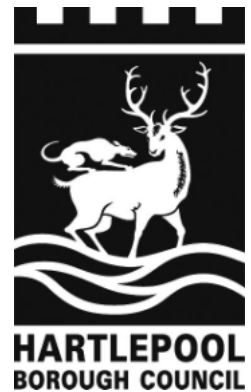


PERFORMANCE PORTFOLIO DECISION SCHEDULE



Tuesday 25 January 2011

At 4.00 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

2.1 Reorganisation Policy Appeal Section 22 Amendments – *Chief Customer and Workforce Services Officer*

3. ITEMS FOR INFORMATION

3.1 View point – Citizen's Panel Results - *Head of Performance and Partnerships*

PERFORMANCE PORTFOLIO
Report to Portfolio Holder
25 January 2011



Report of: Chief Customer & Workforce Services Officer

Subject: Reorganisation Policy Appeal Section 22
Amendments

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To seek a decision regarding the proposed amendments to the Reorganisation Appeal (Section 22).

2. SUMMARY OF CONTENTS

- 2.1 This report sets out the background and draft wording for the updated Section 22 of the Reorganisation Appeal Policy.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Performance Portfolio Holder has responsibility for workforce matters.

4. TYPE OF DECISION

- 4.1 This is not a key decision.

5. DECISION MAKING ROUTE

- 5.1 Portfolio Holder only.

6. DECISION(S) REQUIRED

- 6.1 That the Portfolio Holder Member makes a decision regarding the proposed amendments to the Reorganisation Appeal (Section 22).

Report of: Chief Customer & Workforce Services Officer

Subject: Reorganisation Policy Appeal Section 22
Amendments

1. PURPOSE OF REPORT

- 1.1 To request support for the amendments to the Reorganisation Appeal (Section 22) process subject to final approval by the Performance Portfolio Holder.

2. BACKGROUND

- 2.1 The reorganisation appeal process in relation to employee complaints currently has two formal levels of appeal that duplicate time and resources. Appeals are frequently delayed due to the final stage having to be heard by a Director or Chief Executive of which there are only three in number.

The proposal confirms two stages of appeal at an informal and formal stage. The informal stage can resolve the complaint between the manager and the employee. The formal stage then gives the right of appeal to a Director or Chief Officer as a final stage. The right to appeal to General Purposes (Appeals and Staffing) Sub-Committee in relation to a complaint relating to an employee's dismissal remains unchanged.

Trade Unions via Single Table have approved the changes to the policy as set out below.

3. PROPOSED ARRANGEMENTS

- 3.1 A copy of the final draft of the agreed wording is as follows:

“22. APPEALS

22.1 Any member of staff who feels that any part of this procedure has been unfairly applied should raise their concerns informally to the Head of Service involved in the reorganisation normally within five working days of the date of having received notification of a decision. There are very clear and tight deadlines surrounding the process of dealing with “at risk” posts and redeployment which means that in these particular circumstances, any concerns must be dealt with as quickly as possible.

22.2 If the employee is not satisfied with the outcome of the informal stage then they will send their appeal to the Customer and Workforce Services Officer who will arrange for the employee's concerns to be considered by a Chief Officer or Director within the employing department. The employee will be invited to a meeting with the relevant Chief Officer or Director together with the designated lead manager for

the particular restructuring and the lead HR Officer. The employee may be accompanied at that meeting by either a trade union or work colleague. This meeting will take place as soon as is reasonably practicable.

- 22.3 The Chief Officer or Director will notify the employee in writing of their decision within five working days of the meeting. This decision will be final and there will be no further right of appeal.
- 22.4 In the case of a Chief Officer then the Chief Customer and Workforce Services Officer will arrange for the formal appeal to be heard by the General Purposes (Appeals & Staffing) Committee (i.e. there is no informal stage).
- 22.5 Where a member of staff feels that they have been unfairly dismissed, by reason of redundancy, they have the right of appeal. The employee should write to the Chief Customer and Workforce Services Officer within ten working days of their receipt of the written notice of the termination of their employment, setting out their grounds for appeal. The appeal will be heard by the General Purposes (Appeals and Staffing) Committee of the Council. The hearing will normally take place within twenty working days of the receipt of the employee's letter of appeal. The procedure to be followed will be as set out in the Council's Redundancy Dismissals Appeals Procedure. The redundancy notice shall not be suspended during the appeal process, but shall be revoked if the appeal is successful.
- 22.6 Appeals against any pension decision made under this procedure will be managed in accordance with the Teesside Pension Fund Internal Dispute Resolution Procedure."

4. FURTHER PROPOSED CHANGES

- 4.1 As a result of a review undertaken by the Chief Executive into a decision taken by the General Purposes (Appeals and Staffing) Committee some minor amendments are to be discussed with the Trade Unions and a further report will be brought to this meeting.

5. RECOMMENDATION

- 5.1 That Performance Portfolio Holder approves the amendments proposed for changes to this policy.

6. CONTACT OFFICER

- 6.1 Joanne Machers
Chief Customer and Workforce Services Officer
Hartlepool Borough Council
Joanne.machers@hartlepool.gov.uk

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

25th January 2011



Report of: Head of Performance and Partnerships

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1. To inform the Portfolio Holder of the results of the 33rd phase of Viewpoint, Hartlepool Borough Council's citizen's panel, that was distributed in August 2010.

2.0 SUMMARY OF CONTENTS

- 2.1 A report of the results from the 33rd Viewpoint questionnaire that included: have your say on council spending; contacting the council to make a complaint; consulting with the public; and Hartbeat.
- 2.2 Key findings are:
- Three out of ten members agreed that the Council provides value for money and half of members were pleased with the overall service currently provided by Hartlepool Borough Council. Viewpoint members were more likely to support cuts for councillors and democratic arrangements (91%), and least likely to want to reduce spending on maintaining roads, footpaths, street lights and gullies/drains (9%). There was support from members for the council to deliver services in different ways if it helped to protect them.
 - Twenty-eight percent of Viewpoint members had contacted the council with a complaint in the past year. Of these, 46% were complaining about a problem in their local area. A third of members who had contacted the council with a complaint were satisfied with how their complaint was handled.
 - A third of Viewpoint members agreed that the council listens to the concerns of local residents. Four out of ten members agreed that the Council keeps residents informed about what they are doing, and regularly asks local people about their views and opinions on various local issues. Finally, four out of ten members feel the council is out of touch with what local people want.
 - The majority of Viewpoint members had received a copy of Hartbeat in the last 12 months, read some or most of the magazine when they receive it, and find the magazine easy to read

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Member has responsibility for consultation issues.

4.0 TYPE OF DECISION

4.1 Non-key.

5.0 DECISION MAKING ROUTE

5.1 Portfolio Holder meeting on 25th January 2011

6.0 DECISION REQUIRED

6.1 That the results of the survey be noted.

Report of: Head of Performance and Partnerships

Subject: Viewpoint – citizen's Panel Results

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the results from the 33rd phase of Viewpoint that was distributed to panel members in August 2010.

2. BACKGROUND

- 2.1 Viewpoint, Hartlepool Borough Council's citizen's panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.
- 2.2 Each phase of Viewpoint covers various topics and within this phase there were questions on:
- Have your say on council spending
 - Contacting the council to make a complaint
 - Consulting with the public
 - Hartbeat
- 2.3 This survey was sent in August 2010 to all active members of the panel which, in this instance, was 1,421 individuals. A response rate of 67 per cent was achieved with 954 questionnaires being returned.
- 2.1 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all Viewpoint members complete the questionnaire at each phase.
- 2.4 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular Viewpoint newsletter. A copy of the overall report will also be placed in the members' library, in all public libraries across the Borough for public access and has been placed on the council's website.
- 2.5 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on 140 topics. Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we refresh a third of our panel annually, we should have a new panel every three years, and therefore

Viewpoint members will not be answering questions they have already answered.

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

Table 2.1 Use of Viewpoint by departments – number of topics covered up to and including Viewpoint 33

	%	(No.)
Regeneration & Neighbourhoods	54%	(75)
Chief Executive's Department	22%	(31)
Child & Adult Services	21%	(30)
External agencies	3%	(4)
(N=140)		

- 2.7 This report includes a summary of the main results from the Viewpoint 33 questionnaire. Attached as **Appendix A**, is the full results report. Attached as **Appendix B** is the newsletter that summarised these results.

3. HAVE YOUR SAY ON COUNCIL SPENDING

- 3.1 Viewpoint members were asked to tell us to what extent they agree or disagree that Hartlepool Borough Council provides value for money and three out of ten (29%) Viewpoint members agreed that the Council provides value for money. Nearly four out of ten (39%) disagreed with this statement.
- 3.2 In total, 50% of Viewpoint members were pleased with the overall service currently provided by Hartlepool Borough Council, and just over a fifth (22%) were unhappy.
- 3.3 We asked Viewpoint members whether it was acceptable or unacceptable to cut future spending on 47 services, and for 34 of these services a majority of responders said reduced spending was unacceptable. Viewpoint members were more likely to support cuts for councillors and democratic arrangements (91%), and least likely to want to reduce spending on maintaining roads, footpaths, street lights and gullies/drains (9%).
- 3.4 Finally, Viewpoint members were asked to tell us if they would support the Council delivering services in different ways if it helped to protect services. Overall, there was strong support from Viewpoint members

for working with other public sector agencies (86%) and voluntary community and charitable organisations (84%) in order to protect services. There was less support, although still a majority, for working with the private sector (63%) and neighbouring councils (56%).

4. CONTACTING THE COUNCIL TO MAKE A COMPLAINT

- 4.1 Viewpoint members were asked to tell us if they had contacted the council with a complaint in the last 12 months, and 28 per cent told us they had. These Viewpoint members were more likely to say they had contacted the council to complain about a problem in their local area, such as anti-social behaviour or speeding traffic (46%).
- 4.2 When asked how satisfied they were with how their complaint was handled, over a third (36%) said they were satisfied, and just under half (48%) were dissatisfied.

5. CONSULTING WITH THE PUBLIC

- 5.1 A third of Viewpoint members agreed that Hartlepool Borough Council listens to the concerns of local residents. The same proportion of Viewpoint members disagreed with this statement.
- 5.2 Four out of ten members agreed that the Council keeps residents informed about what they are doing (38%), and regularly asks local people about their views and opinions on various local issues (41%).
- 5.3 Four out of ten Viewpoint members feel the council is out of touch with what local people want.

6. HARTBEAT

- 6.1 The majority (94%) of Viewpoint members had received a copy of Hartbeat delivered to their house in the last 12 months, and a similar proportion (95%) said they read some or most of the magazine when they receive it. Ninety-seven per cent of Viewpoint members find the magazine easy to read.
- 6.2 Viewpoint members are positive about the publication, agreeing or strongly agreeing that the magazine...
 - Covers local news issues and events well (86%)
 - Has a good style and layout (74%)
 - Has large enough print size (91%)
 - Uses enough photos (83%); and
 - Covers a good variety of issues and topics (74%)
- 6.3 Viewpoint members are most likely to find the regular feature on 'what's on and where to go' well covered.

