post advertised .	<div><div>27%</div></div> Overdue
SCR-NS/10h/i That the Council, in relation to monitoring consult with residents to identify a suitable location for the new monitoring station;	Site visit with residents to identify possible locations Report back to residents on final location.	Adrian Hurst	30 Jun 2010	30 Jun 2010	09 Aug 2010 Agreed a possible location on Town Wall for permanent monitoring station with the residents. In the process of negotiating the siting with Council's conservation officer.	<div><div>50%</div></div> Overdue
SCR-NS/10h/ii That given residents concerns regarding the effectiveness of the evidence received from Petri dishes they ceased to be used and	Process started to identify alternative temporary monitoring equipment	Adrian Hurst	31 Jul 2010	31 Jul 2010	13 Jul 2010 New equipment ordered 21st June 2010	<div><div>100%</div></div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
alternative methods of collecting samples be explored;							
SCR-NS/10h/ii That given residents concerns regarding the effectiveness of the evidence received from Petri dishes they ceased to be used and alternative methods of collecting samples be explored;	Report back to residents on final location	Adrian Hurst	31 Aug 2010	31 Aug 2010	09 Aug 2010 Informed residents that if we cannot for any reason locate the monitor on the preferred site on the Town Wall we will consult them on alternative locations.	<div><div>10%</div></div>	Assigned
SCR-NS/10h/iii That residents be encouraged to carry out their own monitoring and continue to report their findings back to the Council and Environment Agency	Letter to residents from Portfolio Holder encouraging them to continue to report incidents. Set up dedicated mail box	Adrian Hurst	30 Jun 2010	30 Jun 2010	12 Aug 2010 Letter sent.12/08/10	<div><div>100%</div></div>	Completed
SCR-NS/10h/iv That the Council produce a guide for residents on sampling including the most effective ways to collect samples	Advice leaflet to be produced	Adrian Hurst	30 Jun 2010	30 Jun 2010	09 Aug 2010 -- enter new status update -- 09 Aug 2010 Advice leaflet in the process of being finalised ready for printing and distribution.	<div><div>50%</div></div>	Overdue
SCR-NS/10i That the Council produce a document in consultation with residents that clarifies the remit and contact details for all the relevant organisations;	Advice leaflet to be produced	Adrian Hurst	30 Jun 2010	30 Jun 2010	09 Aug 2010 Advice leaflet in the process of being finalised ready for printing and distribution.	<div><div>50%</div></div>	Overdue
SCR-NS/10j That residents of the Headland and surrounding areas be	Quarterly update to be provided to residents	Adrian Hurst	30 Jun 2010	30 Jun 2010	09 Aug 2010 Residents updated on provision and siting of monitoring equipment.	<div><div>25%</div></div>	Overdue

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
kept up to date on the progress of all recommendations; and							
SCR-NS/10k That Members of the Neighbourhood Services Scrutiny Forum and residents be invited to attend the meeting of the Health Scrutiny Forum when it considers the additional information which has been requested from Professor Kelly.	The Health Scrutiny Forum is awaiting response from Executive Director of Public Health for NHS Tees. When the Health Scrutiny Forum considers the additional information the Neighbourhood Services Scrutiny Forum and residents will be invited to attend that meeting.	Laura Stones	31 Mar 2011	31 Mar 2011	11 Aug 2010 On target to meet agreed deadline	<div> <div>50%</div> </div>	Assigned