

PERFORMANCE PORTFOLIO DECISION SCHEDULE



Tuesday 10 May 2011

at 3.00 pm

in Committee Room C, 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 Politically Restricted Posts – *Chief Customer and Workforce Services Officer*

3. ITEMS FOR INFORMATION

3.1 View point – Citizen's Panel Results – *Assistant Chief Executive*

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

10 May 2011



Report of: Chief Customer Services & Workforce Officer

Subject: POLITICALLY RESTRICTED POSTS

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder in respect of posts and post holders which are politically restricted and the role the Standards Committee play in respect of appeals by employees who are politically restricted.

2. SUMMARY OF CONTENTS

The report provides information about the list of posts and post holders which are politically restricted and the role the Standards Committee play in respect of appeals by employees who are politically restricted.

3. RELEVANCE TO PORTFOLIO MEMBERS

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report and ratify the list of post holders who are politically restricted.

Report of: Chief Customer Services & Workforce Officer

Subject: POLITICALLY RESTRICTED POSTS

1. PURPOSE OF REPORT

To update the Portfolio Holder in respect of posts and post holders which are politically restricted and the role the Standards Committee play in respect of appeals by post holders who are politically restricted.

2. BACKGROUND

2.1 A detailed report (**Appendix A**) was considered at your meeting held on 23 March 2011 and the formal decision was as follows:

“The Portfolio Holder:-

- i) noted the report and posts identified as politically restricted
- ii) ratified the criteria to be used when determining which posts are politically restricted
- iii) authorised the Chief Customer and Workforce Services Officer in the future to determine any amendments to the list of politically restricted posts in conjunction with the relevant Director in accordance with the criteria identified in the report
- iv) requested a report annually listing all politically restricted posts for agreement by the portfolio holder.
- v) requested further information in relation to posts identified at the meeting”

3. POSTS AND POSTHOLDERS WHO ARE POLITICALLY RESTRICTED

3.1 Further consideration has been given to whether the Scrutiny Support Officers, Solicitors who regularly provide advice and guidance to the Planning and Licensing Committees, the Democratic Services team and Neighbourhood Managers should be identified as politically restricted. In addition, consideration has been given to whether the Chief Emergency Planning Officer should be politically restricted.

3.2 In accordance with the views of the Portfolio Holder at the previous meeting, the Scrutiny Support Officers and Solicitors who regularly providing advice and guidance to the Planning and Licensing Committees have been added to the list of posts which are politically restricted.

3.3 The Chief Solicitor has advised that it is inappropriate to politically restrict the Democratic Services posts (other than the post of Democratic Services Manager) as the role of Democratic Services

Officers in providing factual advice in relation to application of the Constitution to Council meetings is outwith the spirit of the legislation. The post of Democratic Services Manager is automatically politically restricted as it is a Deputy Chief Officer post

- 3.4 It is recommended that Neighbourhood Managers are politically restricted as they regularly advise Neighbourhood Consultative Forums and the criteria are met.
- 3.5 Whilst the post of Chief Emergency Planning Officer will no longer be a deputy chief officer post (as defined in the regulations) following the retirement of the current post holder in May 2011, the new post holder will continue to prepare and present reports in their own name to the Emergency Planning Joint Committee and the Cleveland Local Resilience Forum and therefore it is appropriate for this post to be politically restricted as the criteria are met.
- 3.6 The list of posts which are politically restricted is included in **Appendix B.**

4. ROLE OF STANDARDS COMMITTEE IN RESPECT OF APPEALS BY POST HOLDERS WHO ARE POLITICALLY RESTRICTED

- 4.1 Under the Constitution, the Standards Committee have the following function:

“Dealing with the grant and supervision of exemptions from political restrictions in respect of all relevant Council posts.”

- 4.2 The grounds for exemption are restricted to where the criteria have been applied wrongly in respect of.
 - giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority or to any joint committee on which the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority, or;
 - speaking on behalf of the authority on a regular basis to journalists or broadcasters
- 4.3 Post holders who are politically restricted for other reasons do not have the right to appeal for exemption.
- 4.4 A short report will be submitted to the next Standards Committee meeting advising them that the law surrounding political restriction has changed and advising them of the current list of posts and post holders which are politically restricted and the role of the Standards

Committee if any post holder requests exemption from being politically restricted.

5. RECOMMENDATIONS

5.1 Note the report.

6. BACKGROUND PAPERS

Local Democracy, Economic Development and Construction Act 2009
Section 2 of the Local Government and Housing Act 1989 (LGHA).
Corporate Management Team Support Group Minutes
Performance Portfolio Holder report 23 March 2011

7. CONTACT OFFICER

Wally Stagg
Organisational Development Manager
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PERFORMANCE PORTFOLIO

Report to Portfolio Holder

23 March 2011



Report of: Chief Customer Services & Workforce Officer

Subject: POLITICALLY RESTRICTED POSTS

SUMMARY

1. PURPOSE OF REPORT

To advise the Portfolio Holder of changes to the law regarding politically restricted posts and obtain ratification of the criteria to be used when determining which posts are politically restricted.

2. SUMMARY OF CONTENTS

The report provides information about the law in respect of politically restricted posts and proposes criteria to be used when determining which posts are politically restricted.

3. RELEVANCE TO PORTFOLIO MEMBERS

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report and ratify the criteria to be used when determining which posts are politically restricted.

Report of: Chief Customer Services & Workforce Officer

Subject: POLITICALLY RESTRICTED POSTS

1. PURPOSE OF REPORT

To advise the Portfolio Holder of changes to the law regarding politically restricted posts and obtain ratification of the criteria to be used when determining which posts are politically restricted.

2. BACKGROUND

2.1 From 12 January 2010 the Local Democracy, Economic Development and Construction Act 2009 changed the approach to identifying posts which are politically restricted under Section 2 of the Local Government and Housing Act 1989 (LGHA).

2.2 Section 30 of this Act has now removed political restriction by salary level (SCP 44 and above), leaving only posts falling into one of the three remaining categories which apply to this Council:

a) specified posts in Section 2 of the LGHA i.e.

- the head of the authority's paid service (i.e. Chief Executive);
- statutory and non statutory chief officers (i.e. Directors and Chief Officers who report to the Chief Executive);
- deputy chief officers (i.e. those reporting to Directors and Chief Officers who report to the Chief Executive) or
- the monitoring officer (Chief Solicitor)

b) posts considered 'politically sensitive' by virtue of their duties i.e. one which meets one or both of the following duties-related criteria:

- giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority or to any joint committee on which the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority

- speaking on behalf of the authority on a regular basis to journalists or broadcasters.
- c) posts which have delegated powers under the Council's Constitution

3. PROPOSED INTERPRETATION OF THE LAW

3.1 Given the changes to structures agreed just before Christmas, the posts which are automatically politically restricted under 2.2 a) above include all Directors and Chief Officers plus non Chief Officers direct reports (excluding those solely secretarial or clerical or are otherwise in the nature of support services) to:

- the Assistant Chief Executive i.e. LSP Manager, Performance and Consultation Manager, Corporate ICT Manager, Public Relations Manager, Scrutiny Manager and Democratic Services Manager;
- the Chief Finance Officer i.e. Heads of Finance and Head of Audit and Governance;
- the Chief Customer and Workforce Services Officer i.e. Business Partners, Health Safety and Wellbeing Manager and Organisational Development Manager; and
- the Chief Solicitor i.e. Principal Registration & Members' Services Officer

3.2 In respect of 2.2 b) above, the Council have some flexibility regarding the interpretation of "Giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority or to any joint committee on which the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority". The Chief Solicitor has advised that when determining whether a post is politically restricted, consideration should be given to the degree of 'seniority or influence' of the post and whether the post holder is able to gain 'political capital' from exercising such a role. CMTSG recommend that only posts occupied by Officers who prepare & present reports in their own name be deemed to meet the above definition. At present no additional posts will be politically restricted for this reason.

