

PERFORMANCE MANAGEMENT PORTFOLIO DECISION SCHEDULE



Monday 26th June 2006

at 9.00 am

in Committee Room "A"

Councillor Jackson, Cabinet Member responsible for Performance Management will consider the following items.

1. KEY DECISIONS

None

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Risk Mitigation – *Chief Executive*
- 2.2 Chief Executive's Departmental Plan 2005/06 – 4th Quarter Review –
Assistant Chief Executive and Chief Personnel Services Officer
- 2.3 Draft Corporate Consultation & Involvement Plan – *Assistant Chief Executive*
- 2.4 Corporate Complaints – *Assistant Chief Executive*
- 2.5 Energy Management – *Head of Procurement and Property Services*
- 2.6 Energy Management Consumption and Cost – *Head of Procurement and
Property Services*
- 2.7 Neighbourhood Services Departmental Plan (Performance Management)
Update March 2006 – *Head of Procurement and Property Services*
- 2.8 Land at Warren Road/Davison Drive, Hartlepool – *Head of Procurement and
Property Services and Director of Regeneration and Planning Services*
- 2.9 Land Between 11-12 Studley Road – *Head of Procurement and Property
Services*
- 2.10 Land Adjacent Unit 4 Brierton Lane Shops – *Head of Procurement and
Property Services*
- 2.11 Early and Ill Health Retirements 2005-06 – Annual Report – *Chief Financial
Officer and Chief Personnel Services Officer*
- 2.12 Workforce Profile and Monitoring – Annual Report 2005/6 – *Chief Personnel
Services Officer*
- 2.13 Employee Survey 2005 – *Chief Personnel Services Officer*
- 2.14 Annual Race and Diversity Report – *Chief Personnel Services Officer*
- 2.15 Get On (Go) Local Government Award – *Chief Personnel Services Officer*
- 2.16 Workforce Development Plan – 2005/6 Annual Report – *Chief Personnel
Services Officer*
- 2.17 Parish Council Election Re-charges – *Chief Solicitor*

3. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

None

REPLACEMENT AGENDA

EXEMPT ITEMS

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985

4. KEY DECISION

None

5. OTHER ITEMS REQUIRING DECISION

- 5.1 Proposed Murray Street Car Park – *Head of Procurement and Property Services*
- 5.2 Former Cromwell Street Depot, Cromwell Street, Hartlepool - *Head of Procurement and Property Services*

PERFORMANCE MANAGEMENT PORTFOLIO

26th June 2006



Report of: Chief Executive

Subject: RISK MITIGATION

SUMMARY

1. PURPOSE OF REPORT

The purpose of the report is to inform the Portfolio Holder about the current position with regard to the senior management staffing arrangements within the Children's Services Department.

2. SUMMARY OF CONTENTS

Background to the current situation regarding the senior management arrangements within the Children's Services Department.

3. RELEVANCE TO PORTFOLIO MEMBER

Risk mitigation.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Performance Management Portfolio.

6. DECISION(S) REQUIRED

The Portfolio Holder is requested to note the action taken to mitigate risk of staff loss.

Report of: Chief Executive

Subject: RISK MITIGATION

1. PURPOSE OF REPORT

The purpose of the report is to inform the Portfolio Holder about the current position with regard to the senior management staffing arrangements within the Children's Services Department

2. BACKGROUND

The senior management structure within the Children's Services Department provides for a Director and four Assistant Directors. Two of these Assistant Director posts are currently vacant:

- Assistant Director, Safeguarding and Specialist Services;
- Assistant Director, Resources and Support Services.

The Appointments Committee of the Council advertised and interviewed for the posts both internally and externally, but it was not possible to make an appointment to either post.

Both these posts and the Head and "number 2" posts of the Children's Services Finance team have been vacant now for up to 18 months, and the risks arising were initially reported to Cabinet in June 2005.

3. RISKS

The risks outlined in the initial report, in the main, remain relevant today:

- Lack of senior management input to management of complex cases could put indefensible pressure on less senior managers. The risk is that individual children, particularly those looked after by the Council, could be placed at serious risk of harm;
- Failure to respond appropriately to critical case incidents. This could lead to serious issues for staff and the Council during subsequent external scrutiny, including media management. A poor initial response also increases the risk of external scrutiny and/or adverse media response when such could be reasonably avoided;
- Guiding and servicing the Schools Forum and reacting in a planned way to major changes in education financing being introduced by DfES need experienced senior officer leadership;
- Performance data analysis for schools (which is critical to reports to be filed for OfSTED and others), the management of the school admissions

appeals process and preparatory work to align Education data systems with Children's Social Services would be at risk;

- Momentum needs to be maintained on preparations for Building Schools for the Future and also preparations for the almost equally extensive primary school renewal programme which will follow in its wake;
- The child placement budget – which meets unpredictable and volatile need – may go out of control;
- Loss of business continuity in partnership working and service planning;
- Lack of capacity and experience from a Social Services perspective to inform the development of a Children's Service Department;
- The number of vacancies in the proposed structure for Children's Services will present a significant capacity issue;
- Staff may become demoralised because of lack of senior management direction and support at a time of significant structural change – with possible impact on retention and recruitment – and an attendant risk that attention will not be appropriately focussed on managing cases.

4. INTERIM ARRANGEMENTS

As a consequence of the approval of additional funding by Cabinet in June of last year, the following interim arrangements were put in place:

i) Assistant Director, Safeguarding and Specialist Services

An experienced interim manager was appointed, initially to Christmas 2005 to cover the high-risk social care activities of the Children's Services Department. His contract has been extended on a regular basis in the light of the failure to appoint to the substantive post.

ii) Assistant Director, Resources and Support Services

This post was originally being covered by a number of different interim arrangements:

- The Senior Education Officer (Information, Management and Support Services) operated as an Acting Assistant Director in relation to the Information, Commissioning and Resources Division of the Assistant Directorate (approximately one third of the post);
- Some of the financial duties within the post were covered by an Interim Head of Education Resources (a consultant whose prime role is to cover the two vacant senior posts within the departmental Finance Team);
- Support for work in relation to the capital programme, asset management, transport and free school meals is provided by the consultant whose prime task has been to work on the Children and Young People's Plan;
- Additional oversight has been provided by the Director of Children's Services.

5. CURRENT POSITION

Although the interim arrangements within the Children's Services Department have operated effectively for the past year, we needed to mitigate the risks on a longer term basis and therefore considered the following options:

Option 1 - to re-advertise both Assistant Director Posts, but this was considered not to be feasible for a number of reasons:

- The salaries for the Assistant Director posts have not yet been agreed by Cabinet and it would seem inappropriate to place an advert prior to that agreement;
- Indications from Veredus are that the salary levels at which the posts were originally advertised were not attractive to candidates and were the reason why there was not a large or appropriate field for the posts. (See attached report (Appendix 1) for further detail. It is not clear whether the new salaries would generate a larger field as the recommended levels are not significantly higher;
- During the course of the year, the nature of the posts has begun to change. In relation to the Safeguarding and Specialist Services post, the developments in relation to a Children's Trust and Joint Commissioning will have a significant impact on the post. In relation to the Assistant Director, Resources and Support Services, the timetabling of work on Primary Capital Programmes and Building Schools for the Future will significantly impact on the balance of the work.

Option 2 - to consolidate the interim arrangements:

- In relation to the Assistant Director, Safeguarding and Specialist Services post, the Interim Manager has become very well established, has made significant improvements in the service area and is well placed to provide consistent performance development and financial management throughout the critical period of Joint Area Review. He also has the skills to support the Director of Children's Services in designing new models for Children's Commissioning and a new structure for that area of the department. His contract has been extended until April 2007, but the financial terms have been renegotiated to significantly reduce the monthly cost to the authority. He continues to work for four days per week.
- In relation to the Assistant Director, Resources and Support Services, the existing split of duties was not sustainable. It was confusing to officers within the department and to external partners and needed to be rationalised. The consultant who has been working on the Children and Young People's Plan and who has been supporting the capital development work within that Assistant Directorate is able to fulfil the duties of the Assistant Director, Resources and Support Services post on an interim basis for four days per week and therefore has been contracted on that basis until April 2007. Hopefully by that date the phasing of the authority in relation to Building Schools for the Future and primary capital programmes should be clearer, enabling structural adjustments to be made to the staffing capacity in the department.

- In relation to the interim Head of Resources, this arrangement is being maintained for the time being, at four days per week, but the daily rate to the authority has been reduced. The two senior posts within the Finance Team have been advertised internally (the number 2 post on three separate occasions), but there have been no applicants. Both posts have now been externally advertised.

5. FINANCIAL IMPLICATIONS

- i) The additional costs to the Children's Services Department of putting in place interim arrangements for four days per week for the Assistant Director, Safeguarding and Specialist Services and the Assistant Director, Resources and Support Services is approximately £10,000 above this year's budget. However, this additional cost can be accommodated from within savings from other vacancies within the department.
- ii) The additional costs of the Interim Head of Resources four days a week is being covered from within the cost of the vacancies within the Children's Services Finance Team.

6. CONCLUSION

In view of the lack of recruitment to the Assistant Director posts within the department, and the potential risks involved if these posts again became vacant in the near future, it was necessary to stabilise the management of the service to retain the confidence of partners and stakeholders both prior to and during the Joint Area Review later this year. Both consultants have gained the support of partners throughout the town and are seen to be capable and competent and will take forward and develop the service.

In relation the Head of Resources post, this is being kept under review, pending the outcome of the current appointment process and consideration of options for filling the number 2 post.

7. RECOMMENDATION

The Portfolio Holder is requested to note the action taken to mitigate risk of staff loss.

Search Review

Assignment Details

Hartlepool Borough Council
AD – Resources & Support Services
AD – Safeguarding & Specialist
Services (Children's Services)

Assignment Number: 9028, 9029
Report Date: 24th March 2006

Summary of Issues that came up in the search:

- Despite assuring contacts that the salary was under imminent review, the low salary level was a problem on numerous occasions.
- The salary impacted upon the quality and quantity of search calls. Many individuals were not prepared to engage in conversations as either a source or a target. Increasingly it became apparent that sources felt they were not in a position to advise as those appropriate were earning in excess of the advertised salary. Those interested in the roles were reluctant to submit an application with such a low salary on offer.
- Sources commented that the roles may attract third-tier managers from small authorities although they felt they would already be earning close to the advertised salary on offer.
- Location was a problem on several occasions. One source in particular commented that congestion on the A19 can make commuting difficult.
- One source commented that he would be happy to act as an interim until a suitable permanent candidate was found.

Examples of feedback (in relation to salary and location):

Director of Programmes at an MBC: *'I have racked my brains and spoken to a few colleagues. Hartlepool is a long way away from Merseyside and the salary does little to attract interest at that level'.*

Head of Service at an MBC: *'By way of feedback having read the supporting documentation on the website, I would have been tempted to look at the position myself! It does appear to be a well presented resume of a Go Ahead Council. However the salary level would be an issue. I suspect that this may well be a difficulty in the search for high quality applicants'.*

Principal Officer Support Services at an MBC: *'It would be highly appropriate to me, but for the location and salary. I'm sure Hartlepool is a nice place and they're doing lots of good stuff. But it would most probably mean moving house - At this stage I'm not ready'.*

Head of Children's Services at an MBC: *'I saw the advert, and was potentially interested in the Safeguarding post, but the salary seemed low, and the advert stated under review? ... I earn nearly £70K'.*

Head of Children's Services at a Borough Council: *'These are challenging roles on poor salaries. Perhaps you should try looking at third tier managers from a small authority looking to make the next step up. However they may be already earning this salary. Especially with regard to the safeguarding role, Hartlepool will need to recruit an individual with a strong, robust pedigree which is why the salary is disappointing'.*

Appendix 1

Interim Consultant: *'Sorry - but will struggle with this... They always seem to offer disappointing salaries! Even with the salaries under review these are not attractive opportunities. I feel the salary will severely restrict the quality and quantity of candidates'*

Interim Consultant: *'My manager has just moved to another authority as Assistant Director, salary - £68K... It may be appropriate to put an interim in until the salary has been reviewed and adjusted accordingly!'*

Assistant Director at a County Council: *'I wouldn't get out of bed for that salary!'*

Interim Consultant: *'Salary far too low to attract with that level of responsibility!'*

Head of Resources at an MBC: *'There is restructuring going on here but heads of service get about £72K so I feel the salary will not be high enough to attract'*

Assistant Director at an MBC: *'I strongly believe that salary is too low. At my council they pay Assistant Directors £83K'*

Assistant Director, Children at a City Council: *'This is difficult in that it's an authority with an 'Ok' reputation but I have heard it described as potentially too small to have capacity to deliver. That certainly comes across in the pay scales which are even slightly lower than my authority and that's saying something! As a result it will hardly attract existing Assistant Directors'*

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

26th June 2006



Report of: Assistant Chief Executive and Chief Personnel Services Officer

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2005/06 – 4TH QUARTER REVIEW

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1. To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2005/06 in the fourth quarter of the year.

2.0 SUMMARY OF CONTENTS

- 2.1 The progress against the Chief Executive's Departmental Plan 2005/06 and the final outturns of key performance indicators.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for performance management issues.

4.0 TYPE OF DECISION

- 4.1 Non-key.

5.0 DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting 26th June 2006.

6.0 DECISION (S) REQUIRED

- 6.1 Achievement on task and indicators be noted

Report of: Assistant Chief Executive and Chief Personnel Services Officer

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2005/06 – 4TH QUARTER MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against the key issues identified in the Chief Executive's Departmental Plan 2005/06 and the progress of key performance indicators through out the year.

2. BACKGROUND

- 2.1. The Performance Management Portfolio Holder agreed the Chief Executive's Departmental Plan in April 2005.
- 2.2 The Chief Executive's Departmental Plan 2005/06 sets out the key tasks and issues within an Action Plan to shows what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the 2005/06 Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.
- 2.3 The Council has recently introduced an electronic Performance Management Database for collecting and analysing corporate performance. The aim is that the database will eventually collected performance information for all levels of the Council, from Corporate Plan level through to individual service/operational plan in each department. This is a phased project and for the second time the database was used to update the Chief Executive's Departmental Plan as well as the Corporate Plan.
- 2.4 The reports attached are the 4th quarter monitoring report of the Chief Executive's Departmental Plan for 2005/06.
- 2.5 Each Division has also produced a divisional service plan which details the coming year's action plan and how each individual division intends to contribute to the Organisational Development Improvement Priorities. Divisional Chief Officers will have the lead responsibility for managing performance of issues and tasks identifies in their divisional plans. Where appropriate, issues can be escalated for consideration by CEMT.

3. END OF YEAR REVIEW OF KEY ISSUES IN THE CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2005/06

3.1. The information contained within the Chief Executive's Departmental Plan includes:

- Key issues
- Individual key task to aid completion of the key issue
- The timescale in which the task will be completed
- Commentary on current performance and recommended action to ensure target performance is achieved. This column also contains a traffic light signal with the following definition:

Red	- Target/milestone not met
Amber	- Unsure
Green	- Target/milestone met

3.2. The table below briefly summarises how many of the key tasks each Division has met or failed to meet

	Corporate Strategy	Human Resources
Red	4 (5%)	2 (8%)
Amber	2 (2%)	3 (12%)
Green	80 (93%)	21 (81%)
Total	86	26

3.4 The table shows that the completion of key tasks has gone very well with just 6 tasks out of a total 112 task not being completed within the target milestones. There are a number of task across the two divisions that although were not completed within the initial timetable set the tasks have now been completed and so are marked as green. A full list of all tasks is attached as Appendix 1.

3.5 Within Corporate Strategy there has been a marked improvement in the number of key tasks that are on or above target across the current year. Within the first quarter 25% of the key tasks of were below target and within the second 9% were below. However the table above shows that just four out of 86 key tasks have not met the target by the end of the year.

3.6 These include the production of a Communications Strategy included within the suite of policies 'Communicating with your Council' which was finally approved by Portfolio Holder in October 2005. Although

this was after the initial milestone date the task has now been completed and so rated as green. However as the approval of these strategies has been delayed the quarterly monitoring reports have slipped behind schedule resulting in a red traffic light. Quarterly monitoring reports are now being done on a regular basis.

- 3.7 Another red rated task is a review of the Complaints Procedure and again this is linked to suite of policies 'Communicating with Your Council' as well as the re-structure of the Council. The re-drafting of the Complaints procedure is now in hand and should be completed by early summer.
- 3.8 With regards to e-bookings at theatres this task is currently below target. This has mainly been due to prohibitive costs and so it was agreed to go ahead with e-bookings for leisure only. Consideration is now being given to carrying out a joint project with One North East under the 'Destine' title.
- 3.9 Just two tasks with Corporate Strategy were amber and both fall under the implementing of priority ICT projects Strategic Improvement Priority. The first task is in reference to e-bookings going live for corporate booking. Jadu product launched a new website for the Council in March 2006 and it is hoped that corporate e-bookings will be considered as part of the development of the new website over the coming year.
- 3.10 The second amber task involves e-procurement with a new FMS being implemented and E-ordering/invoicing mapped ready for development. During the quarter purchase cards have been expanding especially within food procurement. Also E-tendering and auction exercises are planned via NEPO
- 3.11 At the end of the year Human Resources had just two key tasks that are below target and three tasks that are an amber rating. The first task below target is the review of recruitment and retention and it was due to be completed in December of last year. This has fallen behind schedule but the first draft of the scope and a timetable has been developed.
- 3.12 The second task that has a red traffic light is with regards to equal pay with the audits now not taking place until August 2006. Also to be noted within this task is the Consideration of Employment Tribunal claims which have been delayed until June 2006.
- 3.13 When looking at the amber rated tasks the review of the Workforce Development Plan has a revised proposed date of June 06 (originally Sept 05). HR is currently awaiting departmental workforce plans and subsequent development plans to contribute to corporate requirements.

- 3.14 A second task that has been rated as amber is with regards to the transfer of priority services within the Contact Centre. Although the transfer of priority services is continuing some services have not been transferred due to the delays with the upgrade to the software system.
- 3.15 The final amber task shows that although Human Resources have been supporting the corporate restructure there has been some delays in completing phase two due to the restructure in Neighbourhood Services.

4. **END OF YEAR REVIEW OF PERFORMANCE INDICATORS IN THE CHIEF EXECUTIVE'S SERVICE PLAN 2005/06**

- 4.1 The attached report (Appendix 2) also sets out the division's current performance against each of the key performance indicators. These indicators include statutory performance indicators that are considered core to the department's work and are sensitive to year on year comparisons.
- 4.2 The information in the table includes:
- Performance for the fourth quarter of 2005/06, as on 31st March 2006
 - Commentary on current performance and recommended action to ensure target performance is achieved including traffic light symbol indicating level of performance so far

	Corporate Strategy	Human Resources
Red	1	1
Amber	0	0
Green	3	8
Annual	2	0
Total	6	9

- 4.3 Generally most BVPI's are likely to achieve their targets by the end of the year however the performance of some key indicators is still an area of concern. The key points are summarised below.
- 4.4 Within Corporate Strategy there are six performance indicators, two of which are the three yearly BVPI satisfaction surveys that take place. With regards to the remaining four the first comment is in relation to BVPI 157 - electronic interactions – this has met the target of 100% by the end of 2005/06. Also during 2005/06 the Council received notification that it would be maintaining its 4 star rating (the highest possible score) and so is rated green for this PI.

- 4.5 The two remaining indicators concern the distribution of draft minutes and written statements after decisions have been made. The distribution of draft minutes for council and non-executive meetings within 10 working days of the meeting was above target with this happening for 91% of the meetings that have taken place.
- 4.6 Publishing a written statement of each executive decision not later than four working days after it had been made was below the target of 85% with an outturn of 69%. Although this is a slight improvement only the last quarter revised arrangements have been introduced to improve performance in this area.
- 4.7 Human Resources have nine performance indicators within the Chief Executive's Departmental Plan eight of which have met or exceeded their target. The only PI which didn't met target BV12 - The number of days lost due to sickness absence with the outturn being 12.34 days against a target of 10.29. The below target performance was a result of legal difficulties being encountered in the closure of long term sickness case and the disruption associated with the creation of new departments following the restructure. New arrangements for closure of long term sickness are being finalised and improved arrangements for managing long term sickness are being developed

5.0 RECOMMENDATIONS

It is recommended that achievement of key tasks and outturns of performance indicators are noted.

Departmental Plan - Quarterly Update Report

March 2006

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS1.1.1	Restructuring the authority to meet national and local needs	Further key milestones to be identified	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board	<div><div></div><div></div><div>G</div></div>
CS1.1.2	Restructuring the authority to meet national and local needs	Way Forward progress report to Cabinet	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board	<div><div></div><div></div><div>G</div></div>
CS1.1.3	Restructuring the authority to meet national and local needs	Change management programme plan agreed and monitored	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board	<div><div></div><div></div><div>G</div></div>
CS1.1.4	Restructuring the authority to meet national and local needs	Restructuring implementation plan identified and agreed	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.10.1.2	Produce a Corporate Communications Strategy	1st Quarter monitoring reports	Sep-05	First monitoring report received by PH. Further monitoring report in May06.	<div><div>R</div><div></div><div></div></div>
CS1.10.1.3.1	Produce a Corporate Communications Strategy	2nd Quarter monitoring reports	Dec-05	Due to a shift in timetable new milestone is May 2006	<div><div></div><div></div><div>G</div></div>
CS1.10.1.3.2	Produce a Corporate Communications Strategy	Report to portfolio holder	Jun-05	Quarterly reports to PH.Next one in May2006.	<div><div></div><div></div><div>G</div></div>
CS1.10.1.4	Produce a Corporate Communications Strategy	3rd Quarter monitoring reports	Mar-06	Shift in timetable new milestone Aug 2006	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.10.4.1	Change Management Board communications	Internal and external communication 1st quarter update	Jun-05	One circular has been forwarded to councillors and information disseminated to employees via newsletters and employee presentations	<div><div></div><div></div><div>G</div></div>
CS1.10.4.2	Change Management Board communications	Internal and external communication 2nd quarter update	Sep-05	Information circulated to officers and councillors via newsletters, bulletins and CMT presentations	<div><div></div><div></div><div>G</div></div>
CS1.10.4.3	Change Management Board communications	Internal and external communication 3rd quarter update	Dec-05	Further circulars have been issued to officers/councillors plus presentation by CMT.	<div><div></div><div></div><div>G</div></div>
CS1.10.4.4	Change Management Board communications	Internal and external communication 4th quarter update	Mar-06	Way Forward Action Plan updated to coincide with Board Meetings and information disseminated accordingly.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS1.12	Staff Communication	Production of 11 editions of Newsline and circulation with payslips	Mar-06	Jan, Feb and March editions now complete.	<div><div></div><div></div><div>G</div></div>
CS1.14.1	Introduction of Civil Ceremonies - Policy	Draft policy on wider venues for non statutory civil ceremonies and report to PH	Jun-05	Reported completed	<div><div></div><div></div><div>G</div></div>
CS1.2.1.1	Development and implementation of Corporate Performance Management database system	PI collection module testing/sign off	Apr-05	In house system developed and used to produce quarterly Corporate Plan performance report for Cabinet. System being developed further for 2006/7 to include PI collection module.	<div><div></div><div></div><div>G</div></div>
CS1.2.1.2	Development and implementation of Corporate Performance Management database system	Pilot PI arrangements with Dept reps	Jun-05	Database being used by all departments to produce Corporate Plan report and CE Service Plan Report.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS1.2.1.3	Development and implementation of Corporate Performance Management database system	Corporate Plan monitoring	Sep-05	In house system developed and used to produce quarter 4 Corporate Plan performance report for Cabinet. System being developed further for 2006/7 to provide departmental plan progress reports	<div><div></div><div></div><div>G</div></div>
CS1.2.1.4	Development and implementation of Corporate Performance Management database system	Service planning module sign off	Dec-05	In house system developed and used to produce quarter 4 Chief Executive's Plan performance report for Cabinet. System being developed further for 2006/7 for use by all departments.	<div><div></div><div></div><div>G</div></div>
CS1.2.1.5	Development and implementation of Corporate Performance Management database system	Rollout to depts	Dec-05	Version 1 of the database up and running and version 2 is being developed for implementation in 2006/07. All Departments are currently developing 2006/7 service plans using the approach approved by CMT.	<div><div></div><div></div><div>G</div></div>
CS1.2.10	LPSA 1	- Report 2004/5 outturns to CMT and Cabinet	Jun-05	Submission to Government for Reward Grant was completed and submitted to ODPM in December 2005. Reward Grant received for 2006/7.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.2.11.1	CPA	- Complete self assessment	Apr-05	no further update - completed with announcement of results in dec 2005	<div><div></div><div></div><div>G</div></div>
CS1.2.11.2	CPA	- Complete Auditor Scored Judgements re Audit Code of Practice	Jul-05	This has been completed and forms part of the CPA refresh. The Council has scored 3 out of 4 for Use of resources	<div><div></div><div></div><div>G</div></div>
CS1.2.11.3	CPA	- Prepare and complete program of CPA preparations	Apr-05	A programme has been compiled and is running according to schedul	<div><div></div><div></div><div>G</div></div>
CS1.2.2.1	Integration of performance and financial reporting and budget/policy/service planning frameworks	Complete review	Jul-05	Discussions with Finance completed and way forward agreed for Q3 and Q4 Corporate Plan progress report. Further discussion underway with Finance to identify potential improvements for 2006/7.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS1.2.2.2	Integration of performance and financial reporting and budget/policy/service planning frameworks	Report proposal to Cabinet	Sep-05	Cabinet considered and approved as part of Q1 Corporate Plan report	<div><div></div><div></div><div>G</div></div>
CS1.2.3.1	Council framework for corporate performance reporting (content, frequency, audience) and publication of regular	CMT report agreeing framework for 2005/6	Apr-05	Was not completed by April but agreed October 2005.	<div><div></div><div></div><div>G</div></div>
CS1.2.3.2	Council framework for corporate performance reporting (content, frequency, audience) and publication of regular	Six monthly Corporate Plan/Budget performance reports to Cabinet and Hartlepool Partnership Board	Nov-05	Corporate Plan/Budget performance reports to Cabinet are now being done on a quarterly basis with the next one going to Cabinet in July 2006. Discussions underway to integrate corporate plan and local area agreement reporting for the LSP.	<div><div></div><div></div><div>G</div></div>
CS1.2.3.3	Council framework for corporate performance reporting (content, frequency, audience) and publication of regular	Six monthly Dept performance reports to Cabinet members	Oct-05	Corporate Plan/Budget performance reports to Cabinet are now being done on a quarterly basis with the next one going to Cabinet in June 2006 (date to be confirmed after elections).	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS1.2.3.4	Council framework for corporate performance reporting (content, frequency, audience) and publication of regular	PI outturns 2004/5 report to CMG/PMPH	Jul-05	PI outturns report considered by CMT on and Performance Management Portfolio Holder.	<div><div></div><div></div><div>G</div></div>
CS1.2.3.5	Council framework for corporate performance reporting (content, frequency, audience) and publication of regular	PI outturns 2004/5 national comparisons	Jan-06	PI report was discussed at CMT on 28 Feb and presented to F&PM Portfolio Holder on 13 March. Information utilised by departments in preparation of service plans for 2006/7 and identifying requirements for improved management of performance.	<div><div></div><div></div><div>G</div></div>
CS1.2.6	Complete corporate plan/ BVPP 2005/6	Publish corporate plan/bvpp (include commitment to translate into appropriate language/ format (INRA))	Jun-05	Corporate plan published by statutory deadline and included commitment to translate	<div><div></div><div></div><div>G</div></div>
CS1.2.9	LPSA 2	Target date to be agreed for LPSA II	Sep-05	The timescale for this work changed following Hartlepool's successful submission to be a Local Area Agreement authority. The LPSA was signed in March 2006.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.3.1	Risk Strategy	Review operation of Risk Management Strategy	Nov-05	Review completed, agreed by CRMG, to be approved by members in May 2006	<div><div></div><div></div><div>G</div></div>
CS1.3.2	Risk Strategy	Member Training Programme/ input to strategic risk register see also CS3.2.1	May-05	May deadline missed but Member training completed August 2005 for Cabinet and three sessions for other members. Further training being planned for 2006/7.	<div><div></div><div></div><div>G</div></div>
CS1.3.3	Risk Strategy	Incorporating Risk Management in Decision Making	May-05	Further guidance planned for officers writing reports requiring a decision planned for start of new Municipal Year	<div><div></div><div></div><div>G</div></div>
CS1.3.6	Strategic Risk	Strategic risk register reviewed quarterly by CRMG (Red Red Risks) – See F1.1		Included in CRMG work programme. Outcome of annual review to be reported to Performance Management Portfolio Holder in May 06.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.3.7.1	Operational Risk	- 1st Quarter monitoring of Departmental Risk Register by CEMT	Mar-05	Completed	<div><div></div><div></div><div>G</div></div>
CS1.3.7.2	Operational Risk	- 2nd Quarter monitoring of Departmental Risk Register by CEMT	Jun-05	Completed	<div><div></div><div></div><div>G</div></div>
CS1.3.7.3	Operational Risk	- 3rd Quarter monitoring of Departmental Risk Register by CEMT	Sep-05	Completed	<div><div></div><div></div><div>G</div></div>
CS1.3.7.4	Operational Risk	- 4th Quarter monitoring of Departmental Risk Register by CEMT	Dec-05	Completed	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.6	Becoming ISO7799 Compliant – Implementation of Information Group Workplan/Policy Development	Ensure that the policies and procedures developed by the Information Security Group are implemented correctly. That these policies are reviewed on a regular basis	Dec-05	Union consultations on first four policies now completed. Further policies due to be rolled out May 2006.	<div><div></div><div></div><div>G</div></div>
CS1.7.1	Establish the Council's 2005/06 diary:	production of template	Apr-05	Completed	<div><div></div><div></div><div>G</div></div>
CS1.7.2	Establish the Council's 2005/06 diary:	Refinement of dates to be consistent with the constitution and statutory requirements	Apr-05	Completed	<div><div></div><div></div><div>G</div></div>
CS1.7.3	Establish the Council's 2005/06 diary:	Consultation with Mayor and Portfolio Holders on executive meeting dates	May-05	Completed	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.7.4	Establish the Council's 2005/06 diary:	Submission of Council meeting dates to Annual Council	May-05	Completed	<div><div></div><div></div><div>G</div></div>
CS1.7.5	Establish the Council's 2005/06 diary:	Publication and circulation of the Council's 2005/06 diary	May-05	Completed	<div><div></div><div></div><div>G</div></div>
CS1.8.1.1	Identification of venues for meetings in the event of Civic Centre being out of use	Identify viable alternative venues for meetings and/or administrative base	Aug-05	A list of alternative venues, together with contact details, is now available.	<div><div></div><div></div><div>G</div></div>
CS1.8.1.2	Identification of venues for meetings in the event of Civic Centre being out of use	Formulation of list of venues that are viable for meetings		A list of alternative venues, together with contact details, is now available.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS1.8.2	Establishment of a process for essential key decisions to be taken/made via alternative means	Consider options including telephone/computer conferencing	Dec-05	Investigations continue to be ongoing in terms of business continuity and Members ICT - legal implications are also being pursued.	<div><div>R</div><div></div><div></div></div>
CS2.3.1	Revision of Consultation Strategy (INRA)	Implement developments following agreement of corporate consultation strategy	Nov-05	See OD/10/05.1	<div><div></div><div></div><div>G</div></div>
CS2.3.2	E-consultation/Consultation Database/ Information Exchange	Commission and implement on-line consultation system	Jun-05	See OD/10/05.2	<div><div></div><div></div><div>G</div></div>
CS2.3.5.1	Viewpoint	Undertake 3 phases of the Viewpoint Citizens Panel survey - data collection 1	May-05	Phase 17 completed and reported to Portfolio Holder in March 2006.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS2.3.5.2	Viewpoint	Undertake 3 phases of the Viewpoint Citizens Panel survey - data collection 2	Oct-05	Phase 18 completed and due to be reported to Portfolio Holder in Ma 2006.	<div><div></div><div></div><div>G</div></div>
CS2.3.5.3	Viewpoint	Undertake 3 phases of the Viewpoint Citizens Panel survey - data collection 3	Mar-06	Phase 19 due to go into field in April 2006. Phase 20 currently planned for July 2006.	<div><div></div><div></div><div>G</div></div>
CS2.3.6	Budget Consultation	Plan and enable consultation with local people and other stakeholders when forming budget for 2006/07	Dec-05	See entry for Sept 2005	<div><div></div><div></div><div>G</div></div>
CS2.3.7	Survey of Employees - 2005	Plan and enable staff survey - data collection	Nov-05	Completed.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS2.3.7.1	Survey of Employees - 2005	Plan and enable staff survey - data analysis	Jan-06)	Analysis completed and report written. Human Resources Division producing Action Plan	<div><div></div><div></div><div>G</div></div>
CS2.4.1	Review of Complaints Procedure	Complaints - interim review completed	Mar-05	Completed	<div><div></div><div></div><div>G</div></div>
CS2.4.1.1	Review of Complaints Procedure	Complaints - finalise review after re-structure	May-05	Comments on redraft of Complaints Procedure received from departments. Final redrafting delayed due to other commitments. Target for finalisation is early summer.	<div><div>R</div><div></div><div></div></div>
CS2.4.1.10	Edition 2 – Sept 05	Publication of Hartbeat	Sep-05	Completed	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS2.4.1.11	Edition 3 – Dec 05	Publication of Hartbeat	Dec-05	Completed	<div><div></div><div></div><div>G</div></div>
CS2.4.1.12	Edition 4 – March 05	Publication of Hartbeat	Mar-05	First edition with new designer on board successfully completed.	<div><div></div><div></div><div>G</div></div>
CS2.4.1.2	Complaints	Bi-annual complaints reporting to PfH - 1st and 2nd quarters	Jun-05	Completed	<div><div></div><div></div><div>G</div></div>
CS2.4.1.3	Complaints	Bi-annual complaints reporting to PfH - 3rd & 4th quarters	Dec-05	Report on Quarter 3 to PfH in March.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS2.4.1.4	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Jun-05	This is being led by ICT and so is ongoing	<div><div></div><div></div><div>G</div></div>
CS2.4.1.5	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Sep-05	Continues to be on going project with long term aim of 100%. In short term constantly reviewing and attempting to reduce number of paper copies circulated.	<div><div></div><div></div><div>G</div></div>
CS2.4.1.6	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Dec-05	This continues to be an ongoing project with a long term target of 100%. Electronic take up continues with circulation of paper copies being constantly monitored and reviewed.	<div><div></div><div></div><div>G</div></div>
CS2.4.1.7	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Mar-05	Electronic take up continues to be promoted and monitored	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS2.4.1.8	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by officer members:	May-05	On going project	<div><div></div><div></div><div>G</div></div>
CS2.4.1.9	Edition 1 – June 05	Publication of Heartbeat	Jun-05	Completed	<div><div></div><div></div><div>G</div></div>
CS4.1	Procurement Strategy, Policies and Procedures (See also links with workplan from Corporate Procurement Group)	Procurement 5 year plan identified (Process for agreement to be determined)	May-05	Finance and Performance Management Portfolio Holder has approved the 5 year procurement plan which will be part of the Councils efficiency strategy	<div><div></div><div></div><div>G</div></div>
CS4.2.1	Delivery of e-government	Achieve 100% in relation to BVPI 157.	Dec-05	Previously reported as completed.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS4.2.1.1	Delivery of e-government	Deliver on all ODPM priority outcomes	Mar-06	Previously reported as completed.	<div><div></div><div></div><div>G</div></div>
CS4.2.2	Implement programme of priority projects	E-booking lead	Dec-05	Previously reported as completed.	<div><div></div><div></div><div>G</div></div>
CS4.2.2.1	Implement programme of priority projects	E-bookings go live – theatres	Apr-05	Continuing to keep a watching brief on regional developments in this area due to prohibitive costs and the lack of a justifiable business case of going it alone.	<div><div>R</div><div></div><div></div></div>
CS4.2.2.2	Implement programme of priority projects	E-bookings go live – corporate bookings (phased rollout)	Jun-05	Jadu product launched as new website in March. This will be considered as part of the development of the product over the next year.	<div><div></div><div>A</div><div></div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of March 2006	
CS4.2.2.3	Implement programme of priority projects	2) Workflow/Doc Mgmt:	See F4.3	Currently being rolled out across Council. Planning Dept done with Adult and Community Services next in line.	<div><div></div><div></div><div>G</div></div>
CS4.2.2.4	Implement programme of priority projects	3) Contact Centre:	See HR2.2	This project is ongoing and due to be completed March 07	<div><div></div><div></div><div>G</div></div>
CS4.2.2.5	Implement programme of priority projects	4) E-Procurement:		New FMS implemented. E-ordering/invoicing mapped ready for development. Purchase cards expanding, specifically food procurement. E-procurement business case produced to be considered as part of FMS roll-out. ETendering & auction exercise plan via NEPO	<div><div></div><div>A</div><div></div></div>
CS4.2.2.6	Implement programme of priority projects	5) E-Consultation:	See CS2.3.2	Public access web pages opened in early Jan 2006. Full public launch deferred until early May 2005 to coincide with launch of consultation of Community Strategy review. All Viewpoint reports on e-consultation database. Use of employees site continuing.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS4.2.2.7	Implement programme of priority projects	6) E-forms:		Under review of part redeveloped community portal	<div><div></div><div></div><div>G</div></div>
CS4.2.3	Provision of ICT Service via Partnership with Sx3	Complete Contract Review	May-05	Completed. Further review for 2006/7 included in Chief executives service plan	<div><div></div><div></div><div>G</div></div>
CS4.2.5	Improve the Council's Capacity to Deliver Services through the use of ICT	Lead on the ICT/BPR workstream under the change management programme (refer to Way Forward documents)	To be confirmed	Continuing to work through the Way Forward Board. Key projects identified and monitored on regular basis.	<div><div></div><div></div><div>G</div></div>
CS5.2	Completion of IEG Returns	Complete mid-year assessment	Jul-05	Previously reported as completed.	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
CS5.2.1	Completion of IEG Returns	Complete IEG5	Dec-05	Previously reported as completed.	<div><div></div><div></div><div>G</div></div>
F4.4.1	LOCAL LAND AND PROPERTY GAZETTEER	Cleanse of authority wide data sets	Mar-07	In work programme to be completed by milestone date	<div><div></div><div></div><div>G</div></div>
F4.4.2	LOCAL LAND AND PROPERTY GAZETTEER	Implement address toolkit	Dec-05	Address toolkit information finalised and ready for implementation	<div><div></div><div></div><div>G</div></div>
HR1.1	Corporate Issues	Support the Executive and project teams as they implement the corporate restructure - Establish Change Teams	Apr-05	Completed	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
HR1.1.1	Corporate Issues	Support the Executive and project teams as they implement the corporate restructure - Implement Phase 1	Jul-05	Completed	<div><div></div><div></div><div>G</div></div>
HR1.1.2	Corporate Issues	Support the Executive and project teams as they implement the corporate restructure - Implement Phase 2	TBC	Restructures in Neighbourhood Services being supported	<div><div></div><div>A</div><div></div></div>
HR1.2.1.1	Employee Well Being: Provide a supportive, safe and healthy working environment that reduce sickness absence and	Undertake Health and Safety Review	Mar-06	Complete - Health and Safety Workplan agreed April 2006/07 and inetgrated with Corpoarte Service Plan. To continute ongoing provision of a supportive, safe and healthy working envoronment that reduces sickness and improves attendance.	<div><div></div><div></div><div>G</div></div>
HR1.2.2.1	Pay and Rewards: Recognising and rewarding work performance and achievements. Improve the links between pay	Pay & Grading: complete job evaluation, pay and grading structure and progress Part 3 working arrangements	Mar-07	On target for completion in Mar 2007	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
HR1.2.3.1	Becoming an Employer of Choice: Recruiting and retaining the staff and skills we need to remain an excellent	Review Recruitment and Retention	Dec-05	First draft of scope and timetable developed	<div>R</div> <div></div> <div></div>
HR1.2.3.2	Pay and Rewards: Recognising and rewarding work performance and achievements. Improve the links between pay	Equal pay: undertake audits, defend Employment Tribunal claims and progress 'bridging the gap'.	Dec-05	Pay and Grading Project Plan revised with equal Pay audit not now planned until Aug 06. Consideration of Employment Tribunal claims delayed until June 2006. 'Bridging the Gap' progressed	<div>R</div> <div></div> <div></div>
HR1.2.3.3	Becoming an Employer of Choice: Recruiting and retaining the staff and skills we need to remain an excellent	Review, agree and implement Recruitment and Retention Strategy	Jul-05	Completed	<div></div> <div></div> <div>G</div>
HR1.2.4	Employee Relations: Communication, consultation and involvement of all.	Communication Strategy	Jun-05	Complete	<div></div> <div></div> <div>G</div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
HR1.2.5	Diversity and Equality: Providing a work environment that is free from harassment and discrimination and ensuring	Diversity and Equality Scheme 2005 - 2008	May-05	Completed	<div><div></div><div></div><div>G</div></div>
HR1.2.6	Corporate Health Staffing Performance Indicators Improving the Council's Corporate Health Staffing	Develop action plan to improve Staffing BVPI performance	Apr-06	Completed	<div><div></div><div></div><div>G</div></div>
HR2.2	CONTACT CENTRE DEVELOPMENT	Extend the service	Mar-07	In work programme to be completed by milestone date	<div><div></div><div></div><div>G</div></div>
HR2.2.1	CONTACT CENTRE DEVELOPMENT	Prepare rollout programme	Dec-05	Completed	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
HR2.2.2	CONTACT CENTRE DEVELOPMENT	Improve telephony	May-05	Completed	<div><div></div><div></div><div>G</div></div>
HR2.2.3	CONTACT CENTRE DEVELOPMENT	Transfer priority services	Mar-06	Transfer of priority services is continuing. Services have not yet been transferred because of delays with the upgrade to the customer relationship management software system.	<div><div></div><div>A</div><div></div></div>
HR2.2.4	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Jun-05	Completed	<div><div></div><div></div><div>G</div></div>
HR2.2.5	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Sep-05	Completed	<div><div></div><div></div><div>G</div></div>

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
HR2.2.6	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Dec-05	Completed	<div><div></div><div></div><div>G</div></div>
HR2.2.7	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Mar-06	Completed	<div><div></div><div></div><div>G</div></div>
HR3.1.1	CORPORATE PEOPLE DEVELOPMENT: Investing in staff and members through training and development	Review the Workforce Development Plan	Sep-05	Revised date for review of workforce development plan June 2006. Awaiting departmental workforce plans and subsequent development plans to contribute to corporate requirements	<div><div></div><div>A</div><div></div></div>
HR3.1.2	CORPORATE PEOPLE DEVELOPMENT: Investing in staff and members through training and development	Publish/Implement the Workforce Development Plan	Mar-05	Completed	<div><div></div><div></div><div>G</div></div>



Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
HR4.2.1	REDUCE SICKNESS ABSENCE	Review sickness improvement plan and reduce sickness	Jul-05	Completed	<div><div></div><div></div><div>G</div></div>
HR4.2.2	REDUCE SICKNESS ABSENCE	Implement sickness improvement plan and reduce sickness	Mar-06	All Improvement Plan actions superceded, supplemented by other actions or implemented (except new/revised policies for schools).	<div><div></div><div></div><div>G</div></div>
HR4.4	REMOTE ACCESS	Review and implement remote access to create the conditions for remote working. Seek efficiencies.	Sept-06	In work programme now being lead by Corporate Strategy Division	<div><div></div><div></div><div>G</div></div>








Update Date: **March 2006**
PM


Performance Indicator Progress Summary

09 June 2006



Reported Annually		2	13.3%
	Below Target	2	13.3%
	On or Above Target	11	73.3%






Total Number of Performance Indicators 15

AIM					
Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 12 	The number of working days/shifts lost due to sickness absence.	10.29	11.68 days	12.30	Provisional
BVPI 157 	The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	100	100%	100%	Achieved target
BVPI 2a 	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Level 2		Level 2	Target achieved
LPI CE 12 	Number of working days/shifts lost due to sickness absence (CE)	9.33	8.69 days	8.81 days	
LPI CE 13 	Distribution of draft minutes for council and non-executive meetings within 10 working days of the meeting	80%	91%	92%	
LPI CE 14 	Publish a written statement of each executive decision not later than four working days after the decision has been made	85%	69%	77%	Improvement since previous quarter but revised arrangements are continuing to be monitored.
LPI CE 7 	CPA Corporate Assessment Rating	Excellent	4 star	4 star	Audit Commission announces Hartlepool's CPA rating as 4 stars, the top rating possible.