- 6.4 Eight out of ten (80%) members find the magazine helpful in explaining the activities of the Council and what goes on in Hartlepool, seven out of ten (71%) members find the adverts useful, and three-quarters (74%) of Viewpoint members are satisfied with the publication overall.
- 6.5 Perhaps as a reflection of the current economic situation, there has been a substantial increase in the proportion of people who would like Hartbeat to include more information on jobs and employment, from 42% in 2007 to 57% in 2010.

7. RECOMMENDATIONS

- 7.1 It is recommended that the Portfolio Holder note the results.

8. CONTACT OFFICER

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Corporate Strategy



33rd Viewpoint Survey Results Report

**Lisa Anderson
January 2011**

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1. Introduction

- 1.1 This report details results from the August 2010 survey. The specific topic areas covered in this survey were:
- Have your say on council spending
 - Contacting the council to make a complaint
 - Consulting with the public
 - Heartbeat
- 1.2 In August 2010, a questionnaire was distributed by post and via the council's e-consultation system to all 1,421 active members of the panel. Viewpoint members were given approximately four weeks to complete and return the questionnaire, after which time a reminder email and/or letter was sent out to those members who had not responded.
- 1.3 This report will comment on the key findings from the recent Viewpoint survey, and will also examine and comment on any differences between demographic groups, should one exist. If there is no difference between responses received from different demographic groups, the report will state "There was no real difference to report upon from the detailed results."

Response rates

- 1.4 The response rate was 67% (954 returns). A small number of cases were excluded as ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health (Table 1.1).

Table 1.1 Response rates

	Number of cases
Total sample	1436
Unsuitable / ineligible cases	15
Total possible sample	1421
Completed questionnaires	954
No response	467
Response rate	67%

2. Key findings

Have your say on council spending

- 2.1 Viewpoint members were asked to tell us to what extent they agree or disagree that Hartlepool Borough Council provides value for money and three out of ten (29%) Viewpoint members agreed that the Council provides value for money. Nearly four out of ten (39%) disagreed with this statement.
- 2.2 In total, 50% of Viewpoint members were pleased with the overall service currently provided by Hartlepool Borough Council, and just over a fifth (22%) were unhappy.
- 2.3 We asked Viewpoint members whether it was acceptable or unacceptable to cut future spending on 47 services, and for 34 of these services a majority of responders said reduced spending was unacceptable. Viewpoint members were more likely to support cuts for councillors and democratic arrangements (91%), and least likely to want to reduce spending on maintaining roads, footpaths, street lights and gullies/drains (9%).
- 2.4 Finally, Viewpoint members were asked to tell us if they would support the Council delivering services in different ways if it helped to protect services. Overall, there was strong support from Viewpoint members for working with other public sector agencies (86%) and voluntary community and charitable organisations (84%) in order to protect services. There was less support, although still a majority, for working with the private sector (63%) and neighbouring councils (56%).

Contacting the council to make a complaint

- 2.5 Viewpoint members were asked to tell us if they had contacted the council with a complaint in the last 12 months, and 28 per cent told us they had. These Viewpoint members were more likely to say they had contacted the council to complain about a problem in their local area, such as anti-social behaviour or speeding traffic (46%).
- 2.6 When asked how satisfied they were with how their complaint was handled, over a third (36%) said they were satisfied, and just under half (48%) were dissatisfied.

Consulting with the public

- 2.7 A third of Viewpoint members agreed that Hartlepool Borough Council listens to the concerns of local residents. The same proportion of Viewpoint members disagreed with this statement.
- 2.8 Four out of ten members agreed that the Council keeps residents informed about what they are doing (38%), and regularly asks local people about their views and opinions on various local issues (41%).

- 2.9 Four out of ten Viewpoint members feel the council is out of touch with what local people want.

Hartbeat

- 2.10 The majority (94%) of Viewpoint members had received a copy of Hartbeat delivered to their house in the last 12 months, and a similar proportion (95%) said they read some or most of the magazine when they receive it. Ninety-seven per cent of Viewpoint members find the magazine easy to read.
- 2.11 Viewpoint members are positive about the publication, agreeing or strongly agreeing that the magazine...
- Covers local news issues and events well (86%)
 - Has a good style and layout (74%)
 - Has large enough print size (91%)
 - Uses enough photos (83%); and
 - Covers a good variety of issues and topics (74%)
- 2.12 Viewpoint members are most likely to find the regular feature on 'what's on and where to go' well covered.
- 2.13 Eight out of ten (80%) members find the magazine helpful in explaining the activities of the Council and what goes on in Hartlepool, seven out of ten (71%) members find the adverts useful, and three-quarters (74%) of Viewpoint members are satisfied with the publication overall.

3. Have your say on Council spending

- 3.1 Viewpoint members were told how the Council needed to make some tough financial decisions over the next few years, as a result of the Coalition Government's spending cuts. We wanted to know which Council services were a priority for Viewpoint members, and which services were acceptable to make financial cuts.

Providing value for money

- 3.2 First of all, Viewpoint members were asked to tell us to what extent they agree or disagree that Hartlepool Borough Council provides value for money. This question had previously been asked through the 2008 Place survey.
- 3.3 In 2010, three out of ten (29%) Viewpoint members agreed or strongly agreed that the Council provides value for money. Nearly four out of ten (39%) disagreed or strongly disagreed with this statement. Results are largely similar to those obtained through the 2008 Place survey. See table 3.1 for more information.

Table 3.1 To what extent do you agree or disagree that Hartlepool Borough Council provides value for money?

	2010 %	2008 %
Strongly agree	4	3
Tend to agree	25	25
Neither agree nor disagree	32	32
Tend to disagree	27	29
Strongly disagree	12	12
Total (No.)	(1111)	(1323)

- 3.4 Older Viewpoint members (65 years and over) were more likely to agree or strongly agree that the Council provides value for money (37%) than younger Viewpoint members (17 to 34 years) (21%). Younger Viewpoint members were more likely to say they neither agreed nor disagreed with this statement (44%).
- 3.5 More Viewpoint members who classify themselves as having a disability agree or strongly agree that the Council provides value for money (39% compared to 27%). However, there has not been a reduction in the proportion of Viewpoint members with a disability disagreeing with this statement, rather a reduction in the proportion of Viewpoint members with a disability neither agreeing nor disagreeing with this statement.

How pleased Viewpoint members are with the service provided

- 3.6 In total, 50% of Viewpoint members were pleased with the overall service currently provided by Hartlepool Borough Council. Twenty-eight per cent were neither pleased nor unhappy, and just over a fifth (22%) were unhappy. See table 3.2 for more information.

Table 3.2 Thinking of the overall service Hartlepool Borough Council currently provides, how pleased are you with our service?

	%	(No.)
Very pleased	5	(58)
Fairly pleased	45	(520)
Neither pleased nor unhappy	28	(326)
Fairly unhappy	19	(219)
Very unhappy	3	(34)
Total	100	(1156)

- 3.7 Viewpoint members from the Central area of Hartlepool were less likely to say they are fairly or very pleased with the overall service provided by Hartlepool Borough Council (47%) than members from the South or North areas of Hartlepool (52%).
- 3.8 More male Viewpoint members are unhappy with the service provided by Hartlepool Borough Council than female Viewpoint members. However, rather than there being a move into the 'pleased' category, female Viewpoint members were more likely to say they are neither pleased nor unhappy with the service provided by Hartlepool Borough Council, than male Viewpoint members.
- 3.9 Also, Viewpoint members aged between 35 to 44 years old were less likely to be pleased with the service provided by Hartlepool Borough Council. Compared to Viewpoint members from other age groups, Viewpoint members aged between 35 and 44 years were more likely to say they are neither pleased nor unhappy (33%) or that they are fairly or very unhappy (27%) with the service provided by the Council.

Cuts on future spending

- 3.10 We asked Viewpoint members whether it was acceptable or unacceptable to cut future spending on 47 services, and for 34 of these services a majority of responders said reduced spending was unacceptable. Table 3.3 shows the 13 services where more Viewpoint members thought it was acceptable to cut than unacceptable, and top of this list was support for councillors and democratic arrangements (91%).

- 3.11 The full results table for this question can be found in Appendix 4. Overall, Viewpoint members were least likely to want to see reduced spending on maintaining roads, footpaths, street lights and gullies/drains (9%), waste collection, disposal and recycling (10%), and safeguarding children and young people (10%).

Table 3.3 Services where more Viewpoint members think it is acceptable to cut than unacceptable

	Acceptable to cut %
Support for Councillors & democratic arrangements	91
Planning, Building Control, & Development Control	69
Climate change / carbon reduction	66
Support for alternative transport, such as paths & cycle lanes	65
Support services, e.g. accountancy, legal advice, personnel, & housing benefit & council tax administration	63
Dealing with abandoned vehicles	63
Tourism, including the Tourist Information Centre	62
Energy efficiency / management	58
Adult & community education & learning	55
Support for employers & businesses	53
Support for schools (e.g. improve exam results & attendance)	53
Museums, art gallery, theatre, Historic Quay, festivals & events	52
Community development (e.g. community centres & support for voluntary organisations)	51

- 3.12 Viewpoint members who were less likely to identify services which are acceptable to cut spending on were:

- female Viewpoint members,
- younger Viewpoint members (17 to 34),
- older Viewpoint members (65 years and over), and
- members with a disability.

- 3.13 Viewpoint members who were less likely to want to see cuts for concessionary fares and support for the bus service were:

- Female Viewpoint members
- older Viewpoint members (aged 55 years and over)
- and Viewpoint members with a disability.

- 3.14 Older Viewpoint members and Viewpoint members with a disability were also more likely to find it unacceptable to make cuts in the provision of advice to encourage self help in relation to adult social care. In addition, Viewpoint members with a disability were more likely to find it unacceptable to cut spending on 'Dial a Ride' and regeneration projects. Female Viewpoint members also identified community development and beach safety as services to protect from cuts.

Your comments

- 3.15 We asked Viewpoint members if they had any other suggestions or examples of how the Council could save money over the next 12 months, and we received 692 suggestions. Full results can be seen in table 3.4. The main suggestions were that the:
- role of the Mayor, the number of Councillors be examined, or that their expenses and salaries be reduced (228 comments).
 - level of staff pay be fixed or reduced or the numbers of managers and/or staff be reduced (133 comments)
 - Council reduce the level of services provided (87 comments)

Table 3.4 Do you have any suggestions or examples of how the Council could save money over the next 12 months?

	Number of Comments
Examine the role of the Mayor, number of Councillors, and reduce salaries and expenses	228
Fix the level of pay, reduce staff expenses, reduce the number of managers and/or staff	133
Reduce the level of services provided	87
More efficient working / more productive	69
Reduce staff perks	32
Give those on benefits manual work to do	22
Charge more for council services/ increase the level of fines	17
Scrap Hartbeat	9
Be more energy efficient	7
Privatise some services / get better value	7
Other	81
(N=692)	

Different ways to deliver services

- 3.16 Finally, Viewpoint members were asked to tell us if they would support the Council delivering services in different ways if it helped to protect services.
- 3.17 Overall, there was strong support from Viewpoint members for working with other public sector agencies (86%) and voluntary community and charitable organisations (84%) in order to protect services. There was

less support, although still a majority, for working with the private sector (63%) and neighbouring councils (56%). See table 3.5 for more information.