3.3 There is a similar flexibility regarding the interpretation of "Speaking on behalf of the authority on a regular basis to journalists or broadcasters" As only Chief Officers and the dedicated Public Relations Team are authorised to speak to the media without prior approval, CMTSG recommend that only the Public Relations Manager

and Public Relations Officer posts, in addition to Chief Officer posts, meet this criteria.. At present no other posts will be politically restricted for this reason.

- 3.4 The revised list of delegations agreed by Council just before Christmas is limited to Director and Chief Officer posts only, although it does make provision for further delegation. At present, no additional posts will be politically restricted for this reason.

4. RECOMMENDATIONS

- 4.1 Note the report, posts identified as politically restricted and ratify the criteria to be used when determining which posts are politically restricted within the Council.
- 4.2 Authorise the Chief Customer & Workforce Services Officer in the future to determine any amendments to the list of politically restricted posts in conjunction with the relevant Director in accordance with the criteria identified in this report.

5. BACKGROUND PAPERS

Local Democracy, Economic Development and Construction Act 2009
Section 2 of the Local Government and Housing Act 1989 (LGHA).
Corporate Management Team Support Group Minutes

6. CONTACT OFFICER

Wally Stagg
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2.1 APPENDIX B

List of Politically Restricted Posts and Post holders

Reason For Political Restriction	Appeal Rights	Post Occupied	Comments
The Head Of The Authority's Paid Service	No right of appeal for exemption	Chief Executive	
Statutory And Non Statutory Chief Officers	No right of appeal for exemption	Director of Regeneration and Neighbourhoods	
		Director of Child and Adults	
		Assistant Chief Executive	
		Chief Solicitor	
		Chief Finance Officer	
		Chief Customer and Workforce Services Officer	
Deputy Chief Officers	No right of appeal for exemption	Assistant Director Resources	
		Assistant Director Transportation and Engineering	
		Assistant Director Regeneration & Planning	
		Assistant Director Neighbourhood Services	
		Chief Emergency Planning Officer	Until 31 May 2011
		Assistant Director Adult Social Care	
		Assistant Director Community Services	
		Asst Director Prevention, Safeguarding & Specialist Services	
		Asst Director Performance and Achievement	

2.1 APPENDIX B

	No right of appeal for exemption	Legal Services Manager	
		Principal Registration & Members' Services Officer	
		LSP Manager	
		Performance and Consultation Manager	
		Corporate ICT Manager	
		Public Relations Manager	
		Scrutiny Manager	
		Democratic Services Manager	
		Head of Finance	
		Head of Finance	
		Head of Finance	
		Head of Finance	
		Head of Audit and Governance	
		Chief Finance & Customer Services Officer	
		HR Business Partner	
		HR Business Partner	
		HR Business Partner	
		Health Safety and Wellbeing Manager	
		Organisational Development Manager	
Giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority or to any joint committee on which the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that	Right of appeal for exemption	Scrutiny Support Officer	Regularly advises Scrutiny Committees
		Scrutiny Support Officer	Regularly advises Scrutiny Committees
		Scrutiny Support Officer	Regularly advises Scrutiny Committees
		Neighbourhood Manager	Regularly advises Neighbourhood Consultative forums

2.1 APPENDIX B

executive who is also a member of the authority	Right of appeal for exemption	Neighbourhood Manager	Regularly advises Neighbourhood Consultative forums
		Neighbourhood Manager	Regularly advises Neighbourhood Consultative forums
		Chief Emergency Planning Officer	Prepares and presents reports in own name to Emergency Planning Joint Committee and Cleveland Local Resilience Forum from 28 July 2011
		Solicitor	Regularly advises Planning Committee
		Solicitor	Regularly advises Licensing Committee
Speaking on behalf of the authority on a regular basis to journalists or broadcasters	Right of appeal for exemption	Public Relations Officer	Regularly speaks to journalists/broadcasters
		Public Relations Officer	Regularly speaks to journalists/broadcasters

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

10th May 2011



Report of: Assistant Chief Executive

Subject: Viewpoint – Citizen's Panel Results

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide an explanation of why topics were included in Viewpoint 34, and what departments plan to do with the results.
- 1.2 To inform the Portfolio Holder of the results from the 34th phase of Viewpoint that was distributed to panel members in December 2010.
- 1.3 To provide feedback from what has been done with results from Viewpoint 32.

2.0 SUMMARY OF CONTENTS

- 2.1 A report of the results from the 34th Viewpoint questionnaire that included: Shopping in Hartlepool; Climate Change; Trees in Hartlepool; Radio Hartlepool, and the rationale behind why these were included in Viewpoint.
- 2.2 Feedback from what has been done with previous Viewpoint results.

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 20th April 2011

6.0 DECISION REQUIRED

- 6.1 That the results of the survey be noted.

Report of: Assistant Chief Executive

Subject: Viewpoint – Citizen's Panel Results

1. PURPOSE OF REPORT

- 1.1 To provide an explanation of why the topics included in Viewpoint 34 were included, and what departments plan to do with the results.
- 1.2 To inform the Portfolio Holder of the results from the 34th phase of Viewpoint that was distributed to panel members in December 2010.
- 1.3 To provide feedback from what has been done with results from Viewpoint 32.

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:
 - Shopping in Hartlepool
 - Climate Change
 - Trees in Hartlepool
 - Radio Hartlepool
- 2.3 Viewpoint 34 was sent in December 2010 to all active members of the panel which, in this instance, was 1,423 individuals. A response rate of 70 per cent was achieved with 998 questionnaires being returned.
- 2.4 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all Viewpoint members complete the questionnaire at each phase.
- 2.5 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular Viewpoint newsletter. 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.
- 2.6 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on 144 topics. Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we refresh a third of our

panel annually, we should have a new panel every three years, and therefore Viewpoint members will not be answering questions they have already answered.

- 2.7 The Regeneration and Neighbourhoods Department is the most frequent user of Viewpoint; however all departments have used Viewpoint at some point since it was launched. Cleveland Police Authority, Cleveland Fire Brigade, and Radio Hartlepool 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 34

	%	(No.)
Regeneration & Neighbourhoods	54%	(78)
Chief Executive's Department	22%	(31)
Child & Adult Services	21%	(30)
External agencies	3%	(5)
(N=144)		

- 2.8 Attached as Appendix A are the headline results for Viewpoint 34.

3. WHY TOPICS WERE INCLUDED IN VIEWPOINT 34

- 3.1 Viewpoint topics to talk about below

Shopping in Hartlepool

Contact Officer: Mick Emerson, Principal Economic Development Officer (Business), Economic Development, Regeneration and Neighbourhoods Department

- 3.2 Questions were included in Viewpoint in order to gain a better understanding of Hartlepool residents shopping habits. The information gathered was to be shared with a newly established association of Hartlepool business owners and managers, who would work together with Hartlepool Borough Council. An objective of this association would be to address some of the main barriers identified through the survey as to why local residents do not shop in Hartlepool, or why they choose to shop elsewhere.
- 3.3 Unfortunately, as a result of the recent budget decisions, this project has been disbanded, and the results will not be used by Hartlepool Borough Council any further. However, a copy of the results has been forwarded to Councillor Pamela Hargreaves, who was a member of this business association and a selection of business managers within Hartlepool. Everyone who has been sent a copy of the headline results have been informed they will receive a copy of the more detailed report, and are able to contact the Council's Research Officer for a more detailed statistical breakdown.