AIM					
Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
LPI CE 8 	IIP status retained by all departments	Yes			EPU, CEX, NS & R&P have successfully been re-assessed and have retained their IIP status. Children Services & Adult & Community Services departments require full IIP assessment. Arrangements yet to be made

AIM G	Empower individuals, groups and communities, and increase the involvement of citizens in all decisions that affect their lives.
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Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 3 	% satisfied with Council overall	Not set survey repeated every 3 years			Survey due to be repeated in Sept/Oct 2006. Check done through Viewpoint panel showed satisfaction levels similar to levels recorded in 2003.
LPI CE 5 	% residents satisfied with their local area	Not set, survey repeated every 3 years			Interim check question not included due to lack of space in Viewpoint. Full survey due to be repeated in Sept/Oct 2006.

AIM H					
Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 14 	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.8	0.54%	0.78%	
BVPI 15 	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.21	0.04%	0.13%	
BVPI 16a 	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	2.84	2.51%	4.41%	Survey of non school employees significantly increased the number of employees declaring their disability
BVPI 179 	The percentage of standard searches carried out in 10 working days.	97.5	99.03%	99.23	New procedures have raised performance and are expected to ensure that 100% performance is achieved in future
BVPI 17a 	The percentage of local authority employees from minority ethnic communities .	0.7	0.7%	0.7%	

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26th June 2006



Report of: Assistant Chief Executive

Subject: DRAFT CORPORATE CONSULTATION &
INVOLVEMENT PLAN

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on the authority's draft plans for consultation and involvement in 2006/07.

2. SUMMARY OF CONTENTS

- 2.1 The report provides information on plans by the authority's department to consult and involve residents, service users, partners and stakeholders during 2006/07.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

- 4.1 Non-key

5. DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting on 26th June 2006

6. DECISION(S) REQUIRED

- 6.1 That the report be noted.

Report of: Assistant Chief Executive

Subject: DRAFT CORPORATE CONSULTATION &
INVOLVEMENT PLAN – 2006/07

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on the authority's current plans for consultation and involvement in 2006/07.

2. CORPORATE CONSULTATION & INVOLVEMENT PLAN – 2006/07

- 2.1 In October 2005, the Council adopted the suite of four strategies, collectively known as "Communicating with Your Council". One of these four strategies is the Corporate Consultation Strategy which lays out the basic aims, principles and objectives for consultation undertaken by the authority.

- 2.2 The basic principles of the Consultation Strategy are:

- Listening to the views of all relevant individuals and groups;
- Making full use of information gained from consultation work;
- Co-ordinating and planning consultation activity within the Council;
- Ensuring best practice in the Council's consultation work.

Draft Consultation and Involvement Plan

- 2.3 To assist in the promotion of these principles, an initial, draft Consultation and Involvement Plan has been developed which lays out the consultation work that is currently planned for the coming year (See Appendix A). The aim of this document is to enable all departments, members and partners to see what consultation work is planned, why it being done, who is to be involved and when it is planned to take place. This will assist in co-ordinating consultation work; sharing information gained from consultations and will help avoid over-consultation of areas and groups. This document will always be a "work in progress" as consultation needs and demands change and develop over time. New projects emerge and will be added to the plan and some early planned projects may not see fruition as demands change through the year. Any major changes to the plan will be reported to the Portfolio Holder. Also, as departments and others begin to use the information in the plan, its format and content may change and develop to better meet users' needs. As departments and others begin to use the information in the plan its format and content may change and develop to better meet needs. Copies of the plan will be placed on the Council's website and Intranet.

Consultation database

- 2.4 The information brought together in the plan will also be added to the Council's e-consultation database which forms part of Your Town Your Say, the new e-consultation system. This will enable employees, members, the public and partners to look at what work is planned and, in the course of time, have access to reports and results.

Consultation and Involvement Groups and Forums

- 2.5 The Council and its departments has a wide range of groups and forums which it uses for consulting with local residents and partners, involving people in planning and designing services and engaging them in decision making processes. They range from borough wide initiatives such as the Local Strategic Partnership, to very local groups such as the Friends of Ward Jackson Park and Rossmere Park and groups of service users, such as children who are looked after by the Council. Some of the groups and forums that the Council engages with are listed in Appendix B. departments will be working together that full use is made of the groups and forums already in existence and that work is not duplicated.

3. RECOMMENDATIONS

- 3.1 That the report be noted.

APPENDIX A. DRAFT HARTLEPOOL BOROUGH COUNCIL CONSULTATION & INVOLVEMENT PLAN – 2006/07

2.3

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
March-December 2006	<p><i>What:</i> Involving children and young people in decision making and the development of a Town Wide Participation Strategy.</p> <p><i>How:</i> Radio shows, School Tours, on-line micro-site, launch event, commissioning services from children and young people, question time events.</p> <p><i>Why:</i> Development of a range of participation opportunities for children and young people, including Youth Forum and raising awareness of opportunities for involvement in decision making.</p>	Ch Services – Children's Fund John Robinson
April 2006	<p><i>What:</i> Talking with Communities – Meeting 4</p> <p><i>How:</i> Informal consultation meeting with community members.</p> <p><i>Why:</i> Consult with black & minority ethnic communities on issues of concern to HBC and issues raised by the community.</p>	Chief Execs – Human Resources Vijaya Kotur
April-May 2006	<p><i>What:</i> Viewpoint Survey 19</p> <p><i>How:</i> Postal survey to 1200 members of HBC's citizen's panel.</p> <p><i>Why:</i> Consult with local residents about a range of current local issues.</p>	Chief Exec's – Corporate Strategy Lisa Anderson
April 2006	<p><i>What:</i> Friarage Manor House Development Brief</p> <p><i>How:</i> 9 drop in sessions with invitations sent to local residents and publicised in the local press and radio.</p> <p><i>Why:</i> To explore residents' view on the development brief and suggested uses of the site.</p>	R&P – Urban Policy Officer - Tom Britcliffe and Amy Waters

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
April 2006	<p><i>What:</i> Neighbourhood Action Plan (NAP) Review. <i>How:</i> Focus Group Session with residents and Ward Councillors. <i>Why:</i> To review the overall NAP process.</p> <p><i>What:</i> Neighbourhood Action Plan (NAP) Review. <i>How:</i> Focus Group Session with Service Providers <i>Why:</i> To review the overall NAP process.</p> <p><i>What:</i> Neighbourhood Action Plan Review. <i>How:</i> Postal Questionnaire to residents, Ward Councillors and Service Providers. <i>Why:</i> To review the overall NAP process.</p>	<p>R&P – Urban Policy (Regeneration) Gemma Clough</p> <p>R&P – Urban Policy (Regeneration) Gemma Clough</p> <p>R&P – Urban Policy (Regeneration) Gemma Clough</p>
April-May 2006	<p><i>What:</i> Extended Schools consultation <i>How:</i> Circulation of document to stakeholders – parents, schools, service providers, partners <i>Why:</i> To inform the development of the plan.</p>	<p>Children's Services – Planning & Service Integration Ian Merritt</p>
May 2006	<p><i>What:</i> Public Consultation event on the 17th May 2006 with residents and stakeholders in the Belle Vue area of Hartlepool <i>How:</i> Publicised event with invites sent to all in the Belle Vue locality <i>Why:</i> Consult with residents and stakeholders publicly about options for intervention in the local housing market to undertake large-scale regeneration and redevelopment.</p>	<p>R&P – Housing Market Renewal Officer - Nigel Johnson</p>
May 2006	<p><i>What:</i> Commercial areas <i>How:</i> Workshop and individual meetings <i>Why:</i> To ensure local residents and businesses can help shape projects in their area</p>	<p>R&P – Econ Dev Antony Steinberg</p>

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
May 2006	<p><i>What:</i> Public Consultation event with resident and stakeholders in the local area covering options for a linear park in Thornton Street</p> <p><i>How:</i> Drop in event</p> <p><i>Why:</i> To identify a preferred design for a linear park in Thornton Street with the local community</p>	R&P – Housing Market Renewal Officer - Mark Dutton
May 2006	<p><i>What:</i> Survey of users of Mill House and Eldon Grove Leisure Centres</p> <p><i>How:</i> Face to face interviews with approx 400 users.</p> <p><i>Why:</i> For on-going monitoring of satisfaction and service use.</p>	A&CS - Sports and Recreation Joan Wynn
May 2006	<p><i>What:</i> Mental health providers, service users and carers planned the future development of services in Hartlepool</p> <p><i>How:</i> Visioning Event consisting of two workshops reflected on the previous vision for success and its impact on services as well as how we will take services forward in the future. The LIT will now draw together all the views expressed through the focus groups, the video, the questionnaire, the workshops and during the visioning day itself.</p> <p><i>Why:</i> These opinions will inform the development of mental health services in Hartlepool</p>	Adult and Community Services Joanne Foster-Adams
May 06	<p><i>What:</i> Supporting People Consultation Day</p> <p><i>How:</i> Event held at Belle Vue attended by approximately 25 service users with interactive workshop sessions.</p> <p><i>Why:</i> To enable service users to inform and develop future priorities for the Supporting People programme, feedback to be incorporated into the 5 year strategy which will be completed by July 2006.</p>	Neighbourhood Services-Supporting People Pam Twells

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
May/June 2006	<p><i>What:</i> North Central Hartlepool – Master Plan Update</p> <p><i>How:</i> Drop in Event x 4 across the NCH area which covers 3500 households</p> <p><i>Why:</i> To obtain resident and stakeholder views on current position of the housing market and options for intervention over the next 10 to 15 years</p>	R&P – Housing Market Renewal Officer - Nigel Johnson
May-July 2006	<p><i>What:</i> Community Strategy Review 2006 Phase 1</p> <p><i>How:</i> E-consultation, postal questionnaire, public meetings; stand in Middleton Grange, Discussion groups, Theme Partnership meetings, Neighbourhood Consultative Forums, using Review Toolkit, Community Network etc.</p> <p><i>Why:</i> To feed into the preparation of the 1st draft of new Community Strategy</p>	R&P – Community Strategy Joanne Smithson
May-July 2006	<p><i>What:</i> Community Strategy Jobs and the Economy Theme</p> <p><i>How:</i> Workshop</p> <p><i>Why:</i> To assist in development of key community strategy theme</p>	R&P - Econ Dev Antony Steinberg
June 2006	<p><i>What:</i> Economic Development Service users/stakeholders</p> <p><i>How:</i> Postal questionnaires</p> <p><i>Why:</i> Annual consultation process contributing to service performance indicators</p>	R&P – Econ Dev Antony Steinberg
July 2006	<p><i>What:</i> Local Enterprise initiative</p> <p><i>How:</i> Stakeholder <i>and user workshops</i></p> <p><i>Why:</i> To assist in the development of legislation proposals</p>	R&P – Econ Dev Antony Steinberg
July 2006	<p><i>What:</i> City Strategy</p> <p><i>How:</i> Workshops and project development group</p> <p><i>Why:</i> To help shape bid document</p>	R&P - Econ Dev Antony Steinberg

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
June 2006 – March 2007	<p><i>What:</i> Involve looked after children, and their carers, in the planning and delivery of services they receive</p> <p><i>How:</i> a) Looked After Children and foster carers will continue to be involved in the work of the Multi Agency Looked After Partnership (MALAP)</p> <p>b) Looked After Children and foster carers will continue to be involved in the work of the Corporate Parent Forum demonstrating a clear link with elected members</p> <p>c) Looked After Children and foster carers will continue to be involved in the selection process for new members of staff</p> <p>d) An event to recognise the individual achievements of looked after children is to be held on 11 October</p> <p>e) Looked After Children will continue to feed into the development of a town wide Participation Strategy</p> <p>f) Looked After Children are supported in attending a regular group created to canvass their views on service developments. This group will produce a written newsletter for other children in care.</p> <p><i>Why:</i> The Children's Services Department is committed to ensuring that children and young people who are looked after are supported in making a positive contribution</p>	<p>Children's Services – Safeguarding and Specialist Services</p> <p>Terry Maley</p>
June 2006	<p><i>What:</i> Working group involving 2 young people to provide leaflets/information on PHSR</p> <p><i>How:</i> attend meeting. Design information, leaflets, website etc</p> <p><i>Why:</i> To provide appropriate information on sexual health for LAC</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>
June 2006	<p><i>What:</i> Working group to devise a pack of information relevant to LAC</p> <p><i>How:</i> attend meetings design information</p> <p><i>Why:</i> To ensure they receive the appropriate information prior to admission into foster care</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
13 June 06	<p><i>What:</i> Meeting with 12 young people to hopefully get more members involved in the participation group</p> <p><i>How:</i> Staff and young people meeting to discuss participation of young people in a number of areas. e.g. planning services, attending focus groups, fun events etc.</p> <p><i>Why:</i> To raise awareness of the importance of young people being involved.</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>
13 June 06	<p><i>What</i> Leaving care team has young people involved in groups re: accommodation</p> <p><i>How...</i> Paperwork from the Accommodation work group being presented on 20th of June by a young care leaver from Hartlepool. Format devised through consultation with young people over 26 authorities .Event happening in Durham City</p> <p><i>Why:</i> Tto enhance working relationships between Housing providers and Children's services</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>
13 June 06	<p><i>What</i> IGNITE football festival.5 young people care leavers. Supported by the football association</p> <p><i>How</i> Hartlepool team competing against other LAC teams in the North east</p> <p><i>Why</i> Opportunity for young people to meet LAC from other authorities, and widen their experiences.</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>
13 June 06	<p><i>What</i> 2 young people from the care leaver's team attending the inaugural conference for leaving care services in Belfast, both young people presented to 200 delegates.</p> <p><i>Why</i> To share experiences and network with young people.</p> <p><i>How</i> Link to Northern Ireland leaving care services continue.</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>
June 2006	<p><i>What:</i> 'You speak we listen' consultation - Hartlepool chosen to work in conjunction with the Food Standards Agency for their national initiative 'Feeling the Pulse'.</p> <p><i>How:</i> Joint informal public consultation event (50 people) at the Grand Hotel, Hartlepool.</p>	<p>Neighbourhood Services</p> <p>Public Protection & Housing</p> <p>Kim Baines</p>

	<i>Why:</i> To investigate the eating habits of local people and to promote healthier diets.	
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DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
June 2006	<p><i>What:</i> Talking with Communities – Meeting 5</p> <p><i>How:</i> Informal consultation meeting with community members.</p> <p><i>Why:</i> Consult with black & minority ethnic communities on issues of concern to HBC and issues raised by the community. Will includes cemeteries & crematorium, Conservation areas, legal and consultation methods issues.</p>	<p>Chief Execs – Human Resources</p> <p>Vijaya Kotur</p>
June 2006	<p><i>What:</i> Contact Centre/ Civic Centre works</p> <p><i>How:</i> Displays, drop in sessions, building user groups</p> <p><i>Why:</i> To inform on proposals and get feedback from users to assist in decision making.</p>	<p>Chief Execs / Neighbourhood Services Department</p> <p>Christine Armstrong</p> <p>Derek Reynolds</p>
June 2006	<p><i>What:</i> Carers Week</p> <p><i>How:</i> Full week of events in June, working with Hartlepool Carers and our partners</p> <p><i>Why:</i> To raise awareness of carers issues and feed into Hartlepool Carers Strategy Group. Aim to have across the board carer representation.</p>	<p>Adult and Community Services</p> <p>Janet Wistow</p>
June 2006	<p><i>What:</i> Dyke House/Stranton/Grange Neighbourhood Action Plan (NAP) Update.</p> <p><i>How:</i> Consultation with children and young people from English Martyrs School and VI Form College.</p> <p><i>Why:</i> To identify the priority concerns of children and young people. These will be fed into the updated NAP for the Dyke House/Stranton/Grange area.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
June 2006	<p><i>What:</i> Dyke House/Stranton/Grange Neighbourhood Action Plan (NAP) Update.</p> <p><i>How:</i> Community Consultation Event.</p> <p><i>Why:</i> To update the existing NAP for the Dyke House/Stranton/Grange area. The community conference is to identify the community's current priority concerns.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
June 2006	<p><i>What:</i> Dyke House/Stranton/Grange Neighbourhood Action Plan (NAP) Update.</p> <p><i>How:</i> Consultation with children and young people from Sacred Heart RC Primary School.</p> <p><i>Why:</i> To identify the priority concerns of children and young people. These will be fed into the updated NAP for the Dyke House/Stranton/Grange area.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
June/July 2006	<p><i>What:</i> Briarfields House Development Brief</p> <p><i>How:</i> Informal contact with key stakeholders and adjacent residents</p> <p><i>Why:</i> To assess views prior to final decision on marketing</p>	<p>R&P – Urban Policy/ Neighbourhood Services</p> <p>Richard Waldmeyer & Emma Dixon</p>
June/July 2006	<p><i>What:</i> H2O water sports project</p> <p><i>How:</i> Presentations to all 3 Neighbourhood Forums, public exhibitions</p> <p><i>Why:</i> Consult on outcome of feasibility study for new facility</p>	<p>A&CS - Community Services</p> <p>John Mennear</p>
July - Ongoing	<p><i>What:</i> Exit Survey for Intermediate Care</p> <p><i>How:</i> Survey of those leaving Intermediate Care Service</p> <p><i>Why:</i> To monitor the service and gather views of service users about the service and how it can be improved.</p>	<p>Adult and Community Services</p> <p>John Lovatt/Heather Teal</p>
July 2006	<p><i>What:</i> Viewpoint Survey 20</p> <p><i>How:</i> Postal survey to 1200 members of HBC's citizen's panel.</p> <p><i>Why:</i> Consult with local residents about a range of current local issues.</p>	<p>Chief Exec's – Corporate Strategy</p> <p>Lisa Anderson</p>
July 2006	<p><i>What:</i> Revenues & Benefits Customer Panel meeting</p> <p><i>How:</i> Informal group discussions</p> <p><i>Why:</i> Working on service improvement for revenues and benefits services, passing on information.</p>	<p>Chief Exec's – Finance</p> <p>Paula Bass</p>

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
July 2006	<i>What:</i> Public views of foster caring <i>How:</i> Viewpoint Citizen's panel. <i>Why:</i> Consult with local people on views of foster caring to improve recruitment.	Children's Services – Resources & Support Services Rebecca Thomas
July 2006	<i>What:</i> Dyke House/Stranton/Grange Neighbourhood Action Plan (NAP) Update. <i>How:</i> Drop in sessions. <i>Why:</i> To obtain comments on the draft NAP.	R&P – Urban Policy (Regeneration) Gemma Clough
July 2006	<i>What:</i> Cash office survey – internal users <i>How:</i> Self completion survey for internal clients of Civic Centre cash office. <i>Why:</i> Monitor satisfaction with service and seek improvements.	Chief Exec's – Finance Paula Bass
July 2006	<i>What:</i> Various Local Safety/Traffic Management Schemes <i>How:</i> Letters to individual properties describing the scheme and providing an opportunity for comments <i>Why:</i> Consult with affected local communities and businesses	Neighbourhood Services – Technical Services Peter Frost
July 2006	<i>What:</i> Neighbourhood Services Staff Appraisal Scheme <i>How:</i> On-line questionnaire and postal questionnaire for all Neighbourhood Services Staff <i>Why:</i> assess satisfaction with the new Appraisal Scheme use information to improve and develop the Appraisal.	Neighbourhood Services Angela Read
July / August 2006	<i>What:</i> Work to War Memorials at Victory Square and Redheugh Gardens <i>How:</i> Letter, meetings, displays, forums <i>Why:</i> To inform consultees on proposals and get feedback to assist in delivery projects	Neighbourhood Services Department Colin Bolton & Albert Williams

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
July - Sept 2006	<p><i>What:</i> Fair Access To Care Services (FACS)</p> <p><i>How:</i> Meetings with existing stakeholder planning and staff groups and survey</p> <p><i>Why:</i> Department of Health guidance 2002 required all LA's to review criteria for assessed adult care.</p>	Adult and Community Services Marie Horsley
Ongoing Work Event date August 06	<p><i>What :</i> IGNITE festival held in August at Newcastle for North east LAC. Hartlepool young people are involved in filming a drama which will be shown at the event.</p> <p><i>Why</i> To share experiences with young people in the North east</p> <p><i>How.</i> Drama group are being supported by staff from the ARC, the community support workers from YPT and the star centre in making the production on a theme of their choice.</p>	Children's Services – Young Persons Team Carole Gill
August 2006	<p><i>What:</i> Cash office survey – internal users</p> <p><i>How:</i> Self completion survey for internal clients of Civic Centre cash office.</p> <p><i>Why:</i> Monitor satisfaction with service and seek improvements.</p>	Chief Exec's – Finance Paula Bass
August 2006	<p><i>What:</i> BVPI Benefits Survey – 1st phase</p> <p><i>How:</i> Postal survey of 350 benefit claimants</p> <p><i>Why:</i> Monitoring of BVPIs and detailed info on satisfaction with service.</p>	Chief Exec's – Finance Tim Rogers
August 2006	<p><i>What:</i> Young carers service</p> <p><i>How:</i> Young carers forum run through Hartlepool carers & individual meetings with young carers</p> <p><i>Why:</i> Monitoring Develop a revised service specification and model of provision for services for young carers.</p>	Children's Services – Resources & Support Services Rebecca Thomas

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
Ongoing Work Event date August 06	<p><i>What:</i> IGNITE festival held in August at Newcastle for North east LAC. Hartlepool young people are involved in filming a drama which will be shown at the event.</p> <p><i>Why:</i> To share experiences with young people in the North east</p> <p><i>How:</i> Drama group are being supported by staff from the ARC, the community support workers from YPT and the star centre in making the production on a theme of their choice.</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>
August 2006	<p><i>What:</i> Complaints information for social care</p> <p><i>How:</i> Participation group/informal consultation with individual young people and parents</p> <p><i>Why:</i> Consult on revised designs for complaints literature in light of new regulations.</p>	<p>Children's Services – Resources & Support Services</p> <p>Rebecca Thomas</p>
Sept 2006	<p><i>What:</i> BVPI Planning Survey</p> <p><i>How:</i> Postal survey of all planning applicants in last 6 months</p> <p><i>Why:</i> Monitoring of BVPIs and detailed info on satisfaction with service.</p>	<p>R&P – Planning</p> <p>Richard Teece</p>
Sept 2006	<p><i>What:</i> Information for looked after children and young people</p> <p><i>How:</i> Participation group</p> <p><i>Why:</i> Monitoring develop an information pack for children to use as they come into council care..</p>	<p>Children's Services – Resources & Support Services</p> <p>Rebecca Thomas</p>
Sept 2006	<p><i>What:</i> Burbank Neighbourhood Action Plan (NAP) Update.</p> <p><i>How:</i> Community Consultation Event.</p> <p><i>Why:</i> To update the existing NAP for the Burbank area. The community conference is to identify the community's current priority concerns.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
August 2006	<p><i>What:</i> Odeon Cinema [Commercial areas]</p> <p><i>How:</i> Central Neighbourhood Forum and workshops with residents</p> <p><i>Why:</i> To develop proposals for use of derelict building</p>	<p>R&P – Econ Dev</p> <p>Antony Steinberg</p>

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
Sept/ Oct 2006	<p><i>What:</i> PPG 17 Assessment</p> <p><i>How:</i> Setting up a PPG 17 steering group</p> <p><i>Why:</i> To secure an open and transparent assessment of open space and recreational facilities.</p>	R&P – Urban Policy Officer – Matthew King
Sept/Oct 2006	<p><i>What:</i> General BVPI (Best Value Performance Indicator) Survey</p> <p><i>How:</i> Postal survey of approx 1,100 households.</p> <p><i>Why:</i> Monitoring of a range of BVPIs and quality of life issues.</p>	Chief Exec's – Corporate Strategy Liz Crookston
Sept 2006	<p><i>What:</i> Talking with Communities – Meeting 6</p> <p><i>How:</i> Informal consultation meeting with community members.</p> <p><i>Why:</i> Consult with black & minority ethnic communities on issues of concern to HBC and issues raised by the community.</p>	Chief Execs – Human Resources Vijaya Kotur
Sept – Dec 2006	<p><i>What:</i> Community Strategy Review 2006 Phase 2</p> <p><i>How:</i> Hartlepool Partnership meetings, Theme Partnership meetings, E-consultation, Neighbourhood Consultative Forums, Hartlepool Community Network</p> <p><i>Why:</i> To receive feedback on the 1st draft of new Community Strategy</p>	R&P – Community Strategy Joanne Smithson
Sept 2006	<p><i>What:</i> Anti-social Behaviour strategy (incorporating RMI policy)</p> <p><i>How:</i> Through Police and Community Forums; Community Network</p> <p><i>Why:</i> Feeding into strategy</p>	R&P – Community Safety Sally Forth
Oct 2006	<p><i>What:</i> Hartlepool Bus Strategy</p> <p><i>How:</i> Staffed display on bus parked at Central Library</p> <p><i>Why:</i> Consult with bus and non-bus users on proposed actions to be delivered as part of the new Hartlepool Bus Strategy.</p>	Neighbourhood Services – Technical Services John Lewer

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
Oct 2006	<i>What:</i> GP referral exercise scheme <i>How:</i> Postal survey of scheme participants. <i>Why:</i> Monitoring the long term impact of the exercise scheme.	A&CS – Sport & Recreation Andrew Pearson
Oct 2006	<i>What:</i> Libraries PLUS Survey <i>How:</i> Self completion survey of library users in specified time period <i>Why:</i> Monitoring of BVPIs and satisfaction with and use of library services.	A&CS – Libraries Kay Tranter
Oct 2006	<i>What:</i> Burbank Neighbourhood Action Plan (NAP) Update. <i>How:</i> Drop in sessions. <i>Why:</i> To obtain comments on the draft NAP.	R&P – Urban Policy (Regeneration) Gemma Clough
Oct 2006	<i>What:</i> Commercial areas <i>How:</i> Workshops and individual meetings with businesses and residents <i>Why:</i> To develop and progress proposals	R&P – Econ Dev Antony Steinberg
Oct 2006	<i>What:</i> Survey of museum users <i>How:</i> Face to face interviews with museum users <i>Why:</i> Monitor satisfaction with museum services, locally and regionally	A&CS – Community Services Colin Reid
October 2006	<i>What:</i> Managers Survey <i>How:</i> E-consultation <i>Why:</i> Obtain managers' views on HR issues	Chief Execs – Human Resources Wally Stagg
Nov 2006	<i>What:</i> Talking with Communities – Meeting 7 <i>How:</i> Informal consultation meeting with community members. <i>Why:</i> Consult with black & minority ethnic communities on issues of concern to HBC and issues raised by the community.	Chief Execs – Human Resources Vijaya Kotur

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
Nov 2006	<p><i>What:</i> Rift House and Burn Valley Neighbourhood Action Plan (NAP) update.</p> <p><i>How:</i> Community Consultation Event.</p> <p><i>Why:</i> To update the existing NAP for the Rift House and Burn Valley area. The community conference is to identify the community's current priority concerns.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
Nov 2006	<p><i>What:</i> York Road Phase 2</p> <p><i>How:</i> Staffed display at Central Library and presentation to Central Neighbourhood Consultative Forum</p> <p><i>Why:</i> Consult with local communities and businesses on issues related to the proposed final scheme design for York Road Phase 2 Bus Priority/Traffic Management project</p>	<p>Neighbourhood Services – Technical Services</p> <p>Alec Gough</p>
Nov 2006 & Dec 2006	<p><i>What:</i> Adult Treatment Plan 2007/08</p> <p><i>How:</i> Informal discussion and workshops with residents, community, Neighbourhood Forums and Key stakeholders i.e. service users, statutory and voluntary sector</p> <p><i>Why:</i> To review and develop the Drug Adult Treatment Plan for 2007/08 prior to submission to government through National Treatment Agency and GONE</p>	<p>R & P – Community Safety</p> <p>Chris Hart</p>
Dec/Jan 2006/07	<p><i>What:</i> Cash office service users – public users</p> <p><i>How:</i> 6 monthly Self completion survey for members of the public using Civic Centre cash office.</p> <p><i>Why:</i> Monitor satisfaction with service and seek improvements.</p>	<p>Chief Exec's – Finance</p> <p>Paula Bass</p>
Dec/Jan 2006/07	<p><i>What:</i> Children and Young People's Plan</p> <p><i>How:</i> 6 monthly Self completion survey for members of the public using Civic Centre cash office.</p> <p><i>Why:</i> Monitor satisfaction with service and seek improvements.</p>	<p>Children's Services –Planning & Service Integration</p> <p>Ian Merritt</p>
January 2007	<p><i>What:</i> BVPI Benefits Survey – 2nd phase</p> <p><i>How:</i> Postal survey of 350 benefit claimants</p>	<p>Chief Exec's – Finance</p> <p>Tim Rogers</p>

	Why: Monitoring of BVPIs and detailed info on satisfaction with service.	
DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
January 2007	<p><i>What:</i> LAA stakeholder consultation</p> <p><i>How:</i> Workshop</p> <p><i>Why:</i> To report on progress and also help shape future strategy and actions</p>	<p>R&P – Econ Dev</p> <p>Antony Steinberg</p>
January 2007	<p><i>What:</i> Rift House and Burn Valley Neighbourhood Action Plan (NAP) update.</p> <p><i>How:</i> Drop in sessions.</p> <p><i>Why:</i> To update the existing NAP for the Rift House and Burn Valley area.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
January – Feb 2007	<p><i>What:</i> Hartlepool Partnership Performance Review 2006</p> <p><i>How:</i> Series of 8 Themed Workshops for the Hartlepool Partnership Board, Theme Partnerships, residents, service providers and members of the Community Network</p> <p><i>Why:</i> to receive feedback on the Partnership's achievements to date and get input into the Delivery and Action Plan for 2007/08</p>	<p>R&P – Community Strategy</p> <p>Joanne Smithson</p>
Jan/Feb 2007	<p><i>What:</i> Viewpoint Survey 21</p> <p><i>How:</i> Postal survey to 1200 members of HBC's citizen's panel.</p> <p><i>Why:</i> Consult with local residents about a range of current local issues.</p>	<p>Chief Exec's – Corporate Strategy</p> <p>Lisa Anderson</p>
Jan-Feb 2007	<p><i>What:</i> Revised Pay & Grading Structure</p> <p><i>How:</i> Presentations, newsletters, TU ballot</p> <p><i>Why:</i> Pre-requisite to implementing revised pay & grading structure</p>	<p>Chief Exec's – HR</p> <p>Wally Stagg</p>
Jan/March 2007	<p><i>What :</i> Planning Obligations Supplementary Planning Document and related Sustainability Appraisal(SA) and the Strategic Environmental Assessment(SEA).</p> <p><i>How:</i> Consultation with community members and key stakeholders via letters and drop in sessions.</p> <p><i>Why:</i> Statutory requirement to involve the community at all stages of the plan preparation. Consultation of the SA/SEA for this document will take place alongside this.</p>	<p>R&P – Urban Policy</p> <p>Officer – Richard Waldmeyer, Matthew King and Amy Waters (for SA/SEA)</p>

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
Feb 2007	<p><i>What:</i> Talking with Communities – Meeting 8</p> <p><i>How:</i> Informal consultation meeting with community members.</p> <p><i>Why:</i> Consult with black & minority ethnic communities on issues of concern to HBC and issues raised by the community.</p>	<p>Chief Execs – Human Resources</p> <p>Vijaya Kotur</p>
Feb 2007	<p><i>What:</i> Commercial areas - York Road</p> <p><i>How:</i> Workshops, individual meetings and postal questionnaires with businesses and residents</p> <p><i>Why:</i> To help develop proposals</p>	<p>R&P – Econ Dev</p> <p>Antony Steinberg</p>
Feb/March 2007	<p><i>What:</i> Cash office survey – internal users</p> <p><i>How:</i> Self completion survey for internal clients of Civic Centre cash office.</p> <p><i>Why:</i> Monitor satisfaction with service and seek improvements.</p>	<p>Chief Exec's – Finance</p> <p>Paula Bass</p>
Feb – April 2007	<p><i>What:</i> Department of Health Personal Social Service User Experience (PSS) Survey</p> <p><i>How:</i> Postal survey and interview survey (for those unable to complete a written response) of eligible service users.</p> <p><i>Why:</i> Part of Government policy to help reflect and learn from perspective of service users about services provided.</p>	<p>Adult and Community Services</p> <p>Marie Horsley</p>
Mar 2007	<p><i>What:</i> Core Strategy Development Plan Document (DPD) and related Sustainability Appraisal (SA) and Strategic Environmental Assessment (SEA).</p> <p><i>How:</i> Initial Consultation with Key Stakeholder involvement.</p> <p><i>Why:</i> Statutory Requirement to involve community at all stages of the plan preparation. Consultation of the SA/SEA for this document will take place alongside this.</p>	<p>R&P – Urban Policy</p> <p>Officer – Anne Laws and Amy Waters (for SA/SEA)</p>

DATE	PROJECT DETAILS	DEPARTMENT, DIVISION & CONTACT OFFICER
March 2007	<p><i>What:</i> Owton Neighbourhood Action Plan (NAP) update.</p> <p><i>How:</i> Community Consultation Event.</p> <p><i>Why:</i> To update the existing NAP for the Owton area. The community conference is to identify the community's current priority concerns.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
TBC – over 2 year period	<p><i>What:</i> Evaluation of service provision to older people</p> <p><i>How:</i> Through the development of a specification with Anchor Housing Community Development</p> <p><i>Why:</i> To gather experiences of and opinions about services provided to older people</p>	<p>Adult and Community Services</p> <p>John Lovatt/Phil Hornsby</p>
TBC	<p><i>What:</i> Safeguarding Adults - A National Framework of Standards - Engaging with Citizens</p> <p><i>How:</i> To be confirmed</p> <p><i>Why:</i> The Tees-wide Adult Protection Committee is setting up a Task Group to look at equal access to safeguarding services and engaging with citizens about same.</p>	<p>Adult and Community Services</p> <p>TBC (Interim Joan Fawcett)</p>
Ongoing	<p><i>What:</i> Leavers questionnaires</p> <p><i>How:</i> E-consultation and paper questionnaires, followed up by direct interview if needed</p> <p><i>Why:</i> Obtain views of employees leaving the Council</p>	<p>Chief Exec's – HR</p> <p>Wally Stagg</p>
Ongoing	<p><i>What:</i> Recruitment monitoring</p> <p><i>How:</i> Paper questionnaire</p> <p><i>Why:</i> To obtain equality data on employees</p>	<p>Chief Exec's – HR</p> <p>Wally Stagg</p>

APPENDIX B. CONSULTATION/INVOLVEMENT GROUPS – 2006-07

GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Talking with Communities	<p><i>Who:</i> People from ethnic minority communities in Hartlepool</p> <p><i>How often:</i> 5 times a year (every 8 weeks except August)</p> <p><i>Why:</i> These events is used to inform community members about Council services, and also to consult with members of the public about a variety of issues.</p>	<p>Chief Execs – Human Resources</p> <p>Vijaya Kotur</p>
Single Table Meetings	<p><i>What:</i> Meetings with Trades Union representatives</p> <p><i>How often:</i> Monthly</p> <p><i>Why:</i> To consult with TU's on HR related matters</p>	<p>Chief Execs – Human Resources</p> <p>Wally Stagg</p>
Revenues & Benefits Customer Panel	<p><i>Who:</i> Group of approx 10 older people</p> <p><i>How often:</i> Every 6 months</p> <p><i>Why:</i> Checking out new leaflets and letters, developing benefits take up standards, ideas for Anti-Poverty Strategy</p>	<p>Chief Execs – Finance</p> <p>Paula Bass</p>
Revenues & Benefits Landlords Group	<p><i>Who:</i> Group of private landlords</p> <p><i>How often:</i> 4 times a year</p> <p><i>Why:</i> Pass on information about current issues and services, e.g. Landlord Registration, health and safety, housing advice service. Discuss problems and issues.</p>	<p>Chief Execs – Finance</p> <p>Christopher Akers</p>
Older People's Forum (run by Anchor Trust)	<p><i>Who:</i> Forum of older people run by Anchor Housing Community Development</p> <p><i>How often:</i></p> <p><i>Why:</i> Gather views from and represent older people in services. E.g. involved in planning A&CS department's staff induction training</p>	<p>Adult and Community Services</p> <p>John Lovatt</p>

GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Extra Care Partnership Board	<p><i>Who:</i> Extra Care Retirement Village Stakeholder group</p> <p><i>How:</i> Older people members of Local Implementation team, involved in focus group, site visits, awareness raising roadshows etc.</p> <p><i>Why:</i> To enable older people to discuss and influence the design of the Retirement Village and to raise awareness to hard to reach groups of older people</p>	<p>Adult and Community Services</p> <p>Ray Turnbull</p>
Older People Implementation Team	<p><i>Who:</i> People who use Older People's services and their carers, service providers and other agencies</p> <p><i>How often:</i> Monthly</p> <p><i>Why:</i> Planning local services for older people</p>	<p>Adult and Community Services</p> <p>Steve Thomas</p>
Physical Disability Local Implementation Team	<p><i>Who:</i> People who use Disability Services and their carers, service providers and other agencies</p> <p><i>How often:</i> Bi-monthly</p> <p><i>Why:</i> Planning local services for people with physical disabilities</p>	<p>Adult and Community Services</p> <p>Gary Laville</p>
Learning Disability Local Implementation Team	<p><i>Who:</i> People who use Learning Disability Services and their carers</p> <p><i>How often:</i> Bi-monthly</p> <p><i>Why:</i> Planning local services for people with learning disabilities</p>	<p>Adult and Community Services</p> <p>Liz Bruce</p>
Mental Health Local Implementation Team	<p><i>Who:</i> People who use MH services and their carers via the open LIT (Local Implementation Team)</p> <p><i>How often :</i> After each annual Visioning Event to look at the development of MH services in the Hartlepool area. In this case JUNE 2006.</p> <p><i>Why:</i> Checking out that we have captured the views of SUs and carers from that event in respect of the development of MH services in the Hartlepool area.</p>	<p>Adult and Community Services</p> <p>Joanne Foster-Adams</p>
Connected Care	<p><i>Who:</i> Resident Focus Group</p> <p><i>How often:</i> Audit of residents</p> <p><i>Why:</i> To develop services which meet the needs of Owton that are flexible and</p>	<p>Adult and Community Services</p> <p>Contact TBC</p>

	easy to access	
GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Adult Education Partner Forum	<i>Who:</i> Partners in the voluntary sector <i>How often:</i> Once a term <i>Why:</i> Consult on courses to be provided etc	Adult and Community Services – Community Services Maggie Heaps
Adult Education Providers Forum	<i>Who:</i> Local providers of post 19 learning <i>How often:</i> Once a term <i>Why:</i> Consult on courses being provided, local and national issues etc.	Adult and Community Services – Community Services Maggie Heaps
Adult Education Learners Forum	<i>Who:</i> Local residents interested in adult education <i>How often:</i> Once a term <i>Why:</i> To get views on courses, preferences for the future etc..	Adult and Community Services – Community Services Maggie Heaps
Parks & Recreation Friends Groups	<i>Who:</i> Local people and park users at Ward Jackson Park, Rossmere Park, Greyfields and Burn Valley (4 groups) <i>How often:</i> Monthly <i>Why:</i> Discuss issues about the parks, air problems, organise events, help people to take ownership of the parks.	Adult and Community Services – Community Services Richard Harland
Allotment Associations Meetings	<i>Who:</i> Members of Hartlepool Allotment associations <i>How often:</i> Monthly <i>Why:</i> Discuss allotment related issues.	Adult and Community Services – Community Services Richard Harland
Rights of Way Forum	<i>Who:</i> Walkers, landowners, interest groups <i>How often:</i> 6 times a year <i>Why:</i> To discuss footpaths issues.	Adult and Community Services – Community Services Richard Harland

GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Outdoor Bowling Consortium	<p><i>Who:</i> Bowls clubs representatives</p> <p><i>How often:</i> As necessary</p> <p><i>Why:</i> To discuss bowls club and bowling green issues.</p>	<p>Adult and Community Services – Community Services</p> <p>Richard Harland</p>
Football League Secretaries	<p><i>Who:</i> Secretaries of football league clubs</p> <p><i>How often:</i> As necessary</p> <p><i>Why:</i> To discuss football pitch and facilities issues.</p>	<p>Adult and Community Services – Community Services</p> <p>Richard Harland</p>
Hartlepool Partnership Board	<p><i>Who:</i> 42 Representatives from public, private and voluntary sector</p> <p><i>How often:</i> Roughly every 8 weeks</p> <p><i>Why:</i> Promote and improve the economic, social and environmental well-being of Hartlepool, develop policy, strengthen partnership working, align performance management systems, etc. In addition, it is a requirement of receipt of NRF funding that we have an accredited Local Strategic Partnership</p>	<p>R&P – Community Strategy</p> <p>Joanne Smithson</p>
Theme Partnerships and sub-groups	<p><i>Who:</i> 9 x Partnerships bringing together representatives from public, private and voluntary sector. Theme Partnerships also have associated sub-groups that are involved in consultation</p> <p><i>How often:</i> ranges from every month to four times a year.</p> <p><i>Why:</i> Promote and improve the economic, social and environmental well-being of Hartlepool, develop policy, strengthen partnership working, align performance management systems, etc.</p>	<p>R&P – Community Strategy</p> <p>Joanne Smithson</p>
Neighbourhood Action Plan Forums and sub-groups	<p><i>Who:</i> North Hartlepool, Dyke House/Stranton/Grange, Burbank, Rift House/Burn Valley, Owton, Rossmere</p> <p><i>How often:</i> Regular meetings, newsletters etc</p> <p><i>Why:</i> Promote and improve the economic, social and environmental well-being of Hartlepool, develop policy, strengthen partnership working, deliver Neighbourhood</p>	<p>R&P – Community Strategy</p> <p>Joanne Smithson</p>

