

CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM AGENDA



**PLEASE NOTE : RESIDENT REPRESENTATIVE ELECTION TO BE HELD
AT 1.30 pm PROMPT**

Thursday, 21 October 2010

at 2.00 pm

**in the Council Chamber,
Civic Centre, Hartlepool**

MEMBERS: CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM:

Councillors Aiken, S Akers-Belcher, Brash, Cranney, Hall, Ingham, Laffey, Lauderdale, London, Maness, Morris, Payne, Richardson, Shaw, Simmons, Sutheran, H Thompson, Wells and Worthy

Resident Representatives: Ted Jackson, Robert Farrow, Peter Goodier, Evelyn Leck, Brenda Loynes, Steven Mailen, Brian McBean, Julie Rudge and Hilda Wales

- 1. WELCOME AND INTRODUCTIONS**
- 2. APOLOGIES FOR ABSENCE**
- 3. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
- 4. MINUTES**
 - 4.1 To confirm the minutes of the meeting of the Central Neighbourhood Consultative Forum held on 19 August 2010
 - 4.2 Matters arising

5. PUBLIC QUESTION TIME and WARD ISSUES

Foggy Furze
Grange
Park
Rift House
Stranton
Burn Valley
Elwick

6. ITEMS FOR DECISION

- 6.1 Central Neighbourhood Consultative Forum Minor Works Proposals October 2010 – *Neighbourhood Manager*

7. ITEMS FOR CONSULTATION

- 7.1 Presentation on Tree Strategy Consultation – *Arboricultural Officer*
7.2 Presentation on Choice Based Lettings – *Housing Hartlepool*
7.3 Presentation on Parking Strategy – *Parking Services Manager*

8. ITEMS FOR DISCUSSION AND/OR INFORMATION

- 8.1 Putting People First – *Strategic Commissioner – Working Age Adults*
8.2 Presentation on Neighbourhood Services Scrutiny Forum Investigation into 20's Plenty – Traffic Calming Measures – *Chair of NSSF*

9. DATE, TIME AND VENUE OF NEXT MEETING

The next meeting of the Central Police and Community Safety Consultative Forum will take place on Thursday, 11 November 2010 at 10am at Belle Vue Community Sports and Youth Centre, Kendal Road

The next meeting of the Central Neighbourhood Consultative Forum will take place on Thursday, 16 December 2010 at 10am in the Council Chamber, Civic Centre.

WARDS

Burn Valley
Elwick
Foggy Furze
Grange
Park
Rift House
Stranton

***CENTRAL NEIGHBOURHOOD
CONSULTATIVE FORUM***

19th August 2010

MINUTES OF THE MEETING



The meeting commenced at 6.00 pm in the Civic Centre, Hartlepool

PRESENT:

Chair: Councillor Kevin Cranney - Foggy Furze Ward

Vice-Chair: Evelyn Leck (Resident Representative)

Councillor Stephen Akers-Belcher	- Rift House Ward
Councillor Jonathan Brash	- Burn Valley Ward
Councillor Gerard Hall	- Burn Valley Ward
Councillor Peter Ingham	- Stranton Ward
Councillor Pauline Laffey	- Park Ward
Councillor Frances London	- Foggy Furze Ward
Councillor Sarah Maness	- Grange Ward
Councillor Dr George Morris	- Park Ward
Councillor Carl Richardson	- Grange Ward
Councillor Jane Shaw	- Stranton Ward
Councillor Hilary Thompson	- Elwick Ward
Councillor Ray Wells	- Park Ward
Councillor Gladys Worthy	- Rift House Ward

Resident Representatives:

Bob Farrow, Peter Goodier, Ted Jackson, Evelyn Leck, Brenda Loynes, Steven Mailen, Brian McBean, Julie Rudge and Hilda Wales.

Public: J D Crump, G Harrison, Gordon Johnson, Stella Johnson, Jean Kennedy, D Kirkwood, Linda Pine, M Mansfield, Ray Waller and H Wells

Council Officers: Clare Clark, Neighbourhood Manager (Central)
Jon Wright, Neighbourhood Co-ordinating Manager
Gemma Day, Principal Regeneration Officer
Irene Cross, Neighbourhood Development Officer (Central)
Jo Wilson, Democratic Services Officer

Housing Hartlepool Representative: Mark Dutton

New Deal for Communities Representative: E Eglintine

Police Representatives: Inspector Broughton and Sergeant Westmoreland

11. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Martyn Aiken, Robbie Payne, Chris Simmons and Gladys Worthy.

12. TO RECEIVE ANY DECLARATIONS OF INTEREST FROM MEMBERS

None

13. MINUTES OF THE CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM HELD ON 1st JULY 2010

Confirmed with the following amendments:

Public Question Time – Elwick – “Gulleys in the North Close needed flushing out *and repairing*” (Councillor Hilary Thompson)

Public Question Time – Park – “Anti-social behaviour at the rear of *Hillston Close*” (Resident Representative Brenda Loynes)

14. MATTERS ARISING

Agenda – Councillor Pauline Laffey asked that in future any items for decision such as minor works be moved higher up the agenda in order to avoid problems with quorum. The Chair confirmed that this would happen at this meeting. In future items for decision would be scheduled to immediately follow Public Question Time and Ward Issues.

Grange Conservation Area – Speaking on behalf of Resident Ray McAndrew Councillor Jonathan Brash advised that he was not satisfied with the response he had received on this issue. Mr McAndrew felt there needed to be a clear statement that there would definitely be no

retrospective action taken against residents who had unknowingly contravened regulations due to the delay in explanatory leaflets being provided

Co-op Building, Park Road – Speaking on behalf of resident Ray McAndrew Councillor Jonathan Brash highlighted the continued substandard pointing work on this building. Mr McAndrew felt that the work should have been better given the listed nature of the building.

Transport Interchange – Resident Ray Waller highlighted that the transport interchange had been closed for the duration of the Tall Ships despite having only been opened shortly before that. Passengers had also been left waiting in vain for transport.

Speeding traffic in The Oval, Glendale Avenue and Grange Avenue – Councillor Sarah Maness requested an update.

Rift House Recreation Ground – Councillor Stephen Akers-Belcher highlighted that despite agreement being given in principle that a public meeting would take place in order to consult with residents on this issue so far nothing had happened. If this did not take place the ombudsman would be advised. Councillor Hilary Thompson, as Portfolio Holder for Culture, Leisure and Tourism, would take this on board and come back to him.