Table 3.5 If, to protect services, the Council needed to consider different ways of delivering them, which of the following methods would you support?

	Support %	Don't support %
a. Work with the private sector to provide services instead of the Council	63	37
b. Work with other public sector agencies to deliver services	86	14
c. Work with voluntary community and charitable organisations	84	16
d. Share services with other councils	56	44

- 3.18 More male Viewpoint members supported the suggestions to work with the private sector and to share services with other councils than female Viewpoint members.
- 3.19 Older Viewpoint members (aged 65 years and over) were slightly more likely to support the suggestion of working with the private sector, than Viewpoint members from other age groups. Younger Viewpoint members (aged between 17 and 34) were more likely to support the suggestion of working with other public sector agencies to deliver services (95%) than older Viewpoint members (78%). Viewpoint members aged between 45 and 54 years were more likely to support the suggestion of sharing services with other councils.
- 3.20 And finally, Viewpoint members with a disability were less likely to support any of the proposed suggestions to deliver services than Viewpoint members without a disability. There was less than a majority support from Viewpoint members with a disability for the Council sharing services with other councils.

4. Contacting the Council to make a complaint

- 4.1 We wanted to find out if Viewpoint members had contacted the council to make a complaint in the past twelve months. These questions were included in Viewpoint in 2008 and in 2005. Some of these questions were also asked in the 2006/07 Best Value Performance Indicator (BVPI) General Household Survey. Where this is the case, comparisons will be drawn between the two sets of data. It is important to note that any comparisons drawn between the two surveys should be made with caution as the methodologies behind the BVPI survey and the Viewpoint surveys differ.

Making a complaint

- 4.2 First of all, we asked Viewpoint members if they had contacted the council with a complaint in the last 12 months, and three out of ten (28%) Viewpoint members said they had. This is similar to previous Viewpoint results, and slightly higher than the figures obtained from the 2003 and 2005 BVPI surveys. See table 4.1 for more information

Table 4.1 Have you contacted Hartlepool Borough Council with a complaint(s) in the last 12 months?

	Viewpoint			BVPI	
	2010 %	2008 %	2005 %	2006 %	2003 %
Yes	28	30	27	23	19
No	72	70	73	77	81
	(N=1185)	(N=1175)	(N=1179)	(N=971)	(N=1168)

- 4.3 Viewpoint members aged between 55 and 64 years and members with a disability were more likely to say they had contacted the council with a complaint in the last 12 months (35% and 36% respectively).

What members were complaining about

- 4.4 Viewpoint members were then asked to tell us what they were complaining about the last time they contacted the council. In 2010, as in 2008, Viewpoint members were most likely to say they had contacted the Council to complain about a problem in their local area, such as a noisy neighbour or anti-social behaviour (46%). The number of people complaining about this issue has increased from 33% in 2008. There has been a reduction in the proportion of people contacting the council to complain about the council not doing something they should have from 33% in 2008 to 15% in 2010. There has also been a reduction in the number of people contacting the Council to complain that the council had done something wrong / badly from 19% in 2008 to 14% in 2010. See table 4.2 for more information.

Table 4.2 Thinking about the last time you contacted the council with a complaint, were you complaining about...

	2010 %	2008 %
A problem in your local area	46	33
The council not doing something they should have done	15	33
The council had done something wrong / badly	14	19
Any other reason	12	10
A decision made by councillors	9	3
A member of staff	3	2
	(N=254)	(N=395)

- 4.5 Viewpoint members who were more likely to say they had contacted the council to make a complaint about a problem in their local area were from the North area of Hartlepool (53%), or aged between 17 and 34 (57%).

What members complaints related to

- 4.6 Next we asked Viewpoint members to tell us what their complaint related to. In total 315 comments were made. The majority of people said their complaint was about anti-social behaviour (ASB) (76 comments), rubbish or recycling collections (48 comments), or litter and fly tipping (34 comments). See table 4.3 for more information.

Table 4.3 What did the complaint(s) relate to?

	No. of comments
ASB	76
Rubbish / recycling collections	48
Litter / Fly tipping	34
Poor condition of roads	19
Broken street lights	16
Poor condition of pavements	15
Dog warden / dog fouling	12
On-street parking	5
Pigeons	4
Trees	4
Salting / gritting of roads	4
Grass cutting	4
Other	74
	(N=315)

Satisfaction with how their complaint was handled

- 4.7 We asked Viewpoint members to tell us how satisfied or dissatisfied they were with the way in which their complaint was handled. In 2010, over a third (36%) of Viewpoint members said they were either satisfied or very satisfied with the way their complaint had been handled. This is similar to results received in 2008, yet a reduction from 2005 figures. See table 4.4 for more information.

Table 4.4 How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

	Viewpoint			BVPI	
	2010 %	2008 %	2005 %	2006 %	2003 %
Very satisfied	18	14	19	17	11
Satisfied	18	21	30	18	22
Neither satisfied nor dissatisfied	16	19	5	9	12
Dissatisfied	21	28	21	24	20
Very dissatisfied	27	20	26	32	35
	(N=317)	(N=347)	(N=316)	(N=227)	(N=218)

- 4.8 Viewpoint members from the North area of Hartlepool were more likely to say they were either satisfied or very satisfied with the way in which their complaint was handled (48%) than members from the South (29%) or Central (32%) areas of Hartlepool.

5. Consulting with the public

- 5.1 Hartlepool Borough Council uses many different methods for consulting with residents of Hartlepool including Viewpoint, focus groups, and talking to resident groups and service users. The council wanted to find out if Viewpoint members felt the council listens to them when consulting, and takes on board member's views and opinions when making decisions.
- 5.2 These questions have been included in Viewpoint in 2004, early 2007, and late 2008. Therefore, comparisons will be made between these datasets.
- 5.3 It is important to note at this stage that there was a noticeable improvement for all four statements between the 2007 and 2008 data sets. Therefore, Viewpoint members felt more positive about the way the council consulted with local people in 2007, taking their views and opinions on board when making decisions. However, in 2010, responses returned to the level recorded prior to 2008.

Statements about consulting with the public

- 5.4 Viewpoint members were asked to tell us if they agreed or disagreed with four statements about Hartlepool Borough Council consulting with the public. The results for all four statements were largely split, and can be seen in table 5.1 below.

Table 5.1 Please look at the following statements and tell us how much you agree or disagree with each statement - 2010

Hartlepool Borough Council...	Agreed %	Disagreed %
... listens to the concerns of local residents	33	33
... is out of touch with what local people want	40	24
... keeps residents informed about what they are doing	38	31
... regularly asks local people about their views and opinions on various local issues	41	33

- 5.5 What will now follow will be a detailed look at the responses received for each of these four statements, including comparisons between previous datasets.

Hartlepool Borough Council listens to the concerns of local residents

- 5.6 First of all, Viewpoint members were asked to tell us if they agreed or disagreed with the statement 'Hartlepool Borough Council listens to the concerns of local residents'. A third (33%) of respondents agree or strongly agree with this statement, which is similar to results obtained prior to 2008. See table 5.2 for more information.

Table 5.2 Hartlepool Borough Council listens to the concerns of local residents.

	2010 %	2008 %	2007 %	2004 %
Strongly agree	5	5	2	3
Agree	29	40	33	33
Neither agree nor disagree	34	32	33	33
Disagree	25	19	25	26
Strongly disagree	8	4	8	6
	(N=1102)	(N=1093)	(N=1091)	(N=1104)

- 5.7 The detailed results show that members from the North area of Hartlepool were more likely to agree or strongly agree with this statement (37%) than members from the South (28%) or Central (34%) areas of Hartlepool.

Hartlepool Borough Council is out of touch with what local people want

- 5.8 We then asked Viewpoint members if they agreed or disagreed with the statement 'Hartlepool Borough Council is out of touch with what local people want'. Responses were mixed. Four out of ten (40%) members agreed or strongly agreed with this statement, a third (36%) neither agreed nor disagreed, and a quarter (24%) disagreed or strongly disagreed with this statement. Results are similar to those obtained prior to 2008. See table 5.3 for more information.

Table 5.3 Hartlepool Borough Council is out of touch with what local people want

	2010 %	2008 %	2007 %	2004 %
Strongly agree	11	7	10	11
Agree	30	32	33	31
Neither agree nor disagree	36	35	37	30
Disagree	20	25	19	26
Strongly disagree	4	2	1	3
	(N=1115)	(N=1096)	(N=1087)	(N=1106)

- 5.9 The detailed results show that Viewpoint members with a disability were more likely to agree or strongly agree with this statement than members without a disability (47% and 39% respectively).

Hartlepool Borough Council keeps residents informed about what they are doing

- 5.10 When asked how much viewpoint members agree or disagree with the statement 'Hartlepool Borough Council keeps residents informed about what they are doing', again results were split. Four out of ten (38%) members agreed or strongly agreed with the statement, three out of ten (30%) members neither agreed nor disagreed, and three out of ten (31%) disagreed or strongly disagreed with this statement. Results are similar to those obtained prior to 2008. See table 5.4 for more information.

Table 5.4 Hartlepool Borough Council keeps residents informed about what they are doing.

	2010 %	2008 %	2007 %	2004 %
Strongly agree	4	4	2	4
Agree	34	41	34	35
Neither agree nor disagree	30	30	30	23
Disagree	24	21	27	32
Strongly disagree	7	4	7	7
	(N=1137)	(N=1139)	(N=1120)	(N=1138)

- 5.11 The detailed results show that Viewpoint members from the Central area of Hartlepool were more likely to agree or strongly agree with this statement (42%) than members from the South (35%) or North (38%) areas of Hartlepool.

Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues

- 5.12 Finally, Viewpoint members were asked to tell us how much they agree or disagree with the statement 'Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues'. Four out of ten (41%) Viewpoint members agreed or strongly agreed with this statement and a third (33%) disagreed or strongly disagreed. A quarter (26%) neither agreed nor disagreed. Again, responses have returned to 2007 levels. See table 5.5 for more information.

Table 5.5 Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues

	2010 %	2008 %	2007 %	2004 %
Strongly agree	7	7	4	4
Agree	35	48	39	33
Neither agree nor disagree	26	26	29	26
Disagree	24	15	22	30
Strongly disagree	9	4	6	8
	(N=1122)	(N=1117)	(N=1117)	(N=1115)

- 5.13 The detailed results show that Viewpoint members from the Central area of Hartlepool were more likely to agree or strongly agree with this statement (45%) than members from the South (38%) or North (41%) areas of Hartlepool.

Influencing decisions in local area

- 5.14 Viewpoint members were asked if they agreed or disagreed that they could influence decisions affecting their local area. This question was previously asked in the 2008 Place survey. As can be seen from table 5.6, results are similar between the two data sets, and in 2010, 36 percent of residents definitely agreed or tended to agree that they could influence local decisions.

Table 5.6 Do you agree or disagree that you can influence decisions affecting your local area?

	2010 %	2008 %
Definitely agree	5	4
Tend to agree	31	27
Tend to disagree	42	42
Definitely disagree	23	26
	(N=1024)	(N=1213)

- 5.15 Viewpoint members from the South area of Hartlepool were more likely to say they definitely disagreed or tended to disagree with this statement (69%) than members from Central or North areas of Hartlepool (63%).