	Element Funding (part)	
GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Hartlepool Community Network	<p><i>Who:</i> representatives from the Voluntary and Community Sector in Hartlepool, residents</p> <p><i>How:</i> regular meetings, newsletters etc</p> <p><i>Why:</i> to bring the voluntary/community sector's view into the development of the decision making process and to encourage wider resident participation in Neighbourhood Renewal.</p>	<p>R&P – Community Strategy</p> <p>Joanne Smithson</p>
Police Community Safety Forum	<p><i>Who:</i></p> <p><i>How often:</i> 3 times a year</p> <p><i>Why:</i> Updating public re community safety issues, providing a platform to air concerns</p>	<p>R&P – Community Safety</p> <p>Sally Forth</p>
North Central Hartlepool Steering Group	<p><i>Who:</i> 3 Residents Representatives from the Community (Of whom one is chair and one Vice Chair)</p> <p><i>How often:</i> 4 to 6 times per year</p> <p><i>Why:</i> On going review and monitoring of the project and future directional steer of programmes and interventions across the master plan area.</p>	<p>R&P – Housing Market Renewal</p> <p>Officer - Mark Dutton / Nigel Johnson</p>
Dyke House, Grange, Stranton Consultative Forum	<p><i>Who:</i> Resident Representatives form local community groups and residents associations (Officers from Service Providers are present)</p> <p><i>How often:</i> Every month</p> <p><i>Why:</i> To update on the programme development and progress of the regeneration project in the NCH area</p>	<p>R&P – Housing market Renewal</p> <p>Officer - Nigel Johnson</p>
PPG17 Assessment Steering Group	<p><i>Who:</i> Consult with community specifically those with interest and involvement in local recreation also with local disabled interests and local ethnic minority communities.</p> <p><i>How often:</i> To be agreed as necessary.</p> <p><i>Why:</i> To ensure that users of facilities and key stakeholders are involved in</p>	<p>R&P – Urban Policy</p> <p>Officer – Matthew King</p>

	decisions relating to recreation facilities.	
GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Development Plan Documents (DPD) Consultative Forums	<i>Who:</i> North, Central and South Hartlepool Neighbourhood Consultative Forums <i>How often:</i> Every two months. <i>Why:</i> To seek the views of the forums on appropriate DPD's.	R&P – Urban Policy Officer – Anne Laws
Briarfields Central Hartlepool Neighbourhood Consultative Forum.	<i>Who:</i> North Consultative Forum. <i>How Often:</i> As appropriate. <i>Why:</i> Aimed at targeting residents in the locality of the Briarfields site and to secure the views of the forum on decisions on the future of the Briarfields House.	R&P – Urban Policy Officer – Richard Waldmeyer
Dyke House / Stranton / Grange Neighbourhood Consultative Group.	<i>Who:</i> Local residents, Ward Councillors and Service Providers. <i>How often:</i> Monthly. <i>Why:</i> To take forward issues identified within the Neighbourhood Action Plan (NAP) using the NRF Residents Priority Budget and Neighbourhood Element Funding.	R&P – Urban Policy (Regeneration) Gemma Clough
Burbank Forum.	<i>Who:</i> Local residents, Ward Councillors and Service Providers. <i>How often:</i> Monthly. <i>Why:</i> To take forward issues identified within the Neighbourhood Action Plan (NAP) using the NRF Residents Priority Budget and Neighbourhood Element Funding.	R&P – Urban Policy (Regeneration) Gemma Clough
Rift House and Burn Valley Forum.	<i>Who:</i> Local residents, Ward Councillors and Service Providers. <i>How often:</i> Monthly. <i>Why:</i> To take forward issues identified within the Neighbourhood Action Plan (NAP) using the NRF Residents Priority Budget.	R&P – Urban Policy (Regeneration) Gemma Clough
Owton Forum and Sub Group.	<i>Who:</i> Local residents, Ward Councillors and Service Providers. <i>How often:</i> Monthly. <i>Why:</i> To take forward issues identified within the Neighbourhood Action Plan (NAP) using the NRF Residents Priority Budget and Neighbourhood Element Funding.	R&P – Urban Policy (Regeneration) Gemma Clough

GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Rossmere Forum.	<p><i>Who:</i> Local residents, Ward Councillors and Service Providers.</p> <p><i>How often:</i> Monthly.</p> <p><i>Why:</i> To take forward issues identified within the Neighbourhood Action Plan (NAP) using the NRF Residents Priority Budget.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
North Hartlepool Forum and Sub Groups (to be developed).	<p><i>Who:</i> Local residents, Ward Councillors, Parish Councillors and Service Providers.</p> <p><i>How often:</i> Monthly.</p> <p><i>Why:</i> To take forward issues identified within the Neighbourhood Action Plan (NAP) using the NRF Residents Priority Budget and Neighbourhood Element Funding.</p>	<p>R&P – Urban Policy (Regeneration)</p> <p>Gemma Clough</p>
Hartlepool User Forum	<p><i>Who :</i>Substance mis-users, ex users and service support workers</p> <p><i>How often:</i> At least quarterly</p> <p><i>Why::</i> To review services, provide a quality check, service development and to inform planning and commissioning</p>	<p>R&P – Community Safety</p> <p>Chris Hart</p>
Addvance	<p><i>Who:</i> Families, carers, substance mis-users and ex users</p> <p><i>How often:</i> At least quarterly</p> <p><i>Why :</i> To review services, provide a quality check, service developments and to inform planning and commissioning</p>	<p>R&P – Community Safety</p> <p>Chris Hart</p>
Key Stakeholders	<p><i>Who:</i> Residents, Communities, Young People, Voluntary Sector, Primary Care Trust, Police, Probation and similar</p> <p><i>How often:</i> Ongoing as appropriate and required</p> <p><i>Why:</i> To review and develop drug treatment services and support in line with national drug strategy</p>	<p>R&P – Community Safety</p> <p>Chris Hart</p>
Three Neighbourhood Forums in the North South and Central areas of town	<p><i>Who:</i> Residents, Councillors, Council Officers, Resident Representatives,</p> <p><i>How often:</i> every eight weeks</p> <p><i>Why:</i> Information and consultation on a wide range of issues giving residents the opportunity to get involved in issues that affect their area.</p>	<p>Neighbourhood Services</p> <p>Neighbourhood Managers</p> <p>North Karen Oliver</p> <p>Centre Denise Ogden</p> <p>South David Frame</p>

GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Neighbourhood Action Plan Forums	<p><i>Who:</i> Residents, Councillors, Council Officers, Resident Representatives, RSL'S PCT</p> <p><i>How often:</i> every four weeks</p> <p><i>Why:</i> To discuss NAP issues and approve budget spend on resident priority schemes</p>	<p>Neighbourhood Services</p> <p>Neighbourhood Managers</p> <p>North Karen Oliver</p> <p>Centre Denise Ogden</p> <p>South David Frame</p>
LSP Pre meeting	<p><i>Who:</i> HVDA, Resident Representatives, Neighbourhood Managers</p> <p><i>How often:</i> every eight weeks</p> <p><i>Why:</i> Discuss agenda items for LSP Meeting.</p>	<p>Neighbourhood Services</p> <p>Neighbourhood Managers</p> <p>North Karen Oliver</p> <p>Centre Denise Ogden</p> <p>South David Frame</p>
Neighbourhood Policing	<p><i>Who:</i> Police, Council Officers, Housing Hartlepool, PCT</p> <p><i>How often:</i> Every four weeks</p> <p><i>Why:</i> Problem solving approach to anti-social behaviour issues in the three Forum areas</p>	<p>Neighbourhood Services</p> <p>Neighbourhood Managers</p> <p>North Karen Oliver</p> <p>Centre Denise Ogden</p> <p>South David Frame</p>
Local Community Liaison Committee	<p><i>Who:</i> British Energy reps, local Councillors, public interest groups, the emergency services, the environment agency.</p> <p><i>How often:</i> quarterly</p> <p><i>Why:</i> The consultative group for the Power Station</p>	<p>Neighbourhood Services</p> <p>Scott Gooding</p>
SHE Managers (Safety, Health , Environment) Club	<p><i>Who:</i> Emergency Planning Officers, Industry Reps</p> <p><i>How often:</i> Quarterly</p> <p><i>Why:</i> This is an industry group set up for sharing best practice with regards to emergency planning, and incident response.</p>	<p>Neighbourhood Services</p> <p>Scott Gooding</p>
Building User Groups	<p><i>Who:</i> Staff from variety of buildings</p> <p><i>How often:</i> 4 times a year or as required</p> <p><i>Why:</i> Information and feedback on current issues and services in HBC buildings</p>	<p>Neighbourhood Services – Property & Procurement</p>

GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Supporting People Partnership Board	<p><i>Who:</i> Council Officers, Client Group Representatives, Providers, Probation, PCT</p> <p><i>How often:</i> bi monthly</p> <p><i>Why:</i> To co-ordinate all activity required to develop the strategic planning of the Supporting People Programme in Hartlepool, between all stakeholder agencies and groups with an interest in housing related support services.</p>	<p>Neighbourhood Services-Supporting People</p> <p>Pam Twells</p>
Provider Reference Group	<p><i>Who:</i> Council Officers, Providers</p> <p><i>How often:</i> bi monthly</p> <p><i>Why:</i> to enable providers to assist the team in developing SP programme and to enable the SP team to consult on issues relating to the programme or raised by the SP Partnership Board</p>	<p>Neighbourhood Services-Supporting People</p> <p>Pam Twells</p>
Cycle Forum	<p><i>Who:</i> People interested in cycling</p> <p><i>How often:</i> 4 times a year</p> <p><i>Why:</i> Pass on information about current and proposed facilities for cyclists. Discuss problems and issues.</p>	<p>Neighbourhood Services – Technical Services</p> <p>Alec Gough</p>
Bus Quality Partnership	<p><i>Who:</i> Local bus operators and the Police.</p> <p><i>How often:</i> 4 times a year</p> <p><i>Why:</i> .To deliver the action plan of improvements outlined in the Hartlepool Bus Strategy.</p>	<p>Neighbourhood Services – Technical Services</p> <p>John Lewer</p>
Traffic Liaison Group	<p><i>Who:</i> The Police, Traffic Wardens, local bus operators, representative of local taxi operators, ambulance service, fire service and the Institute of Advanced Motorists.</p> <p><i>How often:</i> 12 times a year</p> <p><i>Why:</i> To discuss problems and issues relating to local highway traffic issues.</p>	<p>Neighbourhood Services – Technical Services</p> <p>Peter Frost</p>
Hartlepool Young Voices (Barnardo's)	<p><i>Who</i> Group of young people put together to support the development of the Participation Strategy</p> <p><i>How Often</i> At least fortnightly</p>	<p>Children's Services – Children's Fund – Barnardo's</p>

	Why To involve young people actively in process.	
GROUP/FORUM	PURPOSE OF GROUP	DEPARTMENT, DIVISION & CONTACT OFFICER
Common Assessment Framework - Action Learning Set	<p><i>Who:</i> A group of 14 multi-agency practitioners (statutory, voluntary and school sector) taking part in an Action Learning Set</p> <p><i>How Often:</i> 8 sessions, 1 x 2.5 hours per session every month from October 2006 – May 2007.</p> <p><i>Why:</i> To help shape, develop and implement the Common Assessment Framework as a process across all agencies providing Children and Family Services. <i>It will also help to inform the development of the Lead Professional Role.</i></p>	<p>Children's Services – Planning & Service Integration</p> <p>Francesca Magog</p>
Development of Play Strategy for Hartlepool	<p><i>Who:</i> Children in schools, parents and organisations dealing with child related activities.</p> <p><i>How Often:</i> Throughout July, August and September</p> <p><i>Why:</i> To inform the development of the Play Strategy for Hartlepool</p>	<p>Children's Services – Planning & Service Integration</p> <p>Tracy Liveras</p>
Extended Schools workshops	<p><i>Who:</i> Various different stakeholder groups, from schools, to statutory, voluntary, independent and private sector organisations</p> <p><i>How Often:</i> There is a planned timetable of workshops between 2006-2007..</p> <p><i>Why:</i> To deliver and involve a wide range of stakeholders in the extended schools remodelling process.</p>	<p>Children's Services – Planning & Service Integration</p> <p>Ian Merritt</p>
Investors in Children Group	<p><i>What:</i> Young person involved in Investors in Children group specifically looking at CAMHS</p> <p><i>How often:</i> Attend scheduled meetings organised by Investors in Children, Durham</p> <p><i>Why:</i> To look at service planning provision and obtain feedback on service</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>
Star Centre	<p><i>What:</i> Star Centre to have two young people on development group</p> <p><i>How often:</i> Attend scheduled meetings</p> <p><i>Why:</i> To assist in service planning</p>	<p>Children's Services – Young Persons Team</p> <p>Carole Gill</p>

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26th June 2006



Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS

SUMMARY

1. PURPOSE OF REPORT

1.1 To report to the Portfolio Holder on corporate complaints performance.

2. SUMMARY OF CONTENTS

2.1 The report covers performance information on formal complaints for 2005/06.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

4.1 Non-key

5. DECISION MAKING ROUTE

5.1 Portfolio Holder meeting on 26th June 2006

6. DECISION(S) REQUIRED

6.1 That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of performance information on formal complaints for 2005/06.

2. FORMAL COMPLAINTS INFORMATION – 2005/06

- 2.1 In 2005/06, a total of 49 formal complaints were recorded by departments. This is an increase from 33 complaints recorded in 2004/05 and a return to levels recorded in 2003/04 when 62 complaints were recorded. The departments handling the highest numbers of complaints are the Neighbourhood Services Department (19 complaints) and the Finance Division of the Chief Executive's Department (17 complaints). Both these departments which have high levels of contact with large numbers of the public and might expect to see above average numbers of complaints. (See Appendix 1 for figures for 2005/06 and 2004/05)
- 2.2 Direct comparisons cannot be made for the year on year performance of the Children's Services and Adult & Community Services Departments due to the re-organisation of the Council's departments in 2005. However it would appear that overall complaints about the service areas dealt with by these two new departments have not risen significantly in the last 12 months. The number of complaints dealt with by the Finance Division has increased and this is in part due to the initiative which reviewed all households in receipt of the Single Person Discount for Council Tax. There has also been an increase in the number of complaints to the Regeneration & Planning Services Department from no complaints in 2004/05 to five complaints in 2005/06. This is however a return to the level recorded in 2003/04 when 4 complaints were made.

Meeting targets

- 2.3 The corporate complaints procedure has a target of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. In 88% percent of cases, this target was achieved. This is an improvement on the previous year when 73% of cases were responded to within the target time. The cases where deadlines have not been met tend to be more complicated complaints which may involve interviews with a number of people or waiting for a response from an external agency.

Outcomes of complaints investigations

- 2.4 When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether the authority has been at fault and hence the complaint is upheld, either fully or in part. In 2005/06, 54 percent of complaints

were either fully or partly upheld. This is a slight increase from the 45 percent of upheld complaints recorded in 2004/5. There is, however, still a substantial minority of complaints where the authority has been at fault.

Remedies for complainants

- 2.5 When reporting complaints performance, departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In all cases where the complaint was upheld fully or in part, remedies were offered to complainants. The remedies vary depending on the circumstances of the complaint. In some cases the problem that had caused the complaint can be quickly resolved, e.g. the emptying of an uncollected waste bin. However resolution is not always possible, but other remedies are available. A written apology is usually given and, where appropriate, an explanation of how the problem arose and how it will be avoided in future. If a complainant has been disadvantaged or lost out in some way, efforts are made to place them in the position they would have been in, had the problem not arisen. For example, in two cases complainants received an offer of an internal certificate or an exam re-sit when certificates were not issued on the completion of a course.

Learning from complaints

- 2.6 Departments are also asked to outline what has been done to prevent recurrence of the complaints which have been upheld. Wherever possible, actions have been taken to avoid further complaints. New systems have been put in place; procedures have been revised; employees have been briefed or had reminders of procedures and good practice; systems have been reviewed or checked to see if the problems could have been avoided; and communications have improved. For example, in cases where response times to letters had been poor, a reminder was issued to staff about the department's customer care standards and revised systems were put in place to speed up response times. Overall, departments are keen to learn from complaints and are taking steps to, however prevent their recurrence.
- 2.7 The overall picture from the complaints monitoring information for 2005/06 is one of a general increase in the numbers of formal complaints received. Whilst the reasons for some of the increase can be identified, e.g. in the Finance Division, in other areas it is more difficult to locate a particular reason for the increase. The time taken to investigate complaints has however improved and departments continue work on remedying complaints and learning from these contacts with service users.

3. Complaints referred to the Local Government Ombudsman

- 3.1 All councils receive an annual letter from the Local Government Ombudsman which details: the complaints received by the Ombudsman and the outcome of his investigations in the previous year; comments on the Council's performance; and comments on liaison arrangements with the Council. This letter is due to arrive in late June and will be reported to the next meeting of the Performance Management Portfolio Holder.

4. RECOMMENDATIONS

4.1 That the report be noted.

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APPENDIX 1 - COMPLAINTS MONITORING – April 1st 2005 to March 31st 2006 (figures for 2004/05 in brackets)

	Total no. of complaints		Reported on within 15 working days		Reported on outside 15 day target		Not upheld		Partly upheld/partly not upheld		Upheld	
CHIEF EXECUTIVES' DEPT												
Corporate Strategy	-	-	-	-	-	-	-	-	-	-	-	-
Finance	17	(6)	17	(2)	-	(4)	12	(5)	-	(1)	1	-
Legal	-	-	-	-	-	-	-	-	-	-	-	-
Personnel		(2)		(1)		(1)		(1)		(1)	-	-
TOTALS FOR CHIEF EXEC'S	17	(8)	17	(3)	-	(5)	12	(6)	4	(2)	1	-
ADULT & COMMUNITY SERVICES*	8	*(10CS)	6	*(10CS)	2	*	1	*(4CS)	3	*(3CS)	4	*(3CS)
CHILDREN'S SERVICES*	-	*(1 ED)	-	*	-	*(1 ED)	-	*(1 ED)	-	*	-	*
REGENERATION & PLANNING SERVICES	5	-	1	-	4	-	4	-	-	-	1	-
NEIGHBOURHOOD SERVICES	19	(14)	19	(11)	-	(3)	5	(7)	6	(5)	8	(2)
TOTAL DEALT WITH UNDER CORPORATE PLAINTS PROCEDURE	49	(33)	43	(24)	6	(9)	22	(18)	13	(10)	14	(5)
			88%	(73%)	12%	(27%)	45%	(55%)	26%	(30%)	28%	(15%)

* The restructuring of the Council in 2005 prevents direct comparisons being made between 2005/05 and 2005/06 for these departments. The figures quoted in brackets refer to the former Community Services (CS) and Education (ED) Departments.

N.B. Social care complaints for both adults and children are not included in these statistics. They are statutorily dealt with through separate complaints procedures with different targets and outcomes. Quarterly reports are made to the appropriate portfolio holders.

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26th June 2006



Report of: Head of Procurement and Property Services

Subject: ENERGY MANAGEMENT

SUMMARY

1.0 PURPOSE OF REPORT

To provide information upon a number of Energy Management issues.

2.0 SUMMARY OF CONTENTS

Details of progress on Energy Efficiency, Energy Accreditation, Green Energy and E Billing

3.0 RELEVANCE TO PORTFOLIO MEMBER

Good asset management and use of resources

4.0 TYPE OF DECISION

Non - Key Decision

5.0 DECISION MAKING ROUTE

Portfolio Holder Only

6.0 DECISION(S) REQUIRED

Note and comment upon contents of Report

Report of: Head of Procurement and Property Services

Subject: ENERGY MANAGEMENT

1. PURPOSE OF REPORT

1.1 To provide information and seek comment upon:

- Green Energy
- Electronic Billing
- Energy Efficiency
- Energy Accreditation

2. BACKGROUND

- 2.1 Previous reports have highlighted actions in respect of Green Energy and Electronic billing and this report outlines progress to date.
- 2.2 The Energy Management section has on behalf of the Council invited an Energy Accreditation Inspection, the inspection examines the systems/methods employed by the council in the pursuit of Energy Efficiency.

3. GREEN ENERGY

- 3.1 To date all but 2 comprehensive schools and 3 primary schools have taken up the option to utilise electricity from renewable sources, 1 comprehensive school has decided to adopt the scheme since last year. We are hopeful that the others will be persuaded given time.
- 3.2 Housing Hartlepool have requested a quotation for their supplies to be included in the scheme.

4. ELECTRONIC BILLING

- 4.1 Electronic Billing has been progressing towards full operation but problems were being experienced with corruption of the content due to the Firewall. The new Finance System (Integra) has negated the need for access through the Firewall at this time and when the Integra system has been fully implemented we will pursue the installation of the programme by using data on the Integra system.

5. ENERGY EFFICIENCY

- 5.1 It was previously reported in early 2005 that the Carbon Trust had reported on the opportunities for Energy Saving that were available across the Council's Buildings.
- 5.2 One of the buildings surveyed was the Lynn Street Depot and the potential for improvements to lighting was particularly referred to.
- 5.3 Substantial changes have been made to the lighting installation and the annual savings on electricity amount to 4.7% of total consumption.

6. ENERGY ACCREDITATION

- 6.1 At a previous Portfolio Meeting it was agreed to pursue Energy Accreditation via the Energy Saving Trust.
- 6.2 Initial meetings have taken place and evidence has now been provided to enable an initial view of the Authorities progress to be established. Additional information will no doubt be requested and further meetings held to improve/adjust/refine our approach to Energy Efficiency and recommendations for future developments.

7. RECOMMENDATIONS

- 7.1 That the report is noted with the comments of the Portfolio holder welcomed.

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26th June 2006



Report of: Head of Procurement and Property Services

Subject: ENERGY MANAGEMENT
CONSUMPTION AND COST

SUMMARY

1.0 PURPOSE OF REPORT

To inform of the overall trend in energy consumption and costs and highlight budget pressures.

2.0 SUMMARY OF CONTENTS

Deals with energy consumption at Council property and with anticipated future energy cost increases.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Good asset management and use of resources with the objective of minimising energy use and so reducing the effects of climate change.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

Portfolio Holder notes the position and receives further report when firm.

Portfolio Holder notes the pressures for 2007/8 to be included in the 2007/8 budget process.

Report of: Head of Procurement and Property Services

Subject: ENERGY MANAGEMENT
CONSUMPTION AND COST

1. PURPOSE OF REPORT

- 1.1 To provide information upon energy consumption in property and on the likely effect on future costs.

2. BACKGROUND

- 2.1 In the last year the Council's total energy consumption performance in comparison with the previous year was as follows :-

	Gas (kWh)	Electricity (kWh)	Water (cu M)
2002/03	42,998,606	11,338,518	194,606
2003/04	41,528,261	11,639,238	171,205
2004/05	39,524,718	11,165,907	175,987
2005/06	43,900,373	12,147,829	174,351

- 2.2 Year on year variances in consumption occur due to seasonal factors, individual site usage and the acquisition and/or disposal of property in a particular year. Whilst 2005/6 was a particularly long cold winter season and this is reflected in the gas and electric consumption the long term trend has been a reduction in consumption.

It is increasingly important that every effort is made to reduce consumption not only in the interests of the ever increasing costs but due to the effects on the environment.

- 2.3 The energy market remains highly volatile, subject to large upward swings. With rising oil and coal prices, the depletion of North Sea gas and speculative forward buying within the energy commodity market there is market instability and the prospect of further price rises.
- 2.4 A twin pronged approach is being taken to mitigate rising costs involving cost effective procurement combined with endeavouring to reduce consumption, these alleviate these additional costs and meet environmental obligations at the same time.
- 2.5 Hartlepool Borough Council is part of the North Eastern Purchasing Organisation (NEPO) which includes representatives of the vast

majority of Local Authorities in the Northern Region (from North Yorkshire up to and including Northumberland), which gives the NEPO tremendous purchasing power on tenders and achieves a discount on fuels in the region on 25%.

- 2.6 By monitoring the markets NEPO can minimise exposure to the risks of buying in a highly volatile commodity market - using its purchasing power to ensure customers buy at the most advantageous time and price.
- 2.7 Attached as **Appendix A** are the NEPO March Energy Update Notes which illustrate the complexities in the current energy market place and the purchase options available. The Energy Procurement Group, a team comprising local authority energy managers, procurement officers and the energy suppliers to secure the best possible prices, is undertaking negotiations.
- 2.8 **Gas** – Our gas supplies have been purchased for the period April 2006 –2007 at an increased cost of approx 60% on the previous year giving an indication of the spiralling costs. A further 25% might be expected for 2007/8.
- 2.9 **Electricity** – With respect to electricity it was decided not to forward buy any further supplies at this time but to continue to monitor and track the market.
- 2.10 The energy market is very volatile and predicting future costs accurately is impossible and can only be based upon the best considered estimate based upon the information available.

A procurement strategy is in place to spread the financial risk. However, this cannot isolate us from the ever increasing costs of energy and contracts that are negotiated through the NEPO Consortium. This is particularly relevant at the time when electricity contracts are up for renewal. The new flexible purchasing arrangements cover the large users (Half Hourly Suite) which amounts to 50% of our consumption and its ethos is to accommodate at less risk the seasonal variations that exist. Currently the forecast is that allowance needs to be made for a 10% cost rise in the day rate for summer consumption and a 100% cost rise for winter consumption.

The contract for the smaller sites (sub 100K Wh) was secured prior to the onset of high price rises and has proven a cheap source of electricity. This contract will expire on 31.3.07 when it is expected that a 70% price increase will reflect the changes in energy costs since the contract was signed.

- 2.11 **Water** - This resource is charged in what amounts to three elements

- Water supply – Hartlepool Water Company
 - Sewage disposal – Northumbrian Water (H.W.C. as agent)
 - Surface water disposal – Northumbrian Water (H.W.C. as agent)
- 2.12 Water Supply - charges have been set for the year 2006 – 07 with a 3.5% rise and for the purpose of estimation assessed as 5% for subsequent years.
- 2.13 Sewage Disposal- charges have been set for the year 2006 – 07 with a 6.5% rise and for the purpose of estimation assessed as 5% for subsequent years.
- 2.14 Surface Water Disposal – In 2005/6 Northumbrian Water initiated an important change in the way in which metered business customers are charged for surface water drainage. Over the next four years, there will be a progressive move from charges based upon rateable value onto a charge based on ‘chargeable area’, this being the total area of the site that drains to Northumbrian Water sewerage systems.

This is not an additional charge but a new way of charging for the service that is already provided. The new system provides a more cost-reflective charge for the service.

Across the Council there will be rises and fall in the sewerage charges due to the make up of the Councils property portfolio which includes car parks, play areas and hard standings at schools and many single storey properties. The result however is an overall rise in charges. There are beneficiaries through notably the Civic Centre.

3. FINANCIAL IMPLICATIONS

- 3.1 The energy market is highly volatile with unseasonable trends apparent and it is not possible to give an exact prediction at this time of what the increase in energy costs will be but the balance of probability is that they will be in line with the following estimates:-
- Gas a 60% cost increase
 - Electricity a 70% cost increase is forecast
 - Water a 12% cost increase based on the predicted aggregated rise in the cost of water and surface water charges.
- 3.2 Energy reports for individual properties, including projected budgetary requirements for the following year, are normally compiled in the September/October timeframe by the Energy Manager and will include the best estimates available at the time. These are sent to all Service Managers and the Chief Financial Officer advised of the situation.
- 3.3 For 2007/8 the major budget pressure of rising energy costs needs to be considered in the budget process which is just commencing.

- 3.4 The following departmental fuel cost projection is based on actual figures with some estimated figures for 2006 07 and increases for 2007 08 at 25% and 20% for gas /electricity. Water increases are much more complex but we have worked out accurately the changes for RV/Area costs and allowed a 5% growth for water sewage charges.
- 3.5 It should be pointed out that the increases beyond 2007 are speculative but will give some indication of likely increases.

NEIGHBOURHOOD SERVICES	06 07	07 08	08 09
GAS	£ 167,319.63	£ 200,783.56	£ 240,940.27
ELECTRICITY	£ 244,599.67	£ 352,430.38	£ 422,916.46
WATER	£ 44,383.13	£ 44,579.02	£ 44,774.92
TOTAL	£ 456,302.43	£ 597,792.96	£ 708,631.65

CHILDRENS SERVICES	06 07	07 08	08 09
GAS	£ 635,904.97	£ 763,085.96	£ 915,703.16
ELECTRICITY	£ 561,282.01	£ 946,049.31	£1,135,259.17
WATER	£ 179,134.89	£ 219,071.63	£ 259,008.37
TOTAL	£ 1,376,321.87	£1,928,206.90	£2,309,970.70

ADULT AND COMMUNITY SERVICES	06 07	07 08	08 09
GAS	£ 267,699.08	£ 321,238.89	£ 385,486.67
ELECTRICITY	£ 236,096.87	£ 467,261.66	£ 560,713.99
WATER	£ 89,348.04	£ 95,402.57	£ 101,457.10
TOTAL	£ 593,143.98	£ 883,903.12	£1,047,657.76

REGENERATION AND PLANNING	06 07	07 08	08 09
GAS	£ 51,410.31	£ 61,692.37	£ 74,030.84
ELECTRICITY	£ 13,831.63	£ 38,935.36	£ 46,722.43
WATER	£ 25,803.58	£ 30,025.85	£ 34,248.13
TOTAL	£ 91,045.52	£ 130,653.58	£ 155,001.40

4. RECOMMENDATIONS

- 4.1 Portfolio Holder notes the position and receives further report when firm information is available on energy cost increases for the forthcoming year.
- 4.2 Portfolio Holder notes the pressures for future years to be included in the 2007/8 budget process.

APPENDIX A

The Current prices for Gas and Electricity are fixed for 12 months commencing 1st April 2006 as follows:

5.1 Gas:

Site	Price Pence/Therm					
	Transportation	Admin	Gas Cost	Rebate	Total Ex Rebate	Total Inc Rebate
Large Site above 25,000	Not Confirmed	Not Confirmed	62.92	0.7	72.58	73.00
Small Site 2,500 to 24,999	Not Confirmed	Not Confirmed	62.92	0.7	76.43	76.85
Tiny Site less than 2,500	Not Confirmed	Not Confirmed	62.92	0.7	82.32	82.74

5.2 Electricity:

Site	Base Price (£ / MWH)	
Metered - Non Half Hourly (Sub 100)	26.00	Fixed by Contract until March 2007
Metered - Half Hourly (Over 100)	Flexible purchase? 70% inc	Annual Contract for Larger Sites
Un Metered Public Lighting	Flexible purchase? 70% increase anticipated	

5.3 In previous years pricing has reflected seasonal demand i.e. the lowest prices were available in the summer months and winter months showed premium for increased demand. In 2005 for the first time the market trend has not reflected normal seasonal supply and demand pattern.

5.4 NEPO is currently a member of two organisations that provide market intelligence, as follows:

APPENDIX A

- The MEUC – Major Energy Users Council, which consists of major industry and commerce companies as well as public sector organisations.
 - LAGUR – Local Authority and Government Utilities Resource, which is a group set up to share information and expertise within the local authorities of England and Wales.
- 5.5 In addition CIPS Energy Committee Briefings are received on a regular basis. NEPO also subscribe to The Heren Index, which provides a daily update of market prices in the gas industry. We receive Innpower reports daily, which provide market prices in the electricity industry.
- 5.6 The above sources suggest the following reasons for the unprecedented price increases:
- Failure of EU countries to de-regulate their gas and electricity industries
 - Depletion of North Sea Oil
 - Reverse flow of the interconnector
 - Increased demand from developing countries such as India and China
 - Closure of coal generated plant
 - OPEC Policy for restricting supplies
 - Insurgency in Iraq and Middle-East unrest
 - Diplomatic confrontation between Iran and UN (USA)
 - Market speculation
 - Gazprom threats to European supplies
- 5.7 The prices obtained through the NEPO contract show substantial savings on the market price this being in the order of 25% and above but only partially shield us from the massive increases in fuel prices.
- 5.8 There is a need to inform Finance Officer's to expect substantial increases over the next financial year, gas prices are now fixed until April 2007 at a rise of 60%. Electricity costs have not been fixed as yet as the issue of flexible purchase of this fuel is to be resolved, but an

APPENDIX A

increase of 70% is expected on our half hourly sites with the non-half hourly fixed at 2003 prices until April 2007.

Appendix 1

Gives details of the options discussed for the procurement of Gas.

Appendix 2

Gives details of the procurement of Electricity.

Appendix 3

Gives details of costs provided by Eon for Gas.

Appendix 4

Shows the current state of the Electricity market, this confirms the need to have a more responsive purchasing arrangement to allow access to the cheaper fuel when available.

Appendix 5

Gives details of the anticipated fuel costs for 2006 07 and projections for future years. Based on estimated increases. This is further split to give indications by Department.

APPENDIX 1

Gas procurement is achieved at the moment by purchasing our supplies in 25% tranches (spring, Summer, Autumn & Winter quarters) at the Energy Exchange by our successful supplier on our behalf with the transmission and billing costs added to the costs. To achieve this the supplier obtains a quotation for the fuel and this is reported to the group and the purchase instruction is then confirmed / rejected.

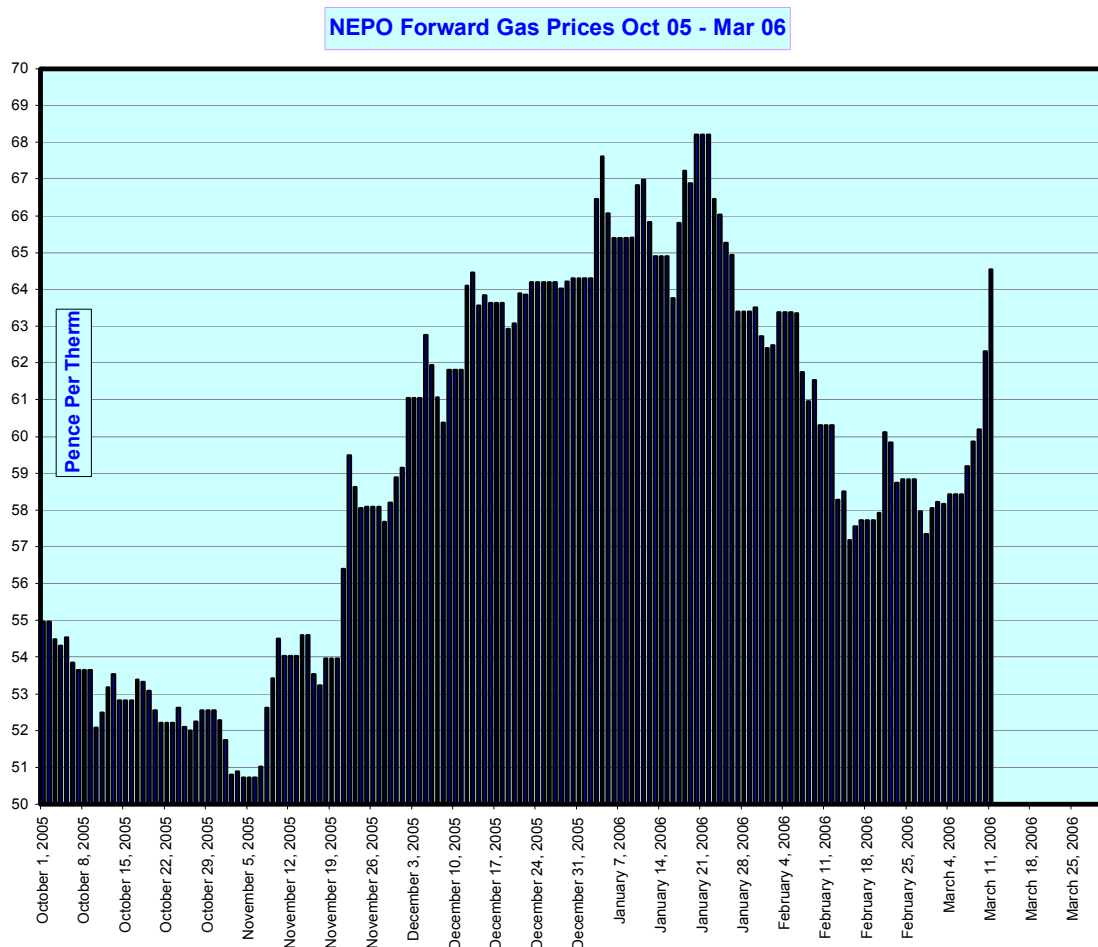
Requests have been made to Eon to convert our existing contract to what is termed a flexible contract, this contract enables the purchasing team to buy the fuel in smaller tranches of up to 10 purchases per annum giving more opportunities to access lower cost energy.

The supplies of Gas for 2006 07 have now been purchased at what amounts to an increase of approximately 60% reflecting the market trends.

Large sites (over 25000 therms/annum)	73.00 pp therm
Small sites (2500 to 25000 therms/annum)	76.85 pp therm
Tiny sites (under 2500 therms/annum)	82.74 pp therm

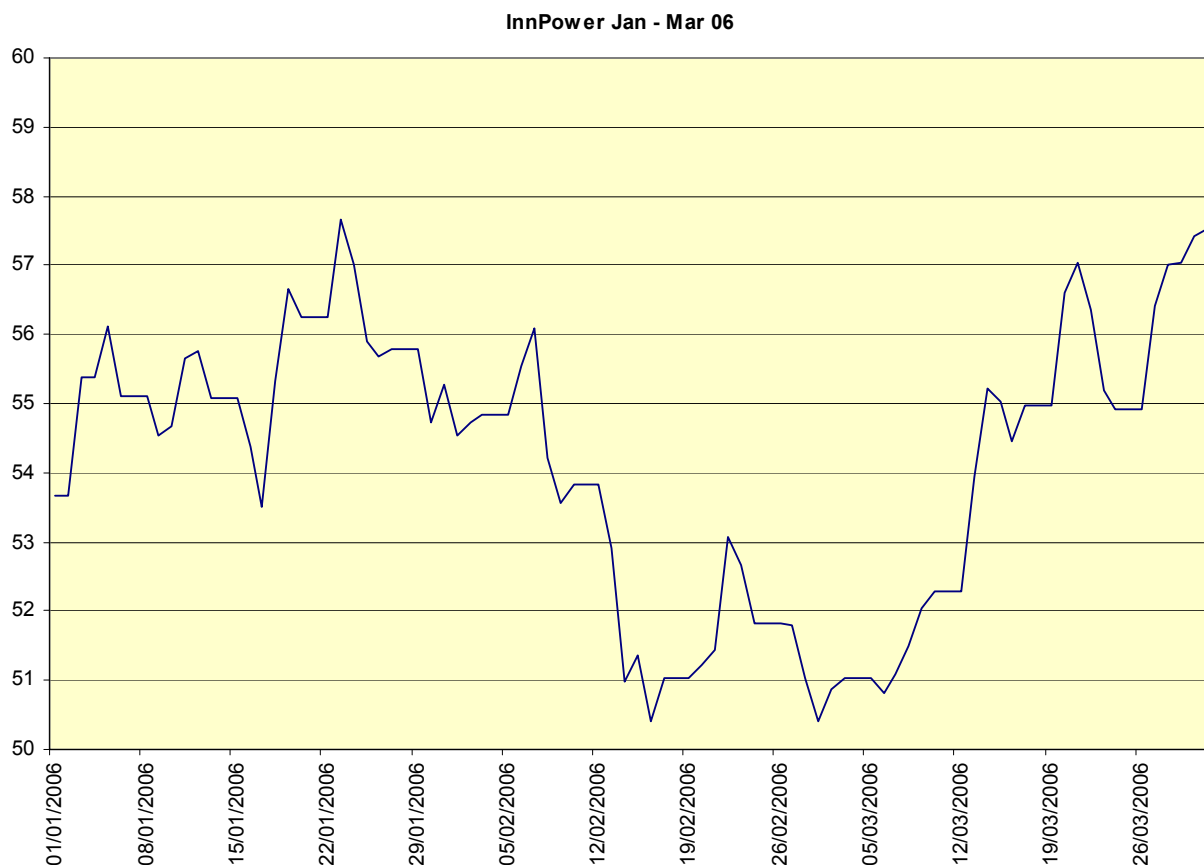
APPENDIX A**APPENDIX 2**

The flexible purchase of electricity has now been agreed by the Group (NEPO), this entails the purchase of fuel in up to 10 tranches per annum through the supply companies appointed broker at the Energy Exchange. This is a huge improvement on the previous arrangements where only 4 tranches were permitted. The broker obtains a price for energy, which is sent electronically to NEPO, and a team of officers from the Consortium either accept or reject the proposals. The average cost of the fuel will be an ongoing development throughout the year but still has significant advantages.

APPENDIX 3

APPENDIX A

APPENDIX 4



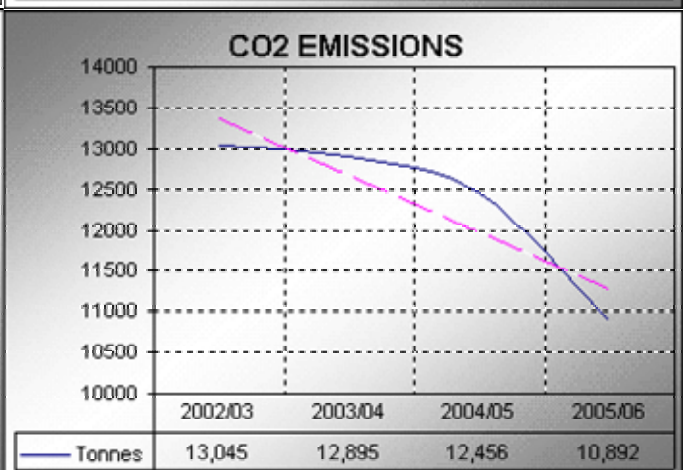
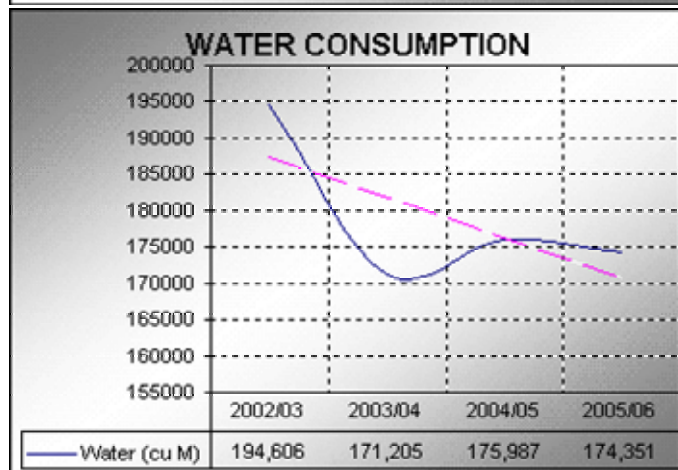
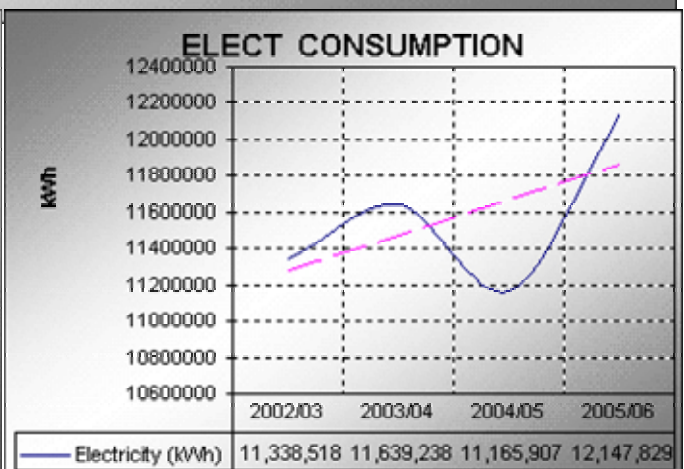
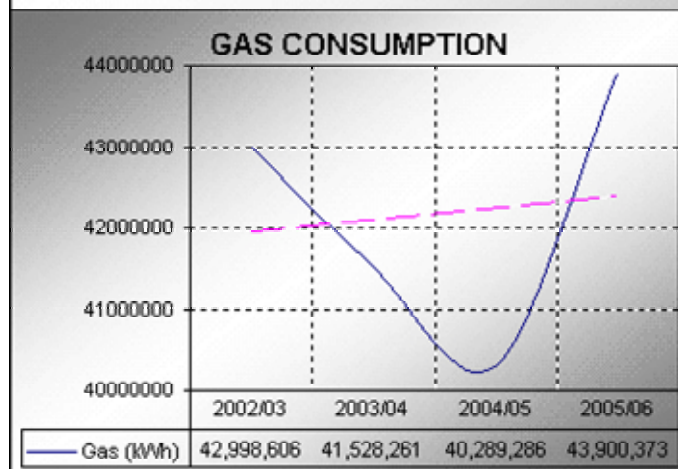
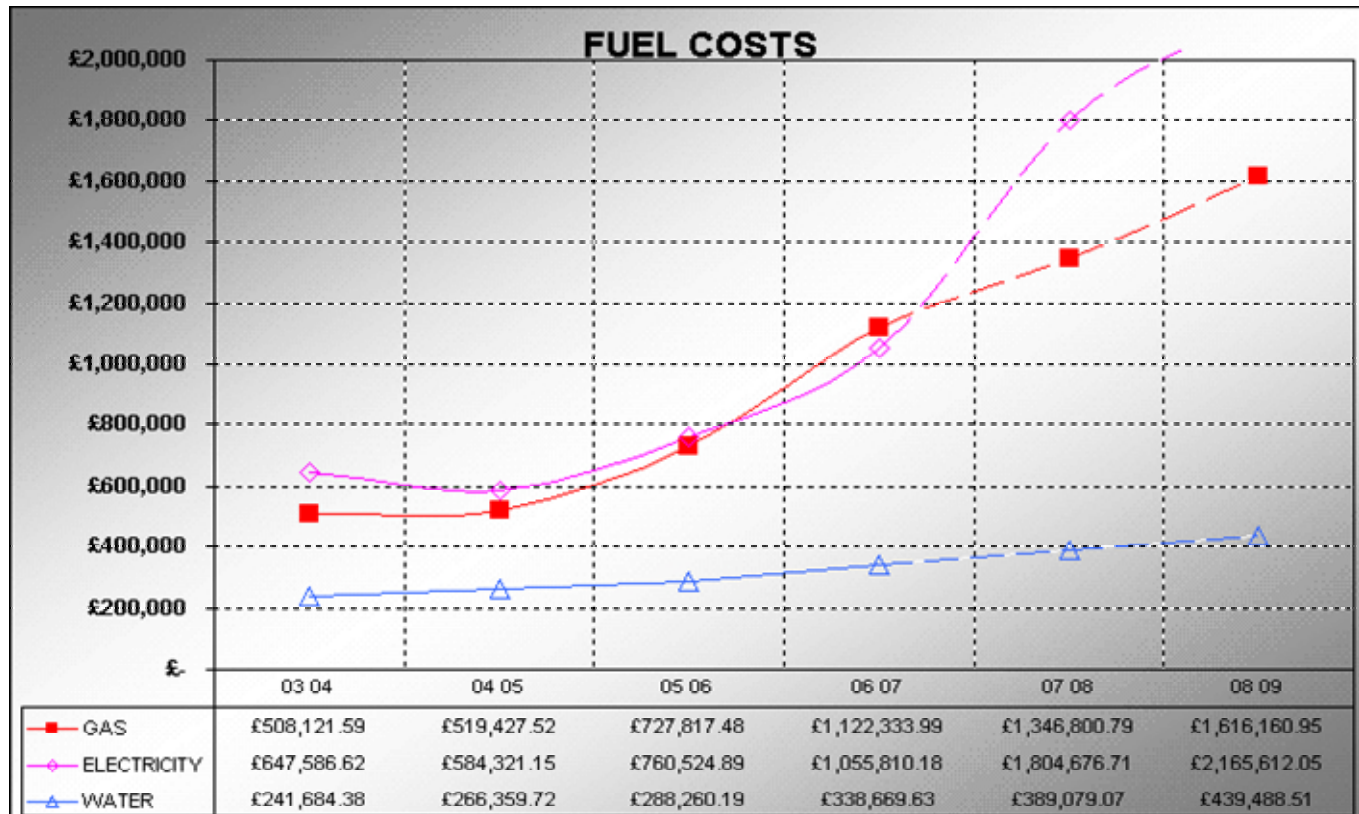
APPENDIX 5

Fuel costs have been assessed using consumption and either actual costs for gas and water and estimated costs for electricity. Based on costs as known and an increase of 20-25% on gas and electricity for 2007-2008 and 2008-2009 and 5.4% continued water supply increases.