Marlowe Road – Councillor Stephen Akers-Belcher queried whether Housing Hartlepool had been approached to rectify the churned grass verges and tarmac. Mark Dutton, of Housing Hartlepool, to come back to Councillor Akers-Belcher directly on this issue. A site visit would also be arranged.

Ward Jackson Park – Resident Representative Brenda Loynes

acknowledged that there were designated fishing areas in the park pond, however she was still concerned that ducks and other wildlife were becoming tangled in fishing lines. She also advised that the park had been open after dusk recently. The Chair indicated this may have been due to the fact that workers were dosing other parks in the town but would check this.

Minor Works Budget – Councillor Hilary Thompson reported that the replacement of trees in Elwick referred to Elwick Rise. Councillor Ray Wells commented that he felt £400 per tree was excessive. The Neighbourhood Manager advised that this would be discussed as part of Minor Works later in the meeting.

Ownership of more than 4 dogs – Resident Jean Kennedy commented upon the assertion that provided the animals were in good health more than 4 dogs could be owned by 1 person. She referred to a previous incident when her dog had been attacked by a pack of 4 dogs owned by 1 person which were allowed to roam free. Those dogs may be healthy but hers was not. The Chair to pass these comments on.

**15. MINUTES OF THE CENTRAL AREA
POLICE AND COMMUNITY
SAFETY CONSULTATIVE FORUM
HELD ON 29th JULY 2010**

Received

**16. CENTRAL NEIGHBOURHOOD
FORUM MINOR WORKS BUDGET –
AUGUST 2010**

The Neighbourhood Manager reported that £66,935 of the total available for 2009/10 (£87,000) had been committed to date. However a previous approval in relation to tree planting in Elwick had been committed erroneously and £1,600 had therefore been returned to the Minor

Works Budget. This left £21,665 available to spend for the remainder of the financial year.

The following schemes were submitted for recommendation to the Portfolio Holder:

Elwick Village – drainage work at the play area - £2,590

Resident Ray Waller referred to flooding problems generally across Hartlepool and the impact that tarmac on grass verges had on this. He felt it might be prudent to have a report to the forum on these issues. The Chair agreed and would request an update from the Highways, Traffic and Transportation Manager. The Neighbourhood Co-ordinating Manager commented that legislation which the public had to follow before installing block paving or gravel did not apply to Local Authorities however it was always considered.

Eltringham Road – creation of two shrub beds to improve aesthetics and create a safer play area - £600

Councillor Carl Richardson referred to a previous request for a gate. The Neighbourhood Manager to investigate this but would require planning permission for a change of use. Councillor Jonathan Brash expressed his support for the proposal and urged officers and public not to demonise children playing football as being anti-social. Children should not be restricted from using green space. This was supported by Councillor Gerard Hall and Resident Ray Waller.

Victoria Road – planting of 7 trees near Barbara Mann Court - £1,100

Park Ward – planting of 4 trees near to Elwick Rise – members were asked to note that permission had previously been given for 4 trees to be planted in Elwick

Village. However it had come to the attention of officers that the area in question fell within the Park Ward rather than Elwick Ward as had previously been reported. For that reason the monies had been returned to the budget and members were being asked to reconsider the request for funding in light of this new information - £1,600

Councillors Pauline Laffey and Ray Wells both objected to the use of Minor Works funding for this project saying £400 per tree was excessive and they would prefer to see the money spent on a crossing at the top of Wooler Road. The Chair indicated that if ward members did not wish to use the monies for the use indicated they would not be able to transfer the money to another project without the approval of the Forum. Councillor Stephen Akers-Belcher referred to the recent purchase of 50 trees for £1,000 by the Rift House East Residents Association. It was agreed that this and the previous scheme should be deferred for further price checks

Decision

That the following schemes be recommended for approval by the Portfolio Holder:

- Elwick Village – drainage works - £2,590
- Eltringham Road – improvements to open piece of land - £600

That the following schemes be deferred pending further information:

- Victoria Road – replacement of trees - £1,100
- Elwick Rise – replacement of trees - £1,600

17. PUBLIC QUESTION TIME AND WARD ISSUES

Burn Valley

Linear Park – Resident Ray Waller asked that the trees be replaced by New Deal for Communities

Field at the top of Elwick Road – on behalf of resident Ray McAndrew Councillor Jonathan Brash advised that a metal fence had recently been removed from a field used by horses but the poles had been left in the ground. He asked that this be checked as it could be a danger to animals and the public.

Tall Ships – Councillor Jonathan Brash indicated that resident Ray McAndrew had asked for his complements to be passed on for a wonderful event. However Mr McAndrew had expressed disappointment at the lack of national news coverage of the event.

20 mph zones – Resident Ray Pocklington requested better signage. Councillor Jonathan Brash reported that he had asked for signage on both sides of the road some time ago but this had not been actioned. He requested that the traffic team be advised. Mr Pocklington suggested that the whole town should be a 20mph zone and the Chair indicated that this was the subject of a forthcoming investigation by the Neighbourhood Services Scrutiny Forum. These comments would be fed back to the forum.

Flooding and sewage – The Vice-Chair highlighted problems with bad smells caused by flooding on Stockton Road. She also asked that the drainage system on the gullies be cleaned out. The Neighbourhood Co-ordinating Manager gave technical reasons for the increase in sewage smells at the bottom of the beck. The problem would be highlighted with

Northumbrian Water but to put it right would require substantial investment. The Vice-Chair highlighted that half the water bill was for sewage and felt that money should be used. Councillor Ray Wells indicated that he was opposing a development at Tunstall Farm which would lead to excess water in the Burn Valley area. In terms of the gullies the Neighbourhood Co-ordinating Manager advised that the contract services clean them at least once a year.

Burn Valley North Residents Association – Councillor Ged Hall complemented their organisation of a fun day at the end of July. Councillor Jonathan Brash highlighted the exemplary work of the Neighbourhood Development Officer.

Dog Control Orders – Councillor Ged Hall indicated that resident Ray McAndrew had queried whether Dog Control Orders would be part of a scrutiny investigation this year. The Neighbourhood Manager reported that the Neighbourhood Services Scrutiny Forum had decided not to include this on their work programme. Councillor Jonathan Brash requested that given this a special meeting be set up to look into the issues surrounding Dog Control Orders as while people agreed with the idea in principle many dog owners felt persecuted

Elwick

Caravan Park and Mayfield House – Resident Representative Steven Mailien advised that shrubbery in the middle of the hairpin bend on the road between the Caravan Park and Mayfield House was causing a hazard to traffic. This was noted.