Climate Change

Contact Officer: Paul Hurwood, Climate Change Officer, Waste and Environmental Services, Regeneration and Neighbourhoods Department

- 3.4 Following the Neighbourhood Services Scrutiny Forum investigation into climate change in 2009/10, it was recommended that work was undertaken to increase knowledge and understanding of climate change amongst residents of the town.
- 3.5 The climate change questions were included in Viewpoint to establish a baseline of knowledge and understanding of climate change. The questions were also included as a requirement of Hartlepool Borough Council's adoption of the Tees Valley Climate Change Strategy in 2010. Each of the other Tees Valley authorities undertook a similar exercise.
- 3.6 It is planned to repeat the consultation at a later date to establish whether knowledge and understanding of climate change amongst Hartlepool residents has increased.
- 3.7 The Climate Change Officer is using the results to focus communications on topics where there is less understanding and will also use the more positive aspects from the survey in their future communications and in reports.

Trees in Hartlepool

Contact Officer: Tony Dixon, Arboricultural Officer, Landscape Planning and Conservation, Regeneration & Neighbourhoods

- 3.8 Questions were included in Viewpoint about Trees in Hartlepool to:
- gain a better understanding of the public's general attitude toward trees in public spaces
 - determine if there were any general support for increasing the number of trees in the borough, and if so, what type of places would people like to have more trees
 - determine if there were general support for protecting existing trees during new development
 - find out whether people generally prefer to live in streets with or without trees and their reasons for their preference
 - determine whether trees in streets are causing problems, and if so what the main problems are
 - gain a general indication of the level of satisfaction with the way trees are looked after by Hartlepool Borough Council
- 3.9 Viewpoint results will be used to help inform future reports on progress in implementing the recently adopted Hartlepool Tree Strategy 2011 – 2016, a commitment to which is included within the action plan contained within the strategy document.

Radio Hartlepool

Contact Officer: Susan Rybak, Community and Youth Resource Manager, Libraries and Community, Child and Adult Services Department

- 3.10 A grant application from Radio Hartlepool for core costs was deferred in March 2010 in part because the group were unable to provide information regarding their listenership.
- 3.11 The Viewpoint information will help ascertain Radio Hartlepool's level of listenership within the town in order to gauge whether or not Officers should recommend Radio Hartlepool for funding from the Community Pool.

- 3.12 In order to obtain this information, consideration was given to the council funding a Mori listenership survey, at a cost of £10,000. As an alternative to the Mori listenership survey, the questions were included in Viewpoint.
- 3.13 Any external questions included in Viewpoint incur a charge, which covers the production costs for the number of pages used. This charge was met by Radio Hartlepool.
- 3.14 The Radio Hartlepool results from Viewpoint will be presented in a report to the Grants Committee at the start of the 2011/12 financial year, and used to support Radio Hartlepool's main grant application.

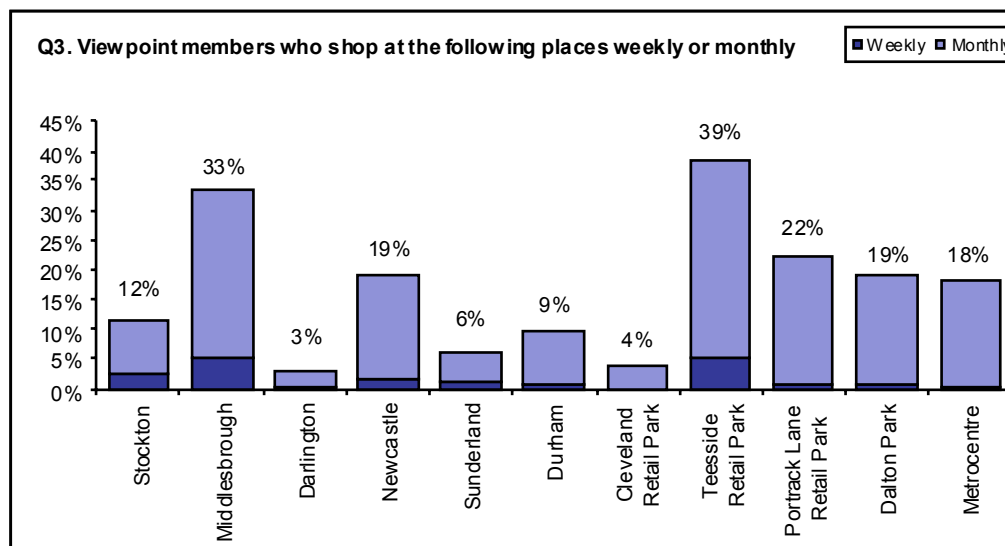
4. KEY FINDINGS FROM VIEWPOINT 34

Shopping in Hartlepool

- 4.1 The majority of Viewpoint members said they rarely or never shop at shop at the farmers market (93%) or at the outdoor market (90%).
- 4.2 Viewpoint members were more likely to regularly shop (daily or weekly) at supermarket chains (92%) or at independent shops (72%). However, as can be seen from the chart below, Viewpoint members were more likely to shop at independent shops daily then shop at supermarket chains daily.



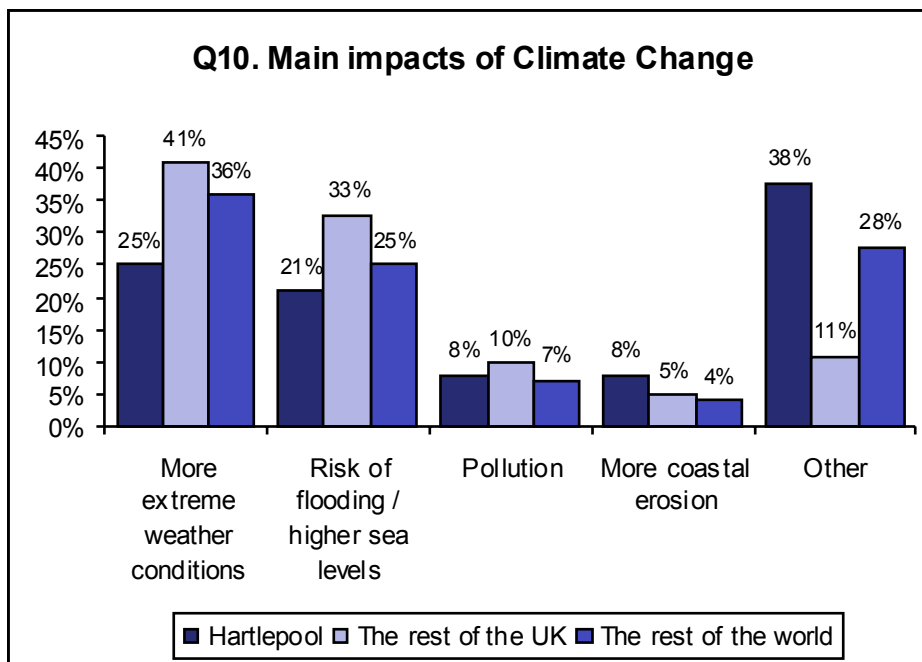
- 4.3 Viewpoint members agreed that the town centre was generally well kept and clean and tidy (67%), and that it was usually easy to find a car parking space in the town centre (67%). However, members also felt there was a poor choice of shops (76%), restaurants, and cafes (53%) in the town centre.
- 4.4 When presented with a list of shopping areas in the North East, Viewpoint members were more likely to say they shop at Teesside Retail Park (39%) or Middlesbrough (33%) weekly or monthly. Viewpoint members were least likely to shop at Darlington (3%) or at Cleveland Retail Park (4%). The chart below shows the proportion of Viewpoint members who shop at various shopping areas weekly or monthly. The figure included is the combined proportion for weekly and monthly.