Costs have been calculated Authority wide and departmentally and are based on nil consumption growth and have been assimilated into what is perceived as the new department structures.

For further information more detailed departmental is available in individual property reports and BVPI information.

APPENDIX A



APPENDIX A

The following departmental fuel cost projection is based on actual figures with some estimated figures for 2006 07 and increases for 2007 08 at 25% and 20% for gas /electricity. Water increases are much more complex but we have worked out accurately the changes for RV/Area costs and allowed a 5% growth for water sewage charges.

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**PERFORMANCE MANAGEMENT PORTFOLIO
REPORT TO PORTFOLIO HOLDER
26 June 2006**



Report of: Head of Procurement and Property Services

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN (PERFORMANCE MANAGEMENT) UPDATE
MARCH 2006

SUMMARY

1. PURPOSE OF REPORT

To agree the update on performance of the Neighbourhood Services Departmental plan for 2005 / 2006, covering the period from the 1st April 2005 to 31st March 2006.

2. SUMMARY OF CONTENTS

Brief description of services and the progress achieved to the end of September in reaching the targets.

3. RELEVANCE TO PORTFOLIO MEMBER

The portfolio holder for Performance Management has responsibility for part of the Neighbourhood Services Departmental Plan.

4. TYPE OF DECISION

Non key

5. DECISION MAKING ROUTE

This is a decision to be made by the Portfolio Holder.

6. DECISION(S) REQUIRED

Approval of the Departmental Plan update report.

Report of: Head of Procurement and Property Services

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN 2005-2006

1. PURPOSE OF REPORT

- 1.1 To agree the update on performance of the Neighbourhood Services Departmental plan for 2005 / 2006, covering the period from the 1st April 2005 to 31st March 2006.

2. BACKGROUND

- 2.1 The Council's corporate aims have been developed to align with those of the community plan and the Hartlepool Partnership. The Neighbourhood Services Departmental Plan shows how the department will complement and work towards these corporate aims.
- 2.2 This Departmental Plan Update sets out the department's aims and objectives and includes performance to the end of March 2006 against a range of key national and local indicators.
- 2.3 The plan also details service development initiatives that were planned for the year. These are the product of a developing culture that emphasises the importance of outcomes and a focus on customers in planning service delivery. A summary of the progress achieved during 2005 / 2006 has been recorded against these service improvements.
- 2.4 A copy of the plan is attached at **Appendix A** and **B**.

3. RECOMMENDATIONS







- 3.1 It is recommended that the update to the Plan be approved.

Plan: **Departmental Plan Indicator Report**Update to end of: **March 2006****Performance Indicator**


	Below Target	6	30.0%
	Cross Cutting issues	4	
	Procurement & Property Services	2	
	Unsure	1	5.0%
	Procurement & Property Services	1	
	On or Above Target	13	65.0%
	Cross Cutting issues	2	
	Finance & Business Development	1	
	Procurement & Property Services	7	
	Service Development	3	

Total No. of Performance Indicators	20
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Cross Cutting issues

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Cross Cutting					
L102 	Average number of days / shifts lost due to sickness across the Neighbourhood Services Dept. Steve Russell	10.75	12.13	13.34 days	Long term sickness issues being addressed throughout the department. Some recently returned to work, should show positive effect on 2006/7 performance.
L89 	% of letters from the public replied to within 10 days Steve Russell	100	91	92 %	Hanson House 97%, Church Street 75%, Civic Centre 64%, Leadbitter Buildings 89% Post monitoring and associated systems being examined by departmental improvement group.
L97 	Percentage of employee appraisals carried out across the department in the year Carol Davis	85	97	98 %	23 outstanding appraisals.
SS09 	Percentage of inspection reports issued by HSU within 10 working days of inspection being carried out Barbara Taylor	100	55	58 %	102 inspections in year, 59 completed and issued to the department within target. Well-being team target, Neighbourhood Services have no influence on this performance.
SS11 	Percentage of people who have undergone equality training in past 3 years Carol Davis	90	34	30 %	Target needs to be reviewed. Individual service area requirements to be reviewed 2006/7 along with the way we provide training. % reduced due to the 3 years rolling program.
SS12 	Percentage of quarterly DMT meetings attended by Well Being Team to report on performance against Service Level Agreement Carol Davis	100	100	100 %	





Finance & Business Development

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Finance & Business Development					
L88	The % of All Neighbourhood Services creditor invoices processed within Govt prescribed times	100	98.69	98.00 %	
	Chris Waterland				




Procurement & Property Services

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Asset Management					
BVP1156 	The % of authority buildings open to the public where all areas are suitable for and accessible to disabled people Keith Lucas	25	16.67	20 %	Some works completed in 06/7 are awaiting re-audit by the Council's Access Officer to confirm their compliance. The access audits have unfortunately been delayed due to a resource issue.
PL102 	Complete 25% of asset valuations per quarter Steve Carroll	20	100	100 %	complete
Building Consultancy					
TE14 	Customer satisfaction. Survey to be undertaken within 2 months of completion / hand-over Stuart Lawson	80	100%	100% %	Based on 51 projects completed.
TE16 	Projects and Schemes to be within Budget Colin Bolton	85	85.3	82.1 %	Based on 32 projects out of 39 completed upto end of year
TE17 	Service within agreed fee Colin Bolton	85	100	100 %	Based on 39 projects completed upto end of 3rd Qtr. All projects have agreed fixed fees that will not be exceeded.
TE18 	Projects over £100k completed within the agreed original or extended contract period / programme against actual. Colin Bolton	85	60	60 %	Based on 12 projects completed over 100K.
Building Maintenance and Management					

Procurement & Property Services

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
PL04 	%age of appointments made and kept for cyclical maintenance work Albert Williams	100	0	100 %	
PL06 	% of customers satisfied with building maintenance Albert Williams	95	100%	99% %	
Client Services					
L35 	Overall % satisfaction level of Building Cleaning within schools John Brownhill	94	-	- %	100% of schools have received a review meeting to guage service satisfacion levels.
PL112 	customer satisfaction surveys - overall satisfaction % level with Building Cleaning excluding non education sector Simon Cuthbert	94	100	100 %	Issued 10 questionnaires to Adult Services with 5 returns

Service Development

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Service Development					
L105 	The percentage of formal complaints responded to within 15 working days Steve Russell	100	100	100 %	20 complaints received, 7 Justified, 6 not Justified, 6 Partly Justified
SS13 	Review risk management register and Strategic risk management plan Steve Russell	100	100	100 %	
SS31 	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic Angela Read	100	100	100% %	

Neighbourhood Services Department

Departmental Plan - Quarterly Update Report

Appendix B 2.7

March 2006

Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
----------	-------------------------------	----------------	-----------------------	--------------------	------------

SC7/05.1

Reporting Officer: Graham Frankland

Improve physical access especially to Council buildings

Overcome the major barriers to access through the implementation of £50k per annum programme of improvement works in years 2004/5, 2005/6 and 2006/7

By March 2007

Schemes complete.



SC7/05.2

Reporting Officer: Karen Maher

Improve physical access especially to Council buildings

Develop Corporate Access Policy Mar-06

Physical Access Policy is complete and is to be used in conjunction with the Corporate Access Policy.



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
----------	-------------------------------	----------------	-----------------------	--------------------	------------

1

Review the Customer Care Strategy Action Plan and the impact the Strategy has had on customers and staff

To improve customer care within the department

Jun-05

Complete

Reporting Officer: Angela Read



19

Develop operational risk assessment database

Improved recording and monitoring of operation risk assessments

Sep-05

Database structure in place. Information being collected to populate database.

Reporting Officer: Steve Russell



2

Deliver Key actions within the Improvement Plan on time and to the highest standard ensuring that enthusiasm and motivation for continuous improvement are maintained

To continue to review the way we work together as a department and identify area for improvement

Apr-06

Review of improvement plan undertaken and agreed. Revised improvement arrangements to put in place 06-07

Reporting Officer: Angela Read



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
----------	-------------------------------	----------------	-----------------------	--------------------	------------

20

Complete equality self assessment and prepare action plan to reach Level 2 of the Equality Standard for Local Government, incorporate monitoring into quarterly

Reach Level 2

Jul-05

Achieved Level 2. Currently working on plan to reach Level 3

Reporting Officer: Carol Davis



21

Develop Customer Care Training Programme in partnership with Hartlepool College of Further Education.

Customer Care Training tailored to departmental needs and the Customer Care Strategy

Agree Training course contents April 2005. Commence Training May 2005. Managers briefing session May 2005.

Programme completed for 2005/6, Departmental training plan now complete programme for 2006/7 to be arranged with the college.

Reporting Officer: Carol Davis



22

Review departmental complaints procedure in conjunction with corporate review.

Consistent and effective handling of complaints.

Apr-05

Completed

Reporting Officer: Steve Russell



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
----------	-------------------------------	----------------	-----------------------	--------------------	------------

24

Make charter mark application (for building cleaing)

To prepare a successful charter mark application

Dec-05

Reporting Officer: Carole Wilson

A vast amount of work has been carried out for this SIP. However, the preparation process has been extensive for the submission, and it has been agreed that the application would be submitted within the next financial / reporting year.



25

Pilot an E-billing system for Client Services in schools

Improve efficiency - paperless invoicing system

Mar-06

Reporting Officer: John Brownhill

Target Achieved



26

Undertake a review of the Asset Management process and redesign the Asset Management Plan.

To reflect the new guidelines and best practise issued by ODPM

Mar-06

Reporting Officer: Steve Carroll

Discussions with finance dept to incorporate capital strategy and asset management plan into one document.



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
----------	-------------------------------	----------------	-----------------------	--------------------	------------

27

Feasibility of joint partnership working with PCT for the management of their estate

Joint working to promote area service delivery and business development

Jun-05

feasibility stopped due to PCT changing priorities

Reporting Officer: Steve Carroll



28

Develop Accommodation work stream in the Councils change management process

Key link in the Council's 'Way Forward'

Mar-06

Work on accommodation still ongoing. Strategic overview and directions being considered by CMT from which programme will be developed. Target not achieved because dependant on direction from CMT.

Reporting Officer: Steve Carroll



29

Develop, secure funding and implement major improvement programmes to civic centre and other public buildings

Address the short and long term Maintenance needs of the Civic Centre and Other Admin Buildings as part of Risk Management Strategy and good Asset Management

Phase 1 complete by Mar-06

In place.Progressing.

Reporting Officer: Albert Williams



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
----------	-------------------------------	----------------	-----------------------	--------------------	------------

3

Ensure the department meets the targets for electronic service delivery as defined within the E- government Strategy

Improve access to services and widen access channels for customers

Apr-06

Achieved target of 100%. New website live end of march 06. Online forms being explored.

Reporting Officer: Angela Read



30

Complete an electronic tender via NEPO portal.

More efficient tendering process and links with e-Government agenda.

Dec-05

Reporting Officer: Colin Bolton



31

Implement five year rolling programme of Capital Asset Valuations.

Achieve legal requirement and a more efficient use of the sections limited resources.

Mar-06

refurbished properties complete, five year programme started 1st April 06

Reporting Officer: Steve Carroll



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	March 2006
----------	-------------------------------	----------------	-----------------------	--------------------	------------

4

Oversee the department's integration of its services into the next phase of the Corporate Contact Centre in line with the Corporate Project Plan

Improve seamless service delivery through single point of contact

Aug-05

Pest control and car parking integration delayed, now expected august/september 06

Reporting Officer: Angela Read



5

Provide a consistent approach to the development of Resident Representatives, maintaining their involvement in the Neighbourhood Consultative Forums and

To maintain the development and capacity building of resident representatives

Mar-06

Neighbourhood Services guide printed and distributed. Liaising with Neighbourhood managers to improve quality of information provided.

Reporting Officer: Angela Read



PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26th June 2006



Report of: Head of Procurement and Property Services and
Director of Regeneration and Planning Services

Subject: LAND AT WARREN ROAD/DAVISON DRIVE,
HARTLEPOOL

SUMMARY

1.0 PURPOSE OF REPORT

To obtain Portfolio Holder approval to the proposed marketing of the land to selected parties.

2.0 SUMMARY OF CONTENTS

The report contains an outline to the background behind the proposal to sell the land, with rationale for the proposed marketing of the site. The likely financial capital receipt to be achieved is covered in the confidential appendix.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder is responsible for the Council's land and property assets.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

That Portfolio Holder:

- notes the report
- approves the proposed course of action

Report of: Head of Procurement and Property Services and
Director of Regeneration and Planning Services

Subject: LAND AT WARREN ROAD/DAVISON DRIVE,
HARTLEPOOL

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder approval to the proposed marketing of the land to selected parties.

2. BACKGROUND

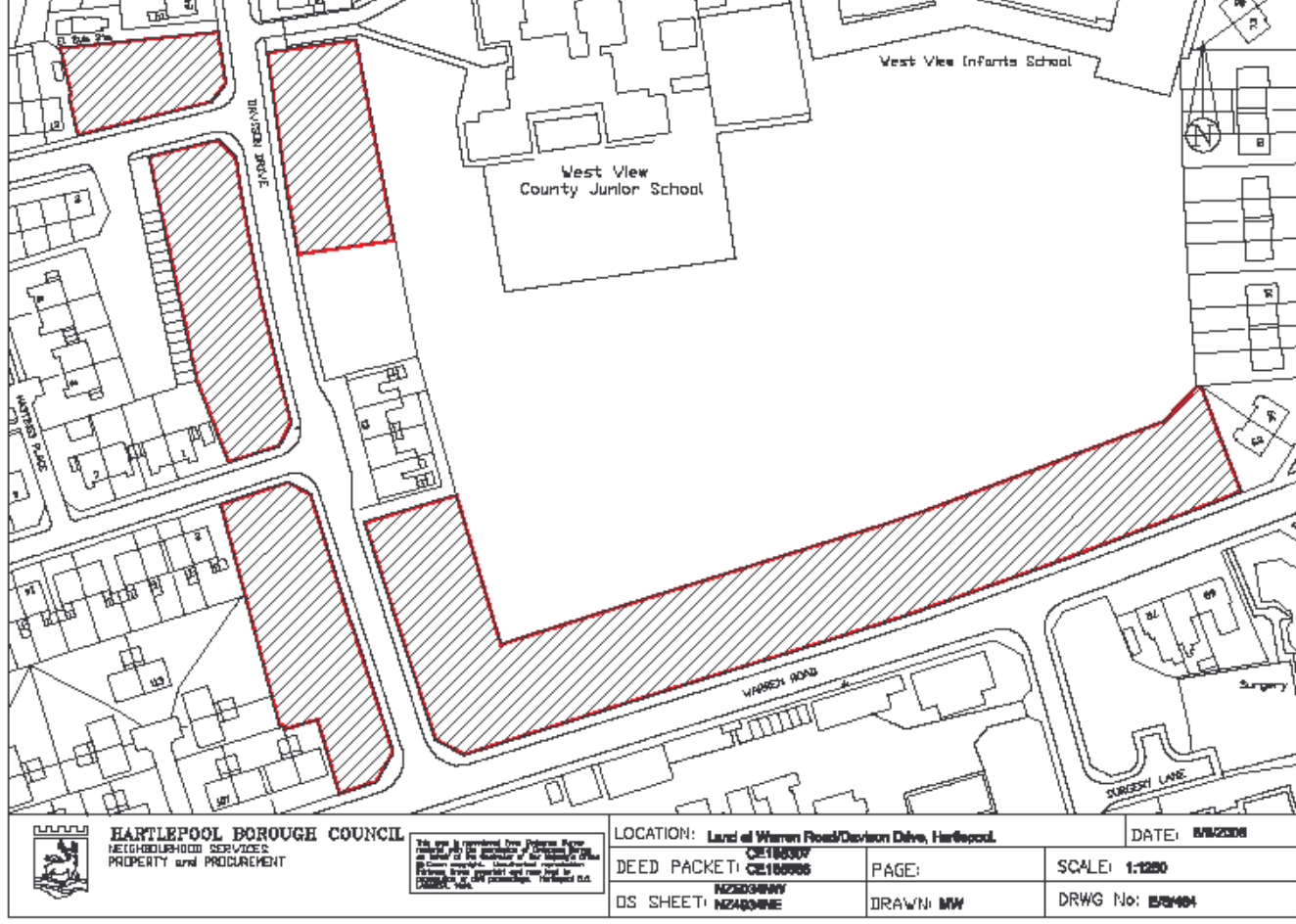
- 2.1 The land at Warren Road and Davison Drive shown hatched on the plan attached at **Appendix 1** was formerly occupied by Tarran style bungalows, which were demolished as they were defective properties under the 1985 Housing Act. The sites have since been grassed over and have remained vacant. They are maintained on the Council's asset register as potential development sites, but have now been de-allocated from the Local Plan as sites with housing potential. This Development Brief is attached to this report as **Appendix 2** is regarded as a windfall site.
- 2.3 There has been an approach to the Council from a developer with a view to establishing a partnership arrangement. The proposal involves residential development and assistance with the regeneration of the area.
- 2.4 As a result of this interest, it is proposed that the site be selectively marketed to ensure that the Council maximises its potential to achieve best consideration. The proposed marketing strategy is contained within the confidential Financial Implications section of this report.

3. FINANCIAL IMPLICATIONS

- 3.1 The financial considerations relating to this proposal are contained within the confidential **Appendix 3** attached to this report. **This item contains exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information)(Variation) Order 2006) namely, Information relating to the financial or business affairs of any particular person (including the authority holding that information).**

4. RECOMMENDATIONS

- 4.1 That Portfolio Holder:
- notes the report
 - approves the proposed course of action





LAND AT WARREN ROAD / DAVISON DRIVE HARTLEPOOL

DEVELOPMENT BRIEF

Development Brief

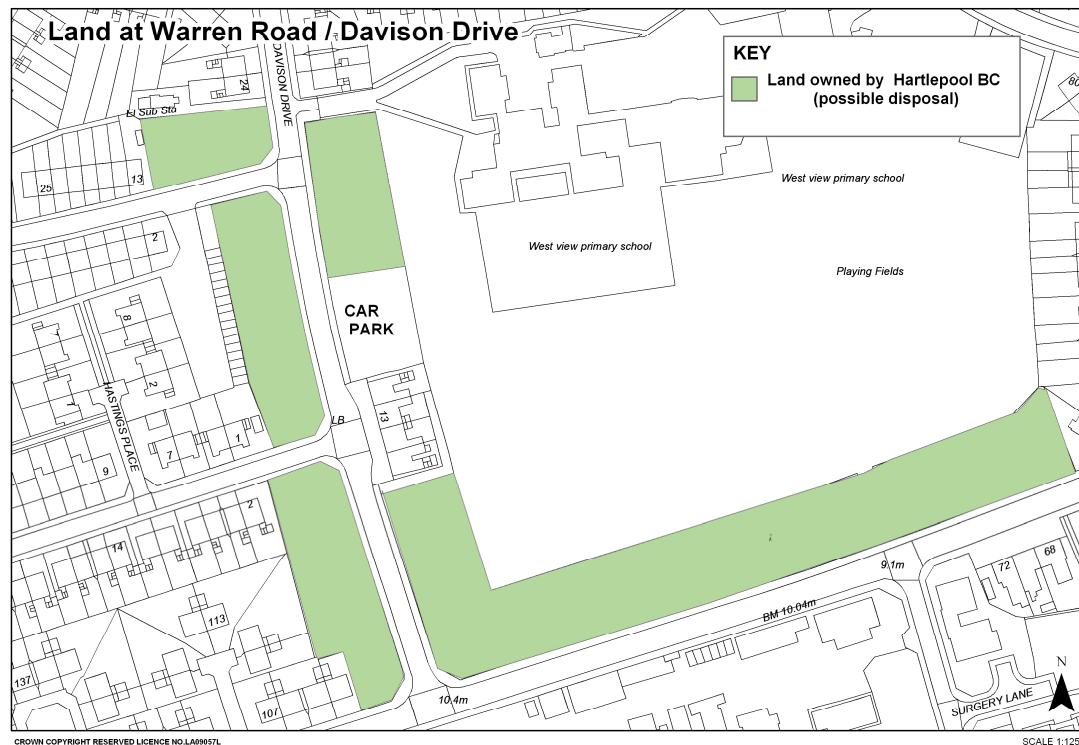
Hartlepool Borough Council

June 2006

Warren Road/ Davison Drive

Introduction

1. The Borough Council would welcome expressions of interest for the redevelopment of Council owned land at Warren Road / Davison Drive. In assessing the market interest the Borough Council has prepared this development brief to which development proposals should generally conform.
2. Proposals should be imaginative and contribute to the positive regeneration of the area
3. The site is indicated on the accompanying plan. The area is made up of several separate pieces of land totalling about 1.09 hectare and shown on the accompanying plan. The precise extent of the land to be disposed of will be dependent on the details the scheme to be selected.



Planning Considerations

4. The site is not specifically allocated for a particular use in the 2006 adopted Hartlepool Local Plan. Any residential development proposed for the site will be considered as windfall and Local Plan Policy Hsg5 will be relevant.

Factors under this policy to be considered include:

- The effect on strategic housing requirements

Hartlepool Borough housing commitments are already in excess of the structure plan figures for 2006. However the new emerging Regional Spatial Strategy once agreed may allow some further capacity. The Borough Council ~~will~~ **would normally** seek some form of financial contribution to meet the cost of acquisition, demolition, improvement in the central area of the town to help rebalance the supply of housing stock. (see also Local Plan policy GEP9). A token contribution for housing acquisition and demolition should be negotiated for any housing units at about £1000 per unit. Developers may wish to consider alternative means of providing wider community benefit in lieu of a monetary contribution.

- The availability of previously developed land

The site comprised housing which was demolished in the 1980's and grassed over. In about 2003-2004 the area was further tidied up and some planting was carried out to improve its visual amenity. The Borough Council believes that the site has nevertheless retained its status as previously developed land (PDL).

- Positive regeneration of the area

The land is being marketed at this time in view of its significant potential to contribute to the wider regeneration of the area.

- Provision of specific needs for the local community

The Borough Council requires any scheme on the land to provide significant community benefit.

- Accessibility to Shops & Services

The site is immediately adjacent to local shopping facilities and is accessible by public transport with a half hourly service passing the site with further frequent services at Winterbottom Avenue.

- The Layout and Design criteria should accord with Policy Hsg9 (formerly Hsg12(A))

Policy Hsg9 requires layout and design of housing development should take account of the following requirements:

- the scale of the proposed development is appropriate to the locality,

- there is sufficient provision of private amenity space within each curtilage commensurate with the size of each dwelling and the character of the area,
- there is an adequate provision of casual and formal play areas (see policy Rec2),
- adequate areas of safe, accessible and attractive open space are provided as appropriate,
- the location of the new development is such that there is no significant detrimental effect on the occupiers of both the new and existing development –
- appropriate provision is made for safe and convenient pedestrian and cycle routes (see policies Tra5 and Tra8),

In general, the net density of developments should be at least 30 dwellings per hectare ”.

The development should also accord with the following 2006 adopted Hartlepool Local Plan policies

GEP1	General Environmental Principles
GEP1	Access for All
GEP3	Crime Prevention
GEP6	Energy Efficiency
GEP9	Developer Contributions Developer contribution will be required to assist in the redressing the imbalance of housing by the contribution of financial assistance for acquisition and demolition of some of the existing housing stock. Also contributions for play areas and landscaping
Tra8	Pedestrian links
GN3	Protection of Key Green spaces (Highway Verges etc).
GN6	Protection of Incidental Open space
Rec2	Play Facilities

Other Requirements

5. No development should be above two and a half stories.
6. Development should take account of the access to the West View Primary School
7. Whilst the Council believes that the site is serviced for public utility infrastructure the developer will need to check with the individual utility providers.

8. Access to the NEDL Electricity Substation must not be impeded by the development. Developers will need to liaise with the electricity company.
9. Developer will need to check ground conditions of the site.

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26th June 2006



Report of: Head of Procurement and Property Services

Subject: LAND BETWEEN 11-12 STUDLEY ROAD

SUMMARY

1.0 PURPOSE OF REPORT

To obtain authority to proceed with a disposal of land.

2.0 SUMMARY OF CONTENTS

Details of the background to the proposed transaction, with plans and proposed terms included.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for the Council's land and property assets.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

Authority to complete disposal of land.

Report of: Head of Procurement and Property Services

Subject: LAND BETWEEN 11-12 STUDLEY ROAD

1. PURPOSE OF REPORT

- 1.1 To obtain authority to proceed with a disposal of land.

2. BACKGROUND

- 2.1 The alleyway between 11 and 12 Studley Road is shown on the plan attached to this report as **Appendix 1**. It is situated in a housing area which was transferred to Housing Hartlepool as part of stock transfer in March 2004. The alleyway remains in the Council's ownership.
- 2.2 Housing Hartlepool have received a number of complaints from residents regarding anti social behaviour resulting from the alleyway and have therefore requested that they be allowed to acquire the land.
- 2.3 It is proposed that the land be stopped up and added to the garden of 12 Studley Road, which is a property owned by Housing Hartlepool.

3. FINANCIAL IMPLICATIONS

- 3.1 The financial implications of this report are enclosed in the attached confidential **Appendix 2**. **This item contains exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, information relating to the financial or business affairs of any particular person (including the authority holding that information).**

4. RECOMMENDATIONS

- 4.1 That Portfolio Holder approve the disposal of land.



PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26th June 2006



Report of: Head of Procurement and Property Services

Subject: LAND ADJACENT UNIT 4 BRIERTON LANE
SHOPS

SUMMARY

1.0 PURPOSE OF REPORT

To obtain Portfolio Holder Approval to the proposed disposal of land.

2.0 SUMMARY OF CONTENTS

The report outlines the nature of the request from Owton Manor West Neighbourhood Watch and Residents Association. The financial implications of the disposal are outlined and Portfolio Holder is requested to consider two options.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has the responsibility for the Council's land and property assets.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

Portfolio Holder's views are sought.

Report of: Head of Procurement and Property Services

Subject: LAND ADJACENT UNIT 4 BRIERTON LANE
SHOPS

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder Approval to the proposed disposal of land.

2. BACKGROUND

- 2.1 The Owton Manor Neighbourhood Watch and Residents Association (OMWNW&RA) was formed in October 2002, primarily operating on a voluntary basis. The success of the Association has now been such that it employs 2 staff.
- 2.2 Over the past 12 months the Association has received 3,500 walk in clients and operates a number of clubs and courses for the community. Membership of the group is open to all and includes 800 households now in their Neighbourhood Watch Scheme. The Association regularly receives requests for additional courses to be run but have thus far been unable to extend their provision because of a lack of space within their existing premises, Unit 4 Brierton Lane.
- 2.3 They have suggested that they be allowed to purchase the land adjacent their property (shown hatched on the attached plan at **Appendix 1**), which has previously been the subject of anti social behaviour problems to the Council. The terms which have been proposed to the OMWNW&RA are attached in confidential **Appendix 2**.

3. FINANCIAL IMPLICATIONS

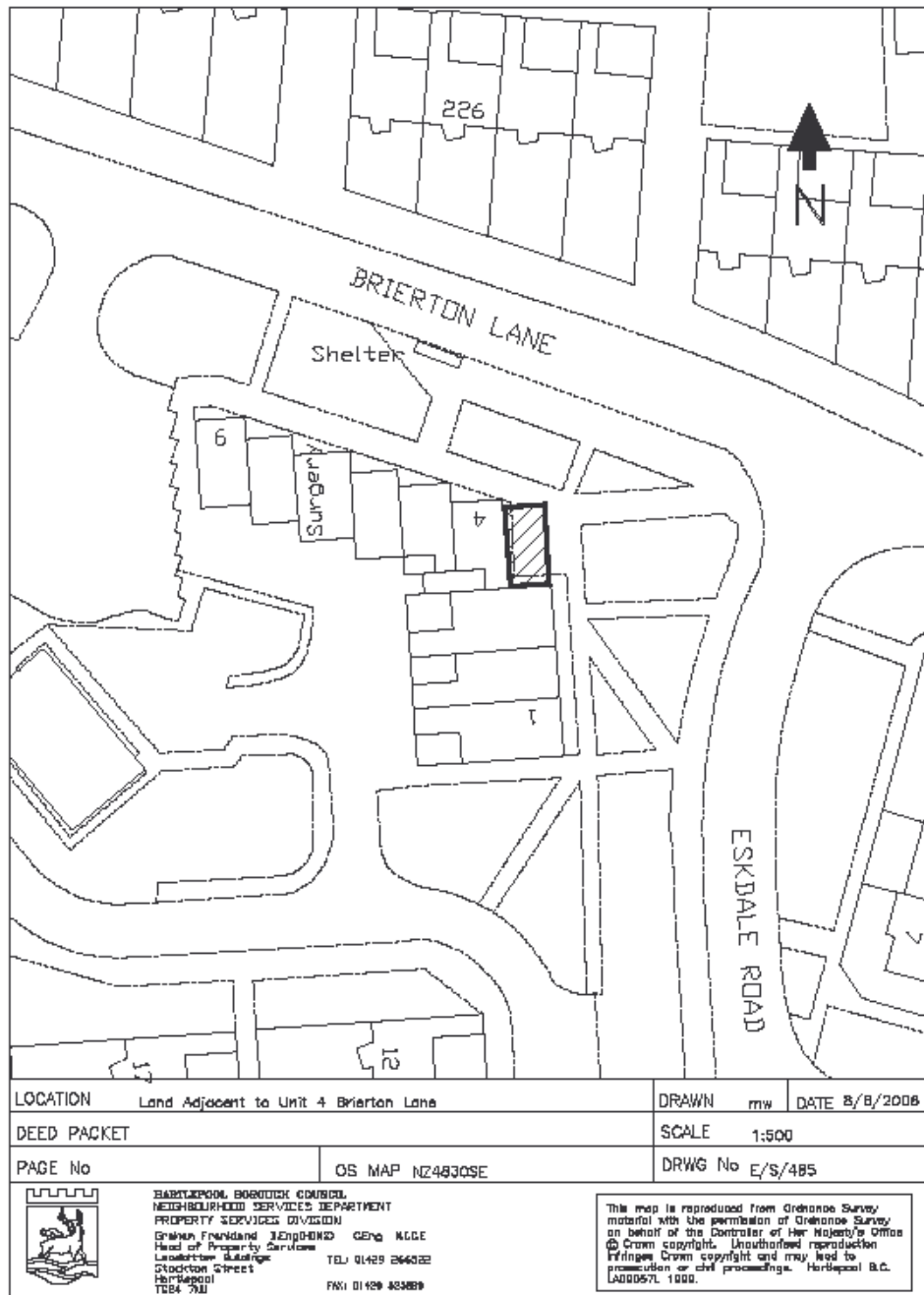
- 3.1 The financial implications of this report are attached in the confidential **Appendix 2**. **This item contains exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information)(Variation) Order 2006) namely, Information relating to the financial or business affairs of any particular person (including the authority holding that information).**

4. RECOMMENDATIONS

4.1 Portfolio Holder's views are sought.

Location Plan

APPENDIX 1



PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26 June 2006



Report of: Chief Financial Officer and
Chief Personnel Services Officer

Subject: EARLY AND ILL HEALTH RETIREMENTS
2005-06 – ANNUAL REPORT

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's performance in 2005/06 and future targets in relation to early and ill-health retirements.

2. SUMMARY OF CONTENTS

The report provides details of the Council's performance and future targets in relation to early retirements and ill health retirements.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance

4. TYPE OF DECISION

This is not a key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Noting the report and endorsing of the targets set.

Report of: Chief Financial Officer and
Chief Personnel Services Officer

Subject: EARLY AND ILL HEALTH RETIREMENTS
2005-06 – ANNUAL REPORT

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's performance in 2005/06 and future targets in relation to early and ill health retirements.

2. BACKGROUND

As the Portfolio Holder will appreciate many of the approvals under the Council's Early Retirement/Redundancy Policy and Scheme are made by officers in line with the Constitution. The Policy and Scheme requires that the cumulative effect of these decisions be reported regularly to members. In addition Corporate Health Best Value Performance Indicators apply to early and ill health retirements and these contribute to the Council's CPA rating. A half yearly report was presented to the Performance Management Portfolio meeting held on 31st October 2004.

3. THE COUNCIL'S PERFORMANCE IN 2005/06

As part of the Best Value regime, the following Corporate Health Performance Indicators have been set:

BVPI14 The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce;

BVPI15 The percentage of employees retiring on the grounds of ill Health as a percentage of the total workforce.

The Government has set upper quartile targets of 0.25% for BVPI 14 and 0.19% for BVPI 15.

Summary details of performance is set out in the table below:

BVPI Ref	2003/4 Actual Perform- ance	2004/5 Actual Perform- ance	2005/6 Actual Perform- ance	2005/6 Target	Upper Quartile Target set by Government
BVPI 14 – Early Retirements	0.99%	0.41%	0.78%	0.80%	0.25%
BVPI 15 – Ill Health Retirements	0.28%	0.33%	0.13%	0.21%	0.19%

A further breakdown of 2005/06 performance by department is attached at Appendix A.

The 2005/6 outturn (0.78%) for early retirements (BVPI 14) was just lower than the target (0.80%) and is just above bottom quartile performance for unitary authorities. Performance year on year is variable and reflects the lack of control over early retirement decisions made by schools and the use of early retirements as a “change” tool.

The 2005/6 outturn figure for ill health retirements (0.13%) was significantly lower than the local (0.21%) and national (0.19%) and represents a significant improvement on previous years. The arbiters on ill health retirement are independent medical advisors to Teesside Pension Fund and the Teachers Pension Agency and in 2005/6 they agreed only 5 ill health retirements, compared to 12 in 2004/5 and 10 in 2003/4).

In line with the Audit Commission recommendations details of the costs to the Council associated with the release of employees who are members of the Teesside Pension Fund are attached at Appendix B. Table 1 details the early payment of pension costs (the strain on the pension fund) and Table 2 the cost of pension enhancements (added years). In addition Table 3 gives details of redundancy and 66 week payments made to employees who may or may not be members of Teesside Pension Fund. Central monies of £484,373 was available in 2005/6 to fund early retirements / redundancies of which £283,905 was spent. The £200,468 funds not utilised in 2005/06 will be available in 2006/07 with £40,000 already having been committed.

4. 2006/07 AND FUTURE YEARS' INDICATORS AND TARGETS

The Government has provided upper quartile targets, which all authorities should aim to reach. Locally the Council has set three year targets for the BVPIs. These are set out in the table below:

	2004/5 Upper Quartile Performance	2006/07	2007/08	2008/09
BVPI.14 The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce	0.25%	0.40%	0.40%	0.40%
BVPI.15 The percentage of employees retiring on grounds of ill health.	0.19%	0.19%	0.19%	0.19%

Early retirements only occur after individual employees decide to apply or compulsory redundancies are declared. Since the Council cannot control whether an employee submits an application, the setting (and achievement) of targets is relatively arbitrary, particularly as the Council uses early retirements as part of its change management arrangements and has no control over decisions made by schools. However, the target, if achieved, would represent median performance.

The future targets for ill health retirements (BVPI15) have been set at a level which, if achieved, will represent upper quartile performance. The target is above 2005/6 performance as history would indicate that this level of performance cannot be maintained.

5. RECOMMENDATION

That the Portfolio member note the outturn figures for 2005/06 and endorse the targets set for 2006/07 onwards.

Appendix A

Breakdown, by Department, of 2005/06 Early Retirements and Ill Health Retirements

Ref	Definition	CEX	DACS	DRPS	DChS	Schools	DNS	Total	Corporate Target	Upper quartile performance in 2004/5
BVPI 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of employees in a recognised pension scheme	0.00%	1.76%	0.00%	0.26%	1.12%	0.13%	0.78%	0.80%	0.25%
BVPI 15	The percentage of employees retiring on the grounds of ill-health as a percentage of employees in a recognised pension scheme	0.00%	0.20%	0.00%	0.26%	0.19%	0.00%	0.13%	0.21%	0.19%

Table 1 - Annual report of the cost of early payment of pensions ('strain' on the pension fund)

TYPE OF RETIREMENT	NO OF EARLY RETIREMENTS IN 2005/6	TOTAL COST OF 2005/6 EARLY RETIREMENTS FUNDED OVER ONE YEAR*	TOTAL PAYMENTS TO PENSION FUND FOR 2005/6 EARLY RETIREMENTS FUNDED OVER ONE YEAR*	TOTAL COST OF 2005/06 EARLY RETIREMENTS FUNDED OVER 5 YEARS	TOTAL PAYMENTS TO PENSION FUND FOR 2005/6 EARLY RETIREMENTS FUNDED OVER 5 YEARS	TOTAL 2005/06 OUTSTANDING LIABILITY TO BE FUNDED OVER 4 YEARS FROM 2005/6
REDUNDANCY	6	114,078	115,718	0	0	0
EFFICIENCY	4	71,927	76,180	0	0	0
OTHER EARLY RETIREMENTS	0	0	0	0	0	0
TOTAL	10	186,005	191,898	0	0	0

* Includes Pension Strain of £129,054 funded from Central Redundancy Funds(SeeTable 3)

Table 2 – Annual report of the cost of pension enhancements (added years)

Type of Retirement	No. of early retirements in 2005/6 with added years granted (A)	Cost of 2005/06 added years pension given (B)	Cost of 2005/06 added years lump sum given* (C)	Total capitalised costs of 2005/6 added years pension and lump sum given (D)	Liability at 1.4.5 for added years previously given* (E)	Liability at 1.4.6 for added years previously given in 2005/6 and in previous years* (F) = (B) + (E)	Total payments made to Pension Fund in respect of added years lump sum given (G)
Redundancy	3	20,154	50,050	434,022			50,050
Efficiency	1	1,088	3,266	49,318			3,266
Other Early Retirements	0	0					
Total	4	21,242	53,316	483,340	155,224	176,466	53,316

* Type of retirement
analysis not available

** Funded from Central Redundancy Funds
(See Table 3)

Table 3 – Annual report on the cost of non pension payments (i.e. redundancy and 66 week payments)

TYPE OF PAYMENT	NO OF EMPLOYEES LEAVING IN 2005/06 (REDUNDANCY) (A)	TOTAL COST OF 2005/06 PAYMENTS MADE FROM CENTRAL FUNDING (B)*	TOTAL COST OF 2005/06 PAYMENTS MADE FROM DEPARTMENTAL FUNDING (EXC.SCHOOL FUNDING) (C)	TOTAL COST OF 2005/06 PAYMENTS MADE (D)=(B)+(C)
REDUNDANCY	9	236,289	40,492	276,781
66 WEEK	-	-	-	-
OTHER	2	47,616	-	47,616
TOTAL	11	283,905	40,492	324,397

* Includes Funding of £129,054 Pension Strain Cost (See Table 1)

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26 June 2006



Report of: Chief Personnel Services Officer

Subject: WORKFORCE PROFILE AND MONITORING –
ANNUAL REPORT 2005/6

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's workforce profile performance in 2005/6, how it compares to the local population and applicants for jobs in 2005/06, actions taken during the period and planned future actions and targets.

2. SUMMARY OF CONTENTS

The report provides details of the Council's workforce profile performance in 2005/6, how it compares to the local population and applicants for jobs in 2005/06, actions taken during the period and planned future actions and targets.

3. RELEVANCE TO PORTFOLIO HOLDER

Corporate Performance

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report.

Report of: Chief Personnel Services Officer

Subject: WORKFORCE PROFILE AND MONITORING –
ANNUAL REPORT 2005/6

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on the Council's workforce profile performance in 2005/6, how it compares to the local population and applicants for jobs in 2005/06, actions taken during the period and planned future actions and targets.

2. BACKGROUND

- 2.1 The Council's Equality and Diversity in Employment Policy includes a commitment to "strive for a workforce that reflects the diversity of the population of Hartlepool". The Race Relations (Amendment) Act 2000 and Disability Discrimination Act 2005 stipulate that the Council has a responsibility to monitor employees and applicants for employment (by racial group and by disability). The Equal Opportunities Commission recommend that similar monitoring be undertaken in respect of gender and disability and subsequently age given the impending age discrimination legislation (due to be introduced from 1 October 2006). Corporate Health Best Value Performance Indicators apply to the workforce in terms of gender, ethnicity and disability. The Equality Standard for Local Government (BVPI 2a) requires profiling of the Council workforce and the local labour market with a view to comparisons being made and action being taken to reduce any differences. Table 1 details the relevant aspects of the various levels and the Council the Council is making. The Council has set a target of achieving Level 3 of the Standard by 2007/8 and is evidence of progress being made towards this target being met.

