

# **CULTURE, LEISURE & TOURISM PORTFOLIO DECISION RECORD**

27 September 2011

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

**Present:**

Councillor: Hilary Thompson, Performance Portfolio Holder

Officers: John Mennear, Assistant Director, Community Services  
Angela Armstrong, Principal Democratic Services Officer

## **6. Grayfields – Revision of the 3G Synthetic Pitch Pricing Structure** *(Director of Child and Adult Services)*

**Type of decision**

Non key.

**Purpose of report**

To seek the Portfolio Holder's approval for the revision of the hire fees and charges in relation to the use of the 3G Synthetic Pitch at Grayfields, effective 1 October 2011.

**Issue(s) for consideration by Portfolio Holder**

The report provided details of the current charges as well as those for local competitors and the reasons for needing to revise these to provide better accessibility through greater flexibility of use. It was envisaged that this should assist with income generation at the site. The proposed charges would simplify the pricing structure. It was also proposed to introduce a charge for people to hire half a pitch which would make the pitches accessible to smaller groups and clubs and may even increase income.

The Portfolio Holder was pleased to note that the cost of the hiring of pitches was still very competitive with others in the local area and would improve accessibility to smaller local groups.

## **Decision**

The revised fees and charges details in Appendix 2 of the report from 1 October 2011 were approved.

## **7. Annual Complaints Report 1 April 2010 – 31 March 2011 (Author)**

### **Type of decision**

For information.

### **Purpose of report**

To present the Annual Complaints report of the Child and Adult Services Department on complaints and representations for the period of 1 April 2010 – 31 March 2011. The Annual report was attached at Appendix A.

The Annual report provided information on the complaints and representations frameworks appropriate in the department. It draws together information in relation to complaints that have been received and dealt with during the reporting period.

The report included details of complaints relating to Adult Social Care and Children's Services. These come within either a statutory framework or the Authority's Corporate Complaints Framework and were also reported to the Children's Services Portfolio Holder and the Adult and Public Health Portfolio Holder.

### **Issue(s) for consideration by Portfolio Holder**

The report was a legal requirement in adult social care and children's services. The Annual report was required to be presented to the Portfolio Holder and made available to staff, the Care Quality Commission (CQC), OFSTED and the general public.

The report offered an opportunity to demonstrate learning that had occurred from complaints and also consideration of trends emerging through the year's activity within the Complaints Framework.

The content of the Report included the following areas:

- Types of complaints and representations received 2010/11
- Profile data on service users who were the focus of the complaints
- Outcomes of complaints

- Compliance with timescales
- Learning lessons and service improvement

The Report provided an analysis of recorded complaints, compliments and representations and drew comparisons with the previous year. Performance was highlighted in a range of areas so that practice issues may be considered. The Assistant Director, Community Services commented that a number of compliments had been received across all areas within Community Services and acknowledged that these were not always recorded although this would be looked at for future reports.

The Portfolio Holder raised a number of queries across some of the complaints identified within the report and clarification was provided by the Assistant Director, Community Services. In addition, the Assistant Director confirmed that some of the complaints had been raised in light of recent changes to the facilities, including the introduction of the changing village within the Mill House Leisure Centre.

The Portfolio Holder noted in general, the compliments highlighted the helpfulness and friendliness of the staff within the leisure facilities and was pleased to note that the number of compliments outweighed the number of complaints received.

### **Decision**

The report was noted.

The meeting concluded at 10.14 am

**P J DEVLIN**

**CHIEF SOLICITOR**

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