- 4.5 Viewpoint members were more likely to visit other shopping areas because of their good range of shops (736 comments) and the free parking (139 comments).
- 4.6 They do not shop at Hartlepool more often because of the poor choice of shops (81%), because they dislike the town centre (41%), and because car parking is too expensive (38%).
- 4.7 To encourage more people to shop in Hartlepool, Viewpoint members thought we needed more choice of shops (505 comments), including big name stores (216 comments), and free or cheaper parking (195 comments).

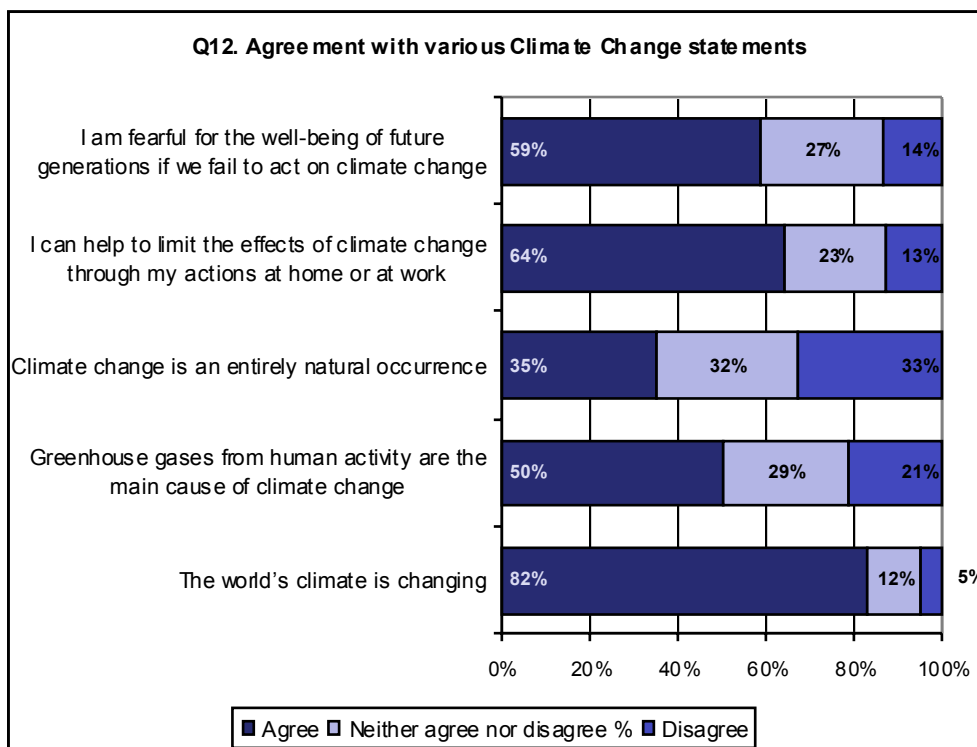
Climate Change

- 4.8 The vast majority of Viewpoint members are aware of Climate Change (98%). Three quarters (76%) of members feel they know a fair amount or a great deal about Climate Change. And nearly six out of ten members (57%) were concerned about Climate Change.
- 4.9 As can be seen on the following graph, the main impacts identified by Viewpoint members of Climate Change for Hartlepool, the rest of the UK, and for the rest of the world were:
- More extreme weather conditions
 - Risk of flooding / higher sea levels



4.10 Three quarters (75%) of participants were willing to make lifestyle/behavioural changes to help tackle Climate Change.

4.11 When presented with a list of statements about Climate Change, Viewpoint members were more likely to agree with the statement 'The world's climate is changing' (82%), and least likely to agree that climate change is an entirely natural occurrence. The graph below shows more information for this question.



4.12 Viewpoint members were presented with a list of actions that could help reduce climate change, and were asked to tell us which of these actions they were willing or un-willing to do. The information for this question is summarised in the graph below.

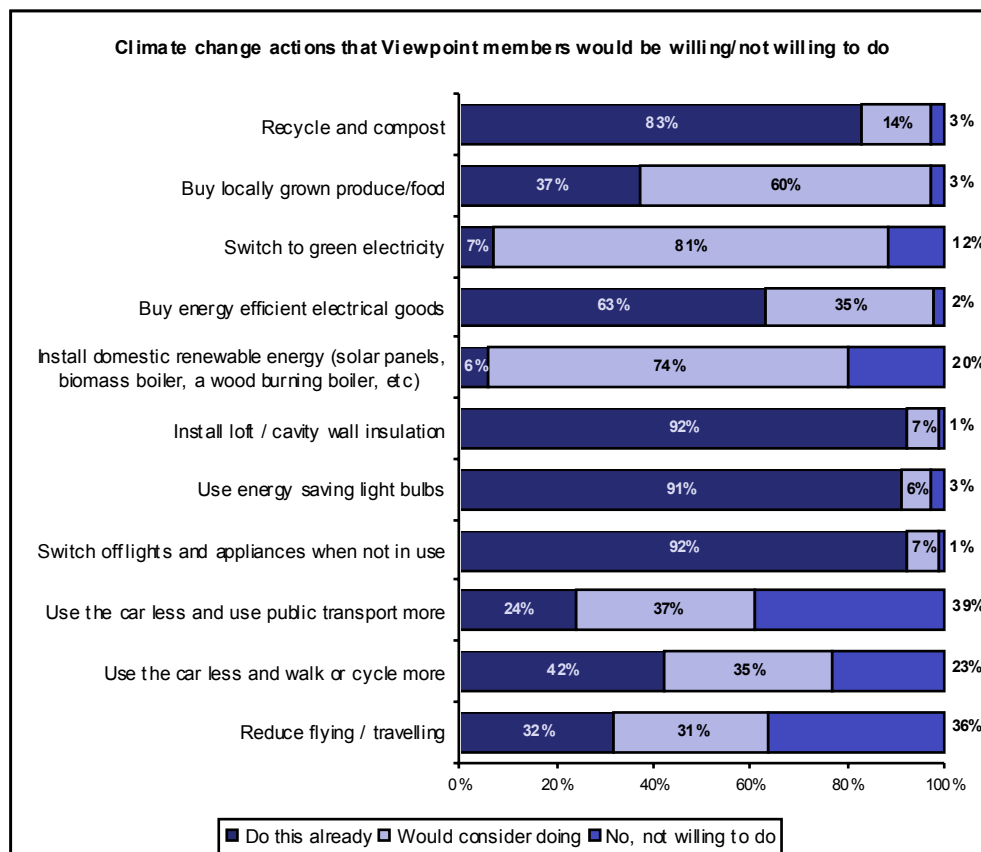
4.13 Viewpoint members were more likely to say they would not be willing to use public transport more (39%), or reduce flying or travelling (36%).

4.14 Viewpoint members were more likely to say they would consider:

- Switching to green electricity (81%)
- Installing domestic renewable energy, such as solar panels, biomass boiler, or a wood burning boiler (74%)
- Buying locally grown produce or food (60%)

4.15 The majority of Viewpoint members told us they currently:

- Have installed loft and/or cavity wall insulation (92%)
- Switch off lights and appliances when not in use (92%)
- Use energy saving light bulbs (91%)
- Recycle and compost (83%)



4.16 Finally, over half (56%) of Viewpoint members felt there is enough help, support and information available. However, if they wanted more help, support or information to best achieve energy efficiency and to tackle climate change they would look on the internet (406 comments).