6. Hartbeat

- 6.1 In 2003, 2005, and 2007 the Council used Viewpoint to consult with Hartlepool residents about the community magazine, Hartbeat. We wanted to find out panel members' views and opinions on this magazine and how they thought it could be improved. A selection of these questions were included in the latest Viewpoint survey, and where appropriate the responses to these questions will be compared to responses obtained from previous surveys.

Receiving Hartbeat

- 6.2 First of all, Viewpoint members were asked if a copy of Hartbeat had been delivered to their house in the last 12 months. Reassuringly, the majority of respondents (94%) said they had, which is similar to the response received from previous surveys. See Table 6.1 for more information.

Table 6.1 Firstly, have you had a copy of Hartbeat delivered to your house in the last 12 months?

	2010	2007 %	2005 %	2003 %
Yes	94	95	96	96
No	6	5	4	4
	(N=1149)	(N=1133)	(N=1150)	(N=572)

- 6.3 Viewpoint members aged between 35 and 44 were more likely say they had had a copy of Viewpoint delivered in the last 12 months (97%).

Receiving Hartbeat

- 6.4 Of those participants who had received a copy of Hartbeat in the past twelve months, ninety-five per cent said they read most or some of it. Only five per cent said they do not read it at all. Again, these results are very similar to the results obtained in previous years. See Table 6.2 for more information.

Table 6.2 If yes [have you had a copy of Hartbeat delivered to your house in the last 12 months], when you get it do you:

	2010 %	2007 %	2005 %	2003 %
Read most of it	63	57	62	54
Read some of it	32	38	35	43
Not read at all	5	5	3	4
	(N=1075)	(N=1070)	(N=1089)	(N=540)

- 6.5 Viewpoint members who were more likely to say they do not read Hartbeat at all were from Central Hartlepool (7%), aged between 17 and 34 (7%) or had children under the age of 18 living in the household (7%).

Statements about Hartbeat

- 6.6 Viewpoint members were presented with a list of statements about Hartbeat and were asked to say how much they agree or disagree with them. Overall, Viewpoint members were most likely to agree or strongly agree with the statement "the print size is big

enough” (91%) and were least likely to agree or strongly agree with the statement “a good variety of issues and topics are covered” or “the style and layout is good” (74%).

Table 6.3 How much do you agree or disagree with the following statements about Hartbeat?

	Agree / strongly agree	Disagree / strongly disagree
The print size is big enough	91	1
It covers local news issues and events well, such as Tall Ships & school information	86	4
There are enough photos used	83	3
A good variety of issues & topics are covered	74	7
The style and layout is good	74	6

- 6.7 What will now follow will be a detailed look at the responses received for each of these five statements, including comparisons between previous datasets.

‘It covers local news issues and events well’

- 6.8 Eighty-six percent of respondents agreed or strongly agreed with this statement. This is an increase from 62% in 2005, and similar to responses received in 2007. There were no differences to report upon from the detailed results. See Table 6.4 for more information.

Table 6.4 How much do you agree or disagree with the following statement about Hartbeat: 'It covers local news issues and events well'?

	2010 %	2007 %	2005 %
Strongly agree	21	16	10
Agree	65	65	52
Neither agree nor disagree	10	15	30
Disagree	3	4	8
Strongly disagree	1	#	1
	(N=1115)	(N=1087)	(N=1082)

= less than 0.5%

'The style & layout is good'

- 6.9 Three quarters (74%) of respondents agree or strongly agree that the style & layout of Hartbeat is good and only six per cent disagreed or strongly disagreed with this statement. These are similar to responses received in previous years. See Table 6.5 for more information

Table 6.5 How much do you agree or disagree with the following statement about Hartbeat: 'The style and layout is good'?

	2010 %	2007 %	2005 %
Strongly agree	17	14	13
Agree	57	58	60
Neither agree nor disagree	20	21	20
Disagree	4	4	4
Strongly disagree	2	2	2
	(N=1123)	(N=1090)	(N=1086)

- 6.10 Younger Viewpoint members were less likely to agree or strongly agree with this statement (66%) than members from other age groups (between 72% and 81%).

'The print size is big enough'

- 6.11 Viewpoint members were most likely to agree or strongly agree with this statement in 2010, 2007, and in 2005. In 2010, over nine out of ten Viewpoint members agreed or strongly agreed that the print size used in Hartbeat was big enough. This is a slight improvement results obtained through previous surveys. See Table 6.6 for more information.

Table 6.6 How much do you agree or disagree with the following statement about Hartbeat: 'The print size is big enough'?

	2010 %	2007 %	2005 %
Strongly agree	21	18	15
Agree	70	68	70
Neither agree nor disagree	8	11	12

Disagree	1	3	2
Strongly disagree	1	#	1
	(N=1122)	(N=1092)	(N=1086)

= less than 0.5%

- 6.12 Reassuringly, older Viewpoint members (aged 65 years and over) were most likely to agree that the print size used in Hartbeat was big enough (94%) than members from other age groups (between 89% and 91%).

‘There are enough photos used’

- 6.13 In 2010, 83 percent of respondents agree or strongly agree that there are enough photos used in Hartbeat. This is largely the same as results obtained from previous years. There was no real difference to report upon from the detailed results. See Table 6.7 for more information.

Table 6.7 How much do you agree or disagree with the following statement about Hartbeat: ‘There are enough photos used’?

	2010 %	2007 %	2005 %
Strongly agree	21	20	14
Agree	62	64	69
Neither agree nor disagree	14	15	15
Disagree	2	1	2
Strongly disagree	1	#	-
	(N=1110)	(N=1088)	(N=1074)

= less than 0.5%

‘A good variety of issues & topics are covered’

- 6.14 Three quarters (74%) of Viewpoint members agreed or strongly agreed that Hartbeat covers a good variety of issues and topics. Results are in line with those obtained from previous surveys. See Table 6.8 for more information.

Table 6.8 How much do you agree or disagree with the following statement about Hartbeat: ‘A good variety of issues & topics are covered’?

	2010 %	2007 %	2005 %
Strongly agree	17	16	12
Agree	57	57	56
Neither agree nor disagree	19	21	24
Disagree	5	6	7
Strongly disagree	1	1	1
	(N=1103)	(N=1084)	(N=1074)

- 6.15 Viewpoint members who are less likely to think Hartbeat covers a good variety of issues and topics well are usual male (68%), or aged between 17 and 34 years old (71%).

Reading Hartbeat

- 6.16 Viewpoint members were asked how easy they thought it was to read Hartbeat. Reassuringly, the vast majority of members (97%) said they thought Hartbeat was easy to read. This is the same as results from previous surveys. There was no real difference to report upon from the detailed results. See Table 6.9 for more information.

Table 6.9 Do you think that Hartbeat is easy to read?

	2010 %	2007 %	2005 %	2003 %
Yes, it is easy to read	97	96	96	97
No, it is not easy to read	3	4	4	4
	(N=1095)	(N=1090)	(N=1102)	(N=511)

Regular Features

- 6.17 Within each issue of Hartbeat there are regular features as well as news reports on what is happening in and around Hartlepool. The Council wanted to know how well Viewpoint members thought these regular features were covered.
- 6.18 Overall, Viewpoint members were most likely to find the feature on 'what's on & where to go' very well or fairly well covered (84%), and most likely to think that information on employment and training was not very well covered (56%). Respondents living in the South area of Hartlepool and female Viewpoint members were more likely to be positive about the regular features covered in Hartbeat.

Table 6.10 The proportion of people who think the following regular features are very well covered or fairly well covered in Hartbeat.

Regular features covered in Hartbeat	%
What's on and where to go	84
Leisure & sport	73
Schools and education	73
Crime and community safety	73
The environment	72
Regeneration	68
General Council activities	68
Employment & training	56

What's on & where to go

- 6.19 Viewpoint members are most likely to say that they found this feature very well or fairly well covered in Hartbeat (84%). This result is largely the same as the results obtained from previous surveys. See Table 6.11 for more information.

Table 6.11 Please tell us how well the regular feature ‘What’s on and where to go’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	26	27	32	31
Fairly well covered	59	58	56	53
Not very well covered	7	7	5	5
Don’t know / do not read	9	8	7	10
	(N=1169)	(N=1136)	(N=1120)	(N=547)

- 6.20 Viewpoint members from the South area of Hartlepool were more likely to think this feature is very or fairly well covered (91%) than respondents from Central (79%) or North (85%) areas of Hartlepool.

The Environment

- 6.21 Seven out of ten (72%) members thought this feature was either very well or fairly well covered in Hartbeat. Results are largely the same those obtained in previous years. See Table 6.12 for more information.

Table 6.12 Please tell us how well the regular feature ‘the environment’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	12	12	16	12
Fairly well covered	60	63	60	60
Not very well covered	14	14	11	11
Don't know / do not read	14	11	12	17
	(N=1156)	(N=1119)	(N=1169)	(N=547)

- 6.22 Viewpoint members from the South area of Hartlepool were more likely to think this feature is very or fairly well covered (76%) than respondents from Central (68%) or North (72%) areas of Hartlepool.

Leisure & sport

- 6.23 Three quarters (73%) of respondents thought that Leisure & Sport is very well or fairly well covered in Hartbeat, which is similar to responses received in previous surveys. See Table 6.13 for more information.

Table 6.13 Please tell us how well the regular feature ‘Leisure & Sport’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	17	14	17	17
Fairly well covered	56	61	59	59
Not very well covered	13	13	13	11
Don't know / do not read	13	12	12	13
	(N=1157)	(N=1114)	(N=1087)	(N=547)

- 6.24 Viewpoint members from the South area of Hartlepool were more likely to think this feature is very or fairly well covered (77%) than respondents from Central (70%) or North (75%) areas of Hartlepool.

Regeneration

- 6.25 Nearly seven out of ten (68%) Viewpoint members thought this feature was very well or fairly well covered in Hartbeat. This is largely the same as responses received from previous surveys. See Table 6.14 for more information.

Table 6.14 Please tell us how well the regular feature ‘Regeneration’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	12	15	16	13
Fairly well covered	56	57	53	50
Not very well covered	16	16	15	16
Don't know / do not read	16	13	15	21
	(N=1145)	(N=1186)	(N=1047)	(N=547)

- 6.26 Again, Viewpoint members from the South area of Hartlepool were more likely to think this feature is very or fairly well covered (73%) than respondents from Central (66%) or North (67%) areas of Hartlepool.

Crime & community safety

- 6.27 A quarter (73%) of Viewpoint members thought this feature was very well or fairly well covered in Hartbeat. This is largely the same as responses received from the 2005 & 2007 surveys, and is also an increase from the responses received in 2003 (61%). See Table 6.15 for more information.

Table 6.15 Please tell us how well the regular feature ‘Crime & Community Safety’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	19	17	19	13
Fairly well covered	54	58	53	48
Not very well covered	15	16	17	23
Don't know / do not read	12	9	10	16
	(N=1164)	(N=1124)	(N=1101)	(N=547)

- 6.28 Viewpoint members living in Central areas of Hartlepool were less likely to think this issue is very well covered in Hartbeat (69%) than members from the North (74%) or the South (76%) areas of Hartlepool.

