

PERFORMANCE PORTFOLIO

DECISION SCHEDULE



Wednesday 24 November 2010

At 3.00 pm

in Committee Room D
Civic Centre, Hartlepool

Councillor J Brash, Cabinet Member responsible for Performance will consider the following items.

1. **KEY DECISIONS**

No items.

2. **OTHER ITEMS REQUIRING DECISION**

No items

3. **ITEMS FOR INFORMATION**

- 3.1 Half Yearly Diversity Report – *Chief Customer and Workforce Services Officer*
- 3.2 Chief Executive's Departmental Plan 2010/11 – 2nd Quarter Monitoring Report – *Assistant Chief Executive and Chief Customer and Workforce Services Officer*
- 3.3 Comprehensive Spending Review – Proposed Housing and Council Tax Benefits Changes - *Chief Customer and Workforce Services Officer*
- 3.4 Workforce Report 2009-10 - *Chief Customer and Workforce Services Officer*

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

No items

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

EXEMPT ITEMS

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

6. EXEMPT KEY DECISIONS

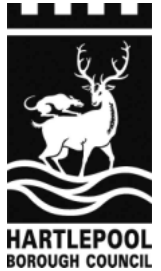
No items

7. OTHER EXEMPT ITEMS REQUIRING DECISION

- 7.1 Approval for Compulsory Redundancy (para 4) - *Chief Customer and Workforce Services Officer*
- 7.2 Irrecoverable Debts – Housing Benefit Overpayment (para 3) - *Chief Customer and Workforce Services Officer*
- 7.3 Qualification Based Training Applications (para 1) - *Chief Customer and Workforce Services Officer*

PERFORMANCE PORTFOLIO

**Report to Portfolio Holder
24th November 2010**



Report of: Chief Customer and Workforce Services Officer

Subject: HALF YEARLY DIVERSITY REPORT

SUMMARY

1. PURPOSE OF REPORT

To report progress made in respect of planned actions detailed in the Single Equality and Diversity Scheme 2008-11 and Corporate Equality and Diversity Action Plan and other diversity achievements in the first six months of 2010/11 and planned diversity actions for the remainder of the year. To obtain Portfolio Holder's endorsement of the half yearly Diversity report.

2. SUMMARY OF CONTENTS

The report provides details of the Council's progress in respect of the actions planned to implement the Equality and Diversity Scheme in its third year, corporate and departmental diversity achievements to date and planned diversity actions for the next 6 months.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance.

4. TYPE OF DECISION

This is not a key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Endorse the report and note the achievements and progress made.

Report of: Chief Customer and Workforce Services Officer

Subject: HALF YEARLY DIVERSITY REPORT

1. PURPOSE OF REPORT

- 1.1 To report progress made in respect of planned actions detailed in the Single Equality and Diversity Scheme 2008-11 and Corporate Equality and Diversity Action Plan and other diversity achievements in the first six months of 2010/11 and planned diversity actions for the remainder of the year. To obtain Portfolio Holder's endorsement of the half yearly Diversity report.

2. BACKGROUND

- 2.1 The Single Equality and Diversity Scheme 2008-11 (that includes the statutory Race, Disability and Gender Schemes) and Corporate Equality and Diversity Action Plan were approved by Cabinet on 7th July 2008.
- 2.2 At your meeting held on 20th July 2010, the 2009/10 Annual Race and Diversity Report detailing progress against the above scheme and action plan was reported that a half yearly update on the diversity progress will be made.
- 2.3 The Corporate Equality and Diversity Action Plan has been incorporated into the Council's Performance Management database, Covalent along with those diversity related actions identified by departments in Departmental Plans. An update on these actions is included in this report.

3. ACHIEVEMENTS SINCE APRIL 2010

- 3.1 The Corporate Equality and Diversity action plan for year 3 includes 35 actions for 2010/11. Due to the current financial climate and business transformation some actions have not progressed. The progress made to the 30th September 2010, against these actions are as follows:
- 27 actions are on progress but not achievable
 - 3 actions the progress is acceptable
 - 5 actions have not made any progress
- 3.2 Key corporate achievements in the first six months of 2010/11 include:
- The Council is reviewing services, policies and procedures in line with the Equality Act 2010 that came into force on the 1 Oct 2010
 - The Council is complying with its statutory responsibility by consulting its diverse communities and employees in producing the Corporate Single Equality Scheme and its action plan 2011-2014
 - The Council's budget has been consulted widely with all diverse communities and voluntary sectors

- “Talking with Communities”, a consultation forum with the Black, Asian and ethnic minority (BAME) people has elected their representative onto the Local Strategic Partnership Board
- Consultations on our council services with diverse communities is ongoing
- The Asylum Seekers and the Refugees Drop in centre is established and there is a presence every Monday at the drop in centre by the North East Refugee Service to deal with their issues
- Sign language via an ‘on demand’ BSL video interpretation service has been made available, as a pilot project, at service counters at the Contact Centre
- Departments have undertaken Equality impact assessments by making clearer links to the LSP theme outcomes and inform diversity actions in Service Plans for 2010/11 to manage performance and delivery. All the protected characteristics defined in the Equality Act 2010 will be taken into consideration in all the Equality Impact Assessments

In addition to the Council wide achievements and plans, individual departments have made progress against targets and objectives and developed plans for 2010/11 as follows.

Key achievements from each department are listed below.

3.2.1 Chief Executive’s Department (most of the key achievements relate to the corporate activities included in Item 3.2 above) other key achievements include:

- DVD that demonstrates how customers with language barriers can contact Hartlepool Connect available via the Council’s website

3.2.2 Regeneration and Neighbourhood Department key achievements include:

- Wheelchair/Mobility Scooter Education programme for adults now completed and additional training is delivered on an ad hoc basis
- All tactile crossings have now been installed where there was a need identified by the public
- Hartlepool Future Jobs Fund (FJF) remains the most successful initiative in the north east. To date there are 612 people who have entered the towns FJF project

3.2.3 Child and Adult Services Department key achievements include:

- The Tall Ships Races 2010 was successfully delivered in August 2010
- The Department continues to deliver the Government’s Putting People First initiative.
- The Aiming High project for children and young people with disabilities and their families continues to be delivered. The aim of the project is to increase access to more universal services and increase choice.

- The Educational Psychology Team are using targeted mental health funds to train staff in school for early identification of mental health problems.

3.3 Additional achievements within departments in the first six months of 2010/11, Equality Impact Assessments undertaken, further action planned and actions not expected to achieve target with revised deadlines are detailed in the following Appendices.

Appendix A	Chief Executive's
Appendix B	Regeneration and Neighbourhoods
Appendix C	Child and Adults

4. Corporate Actions Planned for the next six months

- Hosting a multi faith conference in November 2010 during the interfaith week.
- Continue to consult with Talking with Communities, LGBT forum, and disabled people through Hartlepool Life Chances Partnership Board.
- Continue to work and establish consultation with faith groups.
- Improvement in equality considerations during the annual budget round
- Continue to make progress on targets and actions included in the Corporate Equality and Diversity Plan.
- Continue to consult on and then publish the Equality and Diversity Scheme 2011-2014
- Continue working with the Equality and Diversity multi agency forum to resolve current relevant issues with diverse communities.
- Prepare and Publish Annual Diversity Report
- Improve Equality arrangements with Partnership working.

5. RECOMMENDATION

5.1 That the Portfolio Member endorses the report and notes the achievements and progress made.

6. CONTACT OFFICER

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Appendix A

CHIEF EXECUTIVE'S DEPARTMENT

Key Achievements (April 2010 - Sept 2010)

- All HR policies are being reviewed in line with the Equality Act 2010
- Benefits Service attended "Talking with Communities" events to encourage benefit take up.
- The Talking with Communities' delegates were taken to a familiarisation visit to the Control room at Middlesbrough to gain confidence in reporting hate crime incidents.
- Sign language via an 'on demand' BSL video interpretation service has been made available, as a pilot project, at service counters at the Contact Centre.
- DVD that demonstrates how customers with language barriers can contact Hartlepool Connect available via the Council's website
- The Budget consultation data has been analysed by gender, disability, age and neighbourhood renewal area to inform the decision making process.
- Citizenship ceremonies and Nationality checking service is ongoing

Diversity Impact Assessments (so far)

- Business Transformation service development options have been planned to undertake diversity impact assessments

Further Actions (October 2010-March 2011)

- An Equality Impact Assessment will be undertaken on the Council's Budget proposals and the outcomes will be informed in the Cabinet report for decision making
- Undertake Equality Monitoring of Elected Members
- Review on the accessibility of all Polling stations
- Consider ways of providing BSL services to our Deaf Customers as the current contract with the Tees Valley Durham Communication Service (TVDCS) will be de-commissioned due to the current financial situation.
- All departmental services will be undertaking Equality Impact Assessments to incorporate the protected characteristics as defined in the Equality Act 2010.