Lamp post – Resident Representative Steven Mailien indicated that a lamp post

in the village which had recently been replaced was still faulty.

Speeding traffic – Councillor Hilary Thompson requested a speed indicator be installed in the village

Foggy Furze

Resident Representative Bob Farrow thanked the Neighbourhood Co-ordinating Manager for his work since the last Forum. He commented that while dog fouling was still a problem the smells from the industrial area were improving. He also referred to recent legal moves against Easy Skips.

Tall Ships – Councillor Frances London complemented everyone involved in providing such a boost to the town.

Grange

Landlord licensing – Resident Representative Brian McBean expressed concern and disappointment at the length of time the landlord licensing scheme was taking to be implemented. Five pilot areas had been chosen but only 125 landlords had signed and the longer it took in the pilot areas the longer it would take to filter through to other areas. The Neighbourhood Manager indicated that following similar concerns the New Deal for Communities steering group had demanded an immediate evaluation of the scheme.

St Paul's Road – Resident Representative Brian McBean queried whether houses with scaffolding were being renovated as part of a grant scheme. The Neighbourhood Manager thought this could be part of the Open Doors Project but would check. Resident Representative Mr McBean suggested that the Mayor might want to consider including certain properties in that area on his grot spots list and look at possible

compulsory purchase orders. The Neighbourhood Manager indicated that these properties were already on the grot spots list and the landlord was constantly being approached by officers to clean them.

Sheriff Street – Councillor Carl Richardson referred to a facebook advertised party. As the area was a no alcohol zone he questioned the lack of prosecutions. The police representative would speak to Councillor Richardson regarding this matter.

Park

Tunstall Court – Resident Representative Ted Jackson highlighted problems with anti-social behaviour and vandalism and requested a report from the planning department on this issue. Councillor Ray Wells confirmed that the developer would be lodging plans with the planning department in the next few days. He understood the concerns but said that recently the owners had co-operated with HBC in attempting to brick up the windows. The Chair would get a response from planning.

Dunston Road layby and improvements to lighting – Resident Representative Ted Jackson requested an update. The Neighbourhood Co-ordinating Manager advised that the layby had been delayed by the Tall Ships but would be completed early 2011. He would provide information on the lighting improvements for the next meeting.

27 Mountston Close – Resident Representative Brenda Loynes asked that the grass verge directly outside could be cut regularly. She also referred to problems with children climbing the tree directly outside the property and asked if fencing could be installed. The constant shaking of the tree was causing cherries to fall onto the path which could be

hazardous. The Chair asked that this be looked at.

Catcote Road – Resident Representative Brenda Loynes reported a Corsa which had been parked opposite English Martyrs school for some time.

Cenotaph – Resident Representative Brenda Loynes referred to youths leaving rubbish and engaging in anti-social behaviour. The Chair asked that more enforcement officers be despatched.

Bus Shelter – Councillor George Morris asked that a bus shelter be provided in the Park ward, saying this had originally been part of the Ward Jackson Park car park development. The Chair noted this.

Rift House

Sixth Form College – Councillor Stephen Akers-Belcher asked officers to monitor the litter situation when term commenced in September. He referred to parking problems, commenting that residents had agreed to wait and see what happened in September. He also highlighted that the fence in the grove between Spencer Road and Shelley Road was down again and urged further liaison with the college to look at site safety as an unsecure fence was a waste of money. The Chair requested that this be progressed by the relevant officer. Resident Ray Pocklington queried when the former Pupil Referral Unit building owned by the Sixth Form College would be closing. The Neighbourhood Manager did not have this information but would find out.

Stranton

Burbank Street – Councillor Peter Ingham referred to a patch of land which had previously been used to house a skip. Residents had asked if improvements could be made to this land,

similarly they asked for improvements to be made to a patch of land at the back. The Chair suggested that residents contact the Pride in Hartlepool Officer with a view to possible funding for environmental improvements.

Fastnet Grove – Resident Noma Morrish requested an update on resurfacing works. The Neighbourhood Co-ordinating Manager confirmed that this would take place by October this year.

Tall Ships – Resident Noma Morrish congratulated everyone involved for the success of the event.

Waldon Street – Resident Jean Kennedy referred to the usage of Boots as a drug drop centre. She commented that residents had not been consulted prior to this decision being made and that drug users were regularly seen late at night in a state of undress.

Ms Kennedy also highlighted problems with parking in the area, saying that the pay machine in the One Life Centre was not working and this was making people grow accustomed to not having to pay. Councillor Jane Shaw agreed that they were parking problems in the area which should be clamped down on by traffic wardens.

Tall Ships – Councillor Jane Shaw praised organisers but criticised the lack of seating and poor disabled access. There had also been insufficient consultation with / or information given to marina residents on the traffic arrangements.

Cyclists on pavements – Councillor Jane Shaw highlighted the increased number of cyclists speeding along the town centre pavements.

Flooding – Councillor Jane Shaw asked that this be looked at, saying that during a recent flash flood it had taken 15 minutes for the roads around the shopping centre to reopen. She also indicated that the underground walkway needed to be checked more often as it was a disgrace.

Recycling Centre – Councillor Jane Shaw reported that during a recent visit to the town's recycling depot she had witnessed staff chatting and smoking and nobody had been present on the gates. The signage was also inadequate. The Chair asked that these comments be passed onto the site owner, JMB.

Vincent Augur – The Neighbourhood Manager highlighted a recent email she had received from North Area Resident Representative Christine Blakey saying positive progress was being made and minor issues being resolved.

17. TOWN CENTRE COMMUNITIES NEIGHBOURHOOD ACTION PLAN (NAP)

The Principal Regeneration Officer informed those present of the Neighbourhood Action Plan (NAP) update that had been prepared for the Town Centre Communities area. NAPs are the local area elements of Hartlepool's Neighbourhood Renewal Strategy used to inform and improve service delivery within priority neighbourhoods. The objective is to integrate policies at a local level to improve the way that services are provided. The Town Centre Communities NAP was an update of a plan previously produced in 2007 and reflected the addition of the Bum Valley Ward that was formally adjoined with the Rift House NAP area. The process by which the NAP had been developed was explained and details of the consultation were given. The final version had previously been endorsed by the Town Centre Communities Forum and would also be

taken to the Transport and Neighbourhoods Portfolio Holder and Hartlepool Partnership for further endorsement. Included within the NAP were various aims for the Town Centre Communities area including less workless households, less people dependent on drugs and alcohol and improved play facilities.