Trees in Hartlepool

- 4.17 The vast majority (96%) of Viewpoint members feel that trees are an important part of the local environment, and think this because trees provide an attractive environment (93%) and also support wildlife and conservation (95%).
- 4.18 Nine out of ten (90%) Viewpoint members feel that trees should be protected during new developments, and the majority of Viewpoint members feel that more trees should be planted in the borough (86%). Viewpoint members would like to see these trees planted in:
- Residential areas (79%)
 - Parks and open spaces (77%)
 - Countryside areas (77%)
- 4.19 Eighty-six percent of Viewpoint members would prefer to live in a street with trees, and feel this way because trees make an area look nice and attractive (501 comments), and because they encourage wildlife (105 comments).
- 4.20 However, only 63 percent of Viewpoint members actually have trees in the street where they live, and for 20 percent of these members trees cause problems such as blocked drains and gullies from fallen leaves.
- 4.21 Overall, 56% of Viewpoint members are satisfied with the way the Council looks after trees that are on Council land within the borough.

Radio Hartlepool

- 4.22 Over half (56%) of Viewpoint members had listened to Radio Hartlepool before receiving the latest Viewpoint survey. Of these, four out of ten members (41%) regularly listen to Radio Hartlepool (once a week or more). A similar proportion rarely listens to Radio Hartlepool (once a month or less). Out of the 259 regular Radio Hartlepool listeners, two thirds listen between one and five hours per week.
- 4.23 Out of the Viewpoint members who have listened to Radio Hartlepool before, the majority of members like to listen to this radio station on weekday mornings. In fact, eight out of ten Viewpoint members say they listen to Radio Hartlepool in their car while commuting. Weekday afternoons, weekend mornings and weekend afternoons, also have a higher listenership. Fewer people choose to listen to Radio Hartlepool on evenings or late nights on a weekday or a weekend.
- 4.24 Only 96 Viewpoint members listen to Radio Hartlepool using technology other than the radio, such as via the internet, through their television, or through their mobile.
- 4.25 Nearly eight out of ten members find the news updates useful; however, only six out of ten members find the advertising useful.

5. FEEDBACK FROM PREVIOUS VIEWPOINT SURVEYS

- 5.1 One of the main aims of the Viewpoint panel is to provide service departments with useable information to assist in service development and delivery. The Corporate Strategy Division has collected feedback from departments on how Viewpoint results have been used and how they have influenced service provision. This information will

be fed back to Viewpoint members to keep them up to date on how their contribution is being used.

5.2 The feedback provided in this report is from topics covered in:

- Viewpoint 29 (June 2009)
- Viewpoint 32 (April 2010)
- Viewpoint 33 (August 2010)

5.3 All feedback will be included in the newsletter that accompanies Viewpoint 36, which will be mailed out in September 2011, and will also be uploaded on the Council's website.

Emergency Planning Leaflet – Viewpoint 29 (June 2009)

5.4 The primary reason for including questions about the Emergency Planning leaflet in Viewpoint was to ascertain:

- how well the leaflet was received by the public
- whether it had been received
- if the public kept the leaflet (and not thrown away like a lot of leaflets that drop through the letterbox)
- the layout and content was appropriate
- what else might the public wish information on

5.5 This information was necessary as the local authorities through the Emergency Planning Unit have a legal duty to provide information to the public. It is intended to issue these leaflets every 3 years and so getting the comments of the public will assist us in what and how we deliver this information in 2012.

5.6 The information has allowed us to promote the leaflet through the Emergency planning community nationally and as a result, other areas have since produced similar leaflets for the public in their areas.

5.7 The leaflet is available to download from the Emergency Planning Unit website - www.clevelandemergencyplanning.info. Had the results from Viewpoint been negative, the leaflet would not have been promoted or placed on the website.

5.8 The results were reported to the Cleveland Media Emergency Forum and Cleveland Local Resilience Forum.

Summerhill – Viewpoint 29 (June 2009)

5.9 Questions have been included in Viewpoint about Summerhill on a number of occasions, in order to continually monitor the service, and monitor change over time. The Viewpoint results have been, and continue to be, widely referenced.

5.10 In June 2009, 37% of Viewpoint members thought that more litter or dog bins would be an improvement to Summerhill and 36% of members suggested more signposted walks. Since the survey, Summerhill have installed more litter bins around the site and completed a new project developing interpretative signs, which act as signposts for walks.

- 5.11 Viewpoint members also suggested a café in the Visitors Centre, and over the past few years Summerhill have worked with Havelock Centre to provide a café on site in the form of Summerhill Tea Shop.
- 5.12 In addition, Summerhill were awarded funding from the BIG Lottery as part of their BIG Free Play project, which has help provide a lot of activities. As a final part of this project, in the next few weeks further play equipment will be installed in Summerhill's Junior Adventure and Fitness Area (JAFA) as part of the Playbuilder initiative. Twenty-one percent of Viewpoint members felt that activities for children aged between six and 16 could be improved, and this play area has been developed for children aged 8 to 13 years.
- 5.13 Summerhill noted the importance of raising more general and specific awareness of activities and events, and have taken on board where Viewpoint members said they would like to find out about Summerhill activities and events. Three quarters of Viewpoint members said they would like to see information in the Hartlepool Mail and 60% percent said they would like to see information in Hartbeat; both of which have been used by Summerhill to advertise activities and events.
- 5.14 Viewpoint members were asked what would encourage them to visit Summerhill more often and 19% of members said that better transport to the site would encourage them. Although the Council cannot take credit for this, we will be feeding back to Viewpoint members that Stagecoach has re-routed their number 3 bus service, which now stops reasonably close to Summerhill on Catcote Road.

Perceptions of Crime – Viewpoint 32 (April 2010)

- 5.15 Viewpoint members who have been a victim of crime, and who did not report the crime to the police are asked to tell us why this is. Consistently, Viewpoint members say they do not report the crimes as they feel the police could not have done anything or that the police are not interested.
- 5.16 Public confidence and reassurance has remained as a Safer Hartlepool Partnership priority over the last 12 months. As such the partnership has continued with an array of multi-media awareness raising campaigns including the use of social networking sites, Safer Hartlepool TV, the Internet and Hartbeat. These campaigns have promoted personal safety highlighting the importance of reporting community safety issues; including crime and anti-social behaviour to the Police. Community safety staff have also promoted key safety messages and campaigns at community events, community meetings and Cleansweep Operations to raise public confidence.
- 5.17 It should be noted that campaigns have not just been targeted towards adults, the Partnership have also ran 'You don't have to be a superhero to fight crime' campaign to encourage young people to feel more confident about reporting and seeking support if affected by crime or anti-social behaviour.
- 5.18 The Viewpoint results also highlighted an increase in the proportion of people concerned about parking on grass verges and speeding traffic. As identified in the Safer Hartlepool Partnership strategic assessment the inappropriate use of vehicles particularly off road motorcycles continues to be of concern and is regarded as anti-social behaviour. It is recognised that the problem of off road motorcycles is seasonal,

with incidences more prevalent during the spring/summer months. As such partnership activity to deter the use of off road motorcycles in undesignated areas is also seasonal, with enforcement campaigns also being undertaken during these time periods. In regard to parking issues and speeding traffic activity continues to be undertaken by Hartlepool Borough Council's Car Parking Enforcement Team, Highways Department and Road Safety Unit, in particular the replacement of grass verges, installation of traffic calming measures, speed awareness signs and the introduction of 20 mph zones.

Viewpoint Design – Viewpoint 32 (April 2010)

- 5.19 Viewpoint members were told how we were looking at ways to get the best value for money through delivering the panel. We identified a range of small changes we could make to the survey to make it as cost effective as possible, and we wanted to know what changes Viewpoint members would be happy to see made to the survey.
- 5.20 Based on what Viewpoint members said they would be happy to see made to Viewpoint, I made the following changes made to the survey:
- Receiving surveys in smaller envelopes (49%)
 - Printing surveys on thinner paper (43%)
 - Printing surveys in black and white (41%)
- 5.21 By sending out surveys in smaller envelopes we are able to save both on the cost of stationary and on postage. By printing surveys on thinner paper, we have made the surveys easier to fit into the smaller envelopes, and again saved on postage as the survey is classed as a 'letter' and not a 'package'. And by printing surveys in black and white we have saved a significant amount on printing costs.
- 5.22 These three changes alone have saved close to £4000 from the annual Viewpoint budget.
- 5.23 In addition, I was recently approached by the Citizen Panel Coordinator for Sunderland City Council, for examples of best practice, in delivering a panel on a significantly reduced budget. They will be looking to implement some of the cost saving mechanisms I have identified.