Appendix B**Regeneration and Neighbourhoods**

There are 59 actions. Of these, 14 are completed, 44 are in progress and one action is not completed.

Table below summarises the progress made until Sept 10.

Key Achievements (April 2010 - Sept 2010)

- Additional facilities established for substance mis-users
- All tactile crossings have now been installed where there was a need identified by the public
- Consultation on (Dyke House Stranton Grange Neighbourhood Action Plan (DHSG NAP) used a range of consultation techniques such as fun days and door to door survey
- Hartlepool Access Audit has been completed and implemented accordingly
- Hartlepool Future Jobs Fund (FJF) remains the most successful initiative in the north east. To date there are 612 people who have entered the towns FJF project
- A new contravention within Traffic Management Act now allows enforcement of parking on dropped kerbs
- Wheelchair/Mobility Scooter Education programme for adults now completed and additional training is delivered on an ad hoc basis
- Monitoring reports in place for all applicants accessing Choice Based Lettings Scheme
- Consultation undertaken on Town Centre Community NAP to seek views of groups less well represented in preparing the first draft, such as the elderly

Diversity Impact Assessments (so far)

- Dyke House Decant (home to school transport)
- Litter Awareness (education or fines for dropping of litter)
- 1st draft of Dyke House Stranton Grange update
- Tree Strategy

Further Actions (October 2010-March 2011)

- Initiatives have been identified to be delivered from the Participatory Budget allocation. This budget is designed to progress initiatives to address anti social behaviour. All initiatives have been considered and approved by the young people consulted in the areas.
- The Business Support Team has partnered with the Business Forum and agreed a programme of business events to encourage participation in the business community. The team are also working with private landlords for an additional event to support marketing efforts of key locations.
- Diversity monitoring underway to determine the general make up of Consumer Service Clients
- The first draft of the Economic Assessment is near completion which will include a review of the Youth Agenda.

Appendix C**Child and Adult Social Services:**

Table below summarises the progress made until Sept 10.

Key Achievements (April 2010 - Sept 2010)

A new Equality and Inclusion group with representation from across the Child and Adult Services department has now been established. Meetings are bi-monthly and to date, two meetings have been held.

Adult Social Care

- The Department continues to deliver the Government's Putting People First initiative.
- Self-directed support and Personal Budgets remain the key mechanisms to ensure that people who are eligible for adult social care receive individualised, culturally sensitive support that meets their needs.
- The Department continues to actively promote personalisation to service users.
- The Learning Disabilities Partnership Board are undertaking a Ethnicity Self-Assessment Framework as part of the Regional Valuing People Now agenda.
- The Centre for Independent Living (CiL) is almost complete and is due to open in January 2011. The CiL will be a user led disability hub for information and advice and an accessible venue for community events.
- A regional employer forum was held with Job Centre Plus to encourage local employers to engage with people with disabilities, offering placements, work tasters and voluntary/paid work.
- A Learning Disability Visioning Day was held which brought together over 100 people who looked at priorities for forthcoming years.
- The Hartlepool Now website has been actively promoted.
- A contract for the BME Community Development workers in mental health has been established with workers from Middlesbrough and Stockton Mind delivering the service until March 2011.

Community Services

- The Tall Ships Races 2010 was successfully delivered in August 2010.
- Work has completed on the refurbishment of the pool changing facilities at Mill House Leisure Centre. This has provided a fully inclusive and modern 'changing village'
- Museums and heritage have delivered a series of projects to continue to give disadvantaged groups, community groups and schools the opportunity to engage with facilities across the service and participate in activities are that targeted at them. This included the arts project as part of the All Aboard Ship in the Shop initiative.
- The summer reading challenge 2010 took place. Over 1000 children took place in the challenge.
- The library facilitates the Visually Impaired Reading group which meets monthly.
- RNIB recommended Daisy players have been purchased by the libraries providing visibly impaired people to access spoken word books in a easy to

use way. The players are made available on short and long term loans.

- Additional reminiscence materials have been developed by library staff. Staff have been trained on using the materials and now delivery reminiscence sessions across a number of care homes in the town.
- Work has continued ongoing in delivering the Big Lottery Fund Grant at Summerhill. The grant provides free activities and free transport for play groups in Hartlepool. Examples of the activities that have taken place with children, their parents and carers include pond dipping, den building, crafts including willow weaving and pottering painting.
- Summerhill has hosted sessions for school children and their teachers on indoor climbing and outdoor orienteering. These sessions are aimed at promoting a healthy lifestyle.
- The department continues to support the Waverley Allotment Project, a flag ship project to support vulnerable adults. A metal clad composting toilet suitable for wheelchair access has been installed on the site.
- Sports development in partnership with the Star Centre and Teesside University has delivered football development sessions to young people leaving care and young carers.

Children's Services

- The Department continues to be members of the Sahara Project. The project supplies training to fostering and adoption staff aimed at better attracting and assessing families for BME looked after children.
- The Aiming High project for children and young people with disabilities and their families continues to be delivered. The aim of the project is to increase access to more universal services and increase choice.
- The Parent Led Forum has successfully led on four conferences.
- The Aiming High project staff have engaged with the Salaam Centre to try and attract more BME families to be involved in the project.
- Two Advanced Skills Teachers for Global Citizenship and Cohesion offer support to schools across the town.
- The Educational Psychology Team are using targeted mental health funds to train staff in school for early identification of mental health problems.
- A teaching assistant is employed to work with children where English is an additional language.
- The Common Assessment Framework is used in the schools to identify the individual needs of children.
- The Hartlepool Ethnic Minority Achievement Team (HEMAT) looks at ethnic minority achievement.

Diversity Impact Assessments (so far)

Archaeology
 Sport and Recreation
 Employment Vocational Training
 Direct Care and Support Service (Adult Services)
 Through Care (Children's Services)
 Family Resource Services
 Exmoor Grove
 Common Assessment Framework
 Care Coordination (Children's Services)

ACORN

Team Around the Primary School (TAPs)
Fostering and Adoption

Further Actions (October 2010-March 2011)

Working with the BME Community Development Workers (Mental Health) to delivery cultural awareness training across the department.

Cultural Services

Introducing the Aging Health and Vitality Project in museums – this project is aimed at attracting older people to museums.

Library Service

Rhyme Time Challenge – working with young children to encourage and develop reading skills

Sport and Recreation

Continue to work with Teesside University and the Star Centre to engage looked after children in physical activities.

Adult Social Care

The Learning Disability Partnership Board to complete the Ethnicity Self-Assessment Framework and identify possible actions.

Working with partners, Hartlepool College of Further Education and Kirkclevington Grange Prison, to develop and deliver the 'Roots to Employment' project. This project aims to train participants and offer employment and volunteering opportunities in horticulture.

Children's Social Care

Continue to work with the Sahara project to ensure that BME looked after children can be placed with suitably trained and appropriate foster carers and, where applicable, adopters.

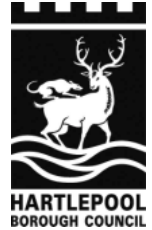
Explore the possibility of developing culturally sensitive information for potential BME fosterers and/or adopters

Funding from the Aiming High for Disabled Children Capital Allocation has been approved for 2 further accessible changing places facilities. Work will start in installing facilities.

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

24 November 2010



Report of: Assistant Chief Executive and Chief Customer and Workforce Services Officer

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2010/11 – 2ND QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the achievements made against the Chief Executive's Departmental Plan for 2010/11 for the 6 month period ending 30 September 2010.

2. SUMMARY OF CONTENTS

The progress made against the actions contained in the Chief Executive's Departmental Plan 2010/11 that are the responsibility of the Corporate Strategy Division and the Customer and Workforce Services Division.

3. RELEVANCE TO PORTFOLIO MEMBER

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

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Portfolio Holder meeting 24 November 2010.

6. DECISION(S) REQUIRED

Achievement on actions and indicators be noted.

Report of: Assistant Chief Executive and Chief Customer and Workforce Services Officer

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2010/11 – 2ND QUARTER MONITORING REPORT

PURPOSE OF REPORT

1. To inform the Portfolio Holder of the progress made against the key actions identified in the Chief Executive's Departmental Plan 2010/11 for the period up to 30 September 2010.

BACKGROUND






2. The 2010/11 Chief Executive's Departmental Plan was agreed by Cabinet at the meeting on 10 May 2010.
3. The Chief Executive's Departmental Plan 2010/11 sets out the key tasks and issues within an Action Plan to show what is to be achieved by the department in the coming year. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.
4. The Council's Performance Management System (Covalent) is used to collect and analyse performance against the actions and targets detailed in the Corporate Plan, the three Departmental Plans, the Local Area Agreement Delivery and Improvement Plan as well as Service and Operational Plans. The system is also used to monitor Risk Management across the council within the Performance Management Framework. The information in the system was used to prepare this report.
5. This report includes information relating to the Corporate Strategy Division and the Customer and Workforce Services Division only. Information relating to the Finance Division and Legal Services Division is to be reported separately to the Finance and Procurement Portfolio Meeting on 2 December 2010.