Table 1

Level	Level definitions	Evidence Required	Progress
Level 1	1.4.2 Commitment to an employment equality assessment of the Local Labour Market Area, workforce profiling and equal pay review	Commitment made	Complete
Level 2	2.4.2 Engage in employment equality assessment of the Local Labour Market area 2.4.3 Engage in workforce	Plan and action Local Labour Market area assessment Corporate Equality plan	Complete

	profiling and an equal pay review	contains plans for workforce profiling and equal pay review	Complete
Level 3	3.4.2 Set employment equality targets for recruitment, staff retention, workforce profiles	Employment targets, informed by Local Labour Market area assessment and workforce profiling	Targets set (in this report) in respect of recruitment and retention), based on LLMA assessment and workforce profiling
Level 4	4.4.5 Use monitoring reports to assess whether authority employment profiles more closely fit the profile of Local Labour Market Area	Produce monitoring reports and circulate to designated consultation and scrutiny groups	Monitoring reports produced where workforce profiling and target setting in place
Level 5	5.4.1 Demonstrate movement towards greater equality in the workforce profile and other employment targets	Use monitoring reports to assess whether employment profiles increasingly correspond to LLMA profiles, respond to representation within the recruitment process and respond to access to training and development opportunities Demonstrate measurable increase in the number of employees with a disability/from a BME within the workforce	Demonstrable increase in employees with a disability

- 2.2 This report is restricted to the Council's workforce profile and recruitment activity and sets targets in respect narrowing the gap between the Local Population of working age and the Council's workforce profile. The report does not address retention, training or development issues, although development in this area has been included in the HR Service Plan for 2006/7.
- 2.3 A comprehensive report in respect of the workforce profile at 1.4.05 and how it compared to the local labour market was submitted to the Performance Management Portfolio Holder on 13 June 2005 and a report of employee monitoring in the first half of 2005/6 was submitted to the Finance and Performance Management Portfolio Holder on 9 January 2006
- 2.4 In 2004 the Joint Strategy Unit (JSU) were commissioned to provide updated census data in relation to gender, disability, ethnicity and age of the local, sub regional, regional and national population of working age in order that comparisons can be made with the workforce. Unfortunately the Best Value Performance Indicators are based on the Census data in respect of the ethnicity and disability profile of the local

population (BVPI 16b and BVPI 17b) and therefore the most up to date information is not used. Except in respect of BVPI indicators, the updated JSU information is used for comparative purposes. The JSU information in relation to age is not compatible with the available workforce information and therefore census data has been used for comparative purposes.

- 2.5 The recruitment analysis includes all jobs advertised between 1 April 2005 and 31 March 2006. It excludes applicants for jobs where HR are not involved in the recruitment process (i.e. non Head teacher jobs in schools and many weekly paid jobs in the Council) and also posts advertised internally only (as recruiting from internal candidates only will not alter the workforce profile). Analysis of the applicants for posts is limited to those where the applicants provide monitoring information.
- 2.6 Interpretation of the results has been undertaken in accordance with joint guidance regarding the approach to be taken when monitoring schools recruitment data issued by the Employers Organisation, Department for Education and Skills and Commission for Race Equality. The guidance (which is specific to schools but has general applicability) is as follows

Factor	Comparison or benchmark
Applicants for posts	Teachers: ethnicity of teachers in the region or in comparable LEA's, using information published in DfES publication 'School Workforce in England Support Staff: economically active population
Applicants shortlisted	Use 4/5ths rule to compare "success rates" of white applicants selected for interview with black and minority ethnic applicants
Candidates appointed	Use 4/5ths rule to compare "success rates" of white applicants with black and minority ethnic applicants

- 2.7 The remainder of the report is structured into sections dealing with

- gender (section 3)
- disability (section 4)
- ethnicity (section 5) and
- age (section 6)

- 2.8 Within sections 3-6 information is provided in respect of

- BVPI Performance information and future targets
- Workforce Profile compared to the labour markets and future targets
- Applicants for jobs advertised externally during 2005/6

- Actions undertaken during 2005/6
- Actions planned for 2006/7

3. GENDER

- 3.1 As part of the Best Value regime, the Corporate Health Performance Indicator is the percentage of top 5% of earners that are women (BVPI11a). In 2005/6 performance of 43.30% was achieved. This is detailed in Table 2, along with performance data in respect of 2003/4 and 2004/5 and future targets in respect of 2006/7, 2007/8 and 2008/9.

Table 2

BVPI Ref	2003/4 Actual Performance	2004/5 Actual Performance	2004/5 Upper quartile Performance	2005/6 Actual Performance	2005/6 Target	2006/7 Target	2007/8 Target	2008/9 Target
BVPI11a – Senior Women	46.20%	47.55%	47.10%	50.44%	48.50%	50.44%	50.44%	50.44%

Further analysis by department is attached at Appendix 1

- 3.2 Compared to previous years, the top 5% performance has increased and, as it exceeds the local population, the future year targets have been set on the assumption that this level of performance will not change as no specific actions are planned in this respect
- 3.3 The workforce gender profile compared to local, regional and national population of working age is detailed in Table 3.

Table 3

Breakdown by Gender	Males and females of working age (%age)	Males of working age (%age)	Females of working age (%age)
Hartlepool Council (All employees) at 1.4.05	100	25.55	74.45
Hartlepool Council (All employees) at 1.4.06	100	25.71	74.29
Hartlepool Council (Top 5% of earners)	100	49.56	50.44
Hartlepool Borough	100	50.9	49.1
Tees Valley	100	50.9	49.1
North East	100	51.2	48.8
England & Wales	100	51.3	48.7

Further analysis by department is attached at Appendix 1

- 3.4 The percentage of top 5% of employees who are male exceeds the percentage of males in the local community and represents top quartile performance. Whilst a small increase in the percentage of all employees who are male has been achieved, the percentage of all employees who are male needs to increase significantly if the workforce is to reflect the gender profile of the local population of working age. A year on year target of increasing, by 2%, the percentage of the whole workforce who are male has been set. The future target for males and females in the workforce are set out in Table 4.

Table 4

Gender	1.4.07 Target	1.4.08 Target	1.4.09 Target
Male	26.22%	26.75%	27.28%
Female	73.78%	73.25%	72.72%

In order to achieve the targets, planned actions are detailed in paragraph 3.8.

- 3.5 Details of applicants' gender and their relative success in obtaining a job during 2005/6 are detailed in Table 5.

Table 5

Stage	Male Applicants	Female Applicants	All applicants	4/5ths rule met?
%age (no.) of applications received	37.34% (938)	62.66% (1574)	100.00% (2512)	N/A
%age (no.) of applicants shortlisted	26.97% (253)	30.69% (483)	29.30% (736)	Yes
%age (no) of shortlisted applicants who were appointed	27.27% (69)	25.67% (124)	26.22% (193)	Yes

Further analysis by department is attached at Appendix 2

- 3.6 Given the gender profile of the workforce it is perhaps unsurprising that there are significantly more females than males who apply for jobs with the Council. There is no evidence, at Council level, of discrimination against male applicants at either the shortlisting or appointment stages. Further monitoring is needed to identify whether this applies equally across all departments of the Council.
- 3.7 As the gender profile of the workforce was very close to (top 5% of earners) or significantly exceeded (whole workforce) the profile of the local population of working age, no specific actions were planned or undertaken in 2005/6 in respect of gender.
- 3.8 In order to achieve the targets set in 3.1 and 3.4 above, the following actions are proposed for 2006/7

➤ Consider gender profile as part of the Recruitment Review

➤ Review the Workforce Development Plan

4. DISABILITY

4.1 As part of the Best Value regime, the Corporate Health Performance Indicators are

BVPI11c The percentage of top 5% of earners who have a disability

BVPI16a The percentage of staff with disabilities

BVPI16b The percentage of the working age population with disabilities (based on Census 2001 data)

BVPI16x The percentage of staff with disabilities, compared with the percentage of the working age population with disabilities (BVPI16a divided by BVPI16b)

Performance in relation to each of the indicators is detailed in Table 6, along with performance data in respect of 2003/4 and 2004/5 and future targets in respect of 2006/7, 2007/8 and 2008/9.

Table 6

BVPI Ref	2003/4 Actual Perfor- mance	2004/5 Actual Perfor- mance	2004/5 Upper quartile Perfor- mance	2005/6 Actual Perfor- mance	2005/6 Target	2006/7 Target	2007/8 Target	2008/9 Target
BVPI11c – Senior Employees with a Disability	1.52%	1.68%	3.84%	6.79%	3.36%	7.95%	7.95%	7.95%
BVPI16a – Employees with a disability	2.28%	2.53%	2.49%	4.41%	2.84%	4.42%	4.43%	4.44%
BVPI16b – Local Population with a disability (source: Census 2001)	22.14%	22.14%	22.14%	22.14%	22.14%	22.14%	22.14%	22.14%

BVPI16x – Comparison between BVPI16a and BVPI16b	10.30%	11.42%	19.30%	19.92%	12.83%	19.96%	20.01%	20.05%
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Further analysis by department is attached at Appendix 3

4.2 It is pleasing to note that performance in relation to the top 5% of earners and the whole workforce has improved significantly, exceeded targets, improved BVPI11c top quartile performance and moved BVPI16a and BVPI16x into top quartile performance. In the main this is due to a significant increase in the number of employees with disabilities (from 69 to 146), which has also translated itself into a significant increase in the number of top 5% of earners having declared their disability. The number of employees declaring whether they have/do not have a disability also increased significantly, although not to the same extent. This followed a survey of non-school employees, in accordance with revised guidance from the Office of the Deputy Prime Minister. Most departments employ a higher percentage of employees with a disability than the average (4.41%) across the Council, with only Children's Services (3.57%) and Schools (1.44%) being lower. Performance in relation to BVPI16b is determined by the 2001 Census and BVPI16x is calculated by reference to BVPI16a and BVPI16b. As such, performance in BVPI16a translates directly into performance in BVPI16x. Given the extent of the increase, future years targets have been set to maintain and slightly improve current performance, whilst recognising that the workforce does not reflect the local population. In order to achieve the targets, planned actions are detailed in paragraph 4.8.

4.3 The workforce disability profile compared to local, regional and national population of working age is detailed in Table 7.

Table 7

Breakdown by disability (Tables 3a, 3b and 4)	Males and females who are DDA & Work Limited (%age)	Males who are DDA & Work Limited (%age)	Females who are DDA & Work Limited (%age)
Hartlepool Council (All employees) at 1.4.05	2.53	4.24	1.96
Hartlepool Council (All employees) at 1.4.06	4.41	8.36	3.02
Hartlepool Council (Top 5% of earners) at 1.4.05	1.68	2.60	0.00
Hartlepool Council (Top 5% of earners) at 1.4.06	6.79	14.31	2.17

Hartlepool Borough	25.6	28.2	23.0
Tees Valley	22.4	22.5	22.2
North East	23.0	24.5	21.5
England & Wales	18.8	19.0	18.5

Further analysis by department is attached at Appendix 3

- 4.4 As BVPI 16a relates to the whole workforce, there is not a need to set a separate target to reduce the difference between the workforce and the local population of working age as this has been taken into account when setting the BVPI target
- 4.5 Details of disabled/not disabled applicants and their relative success in obtaining a job during 2005/6 is detailed in Table 8.

Table 8

Stage	Applicants with no declared disability	Applicants with a declared disability	All Applicants	4/5ths rule met?
%age (no.) of applications received	96.92% (2364)	3.08% (75)	100.00% (2439)	N/A
%age (no.) of applicants shortlisted	29.44% (696)	26.67% (20)	29.36% (716)	Yes
%age (no.) of shortlisted applicants who were appointed	26.72% (186)	15.00% (3)	26.40% (189)	No

Further analysis by department is attached at Appendix 4

- 4.6 The percentage of applicants from disabled people is less than the disability profile of the workforce and consideration will be given in the Recruitment Review and the review of the workforce Development Plan as to how more applicants with a disability can be increased. Whilst there is no evidence, at Council level, of discrimination against applicants with a disability at shortlisting, there is statistical evidence, based on very small numbers (3), that this may not be the case at the appointment stage. Further monitoring is needed to identify whether discrimination is actually occurring at appointment stage and across all departments of the Council.
- 4.7 As the disability profile of the workforce was not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2005/6
- Provide placements for the ILM project for those on Incapacity Benefit
 - Planning for recruitment review
 - Survey of non school employees to ensure up to date monitoring information
 - Consideration of school employees monitoring requirements within the Children's Services Department Race Equality Group

- Implementation of the Recruitment and Retention Strategy
- Improved arrangements to ensure, as far as possible, that employees declare their disability when medical evidence of this is available
- New disability definitions included in the guidance attached to the monitoring form
- Development of Exit Interview monitoring
- Development, and distribution, of guidance to employees on reporting discrimination, bullying and harassment
- Employee survey

4.8 In order to achieve the targets set in 4.1 above, the following actions are proposed for 2006/7

- Continue to provide placements for the ILM project for those on Incapacity Benefit
- Undertake recruitment review
- Survey of school employees to ensure up to date monitoring information
- Implement ongoing monitoring arrangements in respect of school employees
- Implementation of Exit Interview monitoring
- Consultation with disabled people via the 'Talking with Communities' consultation arrangements
- Promote the Equality Standard for Local Government
- Work towards achieving level 3 of the Employment section of the Equality Standard for Local Government by March 2008

5. ETHNICITY

5.1 As part of the Best Value regime, the Corporate Health Performance Indicators are

BVPI11b	The percentage of top 5% of earners from black and minority ethnic communities
BVPI17a	The percentage of staff from minority ethnic communities
BVPI17b	The percentage of the working age population from minority ethnic communities (based on Census 2001 data)
BVPI17x	The percentage of staff from minority ethnic communities compared with the percentage of working age population from minority ethnic communities (BVPI17a divided by BVPI17b)

Performance in relation to each of the indicators is detailed in Table 9, along with performance data in respect of 2003/4 and 2004/5 and future targets in respect of 2006/7, 2007/8 and 2008/9.

Table 9

BVPI Ref	2003/4 Actual Perfor- mance	2004/5 Actual Perfor- mance	2004/5 Upper quartile Perfor- mance	2005/6 Actual Perfor- mance	2005/6 Target	2006/7 Target	2007/8 Target	2008/9 Target
BVPI11b – Senior Ethnic Minority Employees	0.0%	0.0%	3.84%	1.15%	1.68%	2.31%	2.31%	2.31%
BVPI17a – Employees from Minority Ethnic Communities	0.6%	0.6%	5.7%	0.8%	0.7%	0.8%	0.9%	0.9%
BVPI17b – Local Working Age Population from Minority Ethnic Communities (source: Census 2001)	1.1%	1.1%	1.1%	1.1%	1.1%	1.1%	1.1%	1.1%
BVPI17x – Comparison between BVPI17a and BVPI17b	54.55%	54.55%	104.62%	63.64%	63.64%	72.73%	81.81%	81.81%

Further analysis by department is attached at Appendix 5

- 5.2 Performance in relation to employees from black and minority ethnic groups (top 5% and whole workforce) has improved and the target exceeded in respect of the whole workforce. The number of employees declaring they are from a black and minority ethnic group has increased from 17 to 24 and one of these employees (from Childrens' Services) features in the top 5% of earners. The number of employees declaring their ethnic background increased as a result of the survey of non-school employees detailed in paragraph 4.2 above. This was sufficient to increase the number of top 5% of employees and therefore result in the target not being met (the assumption of one employee from a black and minority ethnic background was met). However, performance moved into the third quartile from the bottom quartile. Two departments (Regeneration and Planning Services (5.6%) and Childrens' Services (1.9%) employ a higher percentage of employees from a black and minority ethnic background than the average (0.8%) across the Council. Performance in relation to BVPI17b is determined by the 2001 Census and BVPI17x is calculated by reference to BVPI17a and BVPI17b. As such, performance in BVPI17a translates directly into performance in

BVPI17x. Performance in respect of BVPI17a and BVPI17x continued to represent bottom quartile performance, although achievement of a workforce which represented the local population would not be sufficient to improve this in respect of BVPI17a. The future years targets assume an increase, year on year, in the number of employees from black and minority ethnic groups as well as an increase in the number of employees declaring their ethnic background. Due to the indicator being calculated to one decimal place, the 2006/7 target increases whilst future targets remain unchanged. In order to achieve the targets, planned actions are detailed in paragraph 5.8.

- 5.3 The workforce ethnic profile compared to local, regional and national population of working age is detailed in Table 10.

Table 10

Breakdown by Ethnicity	Males and females who are from an ethnic minority community (%age)	Males who are from an ethnic minority community (%age)	Females who are from an ethnic minority community (%age)
Hartlepool Council (All employees) at 1.4.05	0.6	0.9	0.5
Hartlepool Council (All employees) at 1.4.06	0.8	0.9	0.7
Hartlepool Council (Top 5% of earners) at 1.4.05	0.0	0.0	0.0
Hartlepool Council (Top 5% of earners) at 1.4.06	1.15		
Hartlepool Borough	1.2	1.2	1.2
Tees Valley	2.8	2.9	2.7
North East	2.5	2.6	2.4
England & Wales	9.0	8.6	9.4

Further analysis by department is attached at Appendix 5

- 5.4 As BVPI 17a relates to the whole workforce, there is not a need to set a separate target to reduce the difference between the workforce and the local population of working age as this has been taken into account when setting the BVPI target
- 5.5 Details of disabled/not disabled applicants and their relative success in obtaining a job during 2005/6 is detailed in Table 11.

Table 11

Stage	Applicants from White Backgrounds	Applicants from Minority Ethnic Backgrounds	All Applicants	4/5ths rule met?
%age (no.) of applications received	98.07% (2389)	1.93% (47)	100.00% (2436)	N/A
%age (no.) of applicants	27.84% (665)	25.53% (12)	27.79% (677)	Yes

shortlisted				
%age (no.) of shortlisted applicants who were appointed	26.77% (178)	25.00% (3)	26.74% (181)	Yes

Further analysis by department is attached at Appendix 6

5.6 It is pleasing to report that the percentage of applicants from BME communities is greater than the BME profile of the workforce and the local population. There is no evidence at Council level of discrimination against applicants with a BME background at shortlisting or appointment stage(although this is based on small numbers). Further monitoring is needed to identify whether this applies across all departments of the Council.

5.7 As the ethnicity profile of the workforce is not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2005/6

- Planning for recruitment review
- Initial meeting to discuss monitoring arrangements in respect of school employees
- Consultation event with minority groups
- Implementation of the Recruitment and Retention Strategy
- Development of placement schemes for people from minority ethnic communities, including exploration of funding opportunities
- Survey of employees to ensure up to date monitoring information
- Consideration of school employees monitoring requirements within the Children's Services Department Race Equality Group
- Development of Exit Interview monitoring
- Consultation with people from ethnic minorities via the 'Talking with Communities' consultation arrangements
- Employee survey

5.8 In order to achieve the targets set in 5.1 above, the following actions are proposed for 2006/7

- Provision of placement opportunities for people from minority ethnic communities
- Undertake recruitment review
- Survey of school employees to ensure up to date monitoring information
- Implement ongoing monitoring arrangements in respect of school employees
- Implementation of Exit Interview monitoring
- Development, and distribution, of guidance to employees on reporting discrimination, bullying and harassment
- Promote the Equality Standard for Local Government
- Work towards achieving level 3 of the Employment section of the Equality Standard for Local Government by March 2008

6. AGE

- 6.1 There are no age related Corporate Health Performance Indicators as part of the Best Value regime
- 6.2 The workforce ethnic profile compared to local, regional and national population of working age is detailed in Tables 12 (males and females), Table 13 (males only) and Table 14 (females only).

Table 12

Breakdown by Working Age (Males and Females) Source: Census 2001	Males and females aged 16-17	Males and females aged 18-24	Males and females aged 25-34	Males and females aged 35-44	Males and females aged 45-54	Males and females aged 55-64	Males and females aged 65+
Hartlepool Council at 1.4.05	0.33	6.74	19.32	30.25	28.94	14.17	0.26
Hartlepool Council at 1.4.06	0.33	5.90	18.88	29.60	29.80	15.36	0.11
Hartlepool Borough	4.64	12.05	20.20	24.50	21.58	17.03	N/A
Tees Valley	4.52	12.70	20.41	24.00	21.52	16.84	N/A
North East	4.08	13.39	20.38	23.61	21.54	17.00	N/A
England & Wales	3.93	13.15	22.32	23.31	20.72	16.57	N/A

Further analysis by department is attached at Appendix 7

Table 13

Breakdown by Working Age (Males only) Source: Census 2001	Males aged 16-17	Males aged 18-24	Males aged 25-34	Males aged 35-44	Males aged 45-54	Males aged 55-64	Males aged 65+
Hartlepool Council at 1.4.05	0.34	7.65	17.69	27.89	29.17	17.01	0.26
Hartlepool Council at 1.4.06	0.43	7.56	16.25	27.28	29.28	18.77	0.43
Hartlepool Borough	4.71	11.82	19.59	24.50	22.17	17.21	N/A
Tees Valley	4.60	12.78	19.92	23.78	21.91	17.01	N/A
North East	4.17	13.55	20.06	23.48	21.80	16.94	N/A
England & Wales	4.08	13.28	22.10	23.30	20.74	16.50	N/A

Further analysis by department is attached at Appendix 7

Table 14

Breakdown by Working Age (Females only) Source: Census 2001	Females aged 16-17	Females aged 18-24	Females aged 25-34	Females aged 35-44	Females aged 45-54	Females aged 55-64	Females aged 65+
Hartlepool Council at 1.4.05	0.32	6.42	19.88	31.06	28.87	13.19	0.26
Hartlepool Council at 1.4.06	0.33	5.32	19.79	30.40	29.98	14.17	0.00
Hartlepool Borough	4.58	12.27	20.78	24.49	21.03	16.85	N/A
Tees Valley	4.44	12.63	20.87	24.22	21.15	16.68	N/A
North East	3.99	13.24	20.69	23.74	21.29	17.05	N/A
England & Wales	3.78	13.02	22.54	23.33	20.70	16.63	N/A

Further analysis by department is attached at Appendix 7

- 6.3 The workforce profile continues to be lower than the local community for people under age 35 and higher for people aged between 35 and 54. Perhaps more worryingly, the 'gap' between the two has widened for both age groups. Whilst the workforce profile of those aged 55 and over is lower than the local population, the 'gap' has been narrowed.
- 6.4 Year on year targets of moving each age band closer to the local population by 2% has been set and are detailed in Table 15

Table 15

Age Group	1.4.07 target	1.4.08 target	1.4.09 target	Local population
16-17	0.37%	0.37%	0.38%	4.64
18-24	6.02%	6.14%	6.26%	12.05
25-34	19.25%	19.64%	20.04%	20.20
35-44	29.00%	28.40%	27.86%	24.50
45-54	29.20%	28.62%	28.05%	21.58
55-64	15.64%	15.98%	16.30%	17.03
65+	0.11%	0.11%	0.12%	N/A

- 6.5 Details of applicants by age and their relative success in obtaining a job during 2005/6 is detailed in Table 16.

Table 16

Stage	Aged 16-24	Aged 25-34	Aged 35-44	Aged 45-54	Aged 55-65+	All Applicants
%age (no.) of applications received	37.48% (871)	25.99% (604)	21.00% (488)	12.01% (279)	3.53% (82)	100.00% (2324)
%age (no.) applicants shortlisted	22.96% (200)	32.62% (197)	33.81% (165)	32.62% (91)	30.49% (25)	29.17% (678)
%age (no.) shortlisted applicants who were appointed	21.50% (43)	27.92% (55)	27.27% (45)	28.57% (26)	16.00% (4)	25.52% (173)

Further analysis by department is attached at Appendix 8

- 6.6 Whilst it is pleasing to report that more applications were received from young people under the age of 25, their success rate was generally much lower than applicants from other age groups, perhaps reflecting their lack of work experience. Work is ongoing to try and address this.
- 6.7 As the age profile of the workforce is not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2005/6

- Contribution to, to the regional website and advertising campaign to attract young people into local government.
- Implementation of the Recruitment and Retention Strategy
- Approval of Workforce Development Plan
- Planning for the Recruitment Review
- Agreement to set targets for age
- Amendments to computer systems to eliminate the mismatch in the age groupings in datasets

6.8 In order to achieve the targets set in 6.4 above, the following actions are proposed for 2006/7

- Implement the Employment Equality (Age) Regulations 2006, including ensuring adverts do not discriminate on the grounds of age and that the placing of adverts facilitates applications from people of all ages
- Consultation with people of all ages via the 'Talking with Communities' consultation arrangements
- Promote the Equality Standard for Local Government
- Work towards achieving level 3 of the Employment section of the Equality Standard for Local Government by March 2008

7. **RECOMMENDATION**

That the Portfolio Member note the report and endorse the targets set.

Appendix 1

Gender Performance Indicators 2005/6 (Profiled by Department)

a) Best Value Performance Indicators

Top 5% of workforce (BVPI 11a)	CEX	DACS	DRPS	DChS	Schools	DNS	Whole Council	Hartlepool Borough – whole population
Percentage of top 5% earners who are female at 31.3.06	26.67%	69.11%	25.32%	65.85%	N/A	22.35%	50.44%	49.1%
Percentage of top 5% earners who are male at 31.3.06	73.33%	30.89%	74.68%	34.15%	N/A	77.65%	49.56%	50.9%

b) Other Performance Indicators

Whole workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Whole Council	Hartlepool Borough
Percentage of workforce who are female at 1/4/2006	71.33%	77.74%	64.13%	80.75%	81.29%	59.30%	74.29%	49.1%
Percentage of workforce who are male at 1/4/2006	28.67%	22.26%	35.87%	19.25%	18.71%	40.70%	25.71%	50.9%

Appendix 2

Gender Breakdown of Applicants April 2005 – March 2006

a) Numbers of applicants

	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Overall Council
Male applicants									
Made application	50	68	233	153	134	160	54	86	938
Shortlisted	20	12	46	34	39	56	19	27	253
Shortlisted applicants who are appointed	5	4	18	10	6	17	2	7	69
Female Applicants									
Made application	199	36	384	310	217	108	137	183	1574
Shortlisted	101	18	82	72	60	34	57	59	483
Shortlisted applicants who are appointed	28	9	20	14	13	13	13	14	124
All Applicants									
Made application	249	104	617	463	351	268	191	269	2512
Shortlisted	121	30	128	106	99	90	76	86	736
Shortlisted applicants who are appointed	33	13	38	24	19	30	15	21	193

b) Percentage of applicants

	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Overall Council
Male applicants									
Made application	20.08%	65.38%	37.76%	33.05%	38.18%	59.70%	28.27%	31.97%	37.34%
Shortlisted	40.00%	17.63%	19.74%	22.22%	29.10%	35.00%	35.19%	31.40%	26.97%
Shortlisted applicants who are appointed	25.00%	33.33%	39.13%	29.41%	15.38%	30.36%	10.53%	25.93%	27.27%
Female Applicants									
Made application	79.92%	34.62%	62.24%	66.95%	61.82%	40.30%	71.73%	68.03%	62.66%
Shortlisted	50.75%	50.00%	21.35%	23.23%	27.65%	31.48%	41.61%	32.24%	30.69%
Shortlisted applicants who are appointed	27.72%	50.00%	24.39%	19.44%	21.67%	38.24%	22.81%	23.73%	25.67%
All Applicants									
Made application	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Shortlisted	48.59%	28.85%	20.75%	22.89%	28.21%	33.58%	39.79%	31.97%	29.30%
Shortlisted applicants who are appointed	27.27%	43.33%	29.69%	22.64%	19.19%	33.33%	19.74%	24.42%	26.22%

Appendix 3

Disability Related Performance Indicators 2005/6 (Profiled by Department)

Ref	Definition	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
									22.14%
BVPI 11c	Percentage of top 5% of earners with a disability	0.00%	0.00%	18.78%	4.58%	N/A	17.15%	6.79%	
	Percentage of employees with a disability								22.14%
BVPI 16a	The percentage of the working age population with disabilities (based on Census 2001 data)	8.24%	6.06%	7.64%	3.57%	1.44%	5.32%	4.41%	
BVPI 16b	The percentage of staff with disabilities, compared with the percentage of the working age population with disabilities (BVPI16a divided by BVPI16b)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	22.14%
BVPI 16x		37.21%	27.37%	34.51%	16.12%	6.50%	24.02%	19.92%	N/A

Appendix 4

Breakdown of Applicants by Disability – April 2005 – March 2006

a) Numbers of applicants

Apr - Mar

Actual

Disabled Applicants	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Total
Made application	7	5	16	15	11	10	4	7	75
Shortlisted	2	2	5	5	2	3	1	0	20
Shortlisted applicants who are appointed	0	1	1	0	0	1	0	0	3
Not Disabled Applicants									
Made application	232	97	577	437	333	255	179	254	2364
Shortlisted	114	27	121	97	95	83	72	87	696
Shortlisted applicants who are appointed	31	12	36	23	20	27	15	22	186
All Applicants									
Made application	239	102	593	452	344	265	183	261	2439
Shortlisted	116	29	126	102	97	86	73	87	716
Shortlisted applicants who are appointed	31	13	37	23	20	28	15	22	189

b) Percentage of applicants

Percentage - Apr - Mar

Disabled Applicants	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Total
Made application	2.93%	4.90%	2.70%	3.32%	3.20%	3.77%	2.19%	2.68%	
Shortlisted	28.57%	40.00%	31.25%	33.33%	18.18%	30.00%	25.00%	0.00%	
Shortlisted applicants who are appointed	0.00%	50.00%	20.00%	0.00%	0.00%	33.33%	0.00%	0.00%	
Not Disabled Applicants									
Made application	97.07%	95.10%	97.30%	96.68%	96.80%	96.23%	97.81%	97.32%	
Shortlisted	49.14%	27.84%	20.97%	22.20%	28.53%	32.55%	40.22%	34.25%	
Shortlisted applicants who are appointed	27.19%	44.44%	29.75%	23.71%	21.05%	32.53%	20.83%	25.29%	
All Applicants									
Made application	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Shortlisted	48.54%	28.43%	21.25%	22.57%	28.20%	32.45%	39.89%	33.33%	
Shortlisted applicants who are appointed	26.72%	44.83%	29.37%	22.55%	20.62%	32.56%	20.55%	25.29%	

Appendix 5

Ethnicity Related Performance Indicators 2005/6 (Profiled by Department)

		CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
	Percentage of top 5% of earners who are from an black and minority ethnic background	0.00%	0.00%	0.00%	2.47%	N/A	0.00%	1.15%	1.1%
BVPI 11b	Percentage of employees from ethnic minority communities							0.8%	1.1%
BVPI 17a	The percentage of the working age population from minority ethnic communities (based on Census 2001 data)	0.7%	0.4%	5.6%	1.9%	0.4%	0.2%	N/A	1.1%
BVPI 17b	The percentage of staff from minority ethnic communities compared with the percentage of working age population from minority ethnic communities (BVPI17a divided by BVPI17b)								N/A
BVPI 17x		63.64%	36.36%	509.09%	172.73%	36.36%	18.18%	72.73%	

Appendix 6

Breakdown of Applicants by Ethnicity – April 2005 – March 2006

a) Numbers of applicants

	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Total
Apr - Mar									
Actual									
White Applicants									
Made application	240	100	604	444	285	263	185	268	2389
Shortlisted	119	29	123	103	45	88	73	85	665
Shortlisted applicants who are appointed	31	13	36	24	9	29	14	22	178
Ethnic Minority Applicants									
Made application	8	3	9	11	9	1	2	4	47
Shortlisted	3	0	3	2	2	0	1	1	12
Shortlisted applicants who are appointed	1	0	1	0	0	0	1	0	3
All Applicants									
Made application	248	103	613	455	294	264	187	272	2436
Shortlisted	122	29	126	105	47	88	74	86	677
Shortlisted applicants who are appointed	32	13	37	24	9	29	15	22	181

b) Percentage of applicants

	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Total
Percentage - Apr - Mar									
White Applicants									
Made application	96.77%	97.09%	98.53%	97.58%	96.94%	99.62%	98.93%	98.53%	98.07%
Shortlisted	49.58%	29.00%	20.36%	23.20%	15.79%	33.46%	39.46%	31.72%	27.84%
Shortlisted applicants who are appointed	26.05%	44.83%	29.27%	23.30%	20.00%	32.95%	19.18%	25.88%	26.77%
Ethnic Minority Applicants									
Made application	3.23%	2.91%	1.47%	2.42%	3.06%	0.38%	1.07%	1.47%	1.93%
Shortlisted	37.50%	0.00%	33.33%	18.18%	22.22%	0.00%	50.00%	25.00%	25.53%
Shortlisted applicants who are appointed	33.33%	0.00%	33.33%	0.00%	0.00%	0.00%	100.00%	0.00%	25.00%
All Applicants									
Made application	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Shortlisted	49.19%	28.16%	20.55%	23.08%	15.99%	33.33%	39.57%	31.62%	27.79%
Shortlisted applicants who are appointed	26.23%	44.83%	29.37%	22.86%	19.15%	32.95%	20.27%	25.58%	26.74%

Appendix 7

Age Related Performance Indicators 2005/6 (Profiled by Department)**a) Males only**

Male workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of male workforce aged 18-24 at 1.4.06	0.00%	8.89%	0.00%	21.74%	10.47%	12.50%	7.58%	4.71%
Percentage of male workforce aged 25-34 at 1.4.06	25.00%	17.78%	0.00%	21.74%	18.60%	18.06%	22.73%	11.82%
Percentage of male workforce aged 35-44 at 1.4.06	41.67%	40.00%	50.00%	30.43%	38.37%	22.22%	24.24%	19.59%
Percentage of male workforce aged 45-54 at 1.4.06	25.00%	22.22%	16.67%	13.04%	19.77%	28.47%	34.85%	24.50%
Percentage of male workforce aged 55-64 at 1.4.06	8.33%	11.11%	33.33%	13.04%	12.79%	16.67%	9.09%	22.17%
Percentage of male workforce aged 65 and above at 1.4.06	0.00%	0.00%	0.00%	0.00%	0.00%	0.69%	1.52%	17.21%
Percentage of male overall workforce at 1.4.06	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A
Percentage of male workforce aged less than 18 at 1.4.06	0.00%	0.00%	0.00%	0.00%	0.00%	1.39%	0.00%	100.00%

b) Females only

Female workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of male workforce aged less than 18 at 1.4.06	0.00%	0.00%	0.00%	0.00%	0.00%	1.39%	0.00%	4.58%
Percentage of male workforce aged 18-24 at 1.4.06	0.00%	8.89%	0.00%	21.74%	10.47%	12.50%	7.58%	12.27%
Percentage of male workforce aged 25-34 at 1.4.06	25.00%	17.78%	0.00%	21.74%	18.60%	18.06%	22.73%	20.78%
Percentage of male workforce aged 35-44 at 1.4.06	41.67%	40.00%	50.00%	30.43%	38.37%	22.22%	24.24%	24.49%
Percentage of male workforce aged 45-54 at 1.4.06	25.00%	22.22%	16.67%	13.04%	19.77%	28.47%	34.85%	21.03%
Percentage of male workforce aged 55-64 at 1.4.06	8.33%	11.11%	33.33%	13.04%	12.79%	16.67%	9.09%	16.85%
Percentage of male workforce aged 65 and above at 1.4.06	0.00%	0.00%	0.00%	0.00%	0.00%	0.69%	1.52%	N/A
Percentage of male overall workforce at 1.4.06	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

c) Males and Females

Whole workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of workforce aged less than 18 at 1.4.06	0.00%	0.62%	0.00%	0.00%	0.33%	0.62%	1.09%	4.64%
Percentage of workforce aged 18-24 at 1.4.06	5.26%	6.79%	0.00%	17.24%	9.33%	7.64%	10.33%	12.05%
Percentage of workforce aged 25-34 at 1.4.06	28.95%	21.60%	0.00%	16.09%	20.00%	14.66%	24.46%	20.20%
Percentage of workforce aged 35-44 at 1.4.06	28.95%	37.04%	46.15%	32.18%	35.00%	29.80%	23.37%	24.50%
Percentage of workforce aged 45-54 at 1.4.06	21.05%	27.16%	23.08%	26.44%	26.00%	28.86%	32.61%	21.58%
Percentage of workforce aged 55-64 at 1.4.06	15.79%	6.79%	30.77%	8.05%	9.33%	18.25%	7.61%	17.03%
Percentage of workforce aged 65 and above at 1.4.06	0.00%	0.00%	0.00%	0.00%	0.00%	0.16%	0.54%	N/A
Percentage of overall workforce at 1.4.06	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Breakdown of Applicants by Age – April 2005 – March 2006

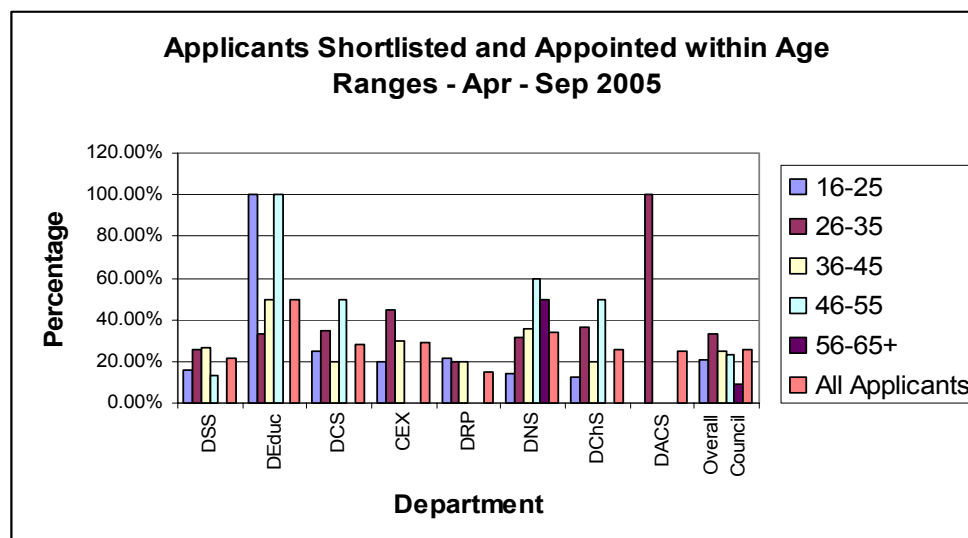
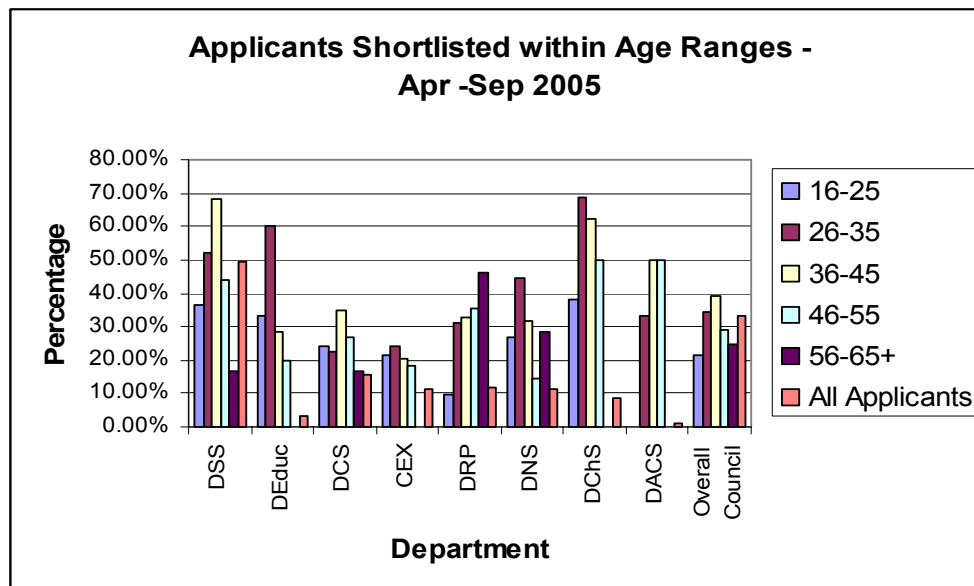
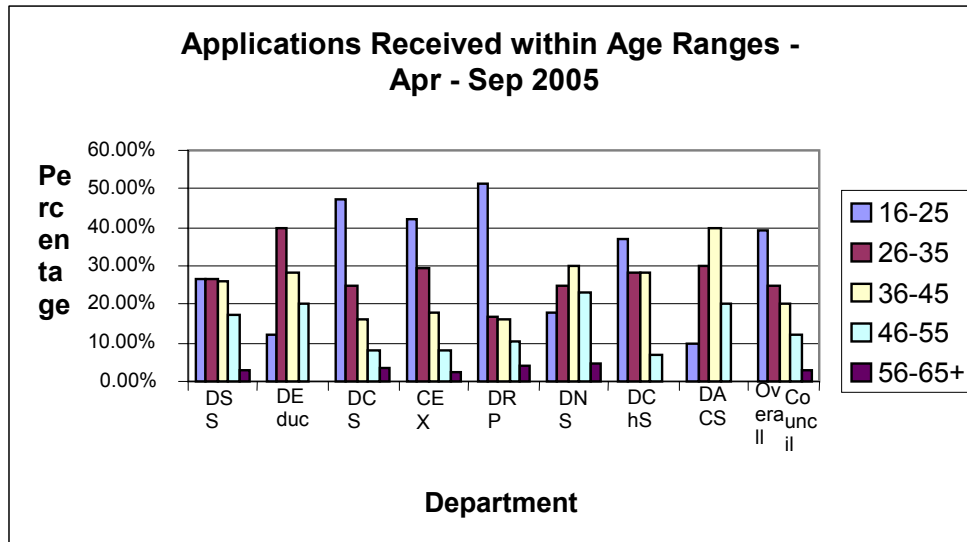
a) Number of Applicants

	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Total
Apr - Mar									
Actual									
16-24 applicants									
Made application	60	25	259	179	133	55	58	102	871
Shortlisted	21	3	48	38	26	14	20	30	200
Shortlisted applicants who are appointed	4	2	10	6	7	3	2	9	43
25-34 Applicants									
Made application	64	34	142	125	68	59	54	58	604
Shortlisted	32	10	31	31	25	27	25	16	197
Shortlisted applicants who are appointed	9	4	10	9	6	8	7	2	55
35-44 Applicants									
Made application	62	22	92	82	65	70	39	56	488
Shortlisted	40	5	23	19	20	24	16	18	165
Shortlisted applicants who are appointed	13	2	5	7	3	8	3	4	45
45-54 Applicants									
Made application	36	14	49	39	36	46	22	37	279
Shortlisted	16	7	12	11	14	11	5	15	91
Shortlisted applicants who are appointed	3	5	6	0	1	5	2	4	26
56-65 Applicants									
Made application	7	1	19	10	22	13	1	9	82
Shortlisted	2	1	4	1	8	4	1	4	25
Shortlisted applicants who are appointed	1	0	1	0	0	1	0	1	4
All Applicants									
Made application	229	96	561	435	324	243	174	262	2324
Shortlisted	111	26	118	100	93	80	67	83	678
Shortlisted applicants who are appointed	30	13	32	22	17	25	14	20	173

b) Percentage of Applicants

	DSS	DEduc	DCS	CEX	DRP	DNS	DChS	DACS	Total
Percentage - Apr - Mar									
16-24 applicants									
Made application	26.20%	26.04%	46.17%	41.15%	41.05%	22.63%	33.33%	38.93%	37.48%
Shortlisted	35.00%	12.00%	18.53%	21.23%	19.55%	25.45%	34.48%	29.41%	22.96%
Shortlisted applicants who are appointed	19.05%	66.67%	20.83%	15.79%	26.92%	21.43%	10.00%	30.00%	21.50%
25-34 Applicants									
Made application	27.95%	35.42%	25.31%	28.74%	20.99%	24.28%	31.03%	22.14%	25.99%
Shortlisted	50.00%	29.41%	21.83%	24.80%	36.76%	45.76%	46.30%	27.59%	32.62%
Shortlisted applicants who are appointed	28.13%	40.00%	32.26%	29.03%	24.00%	29.63%	28.00%	12.50%	27.92%
35-44 applicants									
Made application	27.07%	22.92%	16.40%	18.85%	20.06%	28.81%	22.41%	21.37%	21.00%
Shortlisted	64.52%	22.73%	25.00%	23.17%	30.77%	34.29%	41.03%	32.14%	33.81%
Shortlisted applicants who are appointed	32.50%	40.00%	21.74%	36.84%	15.00%	33.33%	18.75%	22.22%	27.27%
45-54 applicants									
Made application	15.72%	14.58%	8.73%	8.97%	11.11%	18.93%	12.64%	14.12%	12.01%
Shortlisted	44.44%	50.00%	24.49%	28.21%	38.89%	23.91%	22.73%	40.54%	32.62%
Shortlisted applicants who are appointed	18.75%	71.43%	50.00%	0.00%	7.14%	45.45%	40.00%	26.67%	28.57%
55-65+ applicants									
Made application	3.06%	1.04%	3.39%	2.30%	6.79%	5.35%	0.57%	3.44%	3.53%
Shortlisted	28.57%	100.00%	21.05%	10.00%	36.36%	30.77%	100.00%	44.44%	30.49%
Shortlisted applicants who are appointed	50.00%	0.00%	25.00%	0.00%	0.00%	25.00%	0.00%	25.00%	16.00%
All Applicants									
Made application	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Shortlisted	48.47%	27.08%	21.03%	22.99%	28.70%	32.92%	38.51%	31.68%	29.17%
Shortlisted applicants who are appointed	27.03%	50.00%	27.12%	22.00%	18.28%	31.25%	20.90%	24.10%	25.52%

UPDATE FOR WHOLE YEAR



PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26 June 2006



Report of: Chief Personnel Services Officer

Subject: EMPLOYEE SURVEY 2005

SUMMARY

1. PURPOSE OF REPORT

To obtain the Portfolio Holder's endorsement of the 2005 Employee Survey Action Plan.