Contacting the Council to make a complaint – Viewpoint 33 (August 2010)

- 5.24 Viewpoint 33 included questions about 'Contacting the Council to make a complaint'. It should be noted these are "informal" complaints and not formal complaints dealt with through the Council complaints procedure.
- 5.25 Three out of ten (28%) Viewpoint members said they had contacted the council with a complaint in the last 12 months. The vast majority of complaints (just over 60%) related to problems in a local area and the council not doing something they should have done. Examples include reports of ASB, rubbish / recycling collections, litter / fly tipping, poor condition of roads, broken street lights and poor condition of pavements.
- 5.26 Nearly half (48%) were dissatisfied with the way the complaint was handled. This is important as residents who think we are keeping areas clean and looked after are much more likely to be satisfied with the council and think we provide value for money (Local Government Association – New Reputation Guide). At a national level, analysis of the Place Survey suggested this perception accounts for about 40% of the variation

in overall council satisfaction. Street cleaning is the most important service in terms of influencing satisfaction with councils.

- 5.27 The 2010 Viewpoint results are similar to previous Viewpoint survey results in 2008. The results are being used in conjunction with information from the Customer Relationship Management (CRM) System used in Hartlepool Connect to examine opportunities for improving responses to complaints, reducing avoidable contact and encouraging residents to use the most economical means of contacting the council e.g. the internet or telephone rather than face to face. This work is being coordinated by the Strategic Customer Services Group with representatives from each department. A work programme for 2011/12 is being developed for implementation by the group.

Consulting with the public – Viewpoint 33 (August 2010)

- 5.28 Viewpoint 33 included questions about communication between the Council and residents. Opinions have stayed broadly the same since 2002 when this series of questions was first asked with the exception of 2008 when results were more positive. In 2010 Viewpoint panellists were most positive about the Council seeking their views and opinions and keeping residents informed (+8% and +7%¹) respectively, they were balanced about whether the Council listened (0%) and negative about whether the Council was in touch with the concerns of local residents (-16%).
- 5.29 The Council as a result of budget decisions for 2011/12 is scaling back and reviewing consultation and seeking more efficient ways of communicating. The latter will involve a series of measures including more use of electronic communications and social networking sites and producing Hartbeat, the Council's community magazine on a zero budget. To put the results into context it is useful to consider the Local Government Association's (LGA) Reputation Index. This takes into consideration the context in which individual councils operate. It makes sense that people who live in rural, peaceful, affluent communities are more likely to be satisfied with their council than those living in more challenging environments. The LGAs Reputation Index (http://lgcomms.org.uk/asset/125/WCC_LGcomms_ReputationGuide.pdf) therefore seeks to level the playing field by taking into account a range of the most important background factors of satisfaction. Hartlepool's position on the Reputation Index is exactly as predicted neither better nor worse than expected. The Viewpoint results are being considered by the appropriate officers to ensure Council consultation and communications have the maximum impact possible.

Hartbeat – Viewpoint 33 (August 2010)

- 5.30 It is very reassuring to know that 95% of respondents read some or most of Hartbeat, and feedback on the publication has been consistently positive over the past few years. It is also worth noting that when Viewpoint participants were questioned recently about specific Hartbeat content areas, satisfaction levels ranged from 56% to 84%.
- 5.31 Although the figure for the Hartbeat content area of Employment and Training was lowest at 56%, it is worth highlighting that Hartbeat has a dedicated employment and training page in every edition and this will be continuing in 2011/12.
- 5.32 There was also a substantial increase in the proportion of Viewpoint members who would like Hartbeat to include more information on jobs and employment from 42%

¹ The percentages are the balance between positive and negative opinions. A positive % indicates more positive views than negative; a negative % more negative views than positive.

percent in 2007 to 57% in 2010. In addition to the regular page on Employment and Training, the Winter 2010 edition of Hartbeat included a full page feature on the new College of Further Education and the training opportunities it will bring to local people and the March 2011 edition included a story highlighting the two Community Learning and Information Centres (CLIC) that help local people into training and employment.

- 5.33 There was a reduction in the proportion of people who find Hartbeat magazine helpful in explaining the activities of the Council and what goes on in Hartlepool. Over the last couple of years, reductions in the Hartbeat budget has resulted in an increased amount of space being sold/allocated to outside organisations which has restricted the ability to cover Council news and general Hartlepool news. The total withdrawal of the Hartbeat budget as part of the most recent budget decisions will result in the size of the magazine reducing in the future and therefore further limiting the space for Council and general news stories.
- 5.34 However, it is worth noting the positive Viewpoint responses in relation to the Hartbeat adverts - eight out of ten respondents said they find the adverts very or fairly useful. Advertising revenue is used to fund the cost of producing Hartbeat and these excellent reader responses to the adverts have played an important part in maintaining advertising support in the magazine during the current extremely tough economic climate.
- 5.35 The Hartbeat editorial team remains committed to producing the best possible publication for the people of Hartlepool and continue to refer to the detailed Viewpoint responses when monitoring and adjusting content coverage in the magazine.

Budget consultation – Viewpoint 33 (August 2010)

- 5.36 Viewpoint 33 included questions about broad preferences for making budget reductions for 2011/12. The Viewpoint results have been part of the information taken into account by Cabinet and Scrutiny during the budget decision making process. The main views expressed through Viewpoint were to protect front line services, particularly for vulnerable adults and children and to reduce administrative costs. The original budget deficit of £10 million was reduced to £5.6 million by saving a significant amount on management and administrative costs and introducing a series of other efficiency measures. Additional funding was provided to support some of the most vulnerable adults with conditions such as autism and dementia. The scale of the budget reduction required however meant it was not possible to making all the saving without affecting some frontline services. In addition the Viewpoint panel was asked their views on the Council providing services by working with others. There was support for working with other public sector agencies (85%) and voluntary community and charitable organisations (81%) in order to protect services. There was less support, although still a majority, for working with the private sector (60%) and neighbouring councils (53%). The Council is investigating the options of joint service provision with other Tees Valley councils.

6. RECOMMENDATIONS

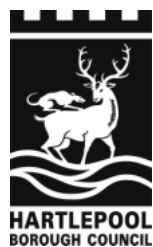
- 6.1 It is recommended that the Portfolio Holder note the results.

7. CONTACT OFFICER

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Appendix 1 – Viewpoint 34 Headline Results

Viewpoint

Your views are important

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

Shopping in Hartlepool
Climate Change
Trees in Hartlepool
Radio Hartlepool

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

We will look at what Viewpoint members say and the council's response in the next Viewpoint Newsletter, which you receive with your next Viewpoint questionnaire. All the information you provide is confidential and we will never pass your name or address to any other organisation. What's more, if at any time you wish to leave Viewpoint, for whatever reason, simply let us know.

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

Remember, you can fill out this survey online

If you think you would like to try this, please 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. Anyone who does not complete their online survey within two weeks after receiving their online invitation will automatically be sent a paper survey.