SECOND QUARTER PERFORMANCE

6. This section looks in detail at how the Corporate Strategy Division and the Customer and Workforce Services Division have performed in relation to the key actions and performance indicators that were included in the Chief Executive's Departmental Plan 2010/11. On a quarterly basis officers from across the department are asked, via

Covalent, to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator (PI).

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

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

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

OVERVIEW OF PERFORMANCE

9. Within the Chief Executive’s Department there were a total of 75 actions and 35 Key Performance Indicators (KPIs) identified in the 2010/11 Departmental Plan. Of these, 35 actions and 27 KPIs are the responsibility of the Corporate Strategy Division, and 18 actions and 6 KPIs are the responsibility of the Customer and Workforce Services Division. However of these 33 KPIs only 13 can be monitored on a quarterly basis, with the other 20 indicators only being reported on an annual basis. Therefore, only the quarterly indicators are included in this report. Tables 1 and 2, below, summarise officers views on progress made to 30 September 2010: -

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











		Corporate Strategy	Customer & Workforce Services	Total
	Target achieved	9	0	9
	On track to achieve target	24	11	35
	Progress acceptable	1	7	8
	Intervention Required	0	0	0
	Target not achieved	1	0	1
Total		35	18	53

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

		Corporate Strategy	Customer & Workforce Services	Total
	Target achieved	0	0	0
	On track to achieve target	8	3	11
	Progress acceptable	0	2	2
	Intervention Required	0	0	0
	Target not achieved	0	0	0
	Total	8	5	13

Note: Table only includes those Divisions with KPIs reported quarterly

10. A total of 44 actions (83%) have been reported as having been completed or being on track to be achieved by their due date, and a further 8 (15%) have been assessed as making acceptable progress.
11. However, this means the remaining action has not being achieved and further information on this action can be found in the Corporate Strategy section below.
12. All of the quarterly Key Performance Indicators (KPIs) have been assessed as being on track to achieve their year end target or as having made acceptable progress.

Corporate Strategy Division

13. The plan contained 35 actions that were the responsibility of the Corporate Strategy Division. 33 of these (94%) have been assessed as already being completed or being on track to achieve target. One of the remaining 2 actions has been assessed as having made acceptable progress. However, the remaining action has been assessed as not being completed and this is detailed in table 3, shown below: -

Table 3: Corporate Strategy Actions requiring intervention

Ref	Action	Date to be Completed	Comment
Outcome: Provide a high quality Consultation and Information Service			
CEDOD015	Complete 2010 Place Survey, investigating opportunities for Tees Valley approach to achieve economies of scale	31/12/2010	The Coalition Government cancelled the 2010 and future Place Surveys. A number of indicators from the survey are used in the Council's and the Local Strategic Partnership's performance management frameworks. Alternative measures will be considered as part of the preparation of the Council's 2011/12 departmental and corporate plans

14. The Corporate Strategy Division monitors 8 Key Performance Indicators on a quarterly basis, and all have been assessed as being on track to achieve their year end target.

15. In the period up to and including 30 September 2010 the Corporate Strategy Division completed a number of actions, including: -

- Service Planning Arrangements have been reviewed for 2011/12
- The Council's Performance Management Framework, Risk Management Strategy and Data Quality Policy have all been updated.
- Risk management training has been provided for officers

Customer and Workforce Services Division

16. The Departmental Plan contained 18 actions that were the responsibility of the Customer and Workforce Services Division. For the period ending 30 September 2010 a total of 11 actions (61%) were assessed as being on track to achieve target and the remaining 7 actions (39%) were assessed as having made acceptable progress.
17. The Customer and Workforce Services Division monitors 5 Key Performance Indicators on a quarterly basis, 3 of which (60%) have been assessed as being on track to achieve their year end target. The remaining 2 indicators (40%) have been assessed as making acceptable progress.
18. The following indicators were included in the Departmental Plan that was agreed by Cabinet in May 2010. The targets that were included in the Departmental Plan were revised once the 2009/10 Year End outturns were known. The revised targets were agreed at the Performance Portfolio meeting on 11 August 2010.

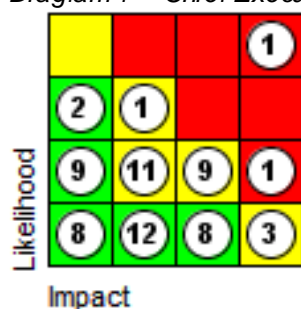
Code	Indicator	Target	
		Original	Revised
HR PI 5A All	Average working days per employee (full time equivalent) per year lost through sickness absence - All Actual	9.0	9.3
HR PI 5P All	Average working days per employee (full time equivalent) per year lost through sickness absence - All Predicted	9.0	9.3

19. In the period up to and including 30 September 2010 the Customer and Workforce Services Division: -
- Transferred additional services to Hartlepool Connect – Revenues & Benefits Counter Team, Scanning Team and Parking Services
 - Developed Corporate Customer Service Training.
 - Launched the Management Academy

Risk Monitoring

20. It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risks that could prevent the achievement of corporate and departmental objectives. On a quarterly basis each division assesses the risk identified within the Chief Executive's Risk Register. The Council's approach acknowledges that the purpose is not to remove all risks (this is neither possible nor, in many cases, desirable), rather it is to ensure that potential 'losses' are prevented or minimised and that 'rewards' are maximised.
21. This summary is reported to the Portfolio Holder within the quarterly monitoring report to provide an overview of risks being addressed by the Chief Executive's Department, as a whole. The Council's risk registers are currently being reviewed and it is not possible at this time to split the analysis by Division.
22. The diagram below shows the distribution of risks in the whole Chief Executive's Departmental Risk Register according to their risk rating. Detail of the rating system is in **Appendix A**. There are a total of 65 risks. Only 2 of the risks are highlighted as a 'RED' risk, although it is possible to identify that neither of these risks are the responsibility of the Corporate Strategy Division or Customer and Workforce Services Division. A further 24 risks are on an 'AMBER' status with the remaining 39 being at a low level 'GREEN' status.

Diagram 1 – Chief Executive Departmental Risk Register Heat Map



RECOMMENDATIONS

23. Portfolio Holder is asked to note progress on key actions and KPIs and current rating of risks.

CONTACT OFFICER

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APPENDIX A

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

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

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

IMPACT

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

LIKELIHOOD

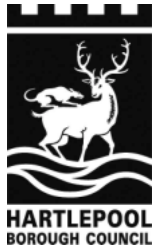
Expectation of occurrence *within the next 12 months* -

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

PERFORMANCE PORTFOLIO

Report to Cllr. J. Brash

24th November 2010



Report of: Chief Customer and Workforce Services Officer

Subject: Comprehensive Spending Review - Proposed Housing and Council Tax Benefits Changes

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of planned future changes to Housing and Council Tax benefit administration and potential impacts on the council.

2.0 SUMMARY OF CONTENTS

- 2.1 The report focuses on the emerging details from the recent comprehensive spending review announcements in respect of housing and council tax benefit administration. The report also considers the operational and strategic responses the council will need to consider in particular engaging with claimants, landlords and other stakeholders on how the changes may impact on them.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The portfolio holder has responsibility for Benefits Administration issues.

4.0 TYPE OF DECISION

- 4.1 The decision is considered to be a non-key decision.

5.0 DECISION MAKING ROUTE

- 5.1 The Performance Portfolio Holder only.

6.0 DECISION(S) REQUIRED

- 6.1 That the Portfolio Holder notes the potential changes and the proposed responses.

Report of: Chief Customer and Workforce Services Officer

Subject: Comprehensive Spending Review - Proposed Housing and Council Tax Benefits Changes

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of planned future changes to Housing and Council Tax benefit administration and potential impacts on the council

2. BACKGROUND

- 2.1 The Council currently administers Housing and Council Tax Benefit as an agent of the Department for Work and Pensions. Despite regeneration progress there remains relatively high levels of deprivation within the borough and a strong dependency on benefits support. Each year over £50m of housing and council tax benefit is processed and awarded by the council to its residents, with about 1 in 3 dwellings in Hartlepool receiving means tested help with their council tax liability and housing benefit being paid regularly to over 10,000 properties within the Borough. Housing and Council Tax benefit and their administration are fundamentally important to the financial health of the borough, the Council, Housing Hartlepool and other registered social landlords together with private sector landlord stakeholders.
- 2.2 Nationally housing benefit is costing the taxpayer about £21 billion per year and the cost of such benefit has grown rapidly in recent years in particular since the introduction of a new system of Local Housing Allowance (LHA) in April 2008. The new coalition government is committed to reforms to reduce the cost of LHA with two phases of changes to be implemented in April 2011 and October 2011 by local authorities.
- 2.3 A consultation paper 21st Century Welfare was issued by the Department for Work and Pensions in July 2010 which set down a commitment to further legislative change early in 2011 to reform Welfare Benefits, to incentivise working age individuals to take up employment opportunities and also to change the delivery model to simplify and streamline the process for the public in claiming help and notifying changes to claims. This consultation introduced the concept of a new Universal Credit to cover housing and living expenses for

working age individuals which would impact on the future local authority role in housing benefits administration.