The positive work of the NAPs was acknowledged by members and concerns were raised regarding anticipated budgetary cuts by the coalition Government which would have a detrimental effect on this. It was felt that successful structures should be kept in place and responsibility to continue the work handed over to the community. The Principal Regeneration Officer confirmed that they were looking at different ways to deliver services but hoping to keep the basis mechanism intact. Should funding then be reintroduced delivery structures would still be in place.

The Chair thanked the Principal Regeneration Officer for attending the meeting and answering members' questions. He congratulated her on her recent marriage.

18. IMPROVEMENTS TO THE NORTH CEMETERY

Resident Representative Julie Rudge gave a presentation on the work of the Friends of North Cemetery. Details were given of environmental improvements which had been made including planting of trees, bulbs and shrubs, installation of Victorian Style lighting and grave repairs. New seating had also been designed and created. It was felt that these improvements had led to a reduction in crime and the fear of crime and better visual appearance. Additional support and funding had been provided from a variety of sources including Pride in

Hartlepool, SCRAPT and the Town Centre Communities NAP.

Members congratulated the Friends for their hard work, the Chair cited this as proof of the empowerment which NAPs had given to local people. He thanked Resident Representative Ms Rudge for her presentation

19. HOUSING HARTLEPOOL'S PROPOSAL TO FORM A GROUP WITH TRISTAR HOMES

Housing Hartlepool Representative Mark Dutton gave a brief presentation on the proposed merger with Tristar Homes. This would provide a number of benefits to Housing Hartlepool tenants including access to a better financial deal and improvements to service delivery. Both companies would retain independent boards and continue to focus locally. Housing Hartlepool would still be the landlord for their tenants and services would continue to be delivered locally. They would also continue to be a not-for-profit organisation.

Concerns were raised that contractors and sub-contractors for future builds be employed locally. Mr Dutton confirmed that they would make every effort to do this. Members also commented upon the effect any future budget cuts would have upon current housing strategy. Mr Dutton acknowledged that finance was an issue however being part of a bigger group would give a better negotiating base and allow them to harmonise 30 year business plans.

The Chair thanked Mr Dutton for attending the meeting and answering questions.

The meeting concluded at 8:15 pm

Actions from Central Neighbourhood Consultative Forum 19 August 2010

Matters arising

Grange Conservation Area – request for confirmation from planning department that there will be no retrospective action due to the leaflet delay (Ray McAndrew)

HBCs Conservation Officer reports that the windows leaflet that were circulated, was provided in addition to a letter circulated on the introduction of a new policy on PVC windows on 19th February 2009. At the time this policy change was widely publicised with information in the local press and, as mentioned, letters to all affected householders. The leaflets that were circulated were simply a reminder of that policy. If it is found that after this time, changes have been made which require planning permission then the local authority would look to take action where appropriate to rectify the situation. This would apply across all eight conservation areas in Hartlepool and it would not be possible to make an exception for one individual area.

Co-op Building – substandard pointing (Ray McAndrew) still not happy with previous response should this go to planning committee

HBC Planning report that this isn't something that is specifically covered by a condition on a planning approval on this property. Given this fact it would be difficult for us to take any form of action against the owner to ask him to re-do this work.

The Oval – request update on traffic survey (Sarah Maness)

A speed survey is due to be carried out week commencing 11th October the result of which will determine the level of problem and indicate what action, if any, is required.

Gullies in North Close – need flushing and repairing (Hilary Thompson)

All gullies are cleansed at least once per year, however an investigation will be carried out at North Close to identify the problem and specific actions needed fed into the drainage program for the town.

Rift House Recreation Ground – promised public consultation meeting with residents has not happened – possible ombudsman complaint if does not go ahead (Stephen Akers-Belcher)

A meeting has taken place with Cllrs Akers-Belcher and arrangements made to attend the next meeting of the Rift House East Residents Association to discuss the aspirations of local residents.

Marlow Road – grass verges and tarmac churned up – Housing Hartlepool to action with possible site visit (Stephen Akers-Belcher)

A representative of Housing Hartlepool did take this action on board at the Forum, it has also been forwarded to Mike Blair so that action can be taken under the Highways Act.

Ward Jackson Park Pond – fishing lines tangling up other wildlife (Brenda Loynes)

Parks and Countryside Officer reports that the wild fowl on the park pond are just that – wild. Hartlepool Borough Council does not stock or maintain the wild fowl on this pond but does do its best to look after them when they are on the pond or in the park. The park keeper is constantly assisting wild fowl with issues like entanglement with fishing line and it is worth noting that this entanglement may well have happened in another area and the bird may have sort refuge on the park pond. Other agencies are also on occasion involved depending upon the issue i.e. RSPCA, Police etc. HBC Parks Officer has asked whether residents of the area who are concerned about improving the well being of wildlife would be interested in forming a wild life help group in the park.

Ward Jackson Park – should close at dusk (10.30pm) but was still open afterward (Brenda Loynes)

In August the dosing time of the park is 9:30 pm or dusk whichever is earlier, this is the closing time of all the gated/fenced open spaces in the town. Hartlepool Borough Council employs NES security company to close these sites. In order to minimise expenditure by the HBC, NES deploys one operative to carry out this out. This may result in some sites not being dosed exactly on time but a little later. The closing of the parks are currently around 7pm and will close earlier as we head into the winter months

Flooding – request report on water levels/water flow and the effect of tarmac on grass verges (Ray Waller)

There is already a Strategic Flood Risk Assessment procedure in place which is more of a planning tool for use when deciding on sites for new development in conjunction with NWA. There is also a Surface Water Management Plan which is currently been written with the involvement of the Planners, Environment Agency and NWA. This will identify critical areas of concerns, which will be prioritised and a program of works formulated

Eltringham Road scheme – previously requested a gate to keep children safe (Carl Richardson)

It was agreed that the improvements discussed for this area would be carried out in phases the first of which was the removal of graffiti, planting of shrubs and the installation of a litter bin. A planning application has now been submitted for the installation of gates.

Park Ward – request that £1600 to be used for trees be earmarked for crossing at the top of Wooler Road and Grange Road (Pauline Laffey/Ray Wells)

HBC Traffic Manager reports that this area has been looked at previously with regard to a formalised crossing point, and informs that the desired location would be far too close to the existing roundabout. Moving further from the roundabout there are private driveways which cannot be blocked by either the crossing or the associated zig zag lines. Therefore even if funds did become available this scheme could not be progressed.

Waldon Street – trees removed for the One Life Project – what will be done to replace them (Jean Kennedy)

A number of new trees have been planted as part of this new development.