Schools & education

- 6.29 Three quarters (73%) of Viewpoint members thought this feature was very well or fairly well covered in Hartbeat. The proportion of people who think this topic is fairly or very well covered in Hartbeat has slowly increased since first asked in 2003. See Table 6.16 for more information.

Table 6.16 Please tell us how well the regular feature ‘School’s & Education’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	16	15	13	12
Fairly well covered	57	52	50	48
Not very well covered	14	19	20	19
Don’t know / do not read	13	15	16	20
	(N=1156)	(N=1117)	(N=1066)	(N=547)

- 6.30 Viewpoint members from the South areas of Hartlepool were more likely to think this feature is fairly or very well covered in Hartbeat (77%) than members from the Central (70%) or North (73%) parts of Hartlepool.

Employment & training

- 6.31 Respondents were least likely to find this feature fairly or very well covered (56%) and most likely to think it is not very well covered (29%). There’s been a small but steady increase in the proportion of respondents who think this feature is not very well covered. See Table 6.17 for more information.

Table 6.17 Please tell us how well the regular feature ‘Employment & Training’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	9	9	11	13
Fairly well covered	47	46	45	47
Not very well covered	29	28	24	19
Don’t know / do not read	15	17	20	21
	(N=1161)	(N=1117)	(N=1070)	(N=547)

- 6.32 Viewpoint members from the South areas of Hartlepool were more likely to think this feature is fairly or very well covered in Hartbeat (59%) than members from the Central (53%) or North (57%) parts of Hartlepool.

General Council activities

- 6.33 Seven out of ten Viewpoint members thought this feature was very well or fairly well covered in Hartbeat. This is largely the same as responses received through previous surveys. See Table 6.18 for more information.

Table 6.18 Please tell us how well the regular feature ‘General Council Activities’ is covered in Hartbeat.

	2010 %	2007 %	2005 %	2003 %
Very well covered	13	12	14	15
Fairly well covered	55	55	52	12
Not very well covered	19	20	19	16
Don't know / do not read	13	13	15	16
	(N=1155)	(N=1128)	(N=1098)	(N=547)

- 6.34 Respondents from the Central area of Hartlepool were less likely to think this feature is fairly or very well covered (64%) than members from the South (71%) or the North (70%) areas of Hartlepool. However, rather than members from the Central Hartlepool area thinking this feature is not very well covered, they were more likely to say they don't know or do not read this section (17%, compared to 11% for South and 10% for North Hartlepool).

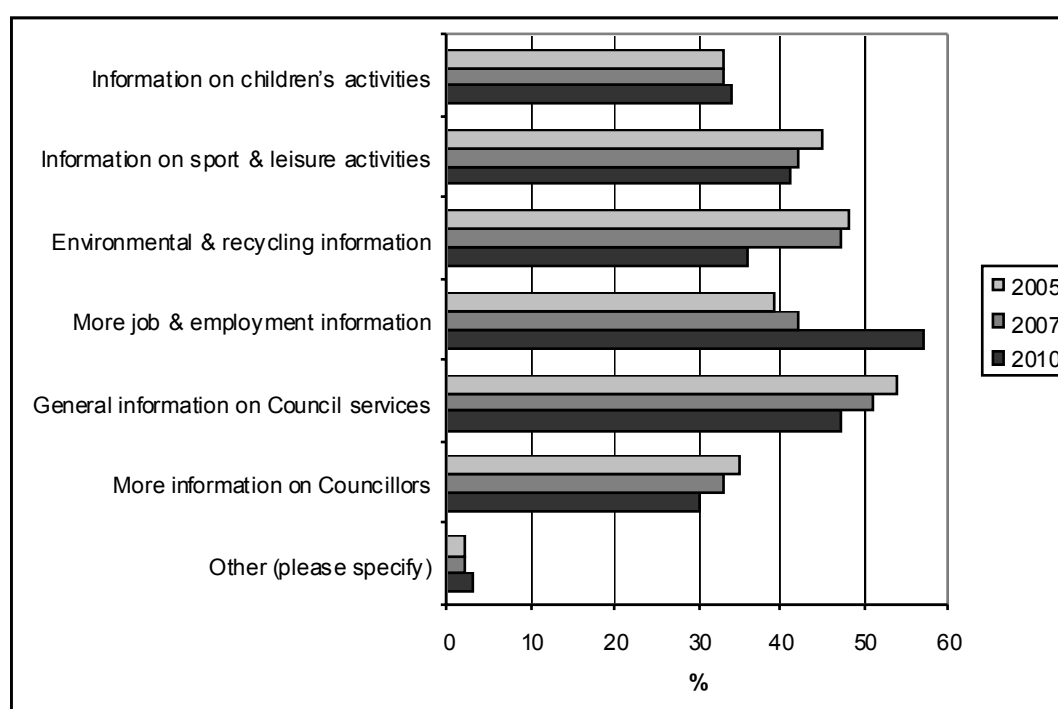
Information about Council / Community Activities

- 6.35 Participants were asked if there are any particular Council or community activities which they would like to see more information about in Hartbeat magazine, and were given a list of six different types of information: Council services; Environment & recycling; Sport & leisure activities; Jobs & employment; Councillors; and Children's activities.
- 6.36 Perhaps as a reflection of the current economic crisis, there has been a substantial increase in the proportion of people who would like Hartbeat to include more information on jobs and employment, from 42 percent in 2007 to 57% in 2010.
- 6.37 In 2010, Viewpoint members were not as interested in seeing the following topics covered in Hartbeat, as they were when asked in 2007 or 2005:
- Council services (47%)
 - Sports and leisure activities (41%)
 - Environment & recycling (36%)
 - Councillors (30%)
- 6.38 See table 6.19 or Chart 6.1 for more information.

Table 6.19 Are there any particular Council / Community activities which you would like to see more information about in Hartbeat magazine?

	2010 %	2007 %	2005 %
Jobs & employment	57	42	39
Council services	47	51	54
Sport & leisure activities	41	42	45
Environmental & recycling	36	47	48
Children's activities	34	33	33
Councillors	30	33	35
Other	3	2	2
	(N=1022)	(N=1034)	(N=1008)

Chart 6.1 Are there any particular Council / Community activities which you would like to see more information about in Hartbeat magazine?



6.39 Viewpoint members who were more interested in seeing more job and employment information in Hartbeat were usually: Women (60%), aged between 17 – 34 years (64%), and those in employment (60%). Viewpoint members from Central Hartlepool were less likely to be interested in seeing more of this information (50%).

- 6.40 Viewpoint members who were more interested in seeing more council services information in Hartbeat were usually: from Central Hartlepool (51%), Male (52%), aged 65 years and over (65%), unemployed (54%), disabled (64%), or had no children under the age of 18 in the household (53%). Viewpoint members with children under the age of 18 living in the household were less likely to be interested in seeing more of this information (37%), as were members aged between 35 and 44 years (38%).
- 6.41 Viewpoint members who were more interested in seeing more sports and leisure information in Hartbeat were usually: from the North area of Hartlepool (46%), aged between 35 and 44 years (49%), and were currently in employment (45%). Viewpoint members aged 65 years and over were least likely to be interested in seeing more of this information in Hartbeat (34%).

How Helpful is Hartbeat

- 6.42 When asked how helpful Viewpoint members found Hartbeat in explaining the activities of the Council and what goes on in Hartlepool, eight out of ten (80%) said they found it either fairly or very helpful. There has been a reduction in the proportion of Viewpoint members who find Hartbeat fairly or very helpful in explaining the activities of the Council and what goes on in Hartlepool since 2007. See Table 6.20 for more information.

Table 6.20 Overall, how helpful do you find Hartbeat magazine in explaining the activities of the Council and what goes on in Hartlepool?

	2010 %	2007 %	2005 %	2003 %
Very helpful	19	29	36	29
Fairly helpful	61	59	54	59
Not helpful at all	13	6	5	6
Don't know / did not read	7	3	5	6
	(N=1178)	(N=1164)	(N=1182)	(N=547)

- 6.43 Respondents from the Central area of Hartlepool were less likely to find Hartbeat fairly or very helpful in explaining the activities of the Council and what goes on in Hartlepool (74%, compared to 85% for South and 83% for North areas of Hartlepool).
- 6.44 Viewpoint members aged between 17 and 34 were less likely to find Hartbeat fairly or very helpful in explaining the activities of the Council and what goes on in Hartlepool (75%, compared to 87% for members aged 65 years and over).

Likes, Dislikes & Improvements

- 6.45 Viewpoint members were invited to make some additional comments about things they might like or dislike about Hartbeat, and what they thought could be done to improve the magazine.
- 6.46 Overall, 386 additional comments were received about what respondents like most about Hartbeat, 168 comments were received about what respondents like least about the magazine and 229 additional comments were received about what respondents think could be done to improve the magazine.

Likes

- 6.47 In total, 386 comments were received about what Viewpoint members like most about Hartbeat. Of these, 102 members said Hartbeat has good information, and 78 members like the 'What's On' section. See table 6.21 for more information.

Table 6.21 What, do you like most about Hartbeat magazine?

	Number of Comments
Good information	102
What's On section	78
Covers local issues	52
It's readable	31
Presentation	25
Free	24
Gives positive stories	22
Everything	19
Gets delivered	15
Contact numbers	7
Other	11
(N=386)	

Dislikes

- 6.48 When asked what Viewpoint members like least about the magazine, 168 responses were received. Of these, 49 members do not like the adverts, and 32 members said they do not like that the magazine costs the council to produce. Full results can be seen in Table 6.22.

Table 6.22 What do you like least about the magazine?

	Number of Comments
Adverts	49
Cost	32
Biased	18
Too many photos	10
Boring	7
Other	53
(N=168)	

Improvements

- 6.49 Respondents were then asked to tell us what they think could be done to improve the magazine and 229 comments were received. Of these, 56 respondents said more information and news would improve the magazine, and 53 members suggested to scrap the magazine. Full results can be seen in Table 6.23.

Table 6.23 What do you think could be done to improve the magazine?

	Number of Comments
More information / news	56
Scrap it	53
More What's On information	17
Cheaper production	10
More up to date information	8
Coupons	7
More honest / even coverage	7
Other	72
(N=229)	

Adverts In Hartbeat

- 6.50 It was explained to Viewpoint members that the adverts within Hartbeat help cover the cost of producing the magazine, and the Council wanted to know whether Viewpoint members find these adverts useful or not. In 2010, eight out of ten (80%) Viewpoint members said they find the adverts within Hartbeat very or fairly useful. This is similar to responses received in 2007. See Table 6.24 for more information.

Table 6.24 The adverts within Hartbeat help cover the cost of producing the magazine and we would like to know if you find these adverts useful or not.

	2010 %	2007 %	2005 %	2003 %
Very useful	18	15	16	17
Fairly useful	62	66	68	69

Not useful at all	21	20	16	14
	(N=1031)	(N=1026)	(N=1054)	(N=478)

- 6.51 Viewpoint members who more likely to not find these adverts useful were: from Central areas of Hartlepool (29%), male (26%), or aged between 17 and 34 years (25%).