- 2.4 The October 2010 Comprehensive Spending Review announcement has confirmed the coalition government's commitment to drive forward with those issues referred to in the earlier July consultation paper. In addition clarification has been made as to the government's preferred model for future support with council tax for those that are disadvantaged. Furthermore, announcements have been made on proposals to cap the overall level of state welfare support to a maxima of £500 per week from 2013 and of a potential role for local authorities in implementing this initiative. The coalition government has also issued in October 2010 proposals for new arrangements to tackle fraud and error in the benefit and tax credit systems which will have future implications for counter fraud investigative activity currently undertaken by local authorities.

3. HOUSING BENEFIT LOCAL HOUSING ALLOWANCE REFORMS 2011 and 2013

- 3.1. Housing Benefit, particularly that in the private rented sector, is seen by the government as being overly generous creating unfairness and work disincentives. A principle underpinning the government's reforms is that those on benefits should not be better off than those with modest incomes in paid employment.
- 3.2. The first stage of change to LHA will be from April 2011. A system of national maximum rent caps for different types of property will be established £250 for one bedded, £290 for two bedded, £340 for 3 bedded and £400 per week for four bedded accommodation. The four bedroom rate will also be the maxima rate irrespective of the number of bedrooms a family unit may require. April 2011 will also mark the end of the £15 excess arrangement whereby LHA benefit claimants who elect to live in a cheaper property than the current local LHA rates are entitled to keep up to £15 per week of the rental / housing benefit saving to the taxpayer.
- 3.3. Unlike other parts of the country, in particular London, initial modeling suggests that very few if any benefit claimants in Hartlepool will be affected by the benefit caps, however the removal of the £15 excess will affect a number of tenants to varying degrees.
- 3.4. April 2011 will also mark two further significant changes, non dependent deductions in respect of other occupiers of a property will be increased which will reduce the amount of housing benefit awarded. Also the Discretionary Housing Payment (DHP) budget allocated to each local authority by the Dept for Work and Pensions will be increased (an extra £10m will be made available nationally).

The DHP budget is available to local authorities to top up awards of housing and council tax benefit in appropriate circumstances.

- 3.5. In Hartlepool, the new non dependent deductions changes will impact on a range of households and the current annual Discretionary Housing Payment budget is oversubscribed. Whilst future DHP allocations for individual councils are yet to be announced the informed view of benefits practitioners nationally is that the 2011/12 DHP increase will be skewed towards London authorities where the initial proposed benefits changes will have most impact. The expectation is that in many councils an enhanced local DHP budget will probably be insufficient to meet the challenges of the future changes. Non dependent deductions have been frozen since 2001. there will be staged increases in the rates of non dependent deductions over 3 years. By April 2014 these increases will bring the rates up to the level they would have been had they been fully uprated since 2001.
- 3.6. More fundamental changes are planned to the LHA scheme for October 2011. Currently rents in the private rented sector are set for LHA purposes by taking the median rent within the local broad rental market area. Hartlepool is in the Teesside local broad rental market area which includes properties in Middlesbrough, Stockton and Redcar and Cleveland. From October 2011, LHA rents will be based on the 30th percentile point in the local broad rental market area instead of the median point. This will have the effect that two thirds of rent levels in the area will exceed the maximum housing benefit rate. The government is planning in 2012/13 to double the size of the national Discretionary Housing Payment budget by £30m to £60m, to provide resources to enable councils to help benefit claimants maintain their tenancies however it is unclear at this stage how this extra funding will be distributed between local authorities.
- 3.7. Broad based modelling by the Department for Work and Pensions on the impact of the proposed LHA changes using benefit claimant data as at March 2010, suggests that in Hartlepool a significant number of claimants will potentially be affected by the October 2011 30th percentile rents changes. About 2,000 claimants could be affected with the average loss of housing benefit ranging from £7 to £10 per week. This will have potentially a significant impact on both claimants, private sector landlords and also local property values.
- 3.8. From April 2013, further radical changes to the LHA scheme are being proposed in particular that LHA rates for different property types will from that point on be increased annually by Consumer Price Index (CPI) rates irrespective of local rental values ie. local rents within broad rental market areas will no longer be used to set LHA rates. Furthermore there is a proposal that from this date housing benefit entitlement will be reduced by 10% for those claimants receiving job seekers allowance for more than 12 months.

- 3.9. Unless there is a market readjustment by private sector landlords in their asking rents, then the Citizens Advice and other support agencies have indicated that the effect of the changes could lead to increased rent arrears, evictions and consequent impacts on council homelessness and housing advice services.

4. UNIVERSAL CREDIT

- 4.1 The 2010 CSR also clarified that a new Universal Credit will be introduced for working age claimants which will cover all out of work benefits (including Housing Benefit). The plan is for the new benefit to be available from 2013 for some new claimants. Existing claimants will be transferred across to the new arrangements in phases and this is expected to be completed by April 2017.
- 4.2 The intention of the Universal Credit Scheme is to simplify the claiming process for working age individuals and incentivise and encourage households and families to move into work. This incentivisation will be achieved by introducing a single clear and fairer taper. The taper is the rate at which benefits financial help is reduced as income from paid employment increases.
- 4.3 Working age housing benefit accounts for about 80% of benefits administration activity by Hartlepool BC. Therefore the simplification and streamlining of claiming financial support under Universal Credit will have significant consequences for local authorities role in administration. A white paper on driving forward the Universal Credit is anticipated to be issued in January 2011.

5. COUNCIL TAX BENEFIT

- 5.1. Council Tax Benefit which is currently administered by local authorities will not be included in the Universal Credit payment and will be abolished. Council Tax Benefit it is proposed will be replaced in April 2013 with a new and cheaper “rebate scheme”.
- 5.2. The CSR has confirmed that at a national level the government plans to reduce Council Tax benefit by 10% from 2013/14 which it is anticipated will save about £0.5 billion a year. Indications are that local authorities will be able to set up a local scheme to suit local needs (subject to some limitations) and will be issued by central government with an annual cash limited sum to cover the costs of local rebate awards.
- 5.3. The extent of local authority freedoms and responsibilities under a new council tax rebate scheme are not yet clear. It could be that a rebate is restricted to a particular council tax banding or that those with capital over a certain figure are excluded. There has been a suggestion that councils may be entitled to retain for general fund

expenditure a portion or all of the difference between their rebate cash allocation from central government and the actual cost of their local rebate scheme. Further details are awaited however what is clear is that the council will need to financially model the cost and impacts of a range of different rebate schemes before determining its local framework.

6 COUNTER FRAUD ARRANGEMENTS

- 6.1. The Council as part of its current responsibilities for administering housing and council tax benefit must maintain an effective counter fraud and security function. This responsibility covers quality control checks as well as the formal investigation of suspected fraud cases and the imposition of various sanctions as appropriate including fines, cautions and prosecutions. The current arrangements also provide for effective local joint working between councils and local DWP investigation teams where alleged frauds cover both DWP and local authority administered benefits.
- 6.2. In October 2010, the government set out in a strategic document a new future approach to addressing welfare fraud and error, based around five key elements - Prevent, Detect, Correct, Punish and Deter. This document links with the governments far reaching proposals for welfare reform outlined in the DWP Command paper 21st Century Welfare. It is anticipated that these reforms will drive significant fraud and error savings through radical simplification of the welfare system and the introduction of new arrangements which will make it easier to confirm claimant financial circumstances.
- 6.3. The new proposals will be focused in the first instance on preventing fraud and error entering the welfare system. However, there is a recognition that there remains a strong role for fraud detection and investigation. The DWP are indicating that a new national integrated fraud investigation service will be established to investigate welfare fraud across the DWP, Revenue and Customs (who administer tax credits) and those benefits currently administered by local authorities. These new arrangements will be supplemented by a mobile regional task force which will target investigations in particular local geographical areas supported by highly visible local media campaigns on the specific work being undertaken.
- 6.4. It is anticipated that the new arrangements will be established by 2013 however the impacts on local authority investigations staff are currently unclear. Local authorities will still have a financial support administration role from 2013 by administering a new scheme of council tax rebate as mentioned in section 5 of this report and effective counter fraud measures against potential abuses of those arrangements will be necessary.