2. SUMMARY OF CONTENTS

The report provides details of the 2005 Employee Survey Action Plan.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance

4. TYPE OF DECISION

This is not a key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report and endorse the action plan

Report of: Chief Personnel Services Officer

Subject: EMPLOYEE SURVEY 2005

1. PURPOSE OF REPORT

- 1.1 To obtain the Portfolio Holder's endorsement of the 2005 Employee Survey Action Plan.

2. BACKGROUND

- 2.1 The results of the 2005 Employee Survey and draft action plan were reported to the Portfolio Holder's meeting held on 3rd April 2006. Further consideration of the draft action plan has now taken place at a Corporate Management Team Away Day and is being considered within Departmental Management Teams (DMT).
- 2.2 A revised Action Plan is attached at Appendix 1

3 CORPORATE MANAGEMENT ACTIONS

- 3.1 Corporate Management Team (CMT) concentrated on three strategic aspects of the 2005 Employee Survey namely

- Managing Diversity and Equality
- Leadership and Change
- Managing Pressure of Work

These linked to issues raised at a Corporate Management Team briefing for managers immediately prior to the Away Day.

- 3.2 In respect of Managing Diversity and Equality, CMT emphasised the need to improve awareness of the Equality Standard and how equality is being mainstreamed into all Council activity and agreed the following actions

- Promote the Equality Standard via Management Matters, Newslines etc
- Include Equality issues on future CMT briefings for managers
- Promote Equality and Diversity in DMT's
- Consider arranging a briefing from an external authority
- Endorse the Diversity Steering Group Action Plan at CMT and monitor progress

3.3 In order to make improvements in employee perceptions about Leadership and Change, CMT agreed it was necessary to increase the profile of Members and CMT and promote positive messages as follows

- Explain the Council's management and political structure via Management Matters, Newline, Induction etc
- Promote the role of scrutiny via Newline, Management Matters, Induction etc
- Disseminate input from elected members through DMT's etc
- Communicate 2005/6 performance and 2006/7 priorities to employees

3.4 Whilst recognising the need to improve management of pressure at work, CMT were concerned that some of the proposed actions may increase pressure rather than reduce it and determined to replace actions not previously planned by the following

- Include Stress Management in Leadership and Management Development programme
- Promote Stress Training to employees
- Develop Stress Management scenarios
- Promote Management of Pressure in DMT's
- Develop Stress Guidance for employees
- Publicise Support arrangements
- Improve arrangements for 'backfilling' vacancies
- Identify 'health' risks on monitoring of vacancies forms

4 DEPARTMENTAL MANAGEMENT TEAM ACTIONS

4.1 Departmental management teams are currently considering the results and developing their own action plans to address issues specific to their department. To include the departmental action plans in this report would result in a very long and detailed action plan.

5 RECOMMENDATION

5.1 That the Portfolio Member endorse the 2005 Employee Survey Action Plan.

Appendix 1

2005 Employee Survey Action Plan

Activity (Cross referenced to original report)	Tasks	Lead/ Responsibility	Target Dates & Milestones	Comments
1. Introduction		WS		
2. Methodology		WS		
2.1 Improve 2007 survey response rates	<ul style="list-style-type: none"> • Increase promotion/publicity • Engage managers • Encourage employees to register with e-consultation system at induction, via Newslite and Consultation Group • Feedback results via Newslite, Hartbeat, Hartlepool Mail, DMT, CMT Briefings, CEX briefings, Management Matters, Departmental Newsletters etc and in accordance with the Feedback Communication Strategy 	WS/LC WS/LC GT/AF WS/LC/AR	March 2007 March 2007 Oct 2006 Apr 2006 April 2006 March 2007 March 2007	Complete

	<ul style="list-style-type: none"> • Prepare action plan and regularly report progress • Identify low response areas and measures to improve these • Improve publicity prior to next survey • Consider setting up focus group to explore issues and propose improvements • Review departmental rules re use of IT by employees • Develop Tips & Hints for managers to help them encourage completion of survey 	WS/LC/AR WS/LC WS WS/LC Directors LC	Sept 2006 Jul 06 March 2007	Action Plan Prepared
2.2 Make better use of resources	<ul style="list-style-type: none"> • Incorporate 2007 Managers Survey with 2007 Employee Survey • Use e-consultation system for all employees • Calculate Efficiency savings from use of e-consultation 	WS/LC AL/Departmental Co-ordinators AL	March 2007 March 2007 Aug 2006	

2.3 Improve 2007 Survey	<ul style="list-style-type: none"> Consider inclusion of sections covering Teamwork, Customer Focus, Performance Management, Skills Audit, Service Provision in 2007 survey 	WS/LC/CMT	March 2007	
3. A Good Employer		AO		
3.1 Consider ways of making employees feel valued	<ul style="list-style-type: none"> Agree and implement Rewards & Recognition Policy Consider other options Consider setting up focus group to explore issues and propose improvements 	WS WS WS	Sept 2006 Nov 2006 Sept 2006	
3.2 Making sure that employees are supported by their managers/ supervisors	<ul style="list-style-type: none"> Departments to consider how to ensure employees feel supported by their managers/supervisors Consider setting up focus group to explore issues and propose improvements 	Directors WS/LC	July 2006 Sept 2006	
3.3 Paying competitive wages/ salaries	<ul style="list-style-type: none"> Complete Pay & Grading review 	WS	March 2007	

3.4 Listening to what employees have to say and taking it into account	<ul style="list-style-type: none"> Departments to consider how to ensure employees feel the Council listens to what they have to say and takes it into account Consider establishing a focus group to explore issues further Agree and implement departmental Staff Suggestion Schemes 	<p>Directors</p> <p>WS/LC</p> <p>Directors</p>	<p>July 2006</p> <p>Sept 2006</p> <p>Nov 2006</p>	
3.5 Retaining employees	<ul style="list-style-type: none"> Departments to consider measures which may help to retain employees Implement Recruitment and Retention Strategy 	<p>Directors</p> <p>JM</p>	<p>Jul 2006</p> <p>Apr 2006</p>	Complete
3.6 Improving employee satisfaction with their current role and level of responsibility	<ul style="list-style-type: none"> Ensure managers consider employee satisfaction in appraisals 	Directors	July 2006	
4. Communication with Employees		WS		
4.1 Improve the profile and usefulness of Management Matters	<ul style="list-style-type: none"> Consider sending out Management matters in either CEX or CPSO name Review the distribution lists Increase publicity for 	<p>WS</p> <p>WS/Directors</p> <p>WS/CEX/Directors</p>	<p>July 2006</p> <p>April 2006</p> <p>Sept 2006</p>	Complete

	Management Matters by asking departments to promote it, include an article in the new CMT briefings, include in CEX's briefings to manager's etc.			
4.2 Improve usefulness of notice boards in Council workplaces	<ul style="list-style-type: none"> • Arrange for notice boards to be tidied up and allocate responsibility to individual employees for keeping them up to date • Allocate specific notice boards (or areas of boards) to trade unions 	<p>Directors</p> <p>Directors</p>	<p>July 2006</p> <p>July 2006</p>	
4.3 Presenting information to employees in a format they prefer	<ul style="list-style-type: none"> • Finalise and publish Communication Channels guidance 	WS	Sept 2006	
4.4 Identify barriers to employees putting forward suggestions	<ul style="list-style-type: none"> • Consider setting up focus group to explore issues and propose improvements 	WS/LC	Sept 2006	
4.5 Improve communication with employees	<ul style="list-style-type: none"> • Consider setting up focus group to explore issues and propose improvements • Implement Corporate Communications Strategy Action Plan 	<p>WS/LC</p> <p>WS/AR</p>	<p>Sept 2006</p> <p>In accordance with plan</p>	

5. Managing Pressure of Work		AO/DQ		
5.1 Improve management of pressure at work	<ul style="list-style-type: none"> • Ensure managers consider pressure at work in appraisals and appropriate responses are made where employee indicate they feel pressure at work • Introduce Leavers Questionnaire for all employees and respond to any pressure at work issues raised • Implement actions arising from the corporate stress 'health check' • Undertake departmental stress 'health checks' • Develop and implement stress action plans • Implement Managing Corporate Stress at Work Policy • Consider setting up focus group to explore issues and propose improvements • Include Stress Management in Leadership and 	<p>Directors</p> <p>GT/AL</p> <p>Directors</p> <p>Directors</p> <p>Directors</p> <p>Directors</p> <p>WS/LC</p> <p>RW</p>	<p>July 06</p> <p>Oct 2006</p> <p>Mar 2007</p> <p>June 2006 Oct 2006</p> <p>Ongoing</p> <p>Sept 2006</p> <p>June 2006</p> <p>July 2006 Sept 2006 July 2006</p>	

	Management Development programme <ul style="list-style-type: none"> Promote Stress Training to employees Develop Stress Management scenarios Promote Management of stress in DMT's Develop Stress Guidance for employees Publicise Support arrangements Improve arrangements for 'backfilling' vacancies Identify 'health' risks on monitoring of vacancies forms 	Directors/RW WS/BT Directors WS/BT WS Sickness Champions Group JM	Sept 2006 Sept 2006 Oct 2006 June 2006	Complete
6. Managing Health Safety and Welfare		DQ/AO		
6.1 Improve Health and Safety training coverage	<ul style="list-style-type: none"> Identify why employees have not received health & safety training, consider whether this such training is necessary and address as appropriate Identify and provide training to areas of the Council not receiving 	DQ/BT/Training Co-ordinators DQ/BT/Training Co-ordinators	Sept 2006 Sept 2006	

	<p>training where this is appropriate</p> <ul style="list-style-type: none"> Consider refresher training where appropriate Include health and safety training as part of the core training provision and publicise accordingly 	<p>DQ/BT/Training Co-ordinators</p> <p>JW/RW/Training Co-ordinators</p>	<p>Sept 2006</p> <p>Sept 2006</p>	
7. Violence and Aggression		AO/DQ		
7.1 Violence & Aggression	<ul style="list-style-type: none"> Explore in detail where employees did not say they were aware of the precautions to protect them from violence & aggression and consider whether this is of concern Identify and advise employees of the measures where this is appropriate Introduce revised Violence and Aggression Policy 	<p>DQ/BT/Directors</p> <p>DQ/BT/Directors</p> <p>DQ</p>	<p>Mar 07</p> <p>Mar 07</p> <p>Mar 07</p>	
8. Managing Diversity and Equality		JW		
8.1 Improve spread of employees receiving Equality and Diversity Training	<ul style="list-style-type: none"> Ensure equality & diversity training is made available and taken up by all areas of the council, particularly weekly/four weekly paid 	RW/JW/Directors	ongoing	

	employees			
8.2 Improve awareness of the Equality Standard and how equality is being mainstreamed into all Council activity	<ul style="list-style-type: none"> Promote the Equality Standard via Management matters/Newsline etc Include Equality issues on future CMT briefings for managers Promote Equality and Diversity in DMT's Consider arranging a briefing from an external authority Endorse the Diversity Steering Group Action Plan at CMT and monitor progress 	WS AA Directors WS CMT/WS	July 2006 July 2006 Sept 2006 onwards July 2006 May 2006	Complete
9. Discrimination, Harassment and Bullying		JW/AO		
9.1 Improve arrangements for, and support available to, employees who experience discrimination, harassment or bullying	<ul style="list-style-type: none"> Publicise arrangements for addressing (and support available) bullying etc by sending out leaflets, using Newsline, Management matters, Scenarios, Intranet, Induction etc Remind managers/supervisors of their responsibilities to address such issues (and 	VK WS	April 2006 April 2006	Complete

	<p>possible consequences of not doing so)</p> <ul style="list-style-type: none"> • Introduce Leavers Questionnaire for all employees and auto-alert any discrimination etc issues • Consider setting up focus group to explore issues and propose improvements 	<p>GT/AL</p> <p>WS/LC</p>	<p>Oct 2006</p> <p>Sept 06</p>	
10. Support for Employees		AO		
10.1 Raise employees awareness of support available to employees	<ul style="list-style-type: none"> • Increase publicity for the Employee Support service by sending out leaflets, using Newslane, Management matters, Scenarios, Intranet, Induction, with particular emphasis on employees in Neighbourhood services, those with less than 2 years service and weekly/four weekly paid employees • Increase publicity for Carers Leave (particularly Adoption Leave and Caring for Adults) by sending out leaflets, 	<p>BT</p> <p>AO</p>	<p>2 months following review of the Employee Support Policy</p> <p>Dec 06</p>	

	developing booklets, using Newsline, Management matters, Scenarios, Intranet, particularly for Neighbourhood Services and weekly/four weekly paid employees <ul style="list-style-type: none"> • Consider setting up focus group to explore issues and propose improvements • Review Employee Support Policy and arrangements • Review Flexible Working arrangements, including the Flexitime Scheme 	WS AS AS	Sept 06 Mar 07 Mar 07	
10.2 Address issues regarding Flexitime Scheme	- Revise Flexitime Scheme and develop other flexible working schemes in conjunction with trade unions	AS	Mar 07	
11. Training and Development		RW/JW		
11.1 Improve employee perceptions in respect of training arrangements	<ul style="list-style-type: none"> • Review and promote personal development plans and training needs review arrangements, particularly in Chief Executives • Consider refresher training 	RW/JW/Directors/CEMT RW/JW/Training Coordinators	July 2006 July 2006 Sept 06	

	<ul style="list-style-type: none"> Consider setting up focus group to explore issues and propose improvements Ensure training needs are included in all appraisals Ensure regular appraisals are undertaken in respect of all employees 	WS/LC Directors Directors	July 06 July 06	
11.2 Review arrangements for publicity of courses	<ul style="list-style-type: none"> Ensure equal publicity of, and access to, training, particularly in Neighbourhood services and weekly/4 weekly paid employees 	RW/JW/Directors	Sept 2006	
12. Leadership and Change		JM		
12.1 Increase publicity for new departments and promote benefits, particularly in Adult & Community Services and Neighbourhood Services		WS/AR	Oct 06	
12.2 Increase Chief Executive's profile	<ul style="list-style-type: none"> Be present and take a role in the Long Service Awards be present and take a role 	CEX CEX	Dec 06 Sept 06	

	<p>in the proposed Celebrating Success event</p> <ul style="list-style-type: none"> • undertake visits to depots, sites, outlying offices to meet staff • more coverage in Newline which helps answer the question "What has the Chief Executive ever done for me?" 	<p>CEX</p> <p>AR</p>	<p>Oct 06</p> <p>ongoing</p>	
12.3 Increase the profile of CMT	<ul style="list-style-type: none"> • produce posters with pictures of CMT members in the corporate structure format (a bit like the Members photo sheet.) and have a page on the intranet for Chief Executive / CMT messages • Explain the Council's management and political structure via Management Matters, Newline, Induction etc 	<p>WS/PD</p> <p>AA</p>	<p>Oct 06</p> <p>Oct 06</p>	
12.4 Improve the profile of members	<ul style="list-style-type: none"> • Promote role of scrutiny via Newline, Management Matters, Induction etc • Disseminate input from elected members through DMT's etc 	<p>WS/AR</p> <p>Directors</p>	<p>Oct 06</p> <p>ongoing</p>	

12.5 Positive messages	<ul style="list-style-type: none"> Publicise every change made as a result of the employee survey – tag the actual change “You said – we acted” 	WS	Mar 07	
	<ul style="list-style-type: none"> Set “success story” targets for departments 	JM	Dec 06	
	<ul style="list-style-type: none"> Establish an annual corporate “Celebrating Success” event 	RW	Sept 06	
	<ul style="list-style-type: none"> Focus on national press releases 	AR	Ongoing	
	<ul style="list-style-type: none"> Communicate 2005/6 performance and 2006/7 priorities to employees 	AA	Sept 06	
12.6 Change management	<ul style="list-style-type: none"> Publicise change protocol and local arrangements more during management restructures e.g. face to face group meetings, e-mail staff, posters around the workplace 	HR	Ongoing	
	<ul style="list-style-type: none"> Agree a plan to address Adult & Community Services issues particularly 	DACS	Oct 2006	
12.7 Departmental issues	<ul style="list-style-type: none"> Consider departmental responses to the whole of the 2005 Employee Survey, and identify actions, at DMT’s 	Directors	Sept 2006	

12.8 Strategic issues	<ul style="list-style-type: none"> Identify strategic issues for the Council and CMT, and agree actions in response to them 	CMT	April 2006	Complete
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PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

26 June 2006



Report of: Chief Personnel Services Officer

Subject: Annual Race and Diversity Report

SUMMARY

1.0 PURPOSE OF REPORT

To obtain the Portfolio Holder endorsement of the Annual Race and Diversity report and action plan for achieving Level 3 of the Equality Standard for Local Government (BVPI 2a) by 2007/8.

2.0 SUMMARY OF CONTENTS

The report provides details of the Council's performance against the Corporate Race and Diversity Scheme 2005-08 and actions planned to achieve Level 3 of the Equality Standard for Local Government by 2007/8.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance

4.0 TYPE OF DECISION

This is not a key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

Endorse the report and action plan.

Report of: Chief Personnel Services Officer

Subject: Annual Race and Diversity Report

1. PURPOSE OF REPORT

- 1.1 To obtain the Portfolio Holder endorsement of the Annual Race and Diversity report and action plan for achieving Level 3 of the Equality Standard for Local Government (BVPI 2a) by 2007/8.

2. BACKGROUND

- 2.1 The Council's Corporate Race and Diversity Scheme 2005-2008 (Appendix A) was approved by Cabinet on 6th June 2005. This meets the requirements of both the Race Relations (Amendment) Act 2000 and the BVPI2a - Equality Standard for Local Government (the 'Equality Standard'). The 2000 Act also requires Councils to publish an annual report detailing performance against the Race and Diversity Scheme.

3. ANNUAL RACE AND DIVERSITY REPORT

- 3.1 Attached at Appendix B is the Annual Race and Diversity Report.
- 3.2 Key Corporate achievements in 2005/6 include:-
- Declaring itself as achieving Level 2 of the Equality Standard
 - Corporate consultation, community development and scrutiny of our services have been effective.
 - Policies and procedures have undergone diversity impact assessments and unmet needs have been identified in the Impact Needs and Requirement Assessments (INRA's) as future objectives and targets.
 - Consultation with the Ethnic minorities via the "Talking with Communities" forum has been established.
 - Departmental Diversity Working groups were formed to help mainstream diversity into all service areas and to make progress in achieving Level 2 of the Equality Standard.
 - Languageline training was provided for frontline employees in all departments so that it gives them the confidence to deal with all enquiries from people for whom English is not their first language.

- The Council also has contracted with the Tees Valley & Durham Communication Services to assist communication with our deaf and hard of hearing customers.
- A provision is made for all documentation from the Council to be provided in different formats on request. Guidance is provided to all departments on the use of interpretation and translation services.
- Equality & Diversity training delivered to elected members and employees has enhanced the knowledge and awareness of the diversity issues.

4. ACTIONS PLANNED TO ACHIEVE LEVEL 3 OF THE EQUALITY STANDARD BY 2007/8

4.1 As indicated above, the Council has declared itself as achieving level 2 of the Equality Standard and has set itself a target of achieving Level 3 by 2007/8.

4.2 The Equality Standard provides a systematic framework for mainstreaming equality issues into all aspects of service delivery and employment in all departments. It has 5 levels as follows:-

- Level 1: commitment to a comprehensive Equality Policy
 - Level 2: assessment and consultation
 - Level 3: setting equality objectives and targets
 - Level 4: information systems and monitoring against targets
 - Level 5: achieving and reviewing outcomes
- Within each level there are substantive areas as follows
- Leadership & Corporate Commitment
 - Consultation and Community Development and Scrutiny
 - Service Delivery and Customer Care
 - Employment & Training

Further details of the Equality Standard can be found at Appendix C

4.3 The Diversity Steering Group, which reports directly to Corporate Management Team, has agreed an action plan (Appendix D) designed to ensure that the Council progresses from Level 2 of the Equality Standard to Level 3 in two years. Where possible, existing arrangements (Corporate Procurement Group, Corporate Consultation Group etc) are being used to take the necessary actions.

5. RECOMMENDATION

That the Portfolio Member endorses the Annual Race and Diversity Report, the target of achieving Level 3 of the Equality Standard for Local Government (BVPI 2a) and the action plan to achieve this.

Appendix A

Corporate Race and Diversity Scheme 2005-2008

In 2005 Hartlepool Borough Council published its second Race Equality Scheme as required by the Race Relations (Amendment Act) 2000. The Scheme contained detailed race equality actions plans covering a three-year period from 2005-2008 and annual reports have been compiled and made available to the public.

The Race and Diversity Scheme includes all aspects of the Race Equality Scheme as required by the Race Relations Amendment Act 2000 but also includes many other equality and diversity issues relevant to other groups within our community.

The Race and Diversity Scheme is a corporate strategy and plan showing how the council intends to meet its obligations in relation to race and diversity issues over the next three years.

The Corporate Race and Diversity Scheme 2005-2008 can be accessed by through Intranet/Staff Info/D for Diversity.

It can also be accessed by Internet via this link
http://www.hartlepool.gov.uk/site/scripts/download_info.php?fileID=427

Appendix B



ANNUAL DIVERSITY REPORT 2005-2006

If you would like information in another language or format, please ask us.

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

(Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

(Bengali)

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه

(Kurdish)

如欲索取以另一语文印制或另一格式制作的资料，请与我们联系。

(Mandarin)

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

(Urdu)

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

(Hindi)

ਜੇ ਈਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਈਹ ਸਾਥੋਂ ਮੰਗ ਲਵੋ।

(Punjabi)

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

(Cantonese)

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

(Polish)

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Foreword from the Mayor



Welcome to Hartlepool Borough Council's fourth annual diversity report.

The purpose of this report is to explain what the Council has achieved over the last year to overcome barriers to service provision, promote equal opportunities and encourage good race relations.

The Council is committed to promoting diversity and works very hard to encourage this throughout the organisation. The Corporate Diversity Steering Group, which includes representatives from across the whole Council, meets regularly to work towards equality in service provision for all sections of the community.

This year, as well as reporting on how we have developed better services for all different sections of our communities, we have also included information on what we intend to achieve in the coming year.

The Council is committed to promoting equality and diversity and will ensure that this commitment is evident in everything we do.

Councillor Stuart Drummond
Mayor of Hartlepool

Annual Diversity Report

Introduction:

Our Vision & Goal: “Our mission is that Hartlepool will be a prosperous, caring, confident & outward looking community in an attractive environment, realising its potential”.

The Council is committed to valuing fully the differences that make each individual resident, visitor, partner, service provider, service user and employee unique. It is also committed to promoting a community and organisational culture that fully respects and values these diverse differences and their needs. It promotes equal opportunities and encourages good race relations and community relations.

A Corporate Race & Diversity Scheme was produced and published in May 2005. The scheme contains detailed race equality actions covering a three-year period from 2005-2008. The scheme also includes ways in which the Council progresses through the levels of the Equality Standard for Local Government, which was introduced in 2002.

The Race & Diversity scheme includes all aspects of the Race Equality Scheme as required by the Race Relations Amendment Act 2000 but also includes many other equality and diversity issues relevant to other disadvantaged groups within our community. This Annual Diversity Report is produced to align with the Race and Diversity Scheme and shows what each department has accomplished. It also contains what the Council intends to achieve in the coming year.

The Diversity Steering Group was initially created in May 2002 to facilitate the compilation of the Council's Race and Diversity Scheme and to meet the requirements of the Race Relations Amendment Act 2000. The focus of the Group will be to continue this work including carrying out review and monitoring activities regarding the content of the Race & Diversity Scheme. Support is provided from the Corporate Diversity Section.

This is Hartlepool Borough Council's fourth Annual Diversity Report. It includes the Council's accomplishments in 2005/06 and what it intends to achieve in 2006/07 in relation to race and diversity issues.

If you would like a copy of this report, or would like to comment on anything in it, please contact Vijaya Kotur Diversity Officer, The Windsor Offices, Unit 24, Middleton Grange, Hartlepool, TS24 7RJ.

How we measure performance:

Performance is measured using a combination of local and national performance indicators.

National Performance Indicators include:

Best Value Performance Indicators (BVPs) – set by the Government

Additional Indicators, for Children's services and Adult Social Care – set by the Government.

The Council uses Performance Indicators to set improvement targets and to measure and compare its performance year on year. Where the indicators show a need to improve performance the Council sets action plans to ensure everything possible is done to address this. The Council consults the users of that service and seek their views on what could be done differently. The Best Value review system also ensures that poor services are reviewed earlier, so that causes for the underperformance can be identified and put right without delay.

The Council complements the statutory indicators with 'local' indicators that measure how its services are performing to achieve its local corporate objectives and to see whether services are improving. Under the Race Relations (Amendment) Act 2000, Councils are required to identify all the functions, policies, plans and strategies that have a race equality dimension and then carry out an impact assessment. The Equality Standard for Local Government BVPI2a builds upon this requirement and extends across the areas of race, gender, disability, age, sexual orientation and religion. There are five Levels in the Equality Standard. Hartlepool Borough Council has declared it has achieved Level 2 of the Equality Standard in March 2006. It is aiming to achieve Level 3 by March 2008.

Hartlepool Council uses an impact needs requirement assessment (INRA) process to help departments to assess their services and functions every three years and update this assessment on an annual basis. These assessments form the basis of diversity objectives and target setting as required for the Race & Diversity Scheme. Identified actions inform service plans. A Diversity Impact Assessment (DIA) is also contained in the INRA process that allows for ongoing assessments of policies and systems as they are reviewed or introduced. Assessments and scrutiny on our services can only be maintained by the active involvement of our service users through various consultations.

2005/6 performance and future targets in equality related Best Value Performance Indicators is as follows

BVPI Description	2004/5 Performance	2005/6 Performance	2005/6 Target	2006/7 Target	2007/8 Target	2008/9 Target
BVPI 2a – Equality Standard	Level 1	Level 2	Level 2	Level 2	Level 3	Level 3
BVPI 2b - Duty to promote Race Equality	74%	84%	84%	89%	89%	89%
BVPI 11a – Senior Women	47.55%	50.44%	48.5%	50.44%	50.44%	50.44%
BVPI 11b – Senior BME employees	0%	1.15%	1.68%	2.31%	2.31%	2.31%
BVPI 11c – Senior Disabled employees	1.68%	6.79%	3.36%	7.95%	7.95%	7.95%
BVPI 16a – Disabled employees	2.53%	4.41%	2.84%	4.42%	4.43%	4.44%
BVPI 16ab – Disabled employees compared to local population	11.42%	19.92%	12.83%	19.96%	20.01%	20.05%
BVPI 17a – BME employees	0.6%	0.8%	0.7%	0.8%	0.9%	0.9%
BVPI 17ab – BME employees compared to local population	54.55%	72.73%	63.64%	72.73%	81.81%	81.81%
BVPI 156 - Buildings accessible to people with a disability	17.74%	20.00%	25%	28%	30%	30%
BVPI 174 - Racial Incidents per 100,000 employees	40%	58.82%	36%	59%	60%	61%
BVPI 175 – Racial Incidents with further action	85.7%	98.11%	84%	98%	98%	98%

Workforce Profile

The profile of the workforce, in addition to the BVPI's above, is as follows

a) Age

Description	At 1.4.05	At 1.4.06	Local Population	1.4.07 Target	1.4.08 Target	1.4.09 Target
Aged 16-17	0.33%	0.36%	4.64%	0.37%	0.37%	0.38%
Aged 18-24	6.74%	5.90%	12.05%	6.02%	6.14%	6.26%
Aged 25-34	19.32%	18.88%	20.20%	19.25%	19.64%	20.04%
Aged 35-44	30.25%	29.60%	24.50%	29.00%	28.40%	27.86%
Aged 45-54	28.94%	29.80%	21.58%	29.20%	28.62%	28.05%
Aged 55-64	14.17%	15.36%	17.03%	15.64%	15.98%	16.30%
Age 65+	0.26%	0.11%	N/A	0.11%	0.11%	0.12%

b) Gender

Description	At 1.4.05	At 1.4.06	Local Population	1.4.07 Target	1.4.08 Target	1.4.09 Target
Male	25.55%	25.71%	49.10%	26.22%	26.75%	27.28%
Female	74.45%	74.29%	50.90%	73.78%	73.25%	72.72%

For details of departmental breakdown of the Council's workforce please refer to **Appendix 1**

Based on the results of the 2005 Employee Survey, employees having caring responsibilities for parents, children, disabled etc outside of work are as follows:

PERCENTAGES OF RESPONDENTS	
	Overall Council
Care for children under 18yrs as parent or guardian	33
Care for adult(s) e.g. disabled or elderly relative	12
Care for both children & adults	6
TOTALS	51

For details of departmental breakdown of the Council's workforce please refer to **Appendix 1**

Employee Training 2005/06:

Employee training is an essential part of ensuring services are delivered appropriately to all members of the community. It also ensures that we meet with our general duties under the Race Relations (Amendment) Act 2000 and other associated diversity legislations

Courses/Events	Number of Places offered April 05-March 06	Number of Staff trained
Diversity Awareness	205	146
Visual Awareness	40	20
Languageline Training	150	119
Equality Standards Training	30	28

Electronic self assessment tool (Esat) training	30	16 + Incorporated into departmental diversity working meetings.
Diversity for Managers	28 (Starting from 28 th Nov)	25
Induction	183	115
Self-Study (E-Learning) Life is not just Black & White	250	106
Community Led Training Disability Awareness training	80	52
Recruitment Training	120	69
HR Module	15	11
Elected Member Training (Race & Diversity)	All elected members invited	10
Diversity Impact Assessment training	Incorporated into management team meetings and briefings throughout the year	

For individual department's staff training please refer to **Appendix 2**

Methods of consultation

In order to achieve its objectives and to set targets in their Impact Needs Requirement Assessments and to promote community empowerment the Council undertakes many consultation exercises.

A variety of techniques are used including postal surveys, face-to-face interviews, discussion groups, consultative forums, and e-consultation. Examples of current regular consultations are: Viewpoint (citizen's panel) – postal questionnaires

Talking with Communities (ethnic minority groups) – discussion forum

E-consultation system (for general population, employees and Viewpoint members) – on line questionnaires and discussions

General satisfaction surveys (BVPI's) – postal questionnaires

Employee Panel – range of techniques

Employee Surveys – postal and on line surveys

In addition, departments carry out ad hoc consultations to meet their current demands / needs. These can be through postal surveys, face to face interviews, discussion groups, consultative meetings, community conferences, residents groups etc.

The Council also consults and engages with residents through the political process through such mechanisms as:

Neighbourhood Consultative Forums (local area meetings)

Scrutiny Forums

Ward Surgeries and other individual elected member activity

The Council works with partners to use existing groups and consultation mechanisms, for example the Access Group (organized by the Council), the All Abilities Forum (Disabilities) and Access Audit Group (Disabilities), which are run by the voluntary sector.

However we recognize that many traditional methods of consultation can be less accessible to minority ethnic groups. In order to provide effective consultation we will continue to do so in an appropriate way. The 'Talking with Communities' initiative has been an effective forum for the Council and other multi-agency groups working with the Council to consult on their services. Further information is available on the Council's website using the following link:

<http://consultation.hartlepool.gov.uk/inovem/consult.ti/talkingwithcommunities/consultation>

We will continue to:

Go to communities rather than expecting them to come to us

Use meeting places that are informal, people find comfortable and are easy to get to

Allow a reasonable timescale for the consultation

Arrange translation/interpretation services as necessary

Consult a range of communities and avoid selecting single minority ethnic organizations or individuals.

Feedback at every event on issues raised at the previous consultation event.

Encourage pro-active discussions and workshops than just presentations on topics.

Avoid consultation overload

Consultation guidelines have been produced to help officers in the Council to plan and carry out community consultation effectively. This can range from providing interpreters to help a face to face interview to take place; to producing questionnaires in large print or Braille and ensuring that the Council's e-consultation website is accessible through Browsealoud on the web-site for people with learning difficulties, dyslexia, mild visual impairment and also to those whose first language is not English. To download browsealoud please click on the link <http://www.browsealoud.com/downloads.asp?dl=bl>

Summary of progress achieved in 2005/6 and plans for 2006/7-2007/8

Council wide achievements

This year has been a successful year for the Council, as it has achieved Level 2 of the Equality Standard. Corporate consultation, community development and scrutiny of our services have been effective. Policies and procedures have undergone diversity impact assessments and unmet needs have been identified in the Impact Needs and Requirement Assessments (INRA's) as future objectives and targets.

Consultation with the Ethnic minorities via the "Talking with Communities" forum has been established. It has been an effective channel for communication on services provided by the council and to respond to the requests and comments made by these service users. Feedback is provided at every consultation event. Reports can also be accessed from the website:

<http://consultation.hartlepool.gov.uk/inovem/consult.ti/talkingwithcommunities/consultation>

Details of topics for consultation attached in **Appendix 3**

"Communicating with your Council" (Communication, Consultation Complaints, Comments, Customer Services) strategy has been implemented following consultation via the Talking with Communities forum.

The Corporate Harassment and Bullying procedures have been reviewed and communicated to all employees in the Council.

Departmental Diversity Working groups were formed to help mainstream diversity into all service areas and to make progress in achieving Level 2 of the Equality Standard.

Languageline training was provided for frontline employees in all departments so that it gives them the confidence to deal with all enquiries from people for whom English is not their first language.

The Council also has contracted with the Tees Valley & Durham Communication Services to assist communication with our hard of hearing customers.

A provision is made for all documentation from the Council to be provided in different formats on request. Guidance is provided to all departments on the use of interpretation and translation services.

Equality & Diversity training delivered to elected members and employees has enhanced the knowledge and awareness of the diversity issues.

Significant improvement in equality performance indicators (see pages 10 and 11)

What we intend to do in the coming year:

Work towards achieving Level 3 of the Equality Standard.

Integrate Equality and Diversity into service planning by 2007.

Respond to the forthcoming Age Discrimination legislation. Develop and adopt a Disability Equality Scheme with an action plan for this scheme being incorporated into the existing Corporate Equality Plan.

Develop and agree a corporate access strategy and access to buildings, services and information policies/statements.

Develop the “Talking with Communities” consultation initiative.
 Implement the Diversity Steering Group Action Plan
 Publish Annual Race & Diversity Report.

In addition to the Council wide achievements and plans, individual departments have made progress and plans as follows.

Chief Executive's Department

Introduction:

The department's main role is to provide support services to other departments of the council as well as providing a number of services used by the public. These include collecting the council tax, paying housing benefit, operating the council's contact centre and civic centre reception area, registering electors, organising elections and registering births, deaths, marriages, civil partnerships and citizenship ceremonies.

Key Achievements:

Hartbeat (the council magazine delivered regularly to all households) being made available in partnership with Welfare for the Blind
 Installation of induction loops at the counter and the marriage room in the Register Office
 All contact centre staff have now completed the diversity awareness training “Life is not just black and white” and trained to use Languageline and Typetalk.

Impact Needs & Requirement Assessments (INRAs) undertaken:

Legal Services
 Recruitment
 Employment of Staff
 Contact Centre
 Corporate Diversity Services
 Workforce Development services
 Contracts (HR)
 Purchasing (HR)
 Registration, Election & Land Charges
 Member Services
 Corporate Consultation Strategy
 Corporate Democratic services
 Corporate Policy strategy
 Corporate Public Relations strategy
 Corporate Registration Services

Diversity Impact Assessments (DIAs) undertaken:

Communicating with your Council Strategies –
 Communications, Customer Service, Consultation and Complaints/Comments
 Redeployment Policy
 Early retirement-Redundancy Policy
 Medical Re-deployment Procedure
 Pressing Need Redeployment Procedure
 Standard Redeployment Procedure
 Compulsory Redundancy redeployment procedure
 Harassment and Bullying at Workplace policy

Diversity Objectives set for next year:

Promotion of best practice through the corporate consultation group and support the Talking with Communities group
 Work on improvements through corporate complaints group, monitor complainants views and update information e.g. leaflets, website etc
 Assist minority communities to attend and contribute to council meetings and scrutiny activities
 Improve the council websites accessibility for all communities

Expand mobile working using IC technology, taking the Benefits service into people's homes
 Complete an Equal Pay Audit in respect of pay and non-pay allowances, conditions of service, bonus and other productivity payments as part of the Job Evaluation
 Complete Pay & Grading review and develop revised Pay & Grading Structure
 Civic Centre reception development programme
 Review of premises used for ward surgeries and councillor/public communications
 Access audit of polling stations and review of electoral registration forms
 Roll out of the Corporate Customer Service strategy authority wide
 All new and revised HR (Human Resource) policies,
 Review of the Publication Scheme under Freedom of Information Act.

Full Departmental report is attached in **Appendix 4**

Neighbourhood Services

Introduction

Neighbourhood Services is a wide-ranging department and is responsible for delivering a wide range of services to the built and natural environment. The Neighbourhood Services Department includes the following divisions.

Neighbourhood Management
 Procurement and Property Services
 Public Protection & Housing
 Finance and Business Development
 Technical Services
 Service Development
 Emergency Planning (covers Middlesbrough, Stockton, Hartlepool and Redcar & Cleveland)

Key Achievements:

The Department is committed to embedding diversity into everything they do and over the past year they have made improvements to the service planning process to ensure that future diversity and equality objectives are incorporated into all service plans.
 Implemented dropped crossing strategy through Local Transport Plan.
 Offered assistance to residents in presenting their wheeled bins, boxes and bags for refuse collection and recycling i.e. the elderly or infirm
 Introduced 14 low floor bus stops this year.
 Improved access to Seaton Park Pavilion, Sir William Gray House and Wharton Terrace annexe.

Impact Needs & Requirement Assessments (INRAs) undertaken:

Catering services
 Transport Services
 Client services
 Highways services
 Environmental action
 Horticulture
 Waste management
 Building maintenance and management
 Property management
 Environmental standards
 Housing services
 Customer care
 Estates and Asset Management
 Consumer Service
 Transportation and Traffic
 Engineering Consultancy
 Building Consultancy

Diversity Impact Assessments (DIAs) undertaken:

Environmental Action
 Public Conveniences
 School Crossing Patrol

School Meals
Waste Management Services
Construction Skills Training
Horticultural Services
Customer Services
Coastal Protection
Five-Year Highway Maintenance Programme
Ethnic Awareness
Decriminalised Parking
Local Transport Plan
Winter Gritting Service
Dyke House Jackson Master Plan
Licensing Policy
Housing Strategy
Private Sector Housing Renewal
Young Persons Housing Scheme
Paper Policy
Sustainability Strategy
Food Law Enforcement
Homelessness Strategy
Property Management and Highways Strategic Partnership
Corporate Asset Management Plan

Diversity Objectives set for next year:

Waste management plan to revise contract specification to include working with recycling contractors and to consult with specific ethnic minority groups through the Access Forum and to review consultation methods by September 2006.

Consultation with a view to improving arrangements for religious funeral ceremonies in Hartlepool.

Maintain and improve adapted properties register

Work with the BME communities to improve the information available from supporting housing providers.

Full Departmental report is attached in **Appendix 5**

REGENERATION AND PLANNING SERVICES

Introduction

The purpose of Regeneration and Planning Services is to eliminate disadvantage in the community by delivering a range of services that will enable the regeneration of Hartlepool to continue, further develop the local economy and provide employment opportunities for people of the town.

Key Achievements:

Extensive consultation on the Statement of Community Involvement (SCI).

Implementation of the new Planning Public Access Portal and Document Management systems, which provide continuous Internet access to up to date, planning information and enables customers to submit planning applications and consult on them on line.

Physical access considerations now taken into account when planning environmental events.

Anti-Social Behaviour Unit has introduced a computerised case management system (FLARE) to record all Hate Crime complaints.

Arranging work placements for those on Incapacity Benefit via the Progression to Work scheme

Impact Needs & Requirement Assessments (INRAs) undertaken:

Building Control

Development Control

Landscape and Conservation
 Urban Policy
 Diversity Impact Assessments (DIAs) undertaken:
 Rossmere Neighbourhood Action Plan
 North Hartlepool Neighbourhood Action Plan

Diversity Objectives set for next year:

Review of the Community Strategy
 Review of the Development Control Customer Charter
 The introduction and marketing of a new electronic Building Regulation application submission system.
 Establish access audit programme to promote Accessibility to all local authority buildings and schools through building control.
 Introduction of a Racially Motivated Incidents (RMI) Policy.
 Promotion of work placement schemes for residents from ethnic minority and people with disabilities.
 Review of Neighbourhood Action Plans

Full Departmental report is attached in **Appendix 6**

Children's Services Department

Introduction

The newly created Children's Services Department is committed to improving the outcomes for children and young people in the town in relation to the five national outcomes for children:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic wellbeing

The department covers a broad range of work with children and young people covering Children's Social Services, Education, the Youth Service, SureStart and the Children's Fund. The department is committed to working with a wide range of partners in the town, including children and young people, to ensure that we make a difference to the lives of our young people and that Every Hartlepool Child Matters. Services to children and young people in Hartlepool will increasingly be organised in a way that will help all our young people achieve their full potential and maximise their chances in life by providing integrated provision which is of high quality, effective and excellent value for money.

Key Achievements:

Improved coordination of services for deaf/blind children
 Monitoring training for School staff
 Progress in monitoring and reporting of Racial Incidents in schools
 Support provided to meet the specific needs of vulnerable groups of children
 Bi-lingual classroom assistants appointed to assist children whose main language is not English.