Satisfaction With Hartbeat

- 6.52 Finally, Viewpoint members were asked to tell us how satisfied or dissatisfied they are overall with the Hartbeat magazine. In 2010, three quarters (74%) of respondents said they were either very or fairly satisfied with the Hartbeat magazine and only eight per cent said they were either dissatisfied or very dissatisfied. This is largely similar to the responses received from previous surveys. See Table 6.25 for more information.

Table 6.25 Finally, overall, how satisfied or dissatisfied are you with Hartbeat magazine?

	2010 %	2007 %	2005 %	2003 %
Very satisfied	24	22	25	22
Fairly satisfied	50	55	50	55
Neither satisfied nor dissatisfied	17	18	20	19
Fairly dissatisfied	3	3	3	3
Very dissatisfied	5	3	1	2
	(N=1108)	(N=1110)	(N=1120)	(N=511)

- 6.53 Viewpoint members from Central areas of Hartlepool were more likely to say they are very or fairly dissatisfied with Hartbeat magazine overall (12%) than respondents from the South (4%) or North (8%) areas of Hartlepool.

7. Subjects for future Viewpoint surveys

- 7.1 Finally, Viewpoint members were asked to suggest any subjects they would like to see covered in future surveys (see Table 7.1). In total 320 comments were made. Top of the list of suggestions was conditions of roads, followed by anti-social behaviour.

Table 7.1 Suggestions for future inclusion in Viewpoint surveys

	No. of comments
Condition of roads	28
Anti-social behaviour	19
Litter	18
Councillors	18
Review of the Tall Ships event	16
On-street car parking	14
Level of Council Tax	11
Leisure / recreation facilities	10
Refuse collection	8
NHS / healthcare	8
Recycling	7
Dog fouling	6
Jobs / employment	6
Other	151
Total	320

Appendix 1: Background Information on Viewpoint

Background

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

The panel was refreshed in 2010 with one third of the panel being replaced to ensure that each member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. From the returns approximately 1,350 local residents, with characteristics matching the profile of the local population, were selected for Viewpoint. The panel members are kept informed of the findings of the Viewpoint project, and what the council is doing in response, via a regular newsletter.

Aims of Viewpoint

The Viewpoint panel aims to:

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

Methodology

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

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

The panel is refreshed at regular intervals, a third of members having been replaced in 2010. Recruitment questionnaires were sent to 4,650 people selected at random from the edited electoral register. Refreshing the panel in this way helps avoid the problems of drop-outs, consultation fatigue and respondents becoming local government "experts".

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

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

The report

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

Appendix 2: Background information on respondents

Table A1 Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
South	30	(361)	33	(317)
Central	38	(457)	39	(368)
North	32	(382)	28	(269)
Total	100	(1200)	100	(954)

Table A2 Whether respondent is in a NRA or not

	Weighted		Unweighted	
	%	(No.)	%	(No)
NRA	35	(418)	34	(320)
Wider Hartlepool	65	(781)	66	(633)
No answer	#	(1)	#	(1)
Total	100	(1200)	100	(954)

= less than 0.5%

Table A3 Age of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
17 to 34	28	(331)	10	(96)
35 to 44	20	(238)	15	(139)
45 to 54	18	(211)	20	(191)
55 to 64	14	(165)	25	(242)
65 years plus	21	(255)	29	(281)
No answer	-	-	1	(5)
Total	100	(1200)	100	(954)

- = no response

Table A4 Gender of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Male	47	(566)	47	(451)
Female	53	(634)	53	(503)
Total	100	(1200)	100	(954)

Table A5 Employment status of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Working	56	(672)	51	(482)
Not working	44	(526)	49	(468)
No answer	#	(2)	#	(4)
Total	100	(1200)	100	(954)

= less than 0.5%

Table A6 Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
AB	20	(237)	19	(180)
C1	31	(370)	30	(284)
C2	24	(284)	25	(239)
DE	18	(215)	20	(187)
Don't know / no answer	8	(94)	7	(64)
Total	100	(1200)	100	(954)

Table A7 Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Yes – disabled	13	(159)	18	(168)
No – not disabled	86	(1036)	81	(780)
No answer	#	(5)	1	(6)
Total	100	(1200)	100	(954)

= less than 0.5%

Table A8 Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
No car	22	(266)	19	(184)
One or more car	77	(930)	90	(765)
No answer	#	(4)	1	(5)
Total	100	(1200)	100	(954)

= less than 0.5%

Table A9 Children under the age of 18 living in the household

	Weighted		Unweighted	
	%	(No.)	%	(No)
Children (0-18) in household	37	(441)	28	(268)
No children in household	62	(744)	70	(667)
No answer	1	(15)	2	(19)
Total	100	(1200)	100	(954)

Table A10 House tenure

	Weighted		Unweighted	
	%	(No.)	%	(No)
Own your home	72	(859)	80	(760)
Rent your home	12	(146)	12	(119)
Live with relatives / other	16	(193)	8	(73)
No answer	#	(2)	#	(2)
Total	100	(1200)	100	(954)

= less than 0.5%

Appendix 3: Category definitions

Social Economic Group Definitions :

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

Children in household definition:

Children in household	Children under the age of 18 living in the household
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Working and not working definitions :

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

Older and younger definitions :

Younger	17 to 34 year olds
Older	65 years and over

Rented accommodation definition:

Rented accommodation	Rent from a private landlord or from a housing association
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Appendix 4: Viewpoint members who think it is acceptable to reduce spending on various council services

Viewpoint members who think it is acceptable to reduce spending on various council services

Council service	Acceptable to cut %
Support for Councillors & democratic arrangements	91
Planning, Building Control, & Development Control	69
Climate change / carbon reduction	66
Support for alternative transport, such as paths & cycle lanes	65
Support services, e.g. accountancy, legal advice, personnel, & housing benefit & council tax admin.	63
Dealing with abandoned vehicles	63
Tourism, including the Tourist Information Centre	62
Energy efficiency / management	58
Adult & community education & learning	55
Support for employers & businesses	53
Support for schools (e.g. improve exam results & attendance)	53
Museums, art gallery, theatre, Historic Quay, festivals & events	52
Community development (e.g. community centres & support for voluntary organisations)	51
Closed circuit television (CCTV)	49
Support for bus services & concessionary fares	49
Transport to school (e.g. mainstream & special needs schools)	47
Maintaining grounds (e.g. grass, verges, flower beds)	46
Environmental enforcement (dog wardens, noise pollution, pest control)	45
Provision of advice to encourage self help	41
Libraries	39
Youth offending service (e.g. working with young offenders)	38
Beach safety (e.g. lifeguards)	38
Youth services (e.g. youth clubs, activities, advice & support for 13 to 19 year olds)	37
Working with young people to reduce offending	36
Regeneration projects (e.g. run down housing areas, affordable housing, community regeneration)	36
Parks, playgrounds & countryside	35
Security patrols (e.g. Community Support Officers)	32
Public & environmental health (e.g. cemeteries & crematoriums, trading standards, & welfare rights)	31
Sport & physical recreation (e.g. Mill House, & Headland Sports Hall)	31
Maintaining & cleaning Council property e.g. schools, leisure centres, libraries, & community centres	29
Working to reduce drug & alcohol misuse	28
School catering	27
Improved opportunities for employment	27
Provision of equipment & aids to support daily living	26
Coast protection (e.g. sea defences)	25
Anti-social behaviour team	23
'Dial A Ride' for people with disabilities	23
Support for young people in care (including young people leaving care)	21
Street cleaning & litter picking	19
Residential care / day centres	15
Support for children & young people in need, including adoption & fostering	15
Road safety (e.g. school crossing patrols, traffic calming measures, & winter gritting)	15
Care in own home to support daily living	12
Support for children with disabilities & special needs (incl. education psychology & assessment)	12
Safeguarding children & young people (e.g. child protection)	10
Waste collection, disposal & recycling	10
Maintaining roads, footpaths, street lights & gullies/drains	9



Viewpoint

Your Views are important

This latest View point questionnaire seeks your view s on a variety of local issues. It aims to find out what you and others from across the community think about these matters so that we can take your view s into account w hen making decisions that affect your daily life. The questionnaire should only take about 10 to 15 minutes to complete. The issues covered in View point 33 include:

Have your say on Council spending Contacting the Council to make a complaint Consulting with the public Hartbeat

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

We w ill look at w hat View point members say and the council's response in the next View point New sletter, which you receive w ith your next Viewpoint questionnaire. All the information you provide is confidential and we w ill never pass your name or address to any other organisation. What's more, if at any time you w ish to leave View point, for w hatever reason, simply let us know .

If you require any further information, need a large print questionnaire or any help filling it in then please contact Lisa Anderson, Hartlepool Borough Council, Civic Centre, Hartlepool, TS24 8AY, Telephone (direct line) 01429 523041, Email: lisa.anderson@hartlepool.gov.uk

Remember, you can fill out this survey via the Internet.

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

To have a look around our online consultation site, 'Your tow n, your say' go to:
<http://consultation.hartlepool.gov.uk>

My email address is: - _____

VP33, August 2010

67% response rate, 954 completed questionnaires (all results are w eighted to 1200 responses). # = less than 0.5%; - = no response; * = excluded from calculations

Have your say on Council spending

- The country has hit hard financial times. The new Government is taking financial decisions which will impact on the town and Council for many years to come.
- The Council has reduced spending in 2010/11 by £4.2m to balance the budget for this year. Grant cuts announced by Government in June means that Hartlepool Council will have to make further savings totalling £1.66m by March 2011. This is Hartlepool's share of the £1.2bn of savings that councils throughout the country have to make as part of the overall savings of £6.2bn announced by the Coalition Government.
- Councillor Robbie Payne, the Council's Cabinet Member for Finance and Procurement, said: "All councils were expecting to be hit so this has come as no surprise. To save such a significant amount in such a short timescale will not be easy but we have no other option."
- The Government is also examining spending beyond 2011 by holding what's called a "comprehensive spending review" this autumn. This will spell out Government spending levels for the next 3 years. While we don't know the details we know it is going to be tough.
- The spending review will impact heavily on the Council because 65% of Council spending comes from Government grants. Only 35% is made up from Council Tax and charges. The Government has said that Council Tax will not increase for 2011/12.
- The Council anticipates that savings of £12m over the next 3 years will need to be made to offset reductions in Government grant. This has to be taken from a total Council spend of £93m per year. This is in addition to the £6m of efficiency savings already planned by the Council.
- To plan for this the Council will be talking to many people and organisations over the next 6 months as the Council agrees its budget for 2011/12 and beyond.
- This is your first opportunity to help shape the Council's priorities for spending by telling us what is most important to you.

If you would like any further information on this topic please contact us on (01429) 523101 or via e-mail cemtpa@hartlepool.gov.uk

1. To what extent do you agree or disagree that Hartlepool Borough Council provides value for money? Please tick one box only. (N=1111)

Strongly agree 4%	Tend to agree 25%	Neither agree nor disagree 32%	Tend to disagree 27%	Strongly disagree 12%	Don't know *
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Strongly agree / tend to agree: 29%
Tend to disagree / strongly disagree: 39%

2. Before we begin collecting your views on different services, thinking of the overall service Hartlepool Borough Council currently provides, how pleased are you with our service? Please tick one box only. (N=1156)

Very pleased 5%	Fairly pleased 45%	Neither pleased nor unhappy 28%	Fairly unhappy 19%	Very unhappy 3%	Don't know *
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Very pleased / fairly pleased: 50%

Fairly unhappy / very unhappy: 22%

3. Listed below are a number of services where the Council is thinking about changing its spending. For each individual service please let us know whether it would be acceptable or unacceptable to cut future spending on that service.