Public Question Time and Ward Issues

BURN VALLEY

Elwick Road field – metal fence removed but poles remaining (Ray McAndrew)

A site visit has taken place and there are a number of concrete stumps along with brick debris, which requires removing, these works are programmed to take place in the next couple of weeks.

20mph zones – request for better signage (Ray Pocklington / Jonathan Brash)

The Council is currently looking at a de-clutter exercise in view of guidance received from Central Government which will result in some signage being removed. The 20's Plenty programme (an item for information at the next Forum) is examining the possibility of using road markings as alternative to post mounted signs.

Sewage smells in Stockton Road (Evelyn Leck)

This was answered at the Forum, however the concerns have been raised with Mike Blair and Dennis Hancock who will liaise with NWA.

Burn Valley gullies need cleaning (Evelyn Leck)

All gullies are cleaned at least once a year, those in areas likely to be problematic due to leaves etc are cleaned more often along with specific requests that should be made through the contact centre.

Dog Control Orders – request for special meeting on issues (Jonathan Brash)

The Chair of the Forum has requested that a special meeting be arranged in the new year.

ELWICK

Hairpin bend between Mayfield House and the Caravan Park – shrubs in middle of road causing visibility issues (Steven Mailien)

These works are now complete.

Lampost in Elwick village not working right hand side when entering from the town (Steven Mailien)

This street light is now fully working and the old column stump has been removed.

Request for speed indicator in Newton Bewley village (Hilary Thompson)

This issue has been discussed with Peter Frost, Cllr Thompson has requested a contribution of £2000 from the Forum.

FOGGY FURZE

Problems with dog fouling (Bob Farrow)

Environmental Enforcement Officers continue to monitor and patrol the Belle Vue and Studley Road area and take necessary action when witnessed. Residents are encouraged to feed in as much information as possible in relation to times of offence etc to enable a targeted approach to continue.

GRANGE

Landlord licensing – concern at time implementation is taking (Brian McBean)

More resources have recently been put into the scheme to increase the number of licenses issued and progress is being made. A short report will be taken to Neighbourhood Services Scrutiny on 27 Oct outlining areas which the Scrutiny Forum would like more information on. Further information will be presented to the Scrutiny Forum in Feb / March next year. An evaluation of the scheme currently being undertaken NDC will be available in November.

Sheriff Street party – possible prosecution as area is a no drinking zone (Carl Richardson)

Complaints have been received regarding drinking in Sheriff Street and this issue is being monitored daily by the ward Police Officer and Pcsos. Police officers were in attendance at the last Hartwell Resident Association and provided updates to the community and ward Councillors.

PARK

Tunstall Court – request update report from planning (Ted Jackson)

The Council have now received a planning application for the development on Tunstall Court. The plans are available for public viewing.

Request update on Dunston Road layby and lighting improvements to lighting (Ted Jackson)

This scheme is currently in the design stage and will be completed before the end of the financial year. The street lighting engineer informs that there are no plans to install/replace additional lighting in Park Ward this year due to lack of finance.

27 Mountston Close – grass cutters always miss verge outside – also kids climbing on tree outside, possibly fence off (Brenda Loynes)

A site visit has been carried out with the Environmental Supervisor and it has been clarified that the land is owned by the Council. Future maintenance will be picked up on a programmed basis.

English Martyrs – small corsa been parked opposite to school on Catcote Road for a while (Brenda Loynes)

This issue was picked up by the Police officers in attendance at the Forum.

Centotaph – problems with youths leaving rubbish and other anti-social behaviour (Brenda Loynes)

This area is cleansed early morning and late afternoon during the week and again on Saturday and Sunday morning. The Police and the Councils Environmental Enforcement Teams have increased their patrols to deal with this hot spot area for litter and low level anti-social behaviour.

Request bus shelter in Park Ward on the Parade to the side of Tunstall Court (George Morris)

A shelter is available at this location through the re-negotiated Adshell contract. If inappropriate by design then an alternative design will be installed using alternative funding.

RIFT HOUSE

Sixth Form College – Request departments be vigilant regarding litter when new term starts in September – also concerns about the lack of parking (Stephen Akers-Belcher)

Officers have monitored this area since the beginning of the new term and report that the parking and litter problems seem to have improved since last term.

Fence between Spencer and Shelley is down again – possibly liaise with college re site safety (Stephen Akers-Belcher)

This has now been repaired.

When will the old Pupil Referral Unit be closing? (Ray Pocklington)

This building was sold to a local businessman for development a couple of years ago and has since been sold on to the 6th Form College.

STRANTON

Linear Park – tree need replacing (Ray Waller)

All trees in the Linear Garden have been examined and appear to be alive and well. However there is one tree to the outside area of the linear garden, which appears to be dead. Funding has been allocated from NDC for its replacement.

Burbank Street – request from residents that patch of land previously used for a skip be beautified – patch of land at the back also requires improvement (Peter Ingham)

This piece of land is in private ownership, officers will try to locate the owner and see if there any future plans for development.

Waldon Street – problems highlighted with drug stop at Boots and parking in area particularly as pay machine at One Life Centre not working (Jean Kennedy)

The parking situation around the new One Life Centre may have been problematic initially, however more recently the situation has improved and the Council's Parking Enforcement Officer continue to patrol this area.

Problem with bikes riding on pavements (Jane Shaw)

The Police continue to address this situation and are stopping all offenders when seen, then issuing tickets.

Flooding – needs to be looked at urgently – took 15 minutes to clear the flooding from the town centre recently (Jane Shaw)

Excessive rain can result in surcharging of sewers. However 15 minutes is not an excessive time for them to return to capacity

Underground walkway needs cleaning (Jane Shaw)

The underground walkway is currently closed due to failure of the drainage pump. This has been scheduled for refurbishment in future years but is being reviewed now as part of the overall town centre strategy.

Recycling plant – staff talking amongst themselves and smoking – needs addressing (Jane Shaw)

All staff have been briefed reference the Council's smoking policy and customer service training is to be implemented.

Report of: Neighbourhood Manager

Subject: CENTRAL NEIGHBOURHOOD
CONSULTATIVE FORUM MINOR WORKS
PROPOSALS OCTOBER 2010

1.0 PURPOSE OF REPORT

- 1.1 To consider improvement schemes for potential funding from the Central Neighbourhood Consultative Forum Minor Works Budget

2.0 BACKGROUND / CURRENT POSITION

The total available spend on minor works schemes 2009/10 is **£87,000.00** and the total committed spend to date is **£77,840.00**
The total remaining Minor Works Budget available to spend is therefore **£9,160.00**

3.0 PROPOSED SCHEMES

- 3.1 A number of schemes are detailed below to address concerns raised by Elected Members, Residents' Representatives and residents in the Central Forum area.