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

My email address is: - _____

VP34, Dec 2010 70% response rate, 998 completed questionnaires (all results are weighted to 1200 responses).
 #=less than 0.5%; - = no response; * = excluded from calculations

Shopping in Hartlepool

The council would like to understand more about the shopping habits of Hartlepool residents. The following section will ask you about where you choose to go shopping in Hartlepool, where you travel to go shopping, and what you think could be done to encourage people to shop more in Hartlepool shops.

If you would like any further information on this topic please contact:

Avril O'Donnell on (01429) 867677 or via e-mail avril.odonnell@hartlepool.gov.uk

1. Please tell us how often you shop at each of the following areas in Hartlepool. (Please tick one box on each line)

* Don't know responses have been excluded from calculations

	Daily %	Weekly %	Monthly %	Rarely %	Never %
Independent shops (Neighbourhood shopping parades, local paper shops, green grocers, etc) (N=1162)	31	41	10	16	2
Supermarket chains, e.g Asda / Morrison's / Tesco / Lidl / Aldi (N=1183)	8	84	6	1	#
Middleton Grange shopping centre (N=1179)	5	34	23	35	4
Outdoor Market (Thursdays) (N=1170)	#	6	4	32	58
Farmers market (on the first Saturday of every month) (N=1161)	#	#	7	29	64
Anchor Retail Park (Next, Boots) (N=1172)	#	18	44	32	6
High Point Retail Park (Focus, Pets at home) (N=1172)	0	3	26	56	14
Tees Bay Retail Park (B&Q, Aldi) (N=1175)	#	9	31	51	9
Restaurants & cafes at the Marina (N=1180)	#	10	28	46	16

2. Please say how much you agree or disagree with the following statements about Hartlepool Town Centre: (Please tick one box on each line)

* Don't know responses have been excluded from calculations

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %
There is a good choice of shops in Hartlepool Town Centre (N=1180)	2	11	12	37	39
The town centre is generally well kept and appears clean and tidy (N=1181)	8	59	15	13	5
There is a wide choice of restaurants and cafes in the town centre (N=1161)	4	21	23	31	22
It is usually easy to find car parking spaces in Hartlepool Town Centre (N=1078)	9	58	17	10	5

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3. How often do you go to the following places to go shopping?
(Please tick one box on each line)

	Weekly %	Monthly %	Rarely %	Never %
Stockton (N=1142)	3	9	41	47
Middlesbrough (N=1166)	5	28	53	14
Darlington (N=1132)	#	3	30	69
Newcastle (N=1161)	2	17	53	28
Sunderland (N=1153)	1	5	33	60
Durham (N=1146)	1	9	42	48
Cleveland Retail Park (N=1091)	#	4	29	67
Teesside Retail Park (N=1168)	5	34	46	15
Portrack Lane Retail Park (N=1163)	1	21	56	22
Dalton Park (N=1166)	1	18	55	26
Metrocentre (N=1161)	#	18	58	24

4. Please tell us your main reasons for visiting these other shopping areas in the space provided below. (1062 comments received)

Good range of shops	(736)	Good cafes/restaurants	(21)
Free Parking	(139)	Other	(14)
Change of scene / just out for day	(59)		
Convenient to get to	(37)		
Easy access	(30)		
Pleasant atmosphere	(26)		

5. Why do you not shop in Hartlepool shops more often? (Please tick all that apply) (N=1149)

Too far to travel	1%
Not enough car parking	5%
Car parking too expensive	38%
Dislike Hartlepool Town Centre	41%
Poor public transport	3%
Poor choice of shops	81%
Prefer to shop elsewhere	32%
Don't know	*
Other (please specify_____)	2%

6. What do you think could be done to encourage more people to shop in Hartlepool? (1118 comments received)

More choices of shops	(505)	Less boarded up/empty shops	(57)
More department/big name stores	(216)	Modernise the area	(33)
Free/cheaper parking	(195)	Safer/less ASB	(20)
Lower rents for shops	(58)	Other	(34)

Climate Change

Environmental Services would like to find out Viewpoint members' understanding of climate change and its impacts, what actions you are already taking and why. They are also interested in what other actions you would like to take and how the Council can help put these actions in place.

If you would like any further information on this topic please contact:

Paul Hurwood on (01429) 284276 or via e-mail paul.hurwood@hartlepool.gov.uk

7. Have you heard of, or are you aware of climate change? (Please tick one box only) (N=1173)

Yes %	No %
98	2

8. How much do you know about climate change? (Please tick one box only) (N=1175)

A great deal %	A fair amount %	Not very much %	Nothing at all %
11	65	24	1

9. How concerned are you about climate change? (Please tick one box only) (N=1174)

Very concerned %	Fairly concerned %	Neither concerned nor unconcerned %	Fairly unconcerned %	Not at all concerned %
12	45	28	10	4

Concerned = 58%; Not concerned = 14%

10. What do you think are the main impacts of climate change on the following:

	Hartlepool	The rest of the UK	The rest of the world
More extreme weather conditions	231	283	280
Risk of flooding / higher sea levels	201	227	190
More crop failures / food shortages		11	59
Pollution	77	70	56
Increased melting of ice-caps / polar regions	-	-	40
More droughts	-	12	39
More coastal erosion	72	38	29
Loss of wildlife habitats	5	9	23
More green taxes	10	21	11
Increased water shortages	-	-	9
Loss of rain forests	-	-	7
Other	339	20	26
Total number of comments	934	691	770

11. Are you willing to make lifestyle/behaviour changes to help tackle climate change? (Please tick one box only)

Very willing %	Fairly willing %	Neither willing nor unwilling %	No, not willing %	Don't know
22	53	19	5	*

3.1 Appendix 1

12. Please tell us to what extent you agree or disagree with the following statements. (Please tick one box in each row)

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Overall agree %	Overall disagree %
The world's climate is changing (N=1155)	29	53	13	4	1	82	5
Greenhouse gases from human activity are the main cause of climate change (N=1192)	12	37	29	16	5	50	21
Climate change is an entirely natural occurrence (N=1106)	9	27	32	24	9	35	33
I can help to limit the effects of climate change through my actions at home or at work (N=1135)	14	51	23	8	5	64	13
I am fearful for the well-being of future generations if we fail to act on climate change (N=1142)	23	37	27	9	5	59	14

13. Which of the following do you presently do or are willing / not willing to do? (Please tick one box in each row)

Some of the options below may not be applicable to you; for example, you may not own a car or a house, etc. If this is the case please answer 'not applicable', and move onto the next option in the question.

* not applicable and don't know responses have been excluded from the analysis below

	Do this already %	Would consider doing %	No, not willing to do %
a) Reduce flying / travelling	32	31	31
b) Use the car less and walk or cycle more	42	35	23
c) Use the car less and use public transport more	24	37	39
d) Switch off lights and appliances when not in use	92	7	1
e) Use energy saving light bulbs	91	6	3
f) Install loft / cavity wall insulation	92	7	1
g) Install domestic renewable energy (solar panels, biomass boiler, a wood burning boiler, etc)	6	74	20
h) Buy energy efficient electrical goods	63	35	2
i) Switch to green electricity	7	81	12
j) Buy locally grown produce/food	37	60	3
k) Recycle and compost	83	14	3

14. If you are not willing to take any of the actions identified in Qu.13 above, please tell us why this is. (237 comments received)

Need/enjoy travelling by car/plane	(104)	Poor health	(5)
Don't like/want to travel by public transport	(94)	Other	(14)
Too expensive to do	(12)		
Energy saving light bulbs not bright enough	(8)		

3.1 Appendix 1

15. If you have made any lifestyle/behaviour changes other than those identified in Q.13 above to reduce the impact of climate change, please tell us about them in the space below: (122 comments received)

Recycle clothes/other personal items	(15)	Use energy saving light bulbs	(10)
Have changed car	(14)	Have turned down heating	(10)
Grow own fruit and vegetables	(13)	Other	(60)

16. Please tell us where you would look for help or support and information to best achieve energy efficiency and tackle climate change in the space below: (671 comments received)

Internet/websites	(406)	Local newspapers	(32)
Local Council	(85)	Library	(29)
Energy supplier	(52)	Other	(23)
TV/Radio / national media	(44)		

17. Please tell us whether you agree or disagree with the following statement: (Please tick one box only) * Don't know response was excluded from calculations.
N=1120

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %
There is enough <u>help, support and information</u> available on how best to achieve energy efficiency and tackle climate change	10	46	25	16	3

18. If you have any other comments on climate change, please tell us about them in the space below: (133 comments received)

Don't believe in climate change / don't think humans impact climate change	(43)
Other, larger countries need to take action	(30)
Make it cheaper to be environmentally friendly	(12)
Other	(48)

Trees in Hartlepool

Hartlepool Borough Council is responsible for 1000s of trees across the borough. Your opinion on trees and woodlands and how they are managed is of importance to us as it will help us to identify what areas of the arboriculture service can be improved.