(Please tick one box on each line)

<u>Adult social services</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Care in own home to support daily living (N=1183)	11	78	11
Provision of equipment and aids to support daily living (N=1178)	22	65	13
Provision of advice to encourage self help (N=1177)	33	48	19
Residential care / day centres (N=1174)	13	76	11

<u>Children's services</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Safeguarding children and young people (e.g. child protection) (N=1181)	9	84	7
Support for children and young people in need, including adoption and fostering (N=1181)	13	75	12
Transport to school (e.g. mainstream and special needs schools) (N=1179)	41	47	12
Support for young people in care (including young people leaving care) (N=1177)	18	68	14
Youth services (e.g. youth clubs, activities, advice and support for 13 to 19 year olds) (N=1176)	32	54	14
Support for schools (e.g. improve exam results and attendance) (N=1175)	46	40	14
Support for children with disabilities and special needs (including education psychology and assessment) (N=1183)	11	82	7

<u>Crime and community safety</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Closed circuit television (CCTV) (N=1184)	46	47	7
Security patrols (e.g. Community Support Officers) (N=1181)	30	64	5
Working with young people to reduce offending (N=1180)	30	55	14
Dealing with abandoned vehicles (N=1182)	54	32	14
Working to reduce drug and alcohol misuse (N=1182)	26	66	8

Anti-social behaviour team (N=1183)	21	70	8
Youth offending service (e.g. working with young offenders) (N=1183)	32	52	16

<u>Environment & health</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Waste collection, disposal and recycling (N=1178)	10	89	1
Maintaining grounds (e.g. grass, verges, flower beds) (N=1176)	42	49	9
Street cleaning and litter picking (N=1175)	18	77	5
Coast protection (e.g. sea defences) (N=1170)	23	67	11
Energy efficiency / management (N=1176)	49	36	15
Climate change / carbon reduction (N=1178)	57	30	13
Public and environmental health (e.g. cemeteries and crematoriums, trading standards, and welfare rights) (N=1179)	28	62	10
Environmental enforcement (dog wardens, noise pollution, pest control) (N=1174)	41	49	11

<u>Recreation, leisure and community</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Beach safety (e.g. lifeguards) (N=1181)	35	58	7
Parks, playgrounds and countryside (N=1177)	31	58	10
Libraries (N=1167)	35	55	11
Museums, art gallery, theatre, Historic Quay, festivals and events (N=1176)	47	43	10
Sport and physical recreation (e.g. Mill House, and Headland Sports Hall) (N=1174)	28	63	10
Community development (e.g. community centres and support for voluntary organisations) (N=1172)	45	43	12

<u>Regeneration and planning</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Planning, Building Control, and Development Control (N=1173)	59	26	16
Adult and community education and learning (N=1177)	48	40	12
Tourism, including the Tourist Information Centre (N=1176)	54	33	14
Support for employers and businesses (N=1178)	46	41	13
Improved opportunities for employment (N=1171)	24	66	9
Regeneration projects (e.g. run down housing areas, affordable housing, community regeneration) (N=1177)	32	57	11

<u>Support services and management</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Maintaining & cleaning Council property e.g. schools, leisure centres, libraries, and community centres (N=1182)	27	66	7

Support services, e.g. accountancy, legal advice, personnel, and housing and council tax administration (N=1 169)	56	32	12
Support for Councillors and democratic arrangements (N=1 181)	81	8	10
School catering (N=1 175)	24	66	10

<u>Transport</u>	Acceptable to cut %	Unacceptable to cut %	Don't know %
Support for bus services and concessionary fares (N=1182)	45	47	8
'Dial A Ride' for people with disabilities (N=1182)	21	70	9
Road safety (e.g. school crossing patrols, traffic calming measures, and winter gritting) (N=1182)	14	82	4
Maintaining roads, footpaths, street lights and gullies/drains (N=1184)	9	88	3
Support for alternative transport, such as paths and cycle lanes (N=1180)	59	31	10

- 4. Do you have any suggestions or examples of how the Council could save money over the next 12 months? If so, please use the space below to tell us about them:** (693 suggestions received)

Reduce the level of services provided	(87)	Reduce managers pay	(18)
Have fewer councillors	(71)	Reduce the pay of the mayor	(15)
More efficient working / more productive	(69)	Charge more for council services	(11)
Scrap role of mayor	(69)	Fix the level of staff pay	(9)
Reduce councillor expenses	(52)	Scrap Hartbeat	(9)
Employ less staff	(45)	Reduce staff expenses	(8)
Reduce staff perks	(32)	Be more energy efficient	(7)
Fewer managers within the council	(32)	Privatise some services / get better value	(7)
Give those on benefits manual work to do	(22)	Increase the level of fines	(6)
Reduce the level of staff pay	(21)	Other	(81)
Cut councillors pay	(21)		

- 5. If, to protect services, the Council needed to consider different ways of delivering them, which of the following methods would you support?**
(Please tick one box on each line)

	Strongly support %	Tend to support %	Don't really support %	Don't support at all %	Don't know %	Support %	Don't support %
a. Work with the private sector to provide services instead of the Council (N=1186)	24	39	23	14	*	63	37
b. Work with other public sector agencies to deliver services (e.g. NHS and police) (N=1118)	35	51	8	6	*	86	14

c. Work with voluntary community and charitable organisations (N=1106)	35	50	11	5	*	84	16
d. Share services with other councils (e.g. a neighbouring council such as Middlesbrough) (N=1101)	23	33	21	23	*	56	44

Contacting the Council to make a complaint

We would like to find out if you have contacted the council to make a complaint or for any other reason in the past twelve months. If you have made a complaint to the council we would like to know what you were complaining about and if you were satisfied with how your complaint was dealt with. If you have contacted the council for any other reason, we'd like to know about that as well.

6. Have you contacted Hartlepool Borough Council with a complaint(s) in the last 12 months? (N=1185)

Yes 28% Go to Q7.
No 72% Go to Q10.

7. Thinking about the last time you contacted the council with a complaint, were you complaining about... (please tick one box only) (N=254)

A problem in your local area (e.g. noisy neighbour, anti-social behaviour, abandoned vehicles, speeding traffic, broken pavements, flytipping)	46%
A member of staff (e.g. attitude or behaviour)	3%
The council had done something wrong / badly (e.g. poor road repairs, clearing litter after bin collection)	14%
The Council not doing something they should have done (e.g. not collecting rubbish or recycling bins)	15%
A decision made by Councillors (e.g. a planning decision, council policy)	9%
Don't know / can't remember	*
Any other reason	12%

8. What did the complaint(s) relate to?

(Please write in below - write in 'don't know' if you do not recall) (313 comments)

ASB	(76)	Dog warden / dog fouling	(12)
Rubbish / recycling collections	(48)	On-street parking	(5)
Litter	(20)	Pigeons	(4)
Poor condition of roads	(19)	Trees	(4)
Broken street lights	(16)	Salting / gritting of roads	(4)
Poor condition of pavements	(15)	Grass cutting	(4)
Fly tipping	(14)	Other	(74)

9. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled? (please tick one box only) (N=317)

Very satisfied 18%

Satisfied	18%
Neither satisfied nor dissatisfied	16%
Dissatisfied	21%
Very dissatisfied	27%

Very satisfied / satisfied:	36%
Dissatisfied / very dissatisfied:	48%

Consulting with the public

The Council uses many different methods of consulting with residents of Hartlepool some of which involve using Viewpoint members for surveys and focus groups. We also talk to resident groups and service users as well as running events and exhibitions on local issue in the shopping centre, community centres and in other public places.

10. The Council would like to know if people feel that the Council consults with local people, taking their views and opinions on board when making decisions. Please look at the following statements and tell us how much you agree or disagree with each statement.
(Please tick one box on each line)

Hartlepool Borough Council...	Strongly agree %	Agree %	Neither agree nor disagree %	Disagree %	Strongly disagree %	Don't know %	Strongly agree / agree %	Disagree / strongly disagree %
a.listens to the concerns of local residents (N=1102)	5	29	34	25	8	*	33	33
b.is out of touch with what local people want (N=1115)	11	30	36	20	4	*	40	24
c. keeps residents informed about what they are doing (N=1137)	4	34	30	24	7	*	38	31
d.regularly asks local people about their views and opinions on various local issues (N=1122)	7	35	26	24	9	*	41	33

11. Do you agree or disagree that you can influence decisions affecting your local area?
(Please tick one box only) (N=1024)

Definitely agree 5%
Tend to agree 31%
Tend to disagree 42%
Definitely disagree 23%
Don't know *

Definitely agree / tend to agree: 35%

Tend to disagree / definitely disagree: 65%

Hartbeat

The Council is involved in producing the community magazine Hartbeat several times a year and this publication is delivered to every household across the borough of Hartlepool. We are interested in finding out your views and opinions on this magazine and if you think it could be improved.

If you would like any further information on this topic please contact:
Alastair Rae on (01429) 523510 or via e-mail alastair.rae@hartlepool.gov.uk

12. Firstly, have you had a copy of Hartbeat delivered to your house in the last 12 months? (Please tick one box only) (N=1149)

Yes	94%	GOTO Q13
No	6%	GOTO Q14
Don't know/cannot remember	*	GOTO Q14

13. If yes, when you get it do you: (Please tick one box only) (N=1075)

Read most of it	63%
Read some of it	32%
Not read it at all	5%
Don't know/cannot remember	*

14. How much do you agree or disagree with the following statements about Hartbeat? (Please tick one box on each line)

	Strongly agree %	Agree %	Neither agree nor disagree %	Disagree %	Strongly disagree %	Don't know %	Strongly agree / agree %	Disagree / strongly disagree %
a. It covers local news issues and events well, such as Tall Ships & school information (N=1115)	21	65	10	3	1	*	86	4
b. The style & layout is good (N=1123)	17	57	20	4	2	*	74	6
c. The print size is big enough (N=1122)	21	70	8	1	1	*	91	1
d. There are enough photos used (N=1110)	21	62	14	2	1	*	83	3

e. A good variety of issues & topics are covered (N=1103)	17	57	19	5	1	*	74	7
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15. Do you think Hartbeat is easy to read? (Please tick one box only) (N=1095)

Yes, it is easy to read 97%
 No, it is not easy to read 3%
 Don't know/don't read *

16. Within each issue of Hartbeat there are regular features as well as news reports on what is happening in and around Hartlepool. Looking at the list below please tell us how well each is covered: (Please tick one box on each line)