(a) Newton Bewley

Concerns have been raised by the residents of Newton Bewley that despite more traditional and standard speed limit signs being in place, inconsiderate drivers still persistently speed through the village, its been requested that LED speed recognition signs are installed its therefore requested that the Forum contributes £2000.00 to this £6000.00 scheme with the remaining contribution coming from the Traffic and Transportation section.

Total cost of scheme: £6000.00
Total cost to Forum: £2000.00

(b) Victoria Road

Residents of Barbara Mann Court have asked for trees to be planted in this area due to the recent removal of a number of trees due to

damage. Seven standard trees will be planted. The total cost of the scheme is £2382.59 and there is a contribution of £1100.00 towards replacement from the NDC beautification pot. The Forum is therefore requested to allocate a contribution of £1282.59 to enable the scheme to go ahead

Total cost of scheme: £2382.59

Total cost to Forum: £1282.59

(c) Elwick Road (Park Ward)

At the last meeting of the Forum members deferred the decision on the replacement of four trees due to the need to clarify costs. Costs per tree are dependant upon the species this together with materials and labour costs in relation to planting and protective fencing range from £340.37 - £425.42 per tree. Taken this information into consideration the cost per tree is £340.37. The Forum is asked to reconsider this request for funding in light of this information now being presented.

Total cost of scheme: £1361.48

Total cost to Forum: £1361.48

(d) Cameron Road Traffic Scheme

Due to ongoing concerns raised by local residents in relation to pedestrian safety due to the high volume of vehicle users failing to comply with the existing one-way system in Cameron Road, this scheme will enhance the existing one-way system in Cameron Road by providing a physical build-out to reduce the carriageway width at the entrance at Raby Road. The total cost of the scheme is £17,000 with the majority of funding coming from HBC Traffic and Transportation budgets. However the Forum is requested to make a contribution of £4,515.93. to this scheme to enable it to go ahead.

Total cost of scheme: £17,000.00

Total cost to Forum: £ 4,515.93

4.0 RECOMMENDATION

4.1 The Forum is requested to recommend to the Neighbourhoods and Transport Portfolio Holder that the schemes be approved from the Minor Works Budget

4.2 The total cost of schemes proposed is: **£9,160.00**

4.3 Minor works monies remaining if schemes approved is: **£00,000**

CENTRAL FORUM MINOR WORKS SCHEMES BUDGET REPORT 2010/11

TOTAL BUDGET: £87,000 - INCLUDES ALLOCATION FROM HIGHWAYS TO ADDRESS SPECIFIC HIGHWAYS ISSUES (£20,000), AND SPECIFIC PROBLEM OF CONVERSION OF GRASS VERGES TO TARMAC HARDSTANING (£15,000)

WARD	SCHEME	MATCH FUNDING £	CENTRAL FORUM APPROVAL £	TOTAL FUNDING APPROVED £
Central Forum Wide	Tactile crossings Pride in Hartlepool	8,000.00	3,500.00 5,000.00	11,500.00 5,000.00
Central Forum Wide Schemes Total		8,000.00	8,500.00	16,500
Grange	Milton Road resurfacing Eltringham Road shrubs	0.00 0.00	9,000.00 600.00	9,000.00 600.00
Grange Total		0.00	9,600.00	9,600.00
Rift House	Compton Road grassed verge removal Summerhill Lane allotments fencing	0.00 Parks & Countryside 750.00 Central JAG 1,350.00 Section 17 16,900.00 NAP 5,000.00	10,350.00 2,000.00	10,350.00 26,900.00
Rift House Total		24,000.00	12,350.00	37250.00

Park	Dunston Road Lay-by	20,000.00	15,000.00	35,000.00
Park Ward Total		20,000.00	15,000.00	35,000.00
Stranton				
Stranton Total				
Foggy Furze	Haswell Allotments pathway		1,500.00	1,500.00
	Stratford Road entrance to back lane		2,500.00	2,500.00
	Caladonian Road LED speed signs		4,500.00	4,500.00
	Studley Road fencing	NDC Beautification 7,000.00	5,500.00	12,500.00
Foggy Furze Total		7,000.00	14,000.00	21,000.00
Burn Valley	Blakelock Road Puffin Crossing	25,000.00	15,000.00	40,000.00
	Alston Street additional light	0.00	800.00	800.00
Burn Valley Total		25,000.00	15,800.00	40,800.00
Elwick	Drainage scheme	0.00	2,590.00	2,590.00
Elwick Total		0.00	2,590.00	2590.00
TOTAL TO DATE		84,000.00	77,840.00	162,740.00



Putting People First

A shared vision and commitment
to the transformation of
Adult Social Care

Putting People First

A shared vision and commitment to the transformation of Adult Social Care

I Introduction

The Our health, our care, our say White Paper and statements in the 2007 budget report and Comprehensive Spending Review announcement outlined the key elements of a reformed adult social care system in England; a system able to respond to the demographic challenges presented by an ageing society and the rising expectations of those who depend on social care for their quality of life and capacity to have full and purposeful lives.

Demography means an increasing number of people are living longer, but with more complex conditions such as dementia and chronic illnesses. By 2022, 20% of the English population will be over 65. By 2027, the number of over 85 year-olds will have increased by 60 %.

People want, and have a right to expect, services with dignity and respect at their heart. Older people, disabled people and people with mental health problems demand equality of citizenship in every aspect of their lives, from housing to employment to leisure. The vast majority of people want to live in their own homes for as long as possible.

In the context of changing family structures, caring responsibilities will impact on an increasing number of citizens. Examples include an eighty-year-old woman having to cope with her husband's dementia, a young mum pursuing a career and bringing up a family while looking after her elderly parent, a business executive working overseas whose widowed mother is hospitalised overnight following a stroke and older parents seeking for the right support to ensure their adult son with a learning disability can live independently.

We agree that there is a need to explore options for the long term funding of the care and support system, to ensure that it is fair, sustainable and unambiguous about the respective responsibilities of the state, family and individual. As stated in the Comprehensive Spending Review (CSR) announcement 2007, the Government will produce a Green Paper following extensive public consultation setting out the key issues and options for reform. Notwithstanding the Green Paper on longer-term reform of the funding system and following the recent CSR settlement, there is now an urgent need to begin the development of a new adult care system. A personalised system which can meet the challenges described earlier and is on the side of the people needing services and their carers. While acknowledging the Community Care legislation of the 1990s was well intentioned, it has led to a system which can be over complex and too often fails to respond to people's needs and expectations.