7 HARTLEPOOL RESPONSE

- 7.1. On the basis of the future changes information that is currently available, the Council is undertaking detailed analysis of its claimant database to establish those individuals who's benefit may be affected.
- 7.2. The Council will engage with private sector landlords on the planned changes via the local Landlord Forum. The Benefits Service has already established a dialogue with the Homeless Unit which will need to develop further as the national framework arrangements are confirmed and clarified.
- 7.3. A Publicity Strategy will be developed which will encompass council website information and awareness training for both back office and Hartlepool Connect Customer Services staff.
- 7.4. A review of the council's Discretionary Housing Payment arrangements will be undertaken to provide a new framework for applying the enhanced future DHP allocation from the DWP.

8 RECOMMENDATION

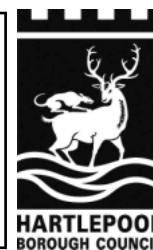
- 8.1. The Portfolio holder is requested to note the contents of the report, endorse the future financial modeling and engagement plans and the planned review of the council's DHP scheme.

John Morton
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Chief Executive's Department
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PERFORMANCE PORTFOLIO

Report to Portfolio Holder

24 November 2010



Report of: Chief Customer and Workforce Services Officer

Subject: WORKFORCE REPORT 2009-10

SUMMARY

1. PURPOSE OF REPORT

To provide the Portfolio Holder with the workforce report 2009-10.

2. SUMMARY OF CONTENTS

The report sets out the workforce profile, including actions undertaken and planned to move this closer to the local labour market and recruitment monitoring, workforce development and sickness performance.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Performance Management.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Performance Portfolio Holder only.

6. DECISION(S) REQUIRED

That the Portfolio Holder notes the report.

Report of: Chief Customer and Workforce Services Officer

Subject: WORKFORCE REPORT 2009-10

1. PURPOSE OF REPORT

- 1.1 To provide the Portfolio Holder with the workforce report 2009-10.

2. BACKGROUND

- 2.1 The Equality Act 2010 places workforce equality data reporting requirements on the Council, although the exact form of these is subject to consultation by the Coalition Government which closed on 10 November 2010.

- 2.2 The Coalition Government proposals, subject to consultation, are as follows:

“We will require public bodies with 150 or more employees to publish data on equality in their workforces. The Equality and Human Rights Commission’s Code of Practice and guidance will set out what workforce equality data should be published by different types of public bodies, and we would expect this to include data on important inequalities such as the gender pay gap, the proportion of staff from ethnic minority communities and the distribution of disabled employees throughout an organisation’s structure. Public bodies will be required to publish this data at least annually and we expect the data to be accessible and to comply with the Transparency Board’s Public Data Principles and the Equality and Human Rights Commission’s Code of Practice. We recognise that some public bodies may not yet have achieved a culture in which employees are ready to be asked to provide personal information about matters such as their sexual orientation or religion or belief, although it is encouraging that it is becoming more common for public sector employees to agree to their employers seeking this information. For this reason, this requirement should not be interpreted as a requirement on public bodies to routinely collect data on sensitive personnel issues, such as the religion or sexual orientation of their employees.”

- 2.3 By virtue of its Equality and Diversity in Employment Policy, the Council has set itself a target of “Striving for, and achieving in the longer term, a workforce that reflects the diversity of the population of Hartlepool”.

3. WORKFORCE REPORT 2009-10

- 3.1 The Workforce Report 2009-10 is attached as **Appendix A**.

- 3.2 The report has anticipated some of the Coalition Government's proposals in as much as it provides information on:
- the proportion of employees from ethnic minority communities, extended to include age, disability and gender;
 - the distribution of disabled employees through the Council's structure, extended to include age, ethnicity and gender.
- 3.3 The report does not provide information on:
- the gender pay gap (clarification of the methodology of calculating this is needed);
 - the proportion of, or distribution through the Council's structure, of the religion or belief or sexual orientation of employees (insufficient information is held to make this meaningful).
- 3.4 It is anticipated that future workforce reports will comply with the Transparency Board's Public Data Principles and the Equality and Human Rights Commission's Code of Practice.

4. RECOMMENDATIONS

- 4.1 That the Portfolio Holder notes the report.

Hartlepool Borough Council Annual Workforce Report 2009/10

1 Introduction

1.1 The Equality Act 2010 places workforce equality data reporting requirements on the Council, although the exact form of these is subject to consultation by the Coalition Government which closed on 10 November 2010.

1.2 The Coalition Government proposals, subject to consultation, are as follows:

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3.4 Appendix A

- 1.5 It is anticipated that future workforce reports will comply with the Transparency Board's Public Data Principles and the Equality and Human Rights Commission's Code of Practice.
- 1.6 By virtue of its Equality and Diversity in Employment Policy, the Council has set itself a target of "Striving for, and achieving in the longer term, a workforce that reflects the diversity of the population of Hartlepool".

2 Local Labour Market

- 2.1 Information about the diversity composition of the local labour market is provided by the Joint Strategy Unit. The most recent information was provided in May 2007.

3 Protected Characteristics

- 3.1 The Equality Act 2010 has defined the protected characteristics of people as being:

- Age
- Disability
- Gender Re-assignment
- Pregnancy and Maternity
- Race (also known as Ethnic Origin)
- Religion or Belief
- Sex (also known as Gender)
- Sexual Orientation

- 3.2 This report focuses on Age, Disability, Ethnic Origin and Gender in terms of the protected characteristics.

- 3.3 Whilst the Council has started to collect employment monitoring data in respect of Religion or Belief and Sexual Orientation at recruitment, it is not yet collecting the same data in respect of employees (subject to statutory requirements, it is planned to address this in 2011/12). No data is collected in respect of Gender Re-assignment and Pregnancy and Maternity and there are currently no plans to collect this information.

4 Contents of the Report

- 4.1 As indicated above, information is provided in respect of the protected characteristics of Gender (Section 6), Disability (Section 7), Ethnic Origin (Section 8) and Age (Section 9). The information provided is in respect of
 - the Council's workforce profile and future targets
 - a comparison between the Council's workforce profile and the local labour market

3.4 Appendix A

- applicants for jobs advertised externally during 2009/10 where employment monitoring data has been recorded (see Recruitment Monitoring below)
 - actions undertaken during 2009/10
 - actions planned for 2010/11 and beyond.
- 4.2 No specific targets have been set in relation to the Council's workforce profile although the overall aim is to maintain, and if possible, move towards a workforce which represents the diversity of the population of Hartlepool. As appointments are made on merit it is not possible to take any direct action to address any characteristic of people which is under-represented in the Council's workforce compared to the population of Hartlepool (it is possible to take indirect action e.g. ensuring job are advertised in media such as Facebook which is accessed by young people). In addition, the monitoring data held in respect of employees is due to be checked during 2011/12 and, based on previous experience, some employees will declare for the first time that they are from an ethnic background or have a disability. It is not possible to predict the extent of new declarations. Once the self service capabilities of ResourceLink and recruitment monitoring data for successful applicants is able to be transferred electronically into ResourceLink the quality and extent of monitoring data held should be improved. It is also hoped that new monitoring data will be provided in respect of religion or belief and sexual orientation.
- 4.3 Information is also provided in respect of workforce development (Section 10) and sickness absence (Section 11).

5 Recruitment Monitoring

- 5.1 Monitoring data was recorded in respect of applicants for jobs from April 2010 onwards. Unfortunately recording stopped for no apparent reason in Autumn 2009, although this only came to light during Summer 2010. Arrangements have been made to ensure that all employment monitoring data is recorded from 1 October 2010 onwards. In addition, the age ranges for aged 25+ used in the Recruitment Monitoring system do not tally with the age ranges used to analyse the workforce profile. This will be addressed as the new recruitment (including recruitment monitoring) system is implemented. Collection of religion or belief or sexual orientation monitoring data began fairly recently and over 96% of applicants were unwilling to make any declaration. Any analysis of the data collected would not be statistically sound and is therefore not reported. A similar reluctance to declare gender, disability and ethnicity data was encountered when this was introduced some years ago but the position has improved over time.
- 5.2 Recruitment monitoring is important as it enables the Council to identify if there is any discrimination against or barriers to employing people with the protected characteristics of Age, Disability, Ethnic Origin and

3.4 Appendix A

Gender at recruitment. Some time ago, the Local Government Employers, Department for Children's & Families and Commission for Race Equality issued the following guidance (which is specific to schools but has general applicability) to help determine whether there is discrimination in recruitment processes:

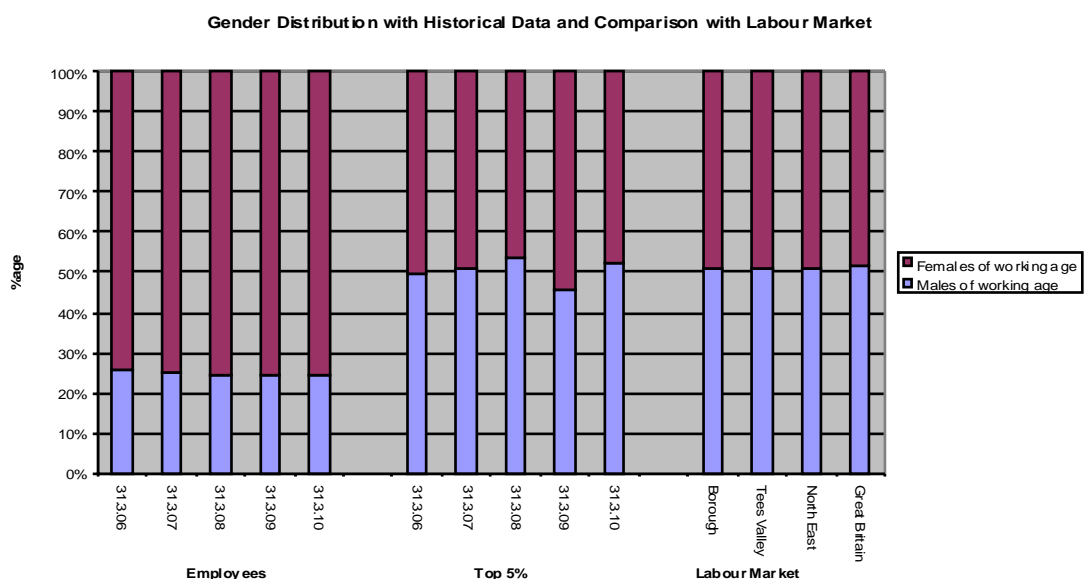
Factor	Comparison or benchmark
Applicants shortlisted	Use 4/5ths rule to compare "success rates" of white applicants selected for interview with black and minority ethnic (BME) applicants
Candidates appointed	Use 4/5ths rule to compare "success rates" of white applicants with black and minority ethnic (BME) applicants

Essentially this guidance indicates that if the proportion of BME applicants shortlisted for interview is less than 80% of the proportion of White applicants shortlisted for interview there is the possibility of some form of discrimination having taken place which should be considered further. The same applies in respect of appointments made.

6 Gender

- 6.1 As can be seen from Chart 1 below, the Council's male workforce has consistently been under represented compared to the population of Hartlepool although this is not the case in respect of the top 5% of earners. This arises primarily because of occupational segregation where most employees in a particular type of job are either male e.g. refuse collectors, engineers, electricians or female e.g. catering, cleaning, primary school teachers.

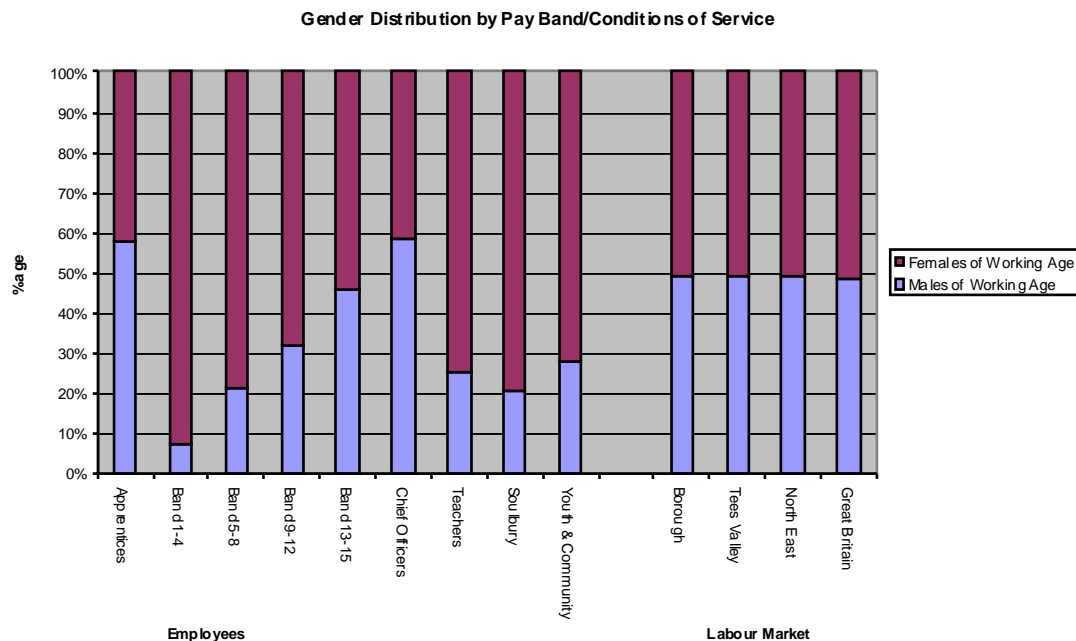
Chart 1



3.4 Appendix A

- 6.2 Chart 2 below shows that the proportion of the workforce that is female is highest in the lowest pay bands e.g. Bands 1-8 and in jobs working with children e.g. Teachers, Soulbury, Youth and community employees.

Chart 2



- 6.3 Details of applicants' gender and their relative success in obtaining a job during 2008/09 are detailed in Table 1 below. Female applicants are more likely than male applicants to be shortlisted and appointed and there is therefore no obvious discrimination against females. If this continues in future, the under-representation of males in the workforce is likely to be increased as a result of a greater proportion of females being appointed although this may be tempered to some extent depending upon the gender profile of employees leaving the Council.

Table 1

Stage	Male Applicants	Female Applicants	Applicants who did not declare	All Applicants	4/5ths rule met?
% (no.) of applications received	24.83% (656)	24.22% (640)	50.95% (1346)	100% (2642)	N/A
% (no.) of applicants shortlisted	19.51% (128)	36.56% (234)	25.66% (344)	26.72% (706)	Yes
% (no.) of shortlisted applicants who were appointed	27.34% (35)	32.48% (76)	31.69% (109)	31.16% (220)	Yes

3.4 Appendix A

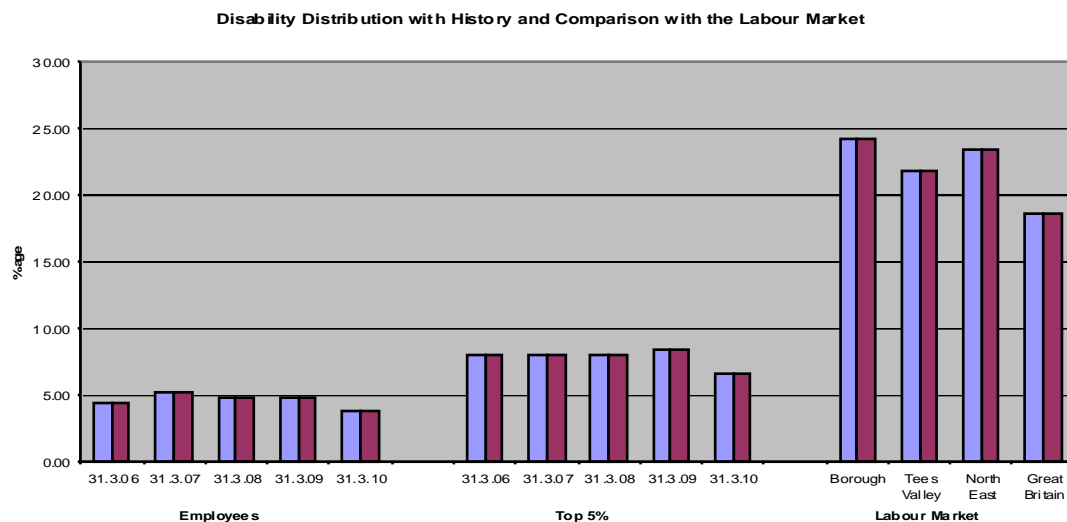
% of all applicants who were appointed	5.34%	11.88%	8.10%	8.33%	Yes
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6.4 No specific actions to address the under-representation of males in the workforce were planned during or undertaken in 2009/10 and no specific actions are planned for 2010/11 and are unlikely to be planned for 2011/12.