If you would like any further information on this topic please contact:

Tony Dixon on (01429) 284071 or via e-mail tony.dixon@hartlepool.gov.uk

19. Do you think that trees are an important part of the local environment?
(Please tick one box only) (N=1169)

Yes	96%	Go to Q20.
No	1%	Go to Q21.
Don't know / no opinion	3%	Go to Q21.

3.1 Appendix 1

20. If yes, what are the main reasons you think trees are an important part of the environment?
(Please tick all that apply) (N=1124)

Provide an attractive environment	93%
Support wildlife and conservation	95%
Help combat climate change	66%
Help reduce pollution/create a healthy environment	69%
Provide shelter/screening	62%
Help in noise reduction	50%
Other (please specify _____)	#

21. Do you think that more trees should be planted in the borough?
(Please tick one box only) (N=1181)

Yes	86%	Go to Q22.
No	4%	Go to Q23.
Don't know / no opinion	10%	Go to Q23.

22. If yes, where would you like to see more trees planted? (Please tick all that apply) (N=1005)

Residential areas	79
Parks and open spaces	77%
Town and local centres	57%
Business parks	57%
Schools	66%
Countryside areas	77%
Other (please specify _____)	1%

23. Do you think that trees and woodland should be protected during new development, for example, new housing developments?
(Please tick one box only) (N=1182)

Yes	90%
No	3%
Don't know / no opinion	6%

24. Would you prefer to live in a street with or without trees?
(Please tick one box only) (N=1188)

With trees	86%
Without trees	7%
Don't know / no opinion	7%

25. Please use the space below to explain your answer to Q.24 above.
(744 comments received)

Makes areas nice/more attractive	(501)
Encourages wildlife	(105)
They are environmentally good	(53)
Leaves falling from trees	(20)
Roots can damage property/areas nearby	(14)
Trees block light from houses	(9)
Trees are not maintained	(6)
Other	(36)

26. Do you have any trees in the street where you live? (Please tick one box only) N=1186

Yes	63	Go to Q27.
No	37	Go to Q29.

3.1 Appendix 1

27. If yes, do the trees in your street cause any problems? (Please tick one box only) N=721

Yes	20%	Go to Q28.
No	80%	Go to Q29.
Don't know	*	Go to Q29.

28. If yes, please tell us what problems they cause in the space below
(138 comments received)

Leaves falling down during Autumn blocking drains/gutters	(57)
They block out light from home	(28)
Roots causing problems for property	(22)
Other	(21)
Trees not being maintained	(10)

29. Finally, please say how satisfied or dissatisfied you are with the way the Council looks after trees that are on Council land within the borough?
(Please tick one box only) (N=1189)

Very satisfied	14%
Fairly satisfied	42%
Neither satisfied nor dissatisfied	25%
Fairly dissatisfied	6%
Very dissatisfied	4%
Don't know	10%

102.4FM Radio Hartlepool

Radio Hartlepool has been licensed by the regulator Ofcom, and has been broadcasting as an FM Community Radio station for Hartlepool for more than two years. They have asked us to find out if Viewpoint members listen to their radio station on 102.4FM, and if so, how often and where you listen to it. Please note that Radio Hartlepool have covered the costs of including these questions in this survey, as all external agencies are required to do when using Viewpoint to consult with Hartlepool residents.

If you would like any further information regarding 102.4 Radio Hartlepool, please visit www.radiohartlepool.co.uk. Alternatively, you can contact Louise Anderson on (01429) 275222 or via email louise@radiohartlepool.co.uk

30. Before receiving this survey, had you listened to Radio Hartlepool?
(Please tick one box only) (N=1160)

Yes	56%	Go to Q31.
No	44%	Go to Q37.
Don't know / can't remember	*	Go to Q37.

31. If yes, how often do you listen to Radio Hartlepool on 102.4FM?
(Please tick one box only) (N=636)

Every day	14%	Go to Q32.
Almost every day (4 – 6 days per week)	9%	Go to Q32.
Between one and three days a week	18%	Go to Q32.
Less than once a week but more than once a month	21%	Go to Q33.
Rarely listen to Radio Hartlepool (once a month or less)	38%	Go to Q33.
Don't know	*	Go to Q33.

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32. On average, how many hours per week would you say you spend listening to Radio Hartlepool?
(Please tick one box only) (N=259)

Less than one hour per week	14%
Between one and five hours per week	63%
Between five and ten hours per week	11%
Between ten and fifteen hours per week	8%
More than fifteen hours per week	4%

33. When do you usually listen to Radio Hartlepool?
(Please tick all that apply on each line)

	Mornings %	Afternoons %	Evenings %	Late nights %
Weekdays (N=510)	69	40	22	4
Weekends (N=298)	53	55	21	8

34. Where do you listen to Radio Hartlepool? (Please tick all that apply) (N=594)

At home	29%
In the car / commuting	79%
At work	12%
When walking / running / working out	1%
Other (please specify _____)	2%

35. And other than using your radio, which of the following do you use to listen to Radio Hartlepool? (Please tick all that apply) (N=96) Please note, 550 people did not respond to this question, indicating that they only listen to Radio Hartlepool using their radio

Online at www.radiohartlepool.co.uk	47%
Your television	33%
Your mobile	34%
Other (please specify _____)	1%

36. Please tell us how useful you find the following when listening to Radio Hartlepool? (Please tick one box on each line)

	Very useful %	Fairly useful %	Not useful at all %	Don't know %
Advertising (N=534)	17	40	28	15
News updates (N=545)	35	44	8	12

37. Do you have any other thoughts or comments about Radio Hartlepool that you would like us to pass on? If so, please let us know in the space below. (83 comments received)

Good	(25)
Weak signal strength	(23)
Terrible	(17)
Not aware of it	(12)
Bring back Les Watts	(6)

3.1 Appendix 1

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.

Other	(153)	Condition of the pavements	(14)
Condition of roads	(28)	Schools/education	(14)
Role/future of Mayor	(22)	Role of Councillors	(9)
Litter/street cleaning	(17)	Dog fouling	(8)
The hospital	(15)	Environmental issues	(7)
Public transport	(14)	Crime	(5)
Anti-social behaviour	(14)	Refuse collection	(4)

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 आनुवाद-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، فترجو أن تقوم 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)

ئەگەر دەتەوێ ئەم بەلگەییەت بە زمانیکی کە یا بە فۆرمیکی کە هەبێ، یا پیویستت بە مۆتەرجم هەبێ، تەکایە پەییوەندیمان پیووە بکە

(Kurdish)

Jeżeli chciałoby 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)

Thank you for completing this round of Viewpoint. Please return the questionnaire in the post-paid envelope by 20th December 2010

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.