This landmark protocol seeks to set out and support the Government's commitment to independent living for all adults. It also outlines the shared aims and values, which will guide the transformation of adult social care. It is unique in establishing a collaborative approach between central and local Government, the sector's professional leadership, providers and the regulator. It seeks to be the first public service reform programme which is co-produced, co-developed, co-evaluated and recognises that real change will only be achieved through the participation of users and carers at every stage. It recognises that sustainable and meaningful change depends significantly on our capacity to empower people who use services and to win the hearts and minds of all stakeholders', especially front line staff. Local government will need to spend some existing resources differently and the Government will provide specific funding to support system-wide transformation through the Social Care Reform Grant, in line with agreements on new burdens.

We do not seek to prescribe uniform systems and structures in every part of the country. However, access to high quality support should be universal and available in every community. Some of these reforms can be made within the parameters of the local adult social care policies. Others require adult social care to take a leadership role within local authorities, across public services and in local communities.

Ultimately, every locality should seek to have a single community based support system focussed on the health and wellbeing of the local population. Binding together local Government, primary care, community based health provision, public health, social care and the wider issues of housing, employment, benefits advice and education/training.

This will not require structural changes, but organisations coming together to re-design local systems around the needs of citizens. The new local performance framework, which covers the delivery of all services by local government working alone or in partnership, will help to create an improved approach to local partnership, enabling local authorities and partners to work together to lead their area and better meet the public's needs. The transformation of adult social care will be delivered through the new performance framework, and will draw on new mechanisms within the framework, such as the new statutory requirement on local authorities and PCTs to undertake a Joint Strategic Needs Assessment, to ensure that the transformation process really delivers on the challenges for each local area.

In future organisations will be expected to put citizens at the heart of a reformed system. Incentives will include the new focus of the local performance framework, guidance on commissioning for health and wellbeing, Human Rights legislation, and any international obligations such as the new UN Convention on the Rights of Persons with Disabilities.

2 Values

Ensuring older people, people with chronic conditions, disabled people and people with mental health problems have the best possible quality of life and the equality of independent living is fundamental to a socially just society.

For many, social care is the support which helps to make this a reality and may either be the only non-family intervention or one element of a wider support package.

The time has now come to build on best practice and replace paternalistic, reactive care of variable quality with a mainstream system focussed on prevention, early intervention, enablement, and high quality personally tailored services. In the future, we want people to have maximum choice, control and power over the support services they receive.

We will always fulfil our responsibility to provide care and protection for those who through their illness or disability are genuinely unable to express needs and wants or exercise control. However, the right to self-determination will be at the heart of a reformed system only constrained by the realities of finite resources and levels of protection, which should be responsible but not risk averse.

Over time, people who use social care services and their families will increasingly shape and commission their own services. Personal Budgets will ensure people receiving public funding use available resources to choose their own support services – a right previously available only to self-funders. The state and statutory agencies will have a different not lesser role – more active and enabling, less controlling.

3 A personalised Adult Social Care System

The key elements will be:

3.1 Local authority leadership accompanied by authentic partnership working with the local NHS, other statutory agencies, third and private sector providers, users and carers and the wider local community to create a new, high quality care system which is fair, accessible and responsive to the individual needs of those who use services and their carers.

The current Darzi review of the NHS has recognised the relationship between health, social care and wider community services will be integral to the creation of a truly personalised care system.

3.2 Agreed and shared outcomes which should ensure people, irrespective of illness or disability, are supported to:

- live independently;
- stay healthy and recover quickly from illness;
- exercise maximum control over their own life and where appropriate the lives of their family members;
- sustain a family unit which avoids children being required to take on inappropriate caring roles;
- participate as active and equal citizens, both economically and socially;

- have the best possible quality of life, irrespective of illness or disability;
- retain maximum dignity and respect.

3.3 System-wide transformation, developed and owned by local partners covering the following objectives:

- A joint strategic needs assessment undertaken by local authorities, relevant PCT and NHS providers. This should be undertaken in conjunction with other local needs assessments and plans (for example, local housing strategies). The joint strategic needs assessment and these other plans will inform the Sustainable Community Strategy. It will also be accompanied by an integrated approach with local NHS commissioners and providers to achieve specific outcomes on issues including:
 - relevant preventative public health policies, e.g. infection control and fall reduction strategies;
 - hospital discharge arrangements;
 - the provision of adequate intermediate care;
 - the management of long term conditions;
 - packages of support with a health and/or nursing care element;
 - co-located services, bringing together social care; primary care and other relevant professionals;
 - community equipment services;
 - universal information, advice and advocacy;
 - carer support and public/patient involvement;
 - complaints systems.

The full range of relevant local statutory, voluntary and private sector organisations need to be fully engaged. Where appropriate, Local Area Agreements will be the vehicle to bring together national policy with local priorities, informed by the vision developed by local partners. This will mean organisations being willing to allocate funding to others, if this will have greater impact on shared outcomes. The NHS Operating Framework will reflect a new shared responsibility for the health and wellbeing of citizens, families and communities.
- Commissioning which incentivises and stimulates quality provision offering high standards of care, dignity and maximum choice and control for service users.

Supports third/private sector innovation, including social enterprise and where appropriate is undertaken jointly with the NHS and other statutory agencies eg Learning and Skills Council, employment services, and Housing Authorities. This must be shaped by the Joint Strategic Needs Assessment.

- A locally agreed approach, which informs the Sustainable Community Strategy, utilising all relevant community resources especially the voluntary sector so that prevention, early intervention and enablement become the norm. Supporting people to remain in their own homes for as long as possible. The alleviation of loneliness and isolation to be a major priority. Citizens live independently but are not independent; they are interdependent on family members, work colleagues, friends and social networks.
- A universal information, advice and advocacy service for people needing services and their carers irrespective of their eligibility for public funding. A 'first shop stop', which could be accessed by phone, letter, e-mail, internet or at accessible community locations. Key strategic partners to be the Pensions Agency and relevant voluntary organisations. The LinkAge Plus pilots are providing strong evidence of the benefits for older people of this approach. Personal advocates to be available in the absence of a carer or in circumstances where people require support to articulate their needs and/or utilise the personal budget.
- A common assessment process of individual social care needs with a greater emphasis on self-assessment. Social workers spending less time on assessment and more on support, brokerage and advocacy.
- Person centred planning and self directed support to become mainstream and define individually tailored support packages. Telecare to be viewed as integral not marginal.
- Personal budgets for everyone eligible for publicly funded adult social care support other than in circumstances where people require emergency access to provision. Lord Darzi's recent NHS next stage review interim report suggested that in the future personal budgets for people with long-term conditions could include NHS resources.