7. DISABILITY

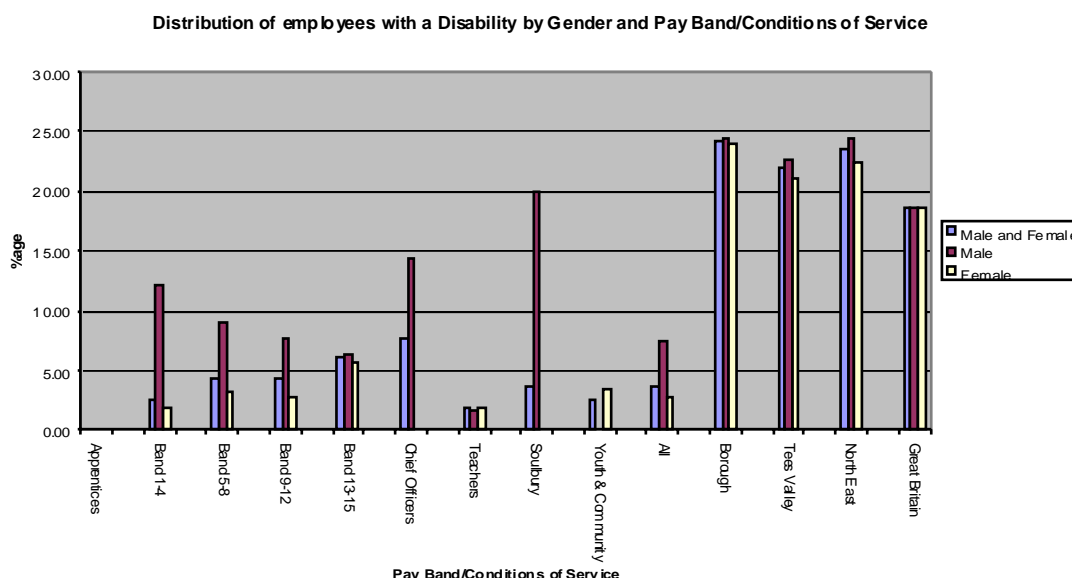
7.1 The Council's workforce profile in respect of disability (as detailed in Chart 3 below) has consistently not been close to the population of Hartlepool, although the profile is closer in respect of the top 5% of employees.

Chart 3



7.2As can be seen from Chart 4 overleaf, the gender profile of people with disabilities in Hartlepool is not dissimilar to the gender profile generally. However this is not replicated in the Council workforce where there is a significantly greater proportion of male employees with a disability than female employees with a disability in most pay bands/conditions of service. This is particularly pronounced in Bands 1-4 where there is a large number of employees and the vast majority are female.

Chart 4



7.3. Table 2 below indicates that only a small proportion of applicants who answer the disability question declare themselves as having a disability. As a consequence only a very small number of applicants with a disability were shortlisted and only one appointed. The small numbers involved mean that any observations at appointment stage in relation to discrimination against applicants with a disability would not be statistically sound.

Table 2

Stage	Applicants with no declared disability	Applicants with a declared disability	Applicants who did not declare	All Applicants	4/5ths rule met?
% (no.) of applications received	45.80% (1210)	1.36% (36)	52.84% (1396)	100% (2642)	N/A
% (no.) of applicants shortlisted	28.43% (344)	25.00% (9)	25.29% (353)	26.72% (706)	Yes
% (no.) of shortlisted applicants who were appointed	31.10% (107)	11.11% (1)	31.73% (112)	31.16% (220)	No
% of all applicants who were appointed	8.84%	2.78%	8.02%	8.33%	No

7.4 During 2009/10 a retrospective equality impact assessment on recruitment generally was undertaken and this was critically challenged externally by a group of people reflecting all gender, age, disability, ethnicity, religion and belief and sexual orientation traits. Whilst the

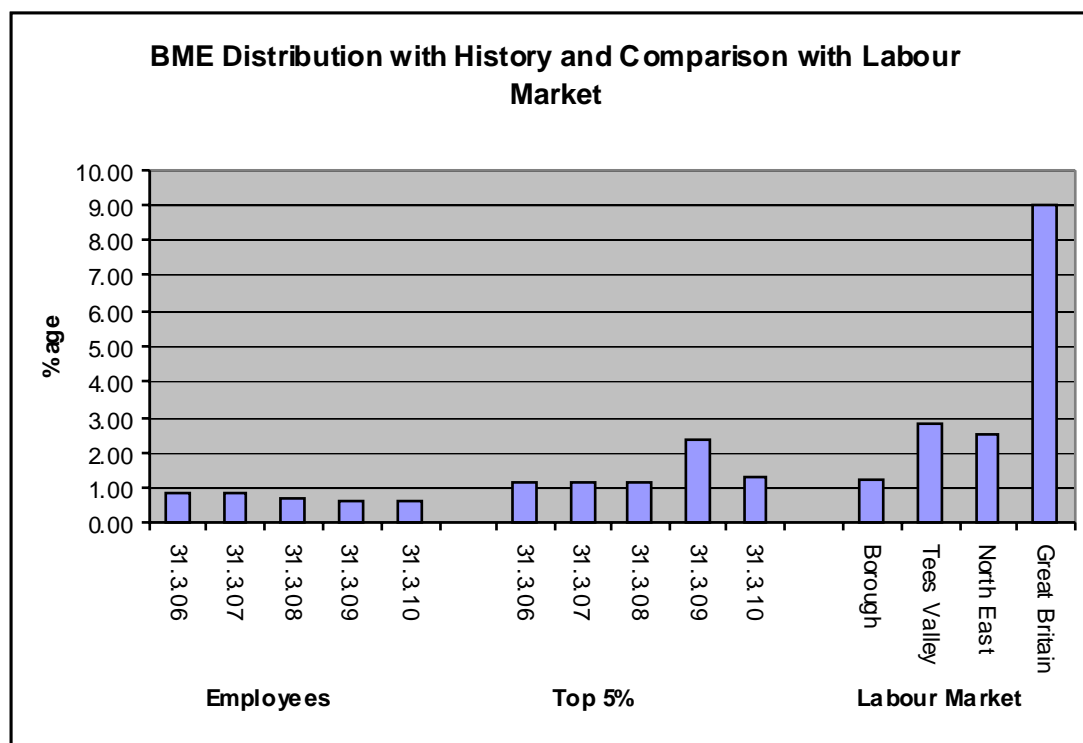
3.4 Appendix A

retrospective equality impact assessment on recruitment considered all the above traits, it concentrated on age. Subject to resources being available, a survey of disabled people is planned to help identify barriers to disabled people applying for and being appointed to the Council, once the ongoing age projects have been completed (see 9.4 below). An action plan will be developed once the results of the survey have been analysed. As indicated in 4.2 above the monitoring data held in respect of employees is due to be checked during 2011/12 which may result in some employees declaring for the first time that they have a disability.

8. ETHNICITY

- 8.1 Chart 5 below shows that the ethnicity (BME) profile is relatively close to the population of Hartlepool. The profile, whilst declining, comprises less than 30 employees and a small change in the number of employees can have a significant impact on the profile.

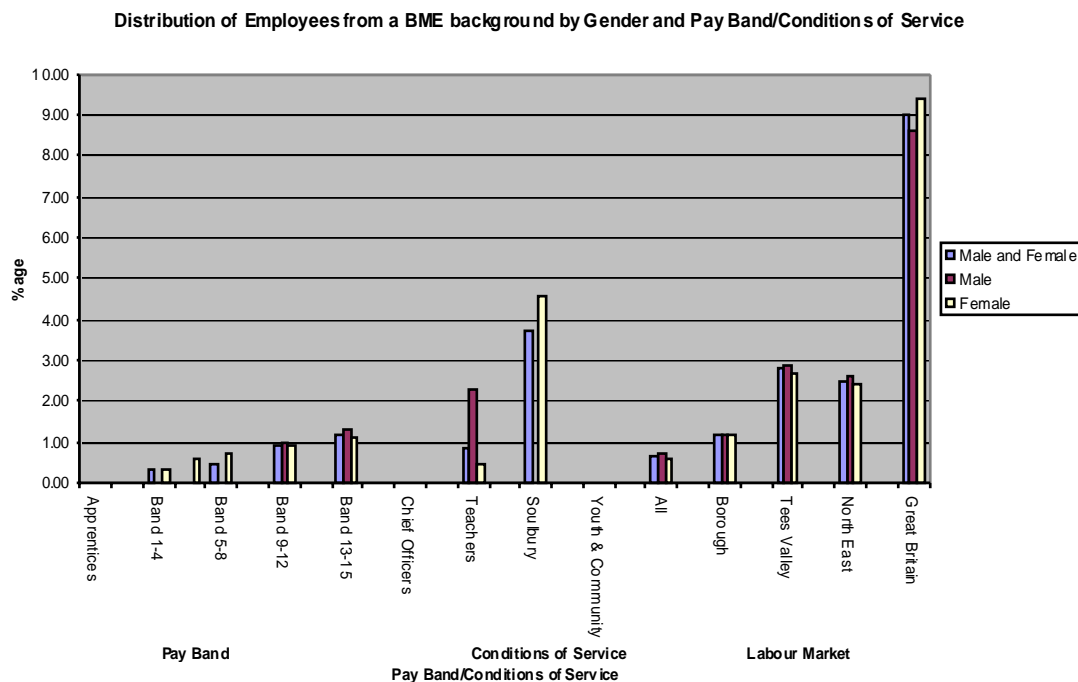
Chart 5



- 8.2 The gender profile of the local BME population is broadly the same as the overall gender profile and this is reflected within the Council, as detailed in Chart 6 overleaf.