Impact Needs & Requirement Assessments (INRAs) undertaken:

Asset Management
 Governor Support
 Student services
 Education Information Management
 Policy Planning and Children Services Education Access 2 Learning
 Educational achievement
 Management and Co-ordination of secondary strategy
 Produce a continuous professional development directory for schools
 Children and Families care coordination

Children and Families Direct Payments
Children and Families Services for Deaf and Blind Children
Children and Families advocacy
Children and families participation
Children and families planning

Diversity Impact Assessments (DIAs) undertaken:

Computerised Database for governor support
Access 2 Learning for Special Educational Needs and Pupil inclusion Best Value Review
Primary Learn to swim programme
Provision of free school meals services
Admissions Policy for Governor Support

Diversity Objectives set for next year:

To ensure children with a disability (less than 5 yrs old), once diagnosed, have effective multi-agency coordination of their care.
Enable parents of children with a disability to commission services to meet their identified needs.
Continue to raise awareness in relation to the social inclusion agenda for children with disabilities into mainstream leisure activities.
Ensure all children who are 'looked after' have the opportunity to participate in their 'looked after' review.
Revise and launch updated child protection procedures.

Provide support to the most vulnerable groups of young people, in terms of their personal and social development.
The provision of services aimed at preventing children and young people being socially excluded as a consequence of poverty, crime or family situation. Make equality and diversity training available to school employees.

Full Departmental report is attached in **Appendix 7**

ADULT & COMMUNITY SERVICES

Introduction

This is a new department created in July 2005 and covers the following areas:

Adult social care
Adult education
Libraries
Arts & Museums (including Grants and Tees Archaeology)
Sports & Recreation
Parks & Countryside

The department therefore covers a wide range of services, and is committed to providing services that meet the needs of all parts of the community.

Key Achievements:

Partial completion of improved signage for those with a visual impairment and multi-language signage in libraries.
Appointed a Disability Sports Officer to look at mainstreaming services
Ethnicity recording and the number of carers' assessments improved
We have implemented the Direct Payments Action Plan and now have an in-house service to better meet the needs of people with a disability
In co-operation with older people produced an Older People Strategy. The Vulnerable Adults Protection Committee produced their 3rd Annual Report.
Appointed museums outreach team to engage with under-represented groups
Undertook capital works to improve access to Sir William Gray House for disabled users.

Delivered the Museum exhibition “Painted Prayers” celebrating Asian art and faith.
 Created and toured the Curiosity Shop, an award-winning initiative to raise awareness of museums with under-represented groups
 Success of Extra Care bid and consultation with and participation of older people in the design and planning

Impact Needs & Requirement Assessments (INRAs) undertaken:

Adult Social Care
 Libraries
 Archaeology
 Parks & Countryside
 Sport & Leisure
 Arts Museums and Events
 Community Grants
 Adult Education

Diversity Impact Assessments (DIAs) undertaken:

Complaints procedure
 Direct payments

Diversity Objectives set for next year:

Improve accessibility of publicity information and interpretation of the museum collections.
 Monitor and evaluate quality outcomes for service users using ‘Inspiring Learning for All’ framework
 Deliver a programme of arts and museums outreach projects with under-represented audiences
 Enhance and broaden interpretation, educational provision for diverse audiences (including young people, disabled and Black & Minority Ethnic people) at the Hartlepool’s Maritime Experience and Hartlepool Art Gallery
 Align Community Pool criteria with objectives of the Community Strategy.
 Improve resources for public/education archaeology projects and accessibility using the Internet.
 Continue to increase the recording of ethnicity and monitor and try to improve the usage of services by the Black Minority Ethnic Communities
 Implement Health & Social Care Integrated Teams
 Implement Direct Payments Action Plan and individual budgets
 Implement mental health social inclusion strategy
 Incorporate improvements from Commission for Social Care Improvement Learning Disability Inspection
 Develop advocacy for people with a learning disability
 Reviewing library vehicle delivered
 Continue to actively promote library services to groups who are traditionally poor library users (eg young men).
 Parks & Countryside: Include multi-language addition to information on events and on leaflets
 Launch a café facility at Summerhill in conjunction with the Havelock Day Centre.
 Work with the Havelock Day Centre to develop a social enterprise garden centre project.

Full Departmental report is attached in **Appendix 8**

Departmental breakdown of the Council's workforce 2005/6**a) Best Value Performance Indicators**

BVPI Description	CEX	DACS	DRP	DChS	Schools	DNS	Council	2005/6 Target
BVPI 2a – Equality Standard	N/A	N/A	N/A	N/A	N/A	N/A	Level 2	Level 2
BVPI 2b - Duty to promote Race Equality	N/A	N/A	N/A	N/A	N/A	N/A	84%	84%
BVPI 11a – Senior Women	26.67%	69.11%	25.32 %	65.85 %	N/A	22.35 %	50.44%	48.5%
BVPI 11b – Senior BME employees	0.00%	0.00%	0.00%	2.47%	N/A	0.00%	1.15%	1.68%
BVPI 11c – Senior Disabled employees	0.00%	0.00%	18.78 %	4.58%	N/A	17.15 %	6.79%	3.36%
BVPI 16a – Disabled employees	8.24%	6.06%	7.64%	3.57%	1.44%	5.32%	4.41%	2.84%
BVPI 17a – BME employees	0.7%	0.4%	5.6%	1.9%	0.4%	0.2%	0.8%	0.7%
BVPI 156 - Buildings accessible to people with a disability	N/A	N/A	N/A	N/A	N/A	N/A	20.00%	25%
BVPI 174 - Racial Incidents per 100,000 employees	N/A	N/A	N/A	N/A	N/A	N/A	58.82%	36%
BVPI 175 – Racial Incidents with further action	N/A	N/A	N/A	N/A	N/A	N/A	98.11%	84%

b) Other Performance Indicators

Description	CEX	DACS	DRP	DChS	Schools	DNS	Council	Local Population of Working Age
Male	28.67%	22.26%	35.87%	19.25%	18.71%	40.70%	25.71%	49.10%
Female	71.33%	77.74%	64.13%	80.75%	81.29%	59.30%	74.29%	50.90%
Aged 16-17	0.33%	0.62%	1.09%	0.42%	0.00%	0.68%	0.36%	4.64%
Aged 18-24	9.33%	7.64%	10.33%	5.64%	5.90%	3.12%	5.90%	12.05%
Aged 25-34	20.00%	14.66%	24.46%	19.42%	24.74%	9.46%	18.88%	20.20%
Aged 35-44	35.00%	29.80%	23.37%	27.14%	28.40%	32.29%	29.60%	24.50%
Aged 45-54	26.00%	28.86%	32.61%	32.15%	27.36%	34.24%	29.80%	21.58%
Aged 55-64	9.33%	18.25%	7.61%	15.24%	13.60%	19.90%	15.36%	17.03%
Age 65+	0%	0.16%	0.54%	0.00%	0.00%	0.29%	0.11%	N/A

c) Caring Responsibilities

	PERCENTAGES OF RESPONDENTS					
	Chief Executives	Children's Services	Adult & Community Services	Neighbourhood Services	Regeneration & Planning	Overall Council
Care for children under 18yrs as parent or guardian	36	43	22	31	39	33
Care for adult(s) e.g. disabled or elderly relative	10	17	12	12	6	12
Care for both children & adults	5	8	11	3	4	6
TOTALS	51	68	45	46	49	51

Appendix 2

Departmental Diversity Training

Department	Number of places offered April 05 – March 06	Number of Staff trained
Diversity Awareness	205	152
Chief Executive's		25
Adult and Community Services		17
Children Services		11
Regeneration & Planning		10
Neighbourhood Services		89
Visual Awareness	40	21
Chief Executive's		10
Adult and Community Services		9
Children Services		0
Regeneration & Planning		0
Neighbourhood Services		1
Unknown		1
Language Line	150	119
Chief Executive's		51
Adult and Community Services		14
Children Services		13
Regeneration & Planning		17
Neighbourhood Services		24
In-house training		93
Equality Standards Training	30	28
Chief Executive's		5
Regeneration & Planning		4
Children Services		4
Adult and Community Services		4
Neighbourhood Services		11
Customer Care Programme		43
Neighbourhood Services only		

Esat Training	30	16 + Incorporated into departmental diversity working meetings.	
Chief Executive's		1	
Adult and Community Services		1	
Children Services		1	
Regeneration & Planning		2	
Neighbourhood Services		11	
Induction	183	116	
Chief Executive's		22	
Adult and Community Services		28	
Children Services		13	
Regeneration & Planning		24	
Neighbourhood Services		29	
Disability Awareness	80	61	
Chief Executive's		19	
Adult and Community Services		8	
Children Services		13	
Regeneration & Planning		6	
Neighbourhood Services		15	
Recruitment Training	120	65	
Chief Executive's		13	
Adult and Community Services		11	
Children Services		13	
Regeneration & Planning		6	
Neighbourhood Services		22	
Life is Not Just Black & White (e-learning)	250	Completed course 78	Registered 106
Chief Executive's		29	32
Adult and Community Services		37	58
Children Services		8	8
Regeneration & Planning		2	3
Neighbourhood Services		2	3

Diversity For Managers	Starting from 28 th November 05	25
Chief Executive's		6
Adult and Community Services		6
Children Services		3
Regeneration & Planning		2
Neighbourhood Services		8
HR Module	11	
Chief Executive's		5
Adult and Community Services		3
Children Services		0
Regeneration & Planning		0
Neighbourhood Services		3
Elected Member Training Race and Diversity Training	All members invited	10
Diversity Impact Assessment Training	Incorporated into management team meetings and briefings throughout the year	

Appendix 3

Talking with Communities: Topics discussed at the following consultations

21st September 2005

Good & bad things about living in Hartlepool
How the Council could make Hartlepool a better place to live
Supporting people
Statement of Community Involvement

23rd November 2005

Community Network and the Local Strategic Partnership
Young peoples educational achievement
Cost of transport to schools
Multi-cultural education
Bus services to schools
Applying for business licenses
Adult education & ESOL (English as a Second or Other Language)
Hartlepool Borough Council Contact Centre
Communicating with the Council
Citizenship ceremonies

27th February 2006

Reporting racial incidents
Setting up and running a small business
Electoral registrations
Agenda item requests from the communities

26th April 2006

Community network
Services for disabled people
Direct payments
Extra care housing
Adaptations to homes for people with disabilities
Getting into work

Departmental Achievement Reports**Appendix 4****Chief Executive's Department**

The department's main role is to provide support services to other departments of the council but also provides a number of services used by the public. These include collecting the council tax, paying housing benefit, operating the council's contact centre and civic centre reception area, registering electors and organising elections and registering births, deaths, marriages, civil partnerships and citizenship ceremonies.

Progress in 2005/6**Corporate Strategy**

In 2005/6 Consultation, Complaints and Communications strategies were updated and approved by the council in October 2005. These policies were formally assessed for their diversity impact using the council's diversity impact analysis procedure.

Other improvements included Hartbeat (the council magazine delivered regularly to all households) being made available in partnership with Welfare for the Blind, the approval for the installation of induction loops at the counter and the marriage room in the Register Office and information about council meetings and papers being made available on the council's website.

Human Resources Division

The HR division is responsible for the council's central contact centre and civic centre reception area. All contact centre staff have now completed the diversity awareness training "Life is not just black and white" and trained to use Languageline and Typetalk.

Plans are being developed to improve the civic centre reception area. Consultation with BME group and the Access group on the proposed changes was undertaken and their feedback will be taken into account in the final design. The contact centre will take on the additional services in 2006/7 and the implications for access to these services will be assessed before they are implemented.

All HR policies and procedures will be reviewed at least every three years, sooner if they become a priority. This ensures that diversity issues are properly taken into account in our policies and procedures.

An Equal Pay Audit is examining pay and non-pay allowances, conditions of service, bonus and other productivity payments. In addition the Job Evaluation exercise is underway and a revised pay and grading structure will be implemented from 1 April 2007.

An Employee Survey was undertaken in November. A response of 29% was received and with the results of the survey a draft action plan for implementation from April 2006 onwards is being made available.

Corporate Diversity Training Plans 2005-2008 were published in the Race & Diversity Scheme.

Various training courses on Diversity as committed in the Race & Diversity Scheme have been offered and the attendance has been monitored against the diversity profile of the workforce.

All Elected members have been offered general diversity awareness training.

Diversity Training is included in the Member Development training plan for 2006/07.

Finance Division

In 2005/6 the council appointed a Benefits Liaison Officer to engage with residents and community organisations such as residents' associations to promote benefits for owner-occupiers.

Legal Division

The procedure to meet the legal duty to provide advice and assistance under the Freedom of Information Act was agreed and has been applied when responding to access to information requests since 1st January 2005.

Updates on diversity issues were provided to all staff at the divisional meetings to ensure they were fully up to date on diversity issues. Information on diversity and relevant legislation is in process of being compiled electronically and manually as a reference tool to ensure advice to departments is based on the most up to date information.

Actions for 2006/7 onwards

The Department has planned a number of actions and all of these have been incorporated in the service plan for 2006/7.

The actions listed below will be subject to a Diversity Impact Assessment prior to their implementation:

Civic Centre reception development programme
 Review of premises used for ward surgeries and councillor/public communications
 Access audit of polling stations and review of electoral registration forms,
 Roll out of the Corporate Customer Service strategy authority wide
 all new and revised HR (Human Resource) policies, review of the Publication Scheme under Freedom of Information Act

The Department has also identified a number of other tasks that will improve services to all communities, including:

Promotion of best practice through the corporate consultation group and support the Talking with Communities group
 Work on improvements through corporate complaints group, monitor complainants views and update information e.g. leaflets, website etc
 Assist minority communities to attend and contribute to council meetings and scrutiny activities
 Improve the council websites accessibility for all communities
 Expand mobile working using IC technology, taking the Benefits service into people's homes
 Complete an Equal Pay Audit in respect of pay and non-pay allowances, conditions of service, bonus and other productivity payments as part of the Job Evaluation, Pay & Grading review so that revised Pay & Grading Structure can be implemented from 1.4.07

(Appendix 5)

Neighbourhood Services

Neighbourhood Services is a wide-ranging department and is responsible for delivering a wide range of services to the built and natural environment. The Neighbourhood Services Department includes the following divisions.

Neighbourhood Management
 Procurement and Property Services
 Public Protection & Housing
 Finance and Business development
 Technical Services
 Service Development
 Emergency Planning (covers Middlesbrough, Stockton, Hartlepool and Redcar & Cleveland)

Key Achievements in 2005/6

The Department is committed to embedding diversity into everything we do and over the past year we have made improvements to the service planning process to ensure that future diversity and equality objectives are incorporated into all service plans. Neighbourhood Services have successfully completed the following actions in 2005/06

A half-day workshop lead by the Director of Neighbourhood Services on Equality in Service Planning, held for senior managers and team leaders.

121 People attended equality training and in addition a further 43 attended our new customer care programme, which incorporates equality and diversity.

In order to continue our work in removing language barriers, staff awareness sessions were held to ensure maximum use of Language Line.

We aim to consult with people from across the whole community and have been involved in various consultation exercises throughout the year on a number of issues including 'Talking with Communities'.

Environmental Management Division

Highways Services have implemented dropped crossing strategy through Local Transport Plan. 150 new dropped crossings are installed each year.

The Catering section has held consultations with parents and specialists and a School Nutrition Action Group set up within schools. The outcome of this is that nut allergy sufferers can now be catered for. Consultations are ongoing to deal with any problems arising.

Within horticulture there has been additional investment in new grass cutting machinery to reduce the deposit of grass on to pavements whilst grass cutting. This reduces the risk of accident for people using footpaths, particularly people with mobility problems.

In sheltered accommodation grass is removed after cutting to reduce the risk of slipping for elderly residents.

As part of ongoing improvements in waste management, residents who need assistance with respect to presenting their wheeled bins, boxes and bags for refuse collection and recycling i.e. the elderly or infirm are offered assistance.

Technical Services Division

Transportation and Traffic have introduced 14 low floor bus stops this year. Officers from Transportation section consulted with 'Talking with Communities' on the Bus Service for school pupils.

Public Protection & Housing Division

Officers consulted with 'Talking with Communities' on:
Licensing – support with applications
Supporting People Programme

The section has also been supporting the following schemes regarding healthy eating. Food and Friends group is a 50+ group, which was independently set up to look at healthy eating and food hygiene issues. An officer visits the groups and offers advice and information. Supported the Tees Wide Five a Day Project, which raises awareness of the Governments Five a Day message. Healthy eating projects within Public Protection deliver a range of issues with the main focus on developing sustainable food co-operatives throughout the town, but concentrates on deprived areas.

Emergency Planning

A- Z card leaflet has been produced which gives details of how the public can be better prepared to protect themselves and others in the event of an emergency. It has been delivered to every household in Cleveland (Hartlepool). It is available on request in alternative formats, e.g. large type, Braille or on tape and translated in other languages.

Property and Procurement

The program for the removal of identified Major Physical Barriers to access to buildings open to the public has been on going since 2001. A budget totalling £300,000 has been provided to date and the improvements to a number of properties have included the provision of level access and unisex accessible toilets. 2005/06 saw the completion of a further phase of this programme combined with works to remove the shortcoming to Best Value Performance Indicator 156 Accessibility of Buildings.

Properties to benefit from major barrier removal were:

Wharton Terrace Annex

Seaton Park Pavilion

Sir William Gray House

Works to Seaton Park Pavilion are on going and will be completed in 2006/07.

Completed Diversity Impact Assessment's (2005-06):**Neighbourhood Management**

Environmental Action

Public Conveniences

School Crossing Patrol

School Meals

Waste Management Services

Construction Skills Training

Horticultural Services

Customer Services

Technical Services

Coastal Protection

Five-Year Highway Maintenance Programme

Ethnic Awareness

Decriminalised Parking

Local Transport Plan

Winter Service

Public Protection and Housing

Dyke House Jackson Master Plan

Licensing Policy

Housing Strategy

Private Sector Housing Renewal

Young Persons Housing Scheme

Paper Policy

Sustainability Strategy

Food Law Enforcement

Homelessness Strategy

Procurement and Property

Property Management and Highways Strategic Partnership

Corporate Asset Management Plan

This Department has identified the following actions for 2006/7:

A review of the needs and provision of Equality and Diversity training for the department will be carried out to look at the most appropriate way to develop the understanding of diversity issues within each service area.

Neighbourhood Management Division

Waste management plan to revise contract specification to include working with recycling contractors and to consult with specific ethnic minority groups through the Access Forum and to review consultation methods by September 2006.

Public Protection & Housing Division

Cemeteries and Crematoriums representative plan to attend public consultation along with local undertakers to ascertain views and gain feedback on services provided for religious funeral ceremonies in Hartlepool.

The Supporting People Team plan to continue to work the BME Spark to improve information available from supporting housing providers.

Special Needs Housing section will take part in Talking with Communities consultation group - Services to people with disabilities – April 07.

The Special Needs team will continue to collate a list of all adapted properties through the town with the aim to have available a comprehensive list of adapted stock (from all tenures). This will help the team match properties to people's specific needs. This will in turn reduce allocation time.

Technical Services Division

The road safety team will aim for every pupil in year 3 age group from across the town to get pedestrian training and every year 6 age group will get the opportunity to be trained in Practical Cycle Training. In addition road safety leaflets, Fire, Personal and Road Safety Handbooks will be available in Sure-Start Central and schools. The leaflets are published in various different languages.

Diversity Impact Assessments Planned for 2006/07

Transport Services
Cemeteries and Crematoriums
Waste Management (Review)
Housing Services
Procurement E Policy
Procurement Policy
Environmental Education
Security Contract Review
Concessionary Fares

Appendix 6

REGENERATION AND PLANNING SERVICES

The purpose of Regeneration and Planning Services is to eliminate disadvantage in the community by delivering a range of services that will enable the regeneration of Hartlepool to continue, further develop the local economy and provide employment opportunities for people of the town.

A Diversity Working Group, with representatives from key service areas, was set up in 2005 to co-ordinate and monitor diversity information and activity throughout the department and feed progress into the corporate Diversity Steering Group.

Community Strategy

The Hartlepool Partnership is the town's Local Strategic Partnership (LSP) and brings together all of the town's partnerships delivering local services. It has a plan called the Hartlepool Community Strategy, which sets out a long-term vision of how the town will change over the next 10-15 years and looks at what local services and developments are needed, the best way of providing them and involving people further in the way services are delivered.

The Hartlepool Partnership held nine meetings in 2005/06 and during January 2006 a series of information workshops were held as part of the Hartlepool Partnership's Performance Management Framework (PMF) and Local Area Agreement (LAA) process. Members of the Community Network and the wider community and voluntary sector, Hartlepool Partnership Board Members and officers from organisations involved in the work of Theme Partnerships attended the workshops.

A review of the Community Strategy is planned for 2006/07. Between 5 May and 30 June, the Hartlepool Partnership will consult with people living, working and studying in the area to find out what they feel about the town and what they would like to see changed. The Partnership Support Team has produced a pack about the review and has provided information on the Partnership website at www.hartlepoolpartnership.co.uk

Urban Policy

The Statement of Community Involvement (SCI), which forms part of the new Local Development Framework, is intended to make the new planning system more responsive to the community and sets out how the Council intends to inform, consult and involve the community in the preparation of planning documents and how to comment on major planning applications. Extensive consultation on the SCI was carried out at the first Talking with Communities event, Hartlepool Access Group, All Ability Forum and the Central Neighbourhood Forum. The document is available on the internet and includes advice on translation services in various languages.

A Diversity Impact Assessment was carried out on the Rossmere Neighbourhood Action Plan and another is planned for the North Hartlepool Neighbourhood Action Plan in 2006/07.

Development Control

Implementation of the new Planning Public Access Portal and Document Management systems provide continuous internet access to up to date planning information and enables customers to submit planning applications and consult on them on line. Dedicated PC's are available at Bryan Hanson House reception for all customers (with instruction on how to access the system, if required) and it is intended to extensively market these facilities and roll them out to libraries and other public/community buildings during 2006/07.

A review of the Development Control Customer Charter is also planned for 2006/07 and will summarise the main practices, procedures and targets of the Development Control process.

Building Control

The introduction of a new electronic Building Regulation application submission system, Submit-A-Plan, allows customers internet access to submit Building Regulation applications 24 hours a day, seven days a week. Marketing of this service is programmed for 2006/07.

Landscape Planning and Conservation

An informal review of the service highlighted physical access considerations that need to be taken into account when planning environmental events. Locations are to be chosen so as include as wide a range of abilities as possible, with a choice of alternative routes/activity options available to tailor to the needs of the individual.

Youth Offending

Following an audit of the Youth Justice System, the Youth Justice Plan 2005-06 was drawn up. Included is a Race Audit Action Plan, which corresponds with the Authority's equal opportunities principles to ensure that young people from BME backgrounds are dealt with equitably within the criminal justice system. A Diversity Impact Assessment on the Plan is scheduled for 2006/07.

Anti-Social Behaviour

The Unit has introduced a computerised case management system (FLARE) to record all Hate Crime complaints.

The first draft of the Authority's Racially Motivated Incidents (RMI) Policy was produced and an article on the RMI complaints procedure was published in various local Newsletters. A presentation was given to all of the Police and Community Safety Neighbourhood Consultative Forums, the Private Landlords Forum and the 'Talking with Communities' BME event, as well as to numerous local Resident Associations.

A coordinated approach with Hartlepool Connexions, all Hartlepool Schools and the HBC Well Being Team has been adopted for recording and monitoring racist incidents, with discussions ongoing with Cleveland Police. The unit is also represented on the multi-agency group that has been set up to work in partnership and ensure services reach all diverse groups of the Hartlepool community. A fortnightly multi-agency Problem Solving Group for serious cases has also been established.

Forthcoming ASBU actions for 2006/07 are:

Web page, including a page on RMI's (first draft created) to be launched by Summer 2006.
Leaflet and poster campaign, with a section on RMI's (first drafts produced) to be launched by Summer 2006.

Articles in HBC Management Matters, NDC, Heatbeat and Accredited Private Landlord Newsletters planned for April and June 2006.

Draft RMI Policy to be reviewed by ASBU Task Group in May 2006.

Possible joint HBC and Cleveland Police Hate Crime Recording Form.

Economic Development

Through its Progression to Work scheme, the Working Solutions team has been successful in arranging work placements within the Authority. To facilitate one particular administration placement, a consultant was brought in to map existing Microsoft Office products and specialist 'speak' software was purchased. Embrailing of filing systems was also undertaken and transport funding to and from the workplace was secured from Job Centre Plus via the Access to Work scheme. Two further placements have also been successful in obtaining permanent positions within the department's Work route team. Monitoring of the Progression to Work scheme will continue in 2006/07 and Incapacity Benefit claimant targets will be introduced.

A member of the Business Team attended the Talking with Communities event on 27 February 2006 to explain what support the Council can provide in helping to set up and develop small businesses within the town.

Further proposals for 2006/07 include undertaking a Diversity Impact Assessment on the Economic Development service and a review of Hartlepool Working Solutions' Diversity Impact Assessment.

Appendix 7

Children's Services Department

This Department successfully completed the following actions in 2005/6:

To maintain, and where possible, improve all school buildings and provide an educational environment which will contribute to the raising educational standards. To raise educational standards in specified regeneration areas - Provided a proactive service:

maintained and developed school data in respect of:

- computerised school plans
- annual condition survey
- suitability survey
- access audits as a means of identifying and reacting to building issues;

supported by regular school visits.

Supported and developed specific initiatives to raise standards:

established a support fund to assist schools to develop workspace and preparation areas for staff, in line with Government's Workforce Reform Agenda.

Implement a continuous process of identifying and addressing priority needs in line with relevant policy statements:

revised department's Asset Management Plan;
established Modernisation and Access programmes of work in line with priority needs as identified in AMP;
delivery of above programmes.

Monitored progress and developed programme accordingly:

quarterly meetings with Property Services and Central Finance to confirm progress;
both Modernisation and Access Programme adapted during the year with new schemes being introduced.

Children's services provide the best support service to governing bodies as possible.
Continual process aimed at all members of the general public.
Verbal and written reports presented to Gov. Bodies – Chairs Briefings, Head teachers, LA Governors, Professional Associations, etc.

Provide a primary learn to swim programme –
Brinkburn pool re-opened October 2005. No upgraded disabled facilities included in refurbishment. Swimming teachers undertaking ASA level 1 disability-teaching certificate.

Ensures that information about the services provided by Children's Services are promoted via the community portal - Established and on going.

To provide suitable education at school or otherwise for children of compulsory school age - Review completed and improvement plan activities now finalised. Parents group established but take up did not make the group viable at the time. To be reviewed during Autumn 2006.

To support & challenge schools to meet the specific needs of vulnerable groups of children– Established and is on going.

Ensuring to improve the attainment of all pupils at KS3 & KS4 – Established and on going.

Children's Services provide equal Continuous Professional Development opportunities for all school staff - On target. Group established and meetings held termly. Group led by schools with input from Local Authority.

To have a breadth of information available for the public, children, young people and their families - Public Information Leaflets are being updated to reflect the amalgamation of Education and social Care.

To ensure children (less than 5 yrs old) with a disability have, once diagnosed, effective multi-agency coordination of their care – This work has commenced and will be completed once the Care Co-ordinator is in post.

Enable parents of children with a disability to commission services to meet their identified needs - Information regarding Direct Payments has been updated and reprinted. Social Workers are aware of the need to promote Direct Payments and raise awareness.

Ensure that services to deaf/ blind children are effectively mapped - This work has now been completed. A group has been set up with representatives to co-ordinate services for deaf / blind children.

Effective advocacy services to help children & young people raise a concern or make a complaint to the department - A tender process was carried out to find a provider of advocacy services. This was done in partnership between the four Teeside authorities and Darlington. NYAS (National Youth Advocacy Service) were confirmed as the successful provider and the service began on 1st July 2005.

Have effective recruitment policies in place - Extended the range of qualifications required by Family Resource Workers to encourage men to apply.

Develop a more robust participation process within children & families - Currently considering purchasing Viewpoint 2000 to increase opportunities for children and young people to express a view.

Ensure the Council has an effective planning response to government requirements balancing national priorities with local need - The diversity agenda is reflected in operational plans, which have been reviewed over the last year.

Diversity Impact Assessments completed in 2005-06:

Computerised Database for governor support

Access 2 Learning for Special Educational Needs and Pupil inclusion Best Value Review

Primary Learn to swim programme

Provision of free school meals services

Admissions Policy for Governor Support

This Department has identified the following actions for 2006/7:

Asset Management/ RSST - To maintain and where possible improve all school buildings, and provide an educational environment which will contribute to the raising of educational standards, particularly in specified regeneration areas.

Student Services - Provision of information & advice to post 16 students, ensuring an equality of opportunity to all pupils in accessing educational provision.

Support Services

- To provide swimming tuition to primary pupils, enabling them to swim 25m before the age of 11.

- Student Support Higher Education Awards moving to a pilot project in Darlington for AY 06/07 and so will not be responsible for the service.

- Funds received from Learning Skills Council enable post 16 students to apply for funding for books, equipment etc.

- To enable pupils to access education provision.

Children, Families and Social Care

- To have a breadth of information available for the public, children, young people and their families.
- To ensure children with a disability (less than 5 yrs old), once diagnosed, have effective multi-agency coordination of their care.
- Enable parents of children with a disability to commission services to meet their identified needs.
- Have effective recruitment policies in place.
- Enable parents of children with a disability and young people aged 16 to 17 years old to commission services to meet their identified needs.
- Develop a more robust participation process within Children, Families and Social Care.
- Ensure that the Local Authority has an effective planning response to government requirements balancing national priorities with local need.
- Continue to raise awareness in relation to the social inclusion agenda for children with disabilities into mainstream leisure activities.
- Ensure that the transitions protocol is effectively embedded into practice.
- Providing policy guidance to residential social care staff on the management of challenging behaviours.
- Ensure that LAC have the relevant support that they need to improve their educational achievement.
- To improve the attainment of all pupils at KS3 & KS4, using diversity policy to inform strategy.
- Ensure agreement of local multi agency protocol and develop publicity material in order to raise awareness.
- Ensure all children who are looked after have the opportunity to participate in their looked after review.
- Revise and launch updated child protection procedures.
- Plan, develop and/or commission both single and multi agency child protection training.

Educational Achievement:

- Implement the statutory requirements in the Education Development Plan (Priority 5).
- Provide differentiated challenge & support to all schools
- Improving the quality of school self-evaluation.

SEN - The service is designed to meet the needs of children and young people with a range of special and additional needs.

Early Years - To work with all partners to develop children's centres and extended schools in every community.

Workforce Re- Modelling - To ensure schools implement national agreements and contractual change for their staff in a sustainable way.

To meet national objectives of the Training and Development Agency for schools in respect of workforce development and modernization.

To ensure that DfES objectives in respect of extended schools remodelling, as articulated via the National Remodelling Team, are monitored.

Admissions

- Making recommendations to elected members to determine LEA admissions policy.
- Arranging and carrying out consultation on admissions arrangements, in accordance with statutory requirements.

Youth Service –

To focus some of its work in supporting the most vulnerable groups of young people, in terms of their personal and social development.

- To employ and support staff in appropriate and legal ways.

Children's Fund - The provision of services aimed at preventing children and young people being socially excluded as a consequence of poverty, crime or family situation.
- To support the development of participation across Hartlepool.

Continuous Professional Development (CPD) - To ensure the Local Authority provides CPD opportunities for all school staff.

Appendix 8

ADULT & COMMUNITY SERVICES

This is the report from Adult & Community Services Department. This is a new department created in July 2005 and covers the following areas:

Adult social care
Adult education
Libraries
Arts & Museums (including Grants and Tees Archaeology)
Sports & Recreation
Parks & Countryside

The department therefore covers a wide range of services, and is committed to providing services that meet the needs of all parts of the community. To fulfil this aim a Diversity Steering Group was created – regular reports given to senior managers regarding progress on diversity issues.

2005/06 Achievements

INRA's for 2005/06 were completed as follows:

Adult Social Care
Libraries
Archaeology
Parks & Countryside
Sport & Leisure
Arts Museums and Events
Community Grants
Adult Education

The achievements of 05/06 are as follows:

Libraries:

Partial completion of improved signage in libraries for those with a visual impairment.
Some multi-language signage has been installed in libraries.

Sports & Leisure:

Completed a survey of leisure users to ensure that our facilities and services are inclusive.
Contributed to the development of a football development plan;
Completed the Borough Sports Hall;
Appointed a Disability Sports Officer to look at mainstreaming services;
Looked at the GP referral scheme, eg mental health and obesity issues
Were part of the Tees BME Sports Forum – results of the survey carried out are not available yet;
Monitored complaints, opinion forms and suggestions.

Parks & Countryside:

We continued to replace access points with the least restrictive furniture as possible (in discussion with Hartlepool Access Forum).

A new pavilion is well underway (complete June 2006) which will have separate changing rooms by sex, age and religion. (This is DDA compliant also).

Adult Social Care:

We looked at the Access Strategy, including links to the Corporate Contact Centre. The next steps are Business Process Re-engineering and widening the group to look at community services.

Revised Carers leaflets.

We also reviewed the contract with Hartlepool Carers and had a Carers Opportunity Day in June 2005.

We have updated the content of the website.

Voluntary sector, older people and carers were involved in a series of meetings.

Ethnicity recording and the number of carers' assessments improved.

We have implemented the Direct Payments Action Plan and now have an in-house service to better meet the needs of people with a disability.

We conducted a Best Value review of accommodation and support for people with a learning disability and are implementing the action plan.

A review of day services for people with a mental health problem was started.

Systematic updates of public information have taken place including identifying need for other formats. This has resulted in identifying key publications required by audiotape and in other languages. To be promoted via distribution process.

Systematic distribution of order form serves to promote availability of public information.

Range of events (eg Carers and Independent Providers) held across department. Leaflets available at these events.

In co-operation with older people produced an Older People Strategy that was signed up to by the LSP in April/May 2005.

In November 2005 commenced a strategic review of carers' strategy and development of an action plan.

Extra Care Partnership Board meetings held and include older people's representative and discussed/implemented 'Focus Group' feedback information. Planning application for the Extra Care Retirement Village submitted November 2005.

The Vulnerable Adults Protection Committee produced their 3rd Annual Report. 239 people from 8 different organisations attended an awareness-training programme and increased the levels of training via the multiagency training group. Also, carried out Revision 2 of the 'No Secrets Policy, Procedure and Practice Guidance' – agreed and distributed.

Arts, Museums and Events:

- Participated in audience development surveys to better understand demographics of our museum visitors.
- Appointed museums outreach team to engage with under-represented groups.
- Worked with ex-offenders and Stoneham Housing Association to introduce new users to the museum, gallery and their heritage.
- Undertook capital works to improve access to Sir William Gray House for disabled users.
 - Delivered the Museum exhibition "Painted Prayers" celebrating Asian art and faith.
- Delivered the Tactile Object Museum Project with Catcote School.
- Created and toured the Curiosity Shop, an award-winning initiative to raise awareness of museums with under-represented groups.
- Undertook Staff Training on diversity – through NorthEast Hub and Libraries, including Accessible information and BSL course.

Adult Education

All Adult Education staff participated in Equality and Diversity training. Additional support measures were put in place to assist learners. The service was upgraded in the Adult Learning Inspectorate for their Equality and Diversity to a Grade 2 – Good.

This Department has identified the following actions for 2006/7:

Adult Education:

Increase type of support offered
Annual review of delivery options
Staff development programme
Provide increased services on line
Carry out an audit of available services (on information and advice to adults)
DIAs to be undertaken:
Annual analysis of provision
Review impact of e-learning
Analysis of availability of information and advice

Sport & Recreation:

Leisure Centre user survey will be undertaken May 2006
Community Centre consultation
Review advertising literature
DIAs to be undertaken:
Disability Sports Officer – impact of the work programme

Arts & Museums:

Improve accessibility of publicity information and interpretation of the museum collections.
Undertake professional access audit/DDA plan and access improvements to Wingfield Castle
Deliver a Diversity and Contemporary Collecting Project
Enhance and broaden interpretation, educational provision for diverse audiences (including young people, disabled and Black & Minority Ethnic people) at the Hartlepool's Maritime Experience and Hartlepool Art Gallery.
Create a new education suite for lifelong learning on PSS Wingfield Castle
Launch the SPA website to provide on-line access to collections
Deliver a programme of arts and museums outreach projects with under-represented audiences
Deliver 'Window on the World', a multi-cultural themed festival of exhibitions and events
Expand facilities at the Tramshed to enhance and widen provision for the community
Monitor and evaluate quality outcomes for service users using 'Inspiring Learning for All' framework
DIAs to be undertaken:
Access improvements on Wingfield Castle
Analysis of availability/accessibility of information

Community Grants

Align Community Pool criteria with objectives of the Community Strategy

Archaeology

Improve resources for public/education projects and accessibility using the Internet.

Adult Social Care:

Look at the Access Strategy and Contact Centre
Review commissioned services
Look at the implications of the White Paper (Our Health, Our Care, Our Say)
Development of specific leaflets
Review public information
Continue to increase the recording of ethnicity and monitor and try to improve the usage of services by the Black Minority Ethnic Communities.
Continue to improve process and outcomes for users
Implement electronic Single Assessment
Implement Health & Social Care Integrated Teams
Implement Direct Payments Action Plan and individual budgets
Expand choice of housing through Joseph Rowntree Extra Care and shared equity scheme
Monitor and evaluate quality outcomes for services users

Incorporate improvements from Commission for Social Care Improvement Learning Disability Inspection
Implement mental health social inclusion strategy
Implement new legislative guidance
Review public information distribution
Extra Care Housing – further presentations and public information via Portal and other media, will widen opportunities for older people's participation through Diversity Forum and representation on the sub Design Group to help develop the housing and care support services, procedures and guidance.
Develop advocacy for people with a learning disability
Telecare Partnership Board to broaden the consultation of the Telecare strategy and develop awareness training for carers and users across all service user groups and help develop procedures and guidance through the Strategic Partnership arrangements. Produce an action plan that will lead to mainstreaming of the service and complement the preventative agenda.
Diversity Impact Assessments (DIAs) to be undertaken
Learning Disability Commissioning Strategy
Extra Care Housing
Direct Payments Equipment
Telecare
Integrated Teams
Fair Access to Care

Libraries

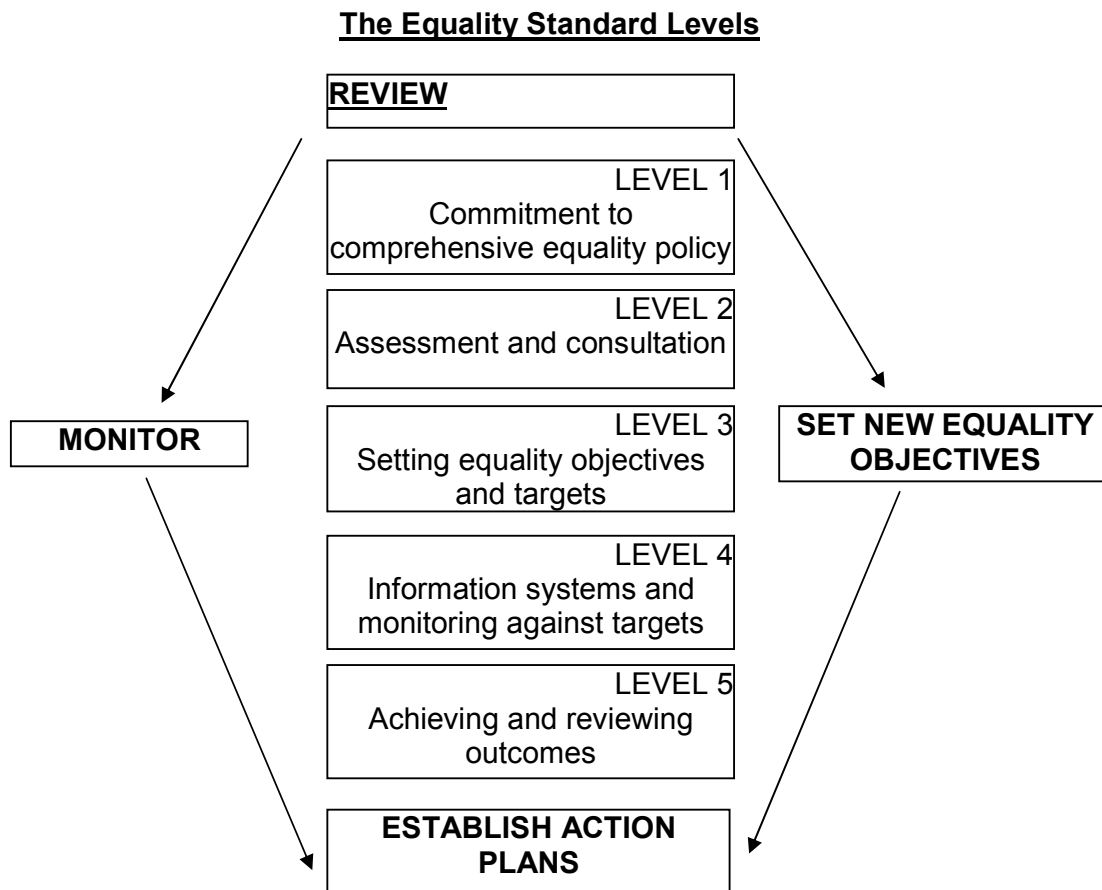
Reviewing library vehicle delivered services with the aim of making them more efficient and focus them more accurately. This will include how we deliver services to those with a special need who find visiting a library difficult for physical/mental reasons.
We are also planning to launch a new database, which will be a signposting tool to guide users onto other websites and/or source of information. It is aimed at anyone who regards themselves as socially excluded either on a permanent or a temporary basis. This will be available on the desktop of our people's network machines.
In general terms all libraries will continue to actively promote services to groups who are traditionally poor library users (eg young men).
DIAs

Parks & Countryside

Include multi-language addition to information on events and on leaflets
Establish direct contact with the 'Talking with Communities' initiative considering issues in the local countryside.
Launch a café facility at Summerhill in conjunction with the Havelock Day Centre.
Work with the Havelock Day Centre to develop a social enterprise garden centre project.
DIAs
Rights of Way (access for all)
Grayfields Project
Burn Valley Gardens

GLOSSARY

RES	Race Equality Scheme
INRA	Impact Needs & Requirement Assessment
DIA	Diversity Impact Assessment
BVPI	Best Value Performance Indicator
BME	Black and minority ethnic
ESAT	Electronic self-assessment tool
LSP	Local Strategic Partnership
PMF	Performance Management Framework
LAA	Local Area Agreement
SCI	Statement of Community Involvement
RMI	Racially Motivated Incidents
NDC	New Deal of Communities
ASBU	Anti-Social Behaviour Unit
RMI	Racially Motivated Incidents
AMP	Asset Management Plan
ASA	Amateur Swimming Association
KS	Key Stage
CPD	Continuous professional development
LSC	Learning Skills Council
LEA	Local Education Authority
LAC	Looked after children
DDA	Disability Discrimination Act
CSCI	Commission for Social Care Inspection
BSL	British Sign Language

**Level 1:**

To achieve this an authority must have adopted a comprehensive equality policy that commits it to achieving equality in race, gender and disability.