- Direct payments utilised by increasing numbers of people, as defined by locally set targets in LAAs.
- Family members and carers to be treated as experts and care partners other than in circumstances where their views and aspirations are at odds with the person using the service or they are seeking to deny a family member the chance to experience maximum choice and control over their own life. Programmes to be supported which enable carers to develop their skills and confidence.
- A transformed community equipment service, consistent with the retail market model.
- Systems which support integrated working with children's services, including transition planning and parent carers, and identifying and addressing concerns about children's welfare.
- Support for at least one local user led organisation and mainstream mechanisms to develop networks which ensure people using services and their families have a collective voice, influencing policy and provision.
- Systems which act on and minimise the risk of abuse and neglect of vulnerable adults, supported by a network of "champions", including volunteers and professionals, promoting dignity in local care services.
- Local workforce development strategies focussed on raising skill levels and providing career development opportunities across all sectors. Strategies to be co-produced, co-developed and co-evaluated with the private and voluntary sectors.

Adult social care will also take responsibility for championing the rights and needs of older people, disabled people, people with mental health needs and carers within the local authority, across public services and in the wider community. Early priorities will be intergenerational programmes involving older people as active citizens, integrated policy development which supports independent living (housing, access to work, education/training and leisure) including transition planning for young disabled people and local action to tackle the stigma faced by people with mental health problems.

4 Support for Reform

The Department of Health will provide funding over the next three years to support system-wide transformation in every local authority. Local authorities and their partners will agree together how this funding will be spent to develop the personalised system described in Section 3.

A detailed prospectus consistent with our core principles will be published in December.

In line with the soon to be published National Improvement and Efficiency Strategy (NIES), Department of Health (DH), will refocus the relevant activities of Care Services Efficiency Delivery Programme (CSED) and Care Services Improvement Partnership (CSIP) and seek partnerships with Regional Improvement and Efficiency Partnerships, local consortia, In Control and other 'change agents' to ensure every local authority has access to high quality support for the necessary change programme.

DH, and where appropriate, other Government Departments, will ensure new capital investment supports a more integrated approach to health and wellbeing in every community.

DH will lead a new cross-ministerial group including the Treasury, Department for Communities and Local Government (CLG), Department for Work and Pensions (DWP), Department for Innovation, Universities and Skills (DIUS) and Department for Children, Schools and Families to ensure a joined-up approach to adult social care transformation and the review of long-term funding. The need for legislative and regulatory changes will be considered in consultation with local Government, providers and other stakeholders.

A new skills academy is being developed with partners to support world class commissioning and leadership in social care. Skills for Care and the General Social Care Council (GSCC) will provide leadership to ensure entry level training, continued professional development and workforce registration to reflect the new skills required in a personalised system. In taking this forward, we will ensure that opportunities for co-ordination and joint capacity building are exploited with the World Class Commissioning programme for PCTs and those programmes in Children's services and the rest of local government. DH will also work with CLG and the Local Government Association (LGA) to consider how best to take this forward in the context of the NIES.

Social Care Institute for Excellence (SCIE) will be expected to promote, identify, and disseminate best practice and innovation, acting as a catalyst for system-wide transformation. Commission for Social Care Inspection (CSCI) and their successor regulator will align their approach to inspection and regulation with the reform agenda, in the context of the Comprehensive Area Assessment (CAA).

5 Timescale

Every local transformation process will include clear benchmarks, timescales and designated delivery responsibilities.

By the end of the CSR period in March 2011, we expect people who use services and their carers as well as front line staff and providers to experience significant progress in all local authority areas. Incremental progress should be evident over a shorter period of time.

6 Engagement/ Consultation

If we are to win the hearts and minds of all stakeholders, especially frontline staff, it is essential that they are participants in the change programme from the design stage onwards.

It is hoped that every local authority will create forums, networks and task groups which involve staff across all sectors, people who use services and carers as active participants in the change process.

7 Conclusion

We recognise that organisations such as In Control, other voluntary organisations and some local authorities have been at the cutting edge of innovation in adult social care for some time. The Individual Budget, Partnerships for Older People and LinkAge Plus pilots have begun to demonstrate what works as well as identifying barriers to progress.

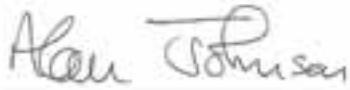
However, national and local leadership is now essential if we are to achieve system-wide transformation. This is necessary because of demographic realities, but driven by a shared commitment to social justice.

This protocol seeks to be a catalyst – not a straightjacket – for innovation and is the first stage in a unique attempt to co-produce, co-develop and co-evaluate a major public service reform.

We will judge our success through the views and experiences of those who use the social care system, progress in supporting adults to live independently, objective measures of performance, and the job satisfaction of those working at all levels of the system.

In the future, adult social care will touch the lives of an increasing number of families.

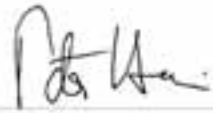
By signing this historic protocol, we accept our shared responsibility to create a high quality, personalised system which offers people the highest standards of professional expertise, care, dignity, maximum control and self determination.



Secretary of State for Health



Chief Executive, NHS Confederation



Secretary of State for Work and Pensions



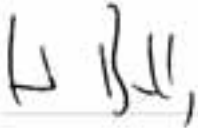
Chair, Society of Local Authority
Chief Executives



Secretary of State for Communities
and Local Government



Chair, Commission for
Social Care Inspection



Secretary of State for Children,
Schools and Families



Chair, Social Care Institute
for Excellence



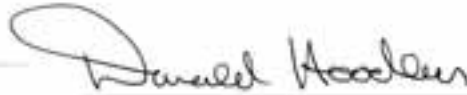
Chief Secretary to the Treasury



Chair General Social Care Council



Secretary of State for Innovation,
Universities and Skills



Chair Skills for Care



Chair, Local Government Association



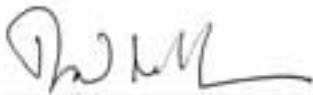
English Community Care Association



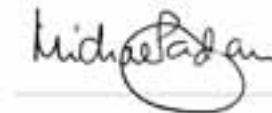
President, Association of Directors of
Adult Social Services




National Care Association



Chief Executive, NHS



UK Home Care Association



Executive Director, National Care Forum