3.4 Appendix A

Chart 6



8.3 Table 3 below indicates that only a small proportion of applicants who answer the ethnicity question declare themselves as being from a minority ethnic background. As a consequence only a very small number of BME applicants were shortlisted and only one appointed. The small numbers involved mean that any observations at shortlisting and appointment stage in relation to discrimination against BME applicants would not be statistically sound.

Table 3

Stage	Applicants from White Backgrounds	Applicants from Minority Ethnic Backgrounds	Applicants who did not declare	All Applicants	4/5ths rule met?
% (no.) of applications received	38.83% (1026)	0.98% (26)	60.18% (1590)	100% (2642)	N/A
% (no.) of applicants shortlisted	27.68% (284)	23.08% (6)	26.16% (416)	26.72% (706)	Yes
% (no.) of shortlisted applicants who were appointed	31.34% (89)	16.67% (1)	31.25% (130)	31.16% (220)	No
% of all applicants who were appointed	8.61%	3.85%	8.18%	8.33%	No

3.4 Appendix A

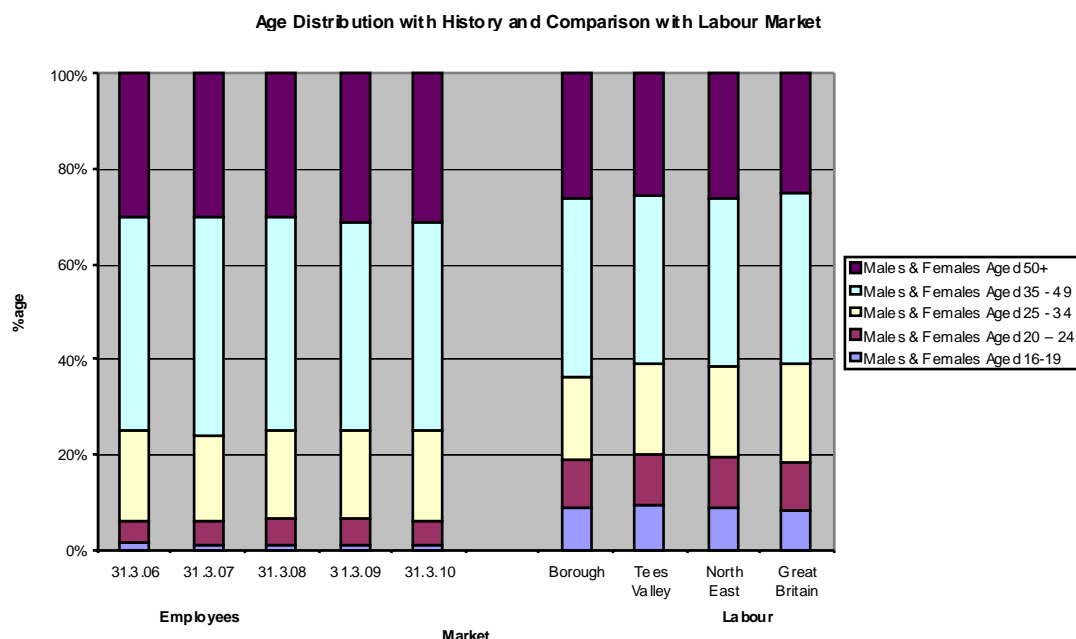
8.4 During 2009/10 a retrospective equality impact assessment on recruitment generally was undertaken and this was critically challenged externally by a group of people reflecting all gender, age, disability, ethnicity, religion and belief and sexual orientation traits. Whilst the retrospective equality impact assessment on recruitment considered all the above traits, it concentrated on age. Subject to resources being available, a survey of BME people is planned to help identify barriers to BME people applying for and being appointed to the Council, once the ongoing age projects have been completed (see 9.4 below). An action plan will be developed once the results of the survey have been analysed. As indicated in 4.2 above the monitoring data held in respect of employees is due to be checked during 2011/12 which may result in some employees declaring for the first time that they are from a BME background.

9 AGE

9.1 Generally speaking, the workforce profile is older than the local population profile (see Chart 7 below).

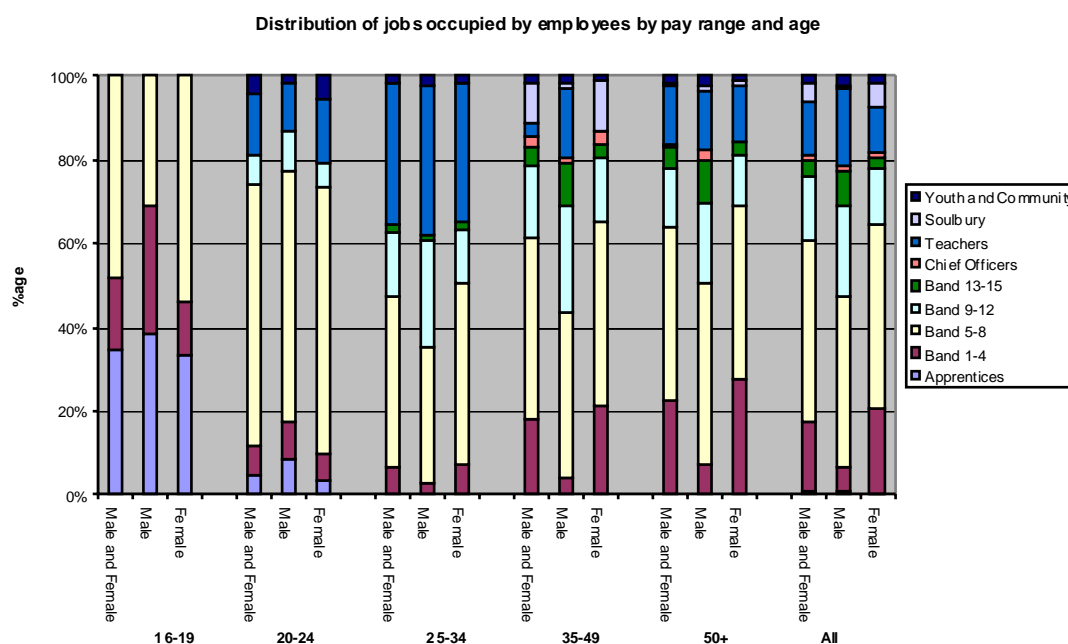
Chart

7



9.2 Chart 8 below shows the distribution of the workforce by age and pay band. As might be expected young people are mainly in the lower pay bands and there is a greater percentage of teachers aged 25-34.

Chart 8



9.3 Table 4 below indicates that young people aged 16-24 are more likely and older people aged 55+ are less likely to be shortlisted and appointed than any other group.. If this continues in the future, it is likely to narrow the gap between the workforce profile and the local population, although this may be tempered to some extent depending upon the age profile of employees leaving the Council.

Table 4

Stage	Applicants						
	Aged 16-24	Aged 25-34	Aged 35-44	Aged 45-54	Aged 55-65+	Did not Declare	All
% (no.) of applications received	10.48% (277)	10.56% (279)	10.75% (284)	5.53% (146)	2.65% (70)	60.03% (1586)	100% (2642)
% (no.) of applicants shortlisted	33.57% (93)	24.73% (69)	28.52% (81)	23.29% (34)	18.57% (13)	26.23% (416)	26.72% (706)
% (no.) of shortlisted applicants who were appointed	30.11% (28)	28.99% (20)	32.10% (26)	35.29% (12)	30.77% (4)	31.25% (130)	31.16% (220)
% of all applicants who were appointed	10.11%	7.17%	9.15%	8.22%	5.71%	8.20%	8.33%

3.4 Appendix A

- 9.4 A number of specific actions to address the under-representation of young people in the workforce were undertaken in 2009/10 including undertaking a retrospective equality impact assessment on recruitment generally and having this critically challenged externally by a group of people reflecting all gender, age, disability, ethnicity, religion and belief and sexual orientation traits. Whilst the retrospective equality impact assessment on recruitment considered all the above traits, it concentrated on age. A number of age related actions, particularly in respect of young people were identified and implemented in 2009/10 including

- researching possible improvements to the Council's Apprenticeship scheme
- undertaking a survey of young people to help identify barriers to young people applying for and being appointed to the Council.

Actions planned for 2010/11 include

- developing and implementing changes to the Council's Apprenticeship scheme
- analysing the results of the young people's survey and developing an action plan.
- checking the monitoring data held in respect of employees

10 Workforce Development

- 10.1 During 2009/10, actual expenditure for external training and development of the workforce was £0.853 million, compared to a pay bill of £63 million. Expenditure on external training and development therefore represented 1.35% of the pay bill.
- 10.2 As at 1 April 2010, 125 employees were undertaking a qualification based form of learning.

11 Sickness Absence

- 11.1 During 2009/10, the average sickness absence per FTE employee was 9.42 days.