	Very well covered %	Fairly well covered %	Not very well covered %	Don't know / do not read %
a. What's on & where to go (N=1169)	26	59	7	9
b. The environment (N=1156)	12	60	14	14
c. Leisure & sport (N=1157)	17	56	13	13
d. Regeneration (N=1145)	12	56	16	16
e. Crime & community safety (N=1164)	19	54	15	12
f. Schools & education (N=1156)	16	57	14	13
g. Employment and training (N=1161)	9	47	29	15
h. General Council activities (N=1155)	13	55	19	13

17. Are there any particular Council / Community activities which you would like to see more information about in Hartbeat magazine? (Please tick all that apply) (N=1022)

Information on children's activities 34%
 Information on sport & leisure activities 41%
 Environmental & recycling information 36%
 More job & employment information 57%
 General information on Council services 47%
 More information on Councillors 30%
 Other (please specify _____) 3%

18. Overall, how helpful do you find Hartbeat magazine in explaining the activities of the Council and what goes on in Hartlepool? (Please tick one box only) (N=1178)

Very helpful 19%
 Fairly helpful 61%
 Not helpful at all 13%
 Don't know/did not read 7%

19. a) What, if anything, do you like most about Hartbeat magazine?
(386 comments received)

Good information	(102)	Gives positive stories	(22)
What's On section	(78)	Everything	(19)
Covers local issues	(52)	Gets delivered	(15)
Its readable	(31)	Contact numbers	(7)
Presentation	(25)	Other	(11)
Free	(24)		

b) What do you like least about the magazine?
(168 comments received)

Adverts	(49)	Too many photos	(10)
Cost	(32)	Boring	(7)
Biased	(18)	Other	(53)

c) What do you think could be done to improve the magazine?
(229 comments received)

More information / news	(56)	More up to date information	(8)
Scrap it	(53)	Coupons	(7)
More What's On information	(17)	More honest / even coverage	(7)
Cheaper production	(10)	Other	(72)

20. The adverts within Hartbeat help cover the cost of producing the magazine and we would like to know if you find these adverts useful or not.
(Please tick one box only) (N=1162)

Very useful	16%
Fairly useful	55%
Not useful at all	18%
Don't know/did not read	11%

21. Finally, overall, how satisfied or dissatisfied are you with Hartbeat magazine? (Please tick one box only) (N=1108)

Very satisfied	24%
Fairly satisfied	50%
Neither satisfied nor dissatisfied	17%
Fairly dissatisfied	3%
Very dissatisfied	5%
Don't know	*
Very satisfied / fairly satisfied	74%
Fairly dissatisfied / very dissatisfied	8%

And finally...

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

320 comments received.

Condition of the roads	(28)	Leisure / recreation facilities	(10)
ASB	(19)	Refuse collection	(8)
Litter	(18)	NHS / healthcare	(8)
Councillors	(18)	Recycling	(7)
Review of Tall Ship event	(16)	Dog fouling	(6)
On-street car parking	(14)	Jobs / employment	(6)
Level of council tax	(11)	Other	(151)

Thank you for completing this round of Viewpoint. Please return the questionnaire in the post-paid envelope by 6th August 2010

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

(Hindi)

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن نقوم بالاتصال بنا.

(Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

(Bengali)

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

(Cantonese)

نه‌گەر ده‌ته‌وی ئهم به‌لگه‌یه‌ت به‌ زمانیکی که یا به‌ فۆرمیکی که هه‌بی، یا پیویستت به‌ موته‌رجیم هه‌یه، تکایه‌ په‌ یوه‌ ندیمان پیوه‌ بکه‌

(Kurdish)

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

(Polish)

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

(Urdu)

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

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



Viewpoint

Welcome to the Autumn 2010 Viewpoint newsletter

This newsletter includes:

Results from Viewpoint 33, which asked you about...



- ✓ Have your say on Council spending
- ✓ Consulting with the public
- ✓ Contacting the council to make a complaint
- ✓ Hartbeat

Viewpoint 33, August 2010

Response rate 67%

Questionnaires returned: 954

- I would like to take this opportunity to say a big thank you for making the time and effort to complete and return this survey.



- As you can see, we had a response rate of **67%** with **954** Viewpoint members returning their surveys.

e-consultation Your Town, Your Say

<http://consultation.hartlepool.gov.uk>

- Did you know you can fill your Viewpoint surveys out online? All you have to do is let us know your email address. Anyone who does not complete their online survey within two weeks after receiving their online invitation will automatically be sent a paper survey.
- Even if you don't want to fill out your surveys online, why not have a look around the website to see the results, reports and newsletters from past Viewpoints. You can also take part in other online consultations, including an anonymous **Comments and Queries** consultation where we do our best to upload a response from the Council.

Changes to Viewpoint

- You may remember that I recently asked you some questions about what changes you would be happy to see made to the Viewpoint paper survey to help the Council get the best value for money out of Viewpoint. I also told you that I would continue to look into the savings that could be made based on what you told me.
- Based on the changes you told me you would be happy to see made to the Viewpoint paper surveys, this survey has been printed in black and white, and has been posted to you using a smaller envelope. I will continue to look into the cost of printing surveys as an A5 booklet, which 59% of you said you would be happy to receive.

Have your say on Council spending

Providing value for money and satisfaction with the service we provide

- Only 29% of Viewpoint members felt the council provides value for money. However, half (50%) of respondents were pleased with the overall service provided by the Council.
- Did you know the Council will receive 28% less Formula grant (the main Government grant paid to Council's) over the next 4 years, which is a reduction of approximately £15 million by 2014/15. As the Council is more dependant on Government grant to pay for services than more affluent areas this reduction equates to £78 per resident, compared to an average reduction for unitary council of £53 per resident. This difference means Hartlepool will loose £2.3m more than better off councils.
- Did you also know that although it is true Hartlepool's band D Council Tax is higher than the England average, the average amount of Council Tax paid by a Hartlepool resident is much lower than the national average. Also, Hartlepool has a history of lower than average Council Tax increases.

Different ways to deliver services

- There was strong support from Viewpoint members for working with other public sector agencies (86%) and voluntary community and charitable organisations (84%) in order to protect services. There was less support, although still a majority, for working with the private sector (63%) and neighbouring councils (56%).
- The Council already works closely with partners to deliver a range of services. These partners include the Police, NHS Hartlepool, Housing Hartlepool, and the voluntary and community sector. The Council is also working in partnership with Northgate Information Solution for the provision of all Council ICT requirements.



Your comments

- We asked you to tell us if you had any other suggestions or examples of how the Council could save money over the next 12 months, and we received 693 suggestions.

Your suggestions were to...	Did you know that the Council...
... examine the role of the Mayor, the numbers of Councillors, or to reduce their salaries or expenses	...is looking at recommendations from the Electoral Commission to reduce the number of Councillors from 47 to 33, and the number of wards from 17 to 11 to be more appropriate for the size of Hartlepool.
... fix the level of pay or reduce the numbers of managers and/or staff	...has reduced the number of its Departments from 5 to 3, reduced the number of senior managers by a third and achieved savings of £2.5 million through these reductions.
... reduce the level of services provided	... is undertaking a review of all services through it's Business Transformation programme, and aims to save a total of £8 million over a four year period.

Future spending

- We asked you to tell us whether it was acceptable or unacceptable to cut future spending on 47 services, and for the majority of these services you said reduced spending was unacceptable. Your top priority was to protect services for vulnerable adults and children. You were more likely to find it acceptable to reduce spending on...



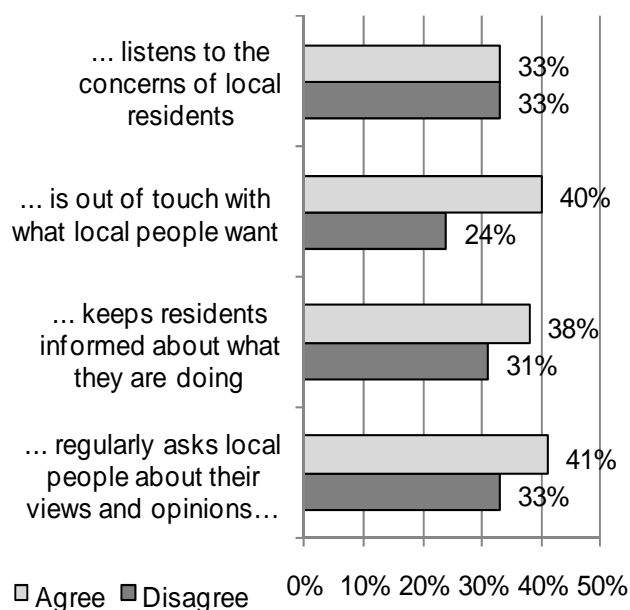
- ✓ Support for Councillors and democratic arrangements (91%)
- ✓ Planning, Building Control, and Development Control (69%)
- ✓ Climate change and carbon reduction (66%)
- ✓ Support for alternative transport, such as paths and cycle lanes (65%)
- ✓ Support services, e.g. accountancy, legal advice, personnel (63%)
- ✓ Tourism, including the Tourist Information Centre (62%)
- ✓ Dealing with abandoned vehicles (62%)

Results from other topics included in Viewpoint 33

Consulting with the public

- The Council uses many different methods to consult with, and listen to, the views of local people. We wanted to know if you felt Hartlepool Borough Council takes your views and opinions on board when making decisions.
- A third of you agreed that the council listens to the concerns of local residents. Four out of ten members felt the council keeps residents informed about what they are doing, and regularly asks local people about their views and opinions on various local issues.
- When asked if Viewpoint members feel Hartlepool Borough Council is out of touch with what local people want, 40% agreed that they are.

Hartlepool Borough Council...



Contacting the council to make a complaint

- We wanted to know if you had contacted the council to make a complaint in the past 12 months, and if so, how satisfied you were with how your complaint was dealt with.
- Three out of ten Viewpoint members had contacted the council to make a complaint in the past 12 months, and the majority of these members had contacted the council with a complaint about a problem in their local area such as anti-social behaviour or speeding traffic.
- Over a third of you were satisfied with how your complaint was handled. However, just under half of you said you were dissatisfied with how your complaint was handled.

Hartbeat



- We wanted to know what you thought about the community magazine, Hartbeat, and how you thought it could be improved.
- Nearly all of you (96%) said you had received a copy of Hartbeat delivered to your home in the last twelve months and a similar number said you read some or most of the magazine when you receive it.
- Eight out of ten Viewpoint members find Hartbeat helpful in explaining the activities of the Council and what goes on in Hartlepool, and nearly all of you (97%) find the magazine easy to read.
- You thought the magazine's regular feature on 'what's on & where to go' was well covered, but improvements could be made to the section in Hartbeat that covers information about employment and training. When asked if there are any particular Council or community activities which you would like to see more information about in Hartbeat, you said you would like to see more job and employment information and more general information on Council services.
- We explained how the adverts in Hartbeat help cover the cost of producing the magazine, and we wanted to know whether you find these adverts useful or not. Reassuringly, the majority of you find the adverts within Hartbeat very or fairly useful. Finally, three quarters of you said you were satisfied overall with the Hartbeat magazine.

And finally...

Please contact me if...

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

My contact information is...

Name: Lisa Anderson

Phone: 01429 523041

Email: lisa.anderson@hartlepool.gov.uk

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



**Please complete the latest questionnaire and
return it by 20th December 2010.
Your views are important!**