Level 2:

To achieve this an authority must demonstrate it:

- has engaged an equalities policy impact and needs assessment
- has consulted with designated community, staff and stakeholders
- has engaged in the development of information and monitoring systems
- has formulated an equality action planning process for employment, pay and service delivery
- has started to develop a system of self-assessment, scrutiny and audit

Level 3:

To achieve this level the authority must demonstrate it:

- has completed a full & systematic consultation process outlined in level 2

- has set relevant equality objectives based on impact and needs assessment and aforementioned consultation
- has translated equality objectives into action plans with specific targets
- has begun to develop information and monitoring systems that allow it to assess progress in achieving targets
- has started undertaking action to achieve targets

Level 4:

To achieve this the authority must demonstrate it:

- has developed information and monitoring systems that enable progress in achieving targets to be assessed
- has started to measure progress against targets and is effectively using its information systems to improve performance
- is using monitoring reports at specified intervals and it circulates to designated consultees
- is running monitoring systems that provide useful and relevant information regarding how the organisation is progressing towards specific targets

Level 5:

In order to achieve the highest level the authority must demonstrate its considerable progress in achieving equal employment and service provision with a particular regard to race, gender and disability. It must demonstrate:

- it has achieved the significant targets set at Level 3
- it has reviewed the revised targets, monitoring and consultation systems with designated consultees
- it has initiated more action planning and target setting as a result of progress over the first four levels
- through its achievements it can be illustrated as an example of good practice for other agencies and authorities

Action Plan - to meet Level 3 of the Equality Standard for Local Government by 2007-08

Key:

DSG Sub Group 1 = Peter Turner (Lead), Carol Davis, Andrew Hagon, Wally Stagg, Vijaya Kotur
 DSG Sub Group 2 = Wally Stagg (Lead), Andrew Hagon, Julie Wilson, Vijaya Kotur, Les Nevin, Keith Lucas
 DSG Sub Group 3 = Graham Frankland (Lead), Michelle Thubron, Keith Lucas, Les Nevin
 DSG Sub Group 4 = Margaret Hunt, (Lead), Christine Armstrong, Angela Read, Julie Wilson, Vijaya Kotur
 DSG Sub Group 5 = Wally Stagg (Lead), Alastair Rae, Paul Diaz/Joan Chapman, Angela Read, Vijaya Kotur, Paula Bass
 DSG Sub Group 6 = Joanne Smithson (Lead), Liz Crookston, Michelle Thubron, Wally Stagg, Vijaya Kotur
 DSG Sub Group 7 = Vijaya Kotur (Lead), Carol Davis, Wally Stagg, Peter Turner
 DSG Sub Group 8 = Julie Wilson (Lead), Alastair Rae, Wally Stagg, Lucy Armstrong, Angela Read
 DSG Sub Group 9 = Wally Stagg, Vijaya Kotur, Julie Wilson, Lucy Armstrong
 DSG Sub Group 10 = Graham Frankland (Lead), Wally Stagg, Julie Wilson, Vijaya Kotur, Mic Bannister

Equality Standard Actions	Actions	Milestone	Responsible	Progress Reports
3.1 Leadership & Corporate commitment				
3.1.1 Ensure all departments and services set targets based on equality objectives	<ul style="list-style-type: none"> Develop guidance on developing equality based targets Service plans contain equality based targets & objectives 	October 2006 March 2007	Peter Turner (Lead) + DSG Sub group 1	
3.1.2 Establish corporate guidance for information gathering and equality monitoring	<ul style="list-style-type: none"> Corporate guidance in place 	October 2007	Peter Turner (Lead) + DSG Sub group 1 CMT	
3.1.3 Seek agreement on equality targets with partners in local partnerships	<ul style="list-style-type: none"> Evidence of equality targets with partners available 	March 2008	Graham Frankland (Lead), Corporate Procurement Group + DSG Sub group 10	
3.1.4 Establish mechanisms for ensuring that equality targets are met by suppliers through contract management	<ul style="list-style-type: none"> Evidence of mechanisms in place 	March 2008	Graham Frankland (Lead), Corporate Procurement Group + DSG Sub group 10	
3.1.5 Ensure completion of equality action plans at departmental & service	<ul style="list-style-type: none"> Evidence contained in Annual Diversity Reports 	March 2007	DSG Departmental Working	

level incorporating performance indicators			Groups	
3.1.6 Adopt where appropriate national targets/performance indicators as prescribed by Govt. Departments & the Audit Commission	<ul style="list-style-type: none"> Evidence of achievement of national targets & performance indicators 	October 2006	Peter Turner (Lead) + DSG Sub group 1	
3.1.7 Implement systems for reviewing and revising the CEP & departmental action plans	<ul style="list-style-type: none"> Monitored by DSG on quarterly basis Revisions reported in Annual Diversity Plan Implement quarterly reporting system 		DSG Departmental Working Groups	
3.1.8 Members & senior officers to endorse plans as appropriate	<ul style="list-style-type: none"> Annual reports to portfolio holder Departmental action plans to go to DMTs and be minuted 	June 2006	DSG Departmental Working Groups	
3.1.9 Link action planning to Best Value processes	<ul style="list-style-type: none"> Evidence of links to Best Value process 	October 2006	Peter Turner (Lead) +DSG Sub Group 1	
3.1.10 Ensure that action on targets has started	<ul style="list-style-type: none"> Monitored by DSG on quarterly basis 	Quarterly	DSG Departmental Working Groups	
3.2 Consultation, Community Development and Scrutiny				
3.2.1 Make public all service level & employment action objectives and targets that are available for consultation & scrutiny	<ul style="list-style-type: none"> Included in consultation programme Reported in Annual Diversity Report INRAs to be planned into talking with communities consultation events 		Liz Crookston (Lead) + Corporate Consultation group	
3.2.2 Make provision of language services appropriate to designated consultation and scrutiny groups			Liz Crookston (Lead) + Corporate Consultation group	
3.2.3 Completion of a full and systematic consultation process with designated community, staff & stakeholder groups	<ul style="list-style-type: none"> Evidence of consultation processes with all stakeholder groups Extend Employee Survey 		Liz Crookston (Lead) + Corporate Consultation group	
3.2.4 Consult on involving designated community, staff & stakeholders groups	<ul style="list-style-type: none"> Evidence of consultation on involvement with scrutiny process 		Liz Crookston (Lead)+ Corporate Consultation	

with scrutiny procedures	<ul style="list-style-type: none"> • Corporate/Service Plans go to Scrutiny 		group	
3.2.5 Consultation equality to be linked with the continuing development of the Community Strategy	<ul style="list-style-type: none"> • To be included in review of community Strategy 	2007	Joanne Smithson, + DSG sub group 6	
3.2.6 Publicise how, where and when action on targets will start	<ul style="list-style-type: none"> • To be included in annual diversity reports • Heartbeat • Press Release 		Liz Crookston (Lead) + Corporate Consultation group	
3.3 Service Delivery & Customer Care				
3.3.1 Complete access to services element of the CEP and ensure consistency with the RES	<ul style="list-style-type: none"> • DIA programme • Review INRAs • Evidence of improved access to services 		CMT Departmental Working Groups	
3.3.2 Equality objectives & targets developed within each department/service	<ul style="list-style-type: none"> • Objectives & targets in place 		Directors Departmental Working Groups	
3.3.3 Service planning to specifically address the importance of barriers, accessibility and reasonable adjustments in the provision of services	<ul style="list-style-type: none"> • Evidence of service planning to address accessibility to issues • Access Strategy in place 		Directors Departmental Working Groups	
3.3.4 Allocation of appropriate resources to achieve targets	<ul style="list-style-type: none"> • Evidence of allocation of resources 		Directors Departmental Working Groups	
3.3.5 Establish structures of responsibility at departmental and service level to progress action plans	<ul style="list-style-type: none"> • Departmental Working groups in place responsible for progressing departmental action plans 		Directors Departmental Working Groups	
3.3.6 Set timetable within action plans for creating/adopting information & monitoring within service areas	<ul style="list-style-type: none"> • Guidance on data collected • Action plans in place 		Departmental working groups	

3.3.7 For agencies delivering services on behalf of the authority, include within contracts a requirement to deliver an effective and appropriate service, fairly and without unlawful discrimination	<ul style="list-style-type: none"> Evidence of equality issues included in contracts 		Graham Frankland (Lead), Corporate Procurement Group + DSG Sub group 10	
3.3.8 Establish monitoring of contracts to secure equal employment and equal service delivery targets	<ul style="list-style-type: none"> Monitoring arrangements in place 		Graham Frankland (Lead), Corporate Procurement Group + DSG Sub group 10	
3.3.9 Start action on departmental and service area targets	<ul style="list-style-type: none"> 	November 2006	Departmental Working Groups	
3.4 Employment & Training				
3.4.1 Complete employment section of CEP & ensure consistency with RES	<ul style="list-style-type: none"> Ensure employment section included in CEP is consistent with the RES 		Chief Personnel Services Officer	
3.4.2 Set employment equality targets for recruitment, staff retention & workforce profiles	<ul style="list-style-type: none"> Set objective employment detailing equality targets for recruitment, training and retention Ensure targets are informed by LLMA & workforce profile assessment Ensure family friendly policies are available to all employees Identify positive action recruitment schemes 	May 2007 May 2006 April 2005 (Recruitment review)	Chief Personnel Services Officer	
3.4.3 Conduct an equal pay review & plan for equal pay adjustment	<ul style="list-style-type: none"> Undertake equal pay review linking with pay and grading structures Set plan to address pay inequalities identified Develop guidelines on starting pay, pay on promotion & accessibility and 	2007-08 March 2005 2007-08	Chief Personnel Services Officer	

	reasonable adjustments in recruitment, retention and promotion procedures as part of review of R&S policy	(Recruitment review)		
3.4.4 Ensure that staff and Members are aware of action plans and the implications for services and employment	<ul style="list-style-type: none"> • Circulate equal employment & pay targets to all employees with detailed information • Report to Portfolio Holder 		Chief Personnel Services Officer	
3.4.5 Provide training for managers on the implementation of the standard with contractors and partners	<ul style="list-style-type: none"> • Provide training for all managers on detailed implementation of equal action objectives and targets in relation to contracts/partnerships 		Graham Frankland (Lead), Corporate Procurement Group + DSG Sub group 10	
3.4.6 Training for all staff involved in recruitment on the Equality Standard, setting service objectives, action planning & monitoring, consistent with the training arrangements set out in the RES	<ul style="list-style-type: none"> • Further develop equality training systems for all employees • Ensure all employees involved in recruitment are aware of equality action plan and its implications for employment practice • Ensure training is consistent with Diversity Scheme • Develop interview guidance for recruitment 		Chief Personnel Services Officer	
3.4.7 Provide training for all staff on the detailed implementation of the Equality Standard including action plans and updates on legal and other developments	<ul style="list-style-type: none"> • Ensure disciplinary procedures specify that they must be applied fairly to all employees & include in review of discipline/attendance/capability procedures • Ensure all breaches of equality & harassment policy are dealt with under disciplinary procedures 		Chief Personnel Services Officer	
3.4.8 Build equality objectives and targets into management appraisal mechanisms	<ul style="list-style-type: none"> • included in revised appraisal scheme 		Chief Personnel Services Officer	
3.4.9 Provide information and appropriate	<ul style="list-style-type: none"> • Ensure cabinet & scrutiny members are 		Chief Personnel	

training on action plans to support scrutiny process	<ul style="list-style-type: none"> aware of action plans and targets for employment and pay equality Ensure information & appropriate training on equality action plan is provided to support the scrutiny process 		Services Officer	
3.4.10 Establish a system of guidance, training on relevant equality issues to short listing panels and interviewers	<ul style="list-style-type: none"> included in corporate annual training plan Develop equality guidance for shortlisting and interviewing that are consistent with Guidance from the equality & human rights commission Ensure system for training all members of shortlisting and interviewing panels is effective 	(Recruitment review)	Chief Personnel Services Officer	
3.4.11 Start actions on employment & pay targets	<ul style="list-style-type: none"> Implement employment and pay action plan 		Chief Personnel Services Officer	
Corporate Plan				
SC2 Develop the “Talking with Communities” consultation initiative		Start April 2006	Vijaya Kotur (Lead), Liz Crookston	
SC 19 Develop and agree corporate access strategy and access to buildings, services and information policies/statements	<ul style="list-style-type: none"> Develop strategy Develop access to buildings policy Develop access to services policy Develop access to information policy including Website Accessibility, Key information to be available in different formats and languages, Internal information to be made available like translation services 	Dec 2006	Strategy - DSG Sub Group 2 Access to Buildings – DSG Sub Group 3 Access to Services – DSG Group 4 Access to information DSG Sub Group 5	

	etc			
OD 69 Publish Annual Race & Diversity Report		June 2006	Vijaya Kotur Julie Wilson	
OD 70 Implement Diversity Steering Group Action Plan		Start May'06	Diversity Steering Group	
General				
Processes	Review and Simplify INRA and DIA process	Nov 2006	Vijaya Kotur (Lead) + DSG Sub Group 7	
Awareness Raising	<ul style="list-style-type: none"> Articles, News line, Departmental Newsletter, Briefings Learning & Awareness raising Raising the profile of Diversity to all Employees 	Ongoing	Julie Wilson (Lead) + DSG Sub group 8	
General	<ul style="list-style-type: none"> Clear Priority in every area of Diversity Looking at how we maximize the external resources available and working in partnerships Scrutinising impact and what difference it makes 'Age' to be mainstreamed in equalities agenda 		DSG Sub group 9	

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

26 June 2006



Report of: Chief Personnel Services Officer

Subject: GET ON (GO) LOCAL GOVERNMENT AWARD

SUMMARY

1. PURPOSE OF REPORT

To advise the Portfolio Holder that the GO Award Action Plan meets the criteria to gain the full Get On Local Government Award.

2. SUMMARY OF CONTENTS

The report provides details of Get On (GO) Award for Local Government and the Council's action plan to achieve this.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Noting of the report.

Report of: Chief Personnel Services Officer

Subject: GET ON (GO) LOCAL GOVERNMENT AWARD

1. PURPOSE OF REPORT

To advise the Portfolio Holder that the GO Award Action Plan meets the criteria to gain the full Get On Local Government Award

2. BACKGROUND

- 2.1 In 2001, the Government launched its Skills for Life Strategy aimed at improving adult literacy and numeracy skills. The national definition of Skills for Life is “the ability to read, write and speak in English, and to use mathematics at a level necessary to function at work and society in general”. In response to the Government strategy the (now defunct) Employers Organisation developed the Local Government Skills for Life Strategy. The GO Local Government Award, is a key element in implementing the strategy and is designed to provide a framework for local authority employers to take a more proactive, sustained and strategic approach to workplace skills for life. A key element of the Council’s Workforce Development Plan 2005-10, approved by the Portfolio Holder at your meeting on 13 June 2005 was the implementation of a Skills for Life strategy and training programme. The achievement of the GO Award will be a key milestone in achieving this. The Chairman of the Council, Chief Executive and Hartlepool Joint Trade Union Committee (HJTUC) committed to achieving the award in December 2005. Following this commitment the Council had nine months in which to develop and submit its action plan to the Employers Organisation.
- 2.2 Following the demise of the Employers Organisation, responsibility for the GO Award has transferred to the Improvement and Development Agency (IDeA).
- 2.3 Skills for Life now form part of the assessment criteria for Investors in People (IIP) and achievement of the GO Award will help provide evidence in this respect. The IDeA are in discussion with the Audit Commission as to how the award will be able to be used in future CPA inspections.

3. THE GO AWARD SUBMISSION AND ACTION PLAN

- 3.1 In March 2006, the Council made its submission with an action plan (Appendix 1) to the Employers Organisation.

The aims of the action plan are:

- To encourage all employees to participate in skills for life and vocational development activities
- To provide access to skills for life and vocational development activities to all employees
- To promote the use of workplace learning facilities such as the Learning Resource Centre
- To work in partnership with the Joint Trade Unions and other stakeholders to produce and monitor a corporate workforce development plan that is essential to the sustainable improvement of local government services
- To build upon central Government's skills for life policies and campaigns as well as any local government or Hartlepool Borough Council workforce development initiatives
- Working with departmental training coordinators to communicate training and development opportunities and identifying lifelong learning needs
- Providing facilities and the opportunity to develop to all employees

- 3.2 Increasing the skills and lifelong learning expectations of the Council workforce will also have some effect upon the ability & lifelong learning aspirations of the local population as approximately 70% of Council employees also live in Hartlepool.

- 3.3 The Joint Trade Unions, along with Union Learning Representatives via the Together Project play a major role in ensuring Skills for Life and lifelong learning is mainstreamed throughout the whole Council. The Council and the Together Project have been working in partnership since 2002 to develop a learning/training culture within the workplace and the partnership also impacts the targets to be achieved as outlined in part 3 of the Workforce Development Plan 2005-2010 (in the section dedicated to Skills for Life). The project is funded via the Learning for All Fund and from continued support from the Council in terms of officer support, access to training resources and software, access to various communication networks (intranet, bulletins etc) and as detailed in the Lifelong Learning Action Plan.

- 3.4 In March 2006, the Council were advised by the Employers Organisation that they had approved the action plan. The Council is the second authority in the North East to have its action plan approved.

- 3.5 A regional Peer Assessment process for the full award (through which all criteria can be evidenced as having been met) is currently being developed.

4. RECOMMENDATION

- 4.1 That the portfolio holder note the report



"creating tomorrow's workforce today"

Commitment to Lifelong Learning

Local Authority: Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY
Telephone: 01429 266522
Website www.hartlepool.gov.uk

Chief Executive: Paul Walker

Chairman of the Council: Councillor Carl Richardson

Nominated Officer(s) responsible for writing and implementing plan:

Background

Hartlepool covers an area of 9,390 hectares including the villages of Hart, Elwick, Dalton Piercy, Newton Bewley, Greatham, Graythorp and the seaside resorts of Seaton Carew and the Headland. Over 88,600 people live in Hartlepool and are represented by 47 Councillors in 17 wards and a directly elected Mayor. The Council is currently divided into five departments; Children's Services, Adult & Community Services, Regeneration & planning, Neighbourhood Services and the Chief Executives department.

The following tables demonstrate the context and make up of Hartlepool Borough Council employees.

Total Workforce as at April 2005		
	Headcount	%
Females	3426	74.40
Males	1176	25.60
Total	4602	100

Part Time & Full Time Contracts as at April 2005		
	Full Time	Part Time
Females	1601	1825
Males	1036	140
Total	2637	1965

Age Range as at April 2005		
	Number	%
Less than 18yrs old	18	0.33
18-34	310	6.80
25-34	889	19.51
35-44	1398	30.55
45-54	1332	29.24
55-64	652	14.31
64 and over	12	0.26

Grade Range as at April 2005	
Former Manual/Craft Workers	1170
Modern Apprentices	23
Scales 1-6	1790
SO1-SO2	245
PO	348
Chief Officers	24
Teachers	909
Soulsbury/Community/Adult Ed etc	93
Total Workforce	4602

Employees in post from an ethnic minority community 2004/5	17 (0.60%)
Employees from an ethnic minority community who have received training 2004/5	4

Employees declaring themselves to be disabled 2004/5	68 (2.53%)
Employees who have declared they have a disability & have received training 2004/5	29

(Source: Hartlepool Borough Council's Corporate Race & Diversity Scheme 2005-2008)

Commitment

Hartlepool Borough Council is committed to ensuring that its workforce is able to access and develop the full range of Skills for Life needed to function at work and in everyday life. The table below illustrates the literacy and numeracy levels across Council wards in Hartlepool as reported in Skills for Life Survey data conducted by the DfES in October 2003.

Hartlepool' Literacy Skills for Adults aged 16-65

Literacy	Number	95%CI	Proportion	95%CI
Entry Level 1 Skills	1,220	420-2,720	2%	1-5%
Entry Level 2 Skills	1,035	290-2,430	2%	1-4%
Entry Level 3 Skills	7,720	4,800-11,360	14%	9-21%
Total Entry Level Skills	10,630	6,455-15,740	19%	12-29%
Level 1 Skills	28,250	22,860-33,810	52%	42-62%
Level 2 Skills	15,870	12,140-19,920	29%	22-36%

Hartlepool' Numeracy Skills for Adults aged 16-65

Numeracy	Number	95%CI	Proportion	95%CI
Entry Level 1 Skills	4,940	1,960-10,020	7%	2-16%
Entry Level 2 Skills	13,200	7,950-19,700	25%	15-37%
Entry Level 3 Skills	17,100	11,670-23,500	33%	22-44%
Total Entry Level Skills	36,650	29,410-43,150	67%	54-79%
Level 1 Skills	12,450	7,420-18,330	23%	14-33%
Level 2 Skills	5,650	3,290-8,550	10%	6-16%

(Source
www.dfes.gov.uk/readwriteplus_skillsforlifesurvey/statics/la00EB_0.shtml)

The Workforce Development Plan 2005-2010 states that 70% of the workforce resides in Hartlepool; we recognise that by striving to increase the skills and lifelong learning expectations of our workforce we will also be able to have some effect upon the ability & lifelong learning aspirations of the local population.

The Joint Trade Unions, along with Union Learning Representatives via the Together Project play a major role in ensuring Skills for Life and lifelong

learning is mainstreamed throughout the whole organisation. Hartlepool Borough Council and the Together Project have been working in partnership since 2002 to develop a learning/training culture within the workplace and the partnership also impacts the targets to be achieved as outlined in part 3 of the Workforce Development Plan 2005-2010 in the section dedicated to Skills for Life. The project is funded via the Learning for All Fund and from continued support from Hartlepool Borough Council in terms of officer support, access to training resources and software, access to various communication networks (intranet, bulletins etc) and as detailed in the Lifelong Learning Action Plan. This commitment is supported by the Chief Executive and his corporate management team. Elected Members take an active part in ensuring that this aspect of workforce development is supported and resources are made available to increase life skills levels as specified within the Workforce Development Plan 2005-2010.

Our aims are:

- To encourage all employees to participate in skills for life and vocational development activities
- To provide access to skills for life and vocational development activities to all employees
- To promote the use of workplace learning facilities such as the Learning Resource Centre
- To work in partnership with the Joint Trade Unions and other stakeholders to produce and monitor a corporate workforce development plan that is essential to the sustainable improvement of local government services
- To build upon central Government's skills for life policies and campaigns as well as any local government or Hartlepool Borough Council workforce development initiatives

We intend to achieve these aims by:

- Including skills for life, life long learning and core skills in the corporate workforce development plan and in the workforce planning processes. Hartlepool has a Workforce Development Plan Framework that has specific sections dedicated to core skills & life skills development. The framework is to be reviewed and monitored on a regular basis and will incorporate departmental workforce development plans as well as the Lifelong Learning Action Plan (attached)
- Adhering to the Learning Agreement with the Joint Trade Union's "Together Project" and supporting the work of Union Learning Representatives. A lifelong learning agreement has been in place in Hartlepool since November 2004. Hartlepool has 11 active Union Learning Representatives. Their activities and development are supported by the directors and the workforce development team
- Working with departmental training coordinators to communicate training and development opportunities and identifying lifelong learning needs
- Providing facilities and the opportunity to develop to all employees

The Lifelong Learning Action Plan

This plan has been agreed with the Joint Trade Unions and the Together Project Steering Group and has the full support of the corporate management team. It gives details of the required actions, timescales, responsible officers, resources and monitoring arrangements. The plan will be updated to reflect departmental workforce development plans as they become available. The plan will be available for all employees to access via the intranet and information will be publicised through internal communications.

Action	Target & timescale	Who	Resources	Monitoring Arrangements
Assessing need				
Revise Life Long Learning Survey and incorporate in induction process	September 2006	Workforce Development Officer	Together project resources/ Corporate	
ULR structured programme in place to carry out survey.	2006/7 complete surveys in each department	Co-ordinator ULRs WFD section	Facility time to be agreed	
Referrals from results of survey for assessment by qualified providers	2006/7 up to 120	Co-ordinator WFD section	Together project resources/ Eq8 funding	Coordinator & ULRs to include referrals in report to steering group
Arrange short IT based courses (e.g. How to use the internet) to attract interest & encourage completion of surveys	Ongoing programme		Corporate Training budget	Workforce Development Team to evaluate & review short courses

Measures to improve Skills for Life Programme				
Corporate approach Skills for Life section of the Workforce Development Plan to be reviewed	December 2006	WFD section	Corporate training resources	Consult with Joint Trade Unions & Together Project Steering group
Commit to GO Award & carry out required actions	October 2005	WFD section Co-ordinator TUC representative	Corporate training resources/ overlap with Together project	Progress report to Steering Group & CPSO Oct 2005
LRC software development Research feasibility, compatibility with systems, financial implications for systems including:TUC hub (Learn Direct),ECDL & Learning Pool	April 2006	WFD Section Co-ordinator	Corporate training resources	Regular activity/ evaluation reports to CPSO & Steering Group
Support from external providers Pursue partnership approaches with Adult Education, Hartlepool College WEA, TUC and others Make use of available Eq8 funding	Ongoing	WFD Section Coordinator	Corporate training resources & Together Project resources	Include in regular reports to steering group
Support from Joint Trade Unions Involve Lifelong Learning	Ongoing	Coordinator	JTU support	Include in regular reports to steering

Coordinator Involve Education Officer				group
Support from WFD Officer Research further funding opportunities Coordinator support ULR support	Ongoing	WFD section	Corporate training resources	Include in regular reports to steering group & CPSO
Other possible on site learning facilities Investigate requirements, likely usage, costs, venues etc for other sites taking into account current accommodation review	Ongoing	WFD section Coordinor	Corporate training resources & Together Project resources	Include in regular reports to steering group & CPSO
ULR Support Programme				
Each ULR to have a personal development plan relating to their role. To be included in refresher training events	All ULR to have development plan by September 2006	Co-ordinator WFD section To work jointly with all issues relating to ULR support & development	Existing Together Project Resources for ULR support	Coordinator report to Steering Group
Each ULR to have personal activity plan covering each three month period including performance targets	Begin rolling September 2006	Co-ordinator Workforce Development Officer	Support from corporate training resources	Summary of activity plans To be reported to steering group & to be part of overall evaluation of ULR activities to feature in annual report

Regular ULR meetings to discuss and record activity and agree 3 monthly plans Programme of ULR briefing sessions to be organised as part of 3 monthly activity plans	Begin rolling September 2006 Begin rolling September 2006			ULR briefing programme to be approved by steering group & publicised accordingly
Assisting the Recruitment of ULRs to be included in activity plan	Ongoing as required			Report to steering group
ULR intranet site to be development further – sub group of ULRs to plan development assisted by WFD officer	For subgroup Dec 2005 Development Plan available Jan 2006			
In-house programme of development activities including familiarisation with LRC	12 month plan available in April 2006			Report to steering group Included in corporate annual training plan where appropriate
ULR representative to attend training coordinators meetings	April 2006			Minutes of Training Coordinator meetings

Publicity & Promotion				
Awareness raising seminars	Rolling programme in place by April 2006	Coordinator & ULRs Workforce Development Officer	Corporate training resources & Together Project resources	
Activities to celebrate success	End of May 2006			
ULR group to devise series of events publicising Together project at different venues around the authority	By April 2006			Publicity programme submitted to CPSO, Training Coordinators & Steering Group
Regular Newline article concentrating on success stories	Liaise with Alistair Rae	Coordinator WFD Officer		Copies of articles
Sign-posting publication to be designed by ULRs for their use when approaching colleagues	April 2006	Coordinator Subgroup of ULR Forum		Sign posting documents to be approved by Steering Group at December meeting

Together Project Coordinator Activity				
Development plan in place for Coordinator	April 2006	Chair of Steering Group WFD section	Together Project resources	Coordinator reports to Steering Group & Chair
Coordinator activity plan in place	April 2006			Full review every 6 months
Workforce Development Section Activity				
Review & revise skills for life strategy	By January 2007	WFD section	Corporate training resources	Consultation with Together Project & ULRs
Develop skills of WFD officer in line with WFD requirements in relation to skills for life	On going			WFD plan review

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

26 June 2006



Report of: Chief Personnel Services Officer

Subject: WORKFORCE DEVELOPMENT PLAN – 2005/6 ANNUAL REPORT

SUMMARY

1. PURPOSE OF REPORT

To advise the Portfolio Holder of the progress made and planned future actions in respect of the Workforce Development Plan.

2. SUMMARY OF CONTENTS

The report provides details of progress made and planned future actions in respect of the Workforce Development Plan.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Noting of the report.

Report of: Chief Personnel Services Officer

Subject: WORKFORCE DEVELOPMENT PLAN – 2005/6 ANNUAL REPORT

1. PURPOSE OF REPORT

To advise the Portfolio Holder of the progress made and planned future actions in respect of the Workforce Development Plan.

2. BACKGROUND

2.1 The Council's Workforce Development Plan Framework 2005-2010 (Appendix A) was approved at the Performance Management Portfolio Holder meeting held on 13 June 2005. At that time it was intended that the plan would be developed after six months, once the corporate restructure was implemented.

2.2 The Workforce Development Plan is divided into 3 parts. Part 1 concentrates upon associated organisational development issues. Part 2 examines workforce development plans and strategies that support organisational development. Part 3 is dedicated to ensuring that members and people involved in service delivery are equipped with the appropriate skills and display the desired behaviours required to realise the corporate vision.

2.3 Some Workforce Development initiatives have been included in the 2006/7 Corporate Plan as follows

a) Implement Elected Member Development Strategy

- Implement Member development strategy and programme
- Secure external accreditation for the strategy and programme
- Evaluate Member development strategy
- Training and briefing on new and developing legislation, corporate governance arrangements for members

b) Enhance workforce development arrangements

- Review workforce development plan
- Develop knowledge and skills of officers in workforce planning
- Integrate workforce plans into 2007/08 service plans

3. PROGRESS MADE AGAINST THE WORKFORCE DEVELOPMENT PLAN IN 2005/6

3.1 Since the plan was approved, the following progress has been made:

a) General

- Merger and restructure of the Organisational Development, and Workforce Development and Diversity sections following the resignation of the Workforce Development and Diversity Manager.
- Recruitment to post of Workforce Development Manager commenced.
- Training provided to key corporate and departmental representatives in Workforce Planning

b) Part 1

- Level 2 of Equality Standard achieved. Annual diversity report produced.

c) Part 2

- 3 departments successfully reassessed against IIP standard.

d) Part 3

- Employers Organisation approval to the action plan prepared in respect of the Get On (GO) Local Government Award (see separate item on your agenda)
- Member Development strategy agreed and in place.
- Annual Member Development training programme produced.
- Member Development evaluation report produced and presented to portfolio holder.
- Diversity training plan in place.
- Diversity training targets monitored and published in annual diversity report.
- Health and Safety training plan in place
- Reviewed and updated software and usage of Learning Resource Centre.
- Learning agreement with trade unions in place
- Support Together Project steering group

3.2 The resignation of the Workforce Development and Diversity Manager has had an adverse impact on the delivery of the Workforce Development Plan. Appendix A provides details of overall progress against the plan.

4. **PLANNED FUTURE ACTIONS IN THE SIX MONTHS OF 2006/7**

4.1 In the first six months of 2006/7, the following actions are planned:-

General

- Appointment of Workforce Development Manager
- Review of the Workforce Development Plan
- Implement Member development strategy and programme
- Commence work on securing external accreditation for the strategy and programme
- Evaluate Member Development Strategy and report to Portfolio Holder
- Provide training and briefing on new and developing legislation, corporate governance arrangements for members
- Commence work on developing knowledge and skills of officers in workforce planning
- Commence work on integrating workforce plans into 2007/08 service plans

a) Part 1 – Workforce planning, environmental scanning and long term plans

- Engage specialist to undertake review of progress towards equality standard and produce an action plan following receipt of the report
- Implement diversity action plan
- Commence work on a Young Peoples strategy
- Agree revised Modern Apprentice arrangements – report to CMT
- Agree format of celebration on success event following focus groups
- Deliver event as part of local democracy week in October 2006

b) Part 2 – Workforce Development Plans

- Support Children's Services and Adult & Community Services working towards Investors in People accreditation
- Commence work to review the corporate appraisal process
- Commence work to identify suitable pilot area to begin skills audit




c) Part 3 – Developing People Plans

- Commence Implementing the GO Award Action Plan
- Continue with skills analysis and training needs analysis for members
- Offer all elected members the opportunity to complete a personal development plan
- Deliver annual development programme to members based upon the needs identified within the personal development plans
- Commit to member development charter and develop action plan
- Develop action plan to work towards IIP status for members

- Devise and implement “Be the Difference” phase 2
- Undertake evaluation of “Be the Difference” year 1
- Further develop the modules delivered as part of the “Be the Difference” programme
- Commence the review of the basic skills strategy
- Expand the use of the Learning Resource Centre (LRC)

5. RECOMMENDATION

5.1 That the portfolio holder note the report.

Key  Not started  Due to start June – Dec 2006  Started

Part 1- Associated Organisational Development Plans

Key Actions	Time scales	Who	Associated strategies/plans	Performance Measures
1.1 Workforce Profiling, Environmental Scanning & long term plans				
1.1.1 Workforce profiling	2 nd qtr 2007	ODM	HR Strategy	<ul style="list-style-type: none"> • Development of central corporate data collection point • HR data base extended to include training module by 2006 and produce required workforce development data and profiles
1.1.2 Environmental scanning		ODM	HR Strategy	<ul style="list-style-type: none"> • Local/regional & national labour market reports used to highlight skill shortage areas, age profiles etc
1.1.3 Post-restructure departmental profiling and identification of skills gaps to inform corporate workforce development plan	3 rd Qtr 2005	Departments	The Way Forward Corporate Business Plan	<ul style="list-style-type: none"> • Departmental workforce profiles in place and potential skills gaps identified

1.2 Developing a Diverse Workforce that Reflects the Communities				
1.2.1 Plans to progress through Equality standard in relation to employment and training requirements included in annual CEX service plan & corporate Diversity Scheme.	2 nd qtr 2005-2010	CPSO ODM WFD&DM Departments	Diversity Scheme 2005-8 HR Strategy	<ul style="list-style-type: none"> Equality Standard Levels attained as outlined for BVPI 2a Monitoring reports produced and published in the annual Diversity Report
1.2.2 Support other projects to encourage people from minority groups to seek employment with the Council	ongoing	PWFDO WFDM	HR Strategy Community Strategy Hartlepool Partnership LSC	<ul style="list-style-type: none"> Incapacity Benefits project targets met Number of placements arranged with other organisations completed Number of people from placements gaining employment Annual retention of Two Ticks status
1.3 Attracting Young People to Local Government				
1.3.1 Design & implement a Young People's Strategy	2 nd qtr 2006	WFD&DM PWFDO	NEREO Retention Strategy	<ul style="list-style-type: none"> Strategy in place Support for regional website in place
1.3.2 Continue to provide School placement programme In order to attract young people to careers in local government	ongoing	PWFDO WFD&DM HR Manager	HR Strategy ODPM Pay & Workforce	<ul style="list-style-type: none"> Provide a work placements for 150 pupils at key stage 4

Promote working in local government as a career with schools, Connexions, Job Centre Plus and other agencies	ongoing	PWFDO	strategy Community Strategy	<ul style="list-style-type: none"> Annual programme of events in place by 2006
1.3.3 Expand Modern Apprenticeship scheme to include identified skills shortage areas where possible Publicise and celebrate successes	3 rd qtr 2006-10	PWFDO WFD&DM departments	HR Strategy ODPM Pay & Workforce strategy	<ul style="list-style-type: none"> Revise current policy regarding recruitment processes for MAs by 2006 Set corporate targets for MA recruitment & retention 2006-10 Record number of MAs gaining employment in local authorities by 2005 Record number of MAs gaining NVQ qualifications by 2005 Publicity plan in place 2005 Develop Hartlepool Now website to support recruitment of MAs & provide e-communication channels
1.3.4 Support the National Graduate Development Programme (NGDP) organised by the Employers' Organisation	ongoing	CPSO WFD&DM	ODPM Pay & Workforce strategy	<ul style="list-style-type: none"> Employ one national management trainee under the provisions of the NGDP every two years.

1.3.5 Planned events to coincide with Local Democracy Week	ongoing	PWFDO WFDM Member Development Steering Group	HR Strategy	<ul style="list-style-type: none"> Annual plan in place including events in October to coincide with Employers Organisation annual campaign
1.4 Promoting Hartlepool Borough Council as an Employer of Choice				
3.4.1 Employee consultation programme in place	2005-10	HR Manager ODM	HR Strategy	<ul style="list-style-type: none"> 2 Employee consultation events per year Employee Survey & resulting action plan in place every 18 months with targets based on questions
1.4.2 Market the authority as a positive employer choice	On-going	CPSO ODM	HR Strategy	<ul style="list-style-type: none"> Marketing/communication plan in place in line with HR strategy & Communication strategy Well being team annual programme of events in place by 2006 Develop use of Hartlepool Now website for recruitment & selection purposes
1.4.3 Encourage a flexible workforce able to cope with changes in local government environment	2005-10	CPSO WFD&DM departments	HR Strategy	<ul style="list-style-type: none"> Publicise available workforce development & lifelong learning activities every three months Develop retention policy

				<ul style="list-style-type: none"> Develop & pilot an internal placement/shadowing scheme within sections & divisions by 2008
1.5 Partnerships & Effective Procurement				
1.5.1 Partnership working with other local authorities, agencies and organisations to develop joint approaches to workforce and organisational development Ensure contractors adhere to HBC standards in relation to workforce development	ongoing	Departments	HR Strategy Procurement Strategy	<ul style="list-style-type: none"> Participate in regional networks to support workforce & organisational development activities Take part in joint workforce planning with other public bodies The procurement strategy will include the approach expected of contractors in relation to workforce development
1.5.2 Explore partnership working with local providers, Hartlepool College, Hartlepool Lifelong Learning Partnership and Adult Education	2nd qtr 2005	WFD&DM PWFD&DO PWFD0	Tees Valley Ad Lit & Numeracy Action Plan 2004-7	<ul style="list-style-type: none"> Partnerships in place Reflect local targets in action plan where appropriate

Part 2 - Development Plans & Strategies

Key Actions	Time scales	Who	Associated strategies/plans	Performance Measures
2.1 Competency Frameworks				
2.1.1 Develop generic competency framework as basis for recruitment & selection activities, appraisal and individual development. Consider use in developing pay & grading structures	2 nd qtr 2006	WFD&DM ODM	ODPM Pay & Workforce strategy Way Forward HR Strategy	<ul style="list-style-type: none">Development of generic competency framework & management skills framework
2.1.2 Review management skills framework	2 nd qtr 2006	WFDO	ODPM Pay & Workforce strategy Way Forward HR Strategy	<ul style="list-style-type: none">Management skills framework updated and linked to generic competency framework
2.2 External Accreditation				
2.2.1 Reassessment of each department against new Investors In People standard 2.2.2 Attain Learning Local Authority status	4 th qtr 2005-2007	Departments WFD&DM	HR Strategy	<ul style="list-style-type: none">Departments reassessment programme from 2005 to 2006Attain Learning Local Authority status by 2007
2.3 Career Pathways				
2.3.1 Career Pathways Development	3 rd qtr 2006 -10	CPSO ODM WFD&DM	ODPM Pay & Workforce strategy	<ul style="list-style-type: none">Career pathways in place for 5 professions per year to reflect skill shortage areas identified by departments

2.4 Appraisal & CPD system				
2.4.1 Development of corporate Appraisal System based on generic, job specific, and management competencies Recording system incorporated into central data collection system	2005-06	WFD&DM	ODPM Pay & Workforce strategy Way Forward HR Strategy IIP standards	<ul style="list-style-type: none"> Current appraisal scheme reviewed by May 2005 Revised appraisal and continuous professional development system in place by March 2006
2.5 Succession Planning				
256.1 Succession planning process in place and individual development plans for “rising stars” implemented	2 nd qtr 2006	CPSO WFD&DM	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Succession planning processes in place Individual development plans in place for highlighted talented individuals (based on NGDP)
2.6 Skills Audits				
2.6.1 Comprehensive skills audit process designed & implemented To be considered as part of appraisal system Skills audits for different levels in the authority to be conducted every 3 years	ngoing	ODM PWFD0	ODPM Pay & Workforce strategy HR Strategy 21 st Century Skills	<ul style="list-style-type: none"> HR data base extended to include training module by 2006 Annual reports produced to inform departments of progress against identified skill shortage areas Programme of skills audits in place

Part 3 - Developing People

Key Actions	Time scales	Who	Associated strategies/plans	Performance Measure
3.1 Elected Member Development Plan				
3.1.1 Agree member development strategy with Member Development Steering Group	1 st qtr 2005	CPSO WFD&DM	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Member Development Strategy in place. Minimum number of annual training events for members agreed
3.1.2. Complete skills audit & training needs analysis processes	2 nd qtr 2005	PWFD&DO	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> 80% of elected members complete process
3.1.3 Publish & publicise annual training plan including induction programme when appropriate	2 nd qtr 2005	PWFD&DO	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Plan forwarded to each member annually. Events publicised quarterly
3.1.4 Evaluation Report to be produced annually	2 nd qtr each year	WFD&DM PWDF&DO	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Attendance stats against those agreed in PDP to be reported to Member Development Group
3.1.5 Elected Members ICT programme tailored to meet individual needs	2007	WFD&DM PWDF&DO	IEG strategy	<ul style="list-style-type: none"> 100% of members to have completed programme
3.1.6 Prepare and implement Mayoral development programme in consultation with post holder. Review annually.	1 st qtr 2005-10	CPSO WFD&DM	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Development plan in place

3.1.7 Complete Personal Development Plans for each elected member & review annually	1 st qtr 2006-10	WFD&DM PWDF&DO	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> PDPs in place for elected members
3.1.8 Develop competency framework based on requirements for political roles	1 st qtr 2007	WFD&DM PWDF&DO	ODPM Pay & Workforce strategy Way Forward IDeA	<ul style="list-style-type: none"> Competency framework completed
3.1.9 Member development steering Group to consider signing up to Member Charter (NEREO)	2 nd qtr 2005	Member Developmen t Steering Group	ODPM Pay & Workforce strategy Way Forward NEREO	<ul style="list-style-type: none"> Commitment to Member Development Charter publicised if agreed
3.1.10 Assessment against Member Charter if agreed previously by Member Development Steering Group	3 rd qtr 2007	Member Developmen t Steering Group	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Member Charter Award obtained
3.1.11 Member Development Group to decide whether or not to seek IIP status	3 rd qtr 2005	Member Developmen t Steering Group	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Position Report to Member Development Steering Group to inform decision making process
3.1.12 Encourage and attract potential future elected members including representation from the wider community	2 nd qtr 2007	Member Developmen t Steering Group	Much Given Report	<ul style="list-style-type: none"> Annual programme of activities and events in place

3.1.13 Develop, Deliver & Evaluate Community Leadership programme in partnership with NEREO & other local authorities in Tees Valley	3 rd qtr 2008- 2010	CPSO Member Development Steering Group	ODPM Pay & Workforce strategy Way Forward IDeA	<ul style="list-style-type: none"> Participation in regional development programme considered by elected member development group
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3.2 Management & Leadership Development Plan – covering all levels of managers, team leaders & supervisors				
3.2.1 Implement leadership & Management development programme including Directors, Senior managers & Supervisors	2 nd qtr 2005-6	CPSO WFD&DM HR Advisor Q Learning	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> 100% of all levels of managers embark upon programme by 2006
3.2.2 Evaluate development programme for managers	2 nd qtr 2006	WFD&DM Q Learning	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Evaluation report to be produced by Q Learning Internal evaluation report to be produced
3.2.3 Sustainable development programme in place for managers that includes identified training needs based on the content of the management skills framework & individual CPD needs	3 rd qtr 2006	WFD&DM PWFDO	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Development programme in place Accreditation to be sought against suitable level of management qualifications

3.3 Core Skills Development Plan – identified skills required by all employees				
3.3.1 Identification of core skills requirement within departments to reflect service delivery requirements	4 th qtr 2005	CMT WFD&DM	ODPM Pay & Workforce strategy Way Forward	<ul style="list-style-type: none"> Prioritised core skills identified by departments and reflected in departmental annual training plans.

3.3.2 Core skills delivery to be included incrementally in corporate annual training plan informed by departments requirements	4th qtr 2005- 2010	WFDDM PWFDO	ODPM Pay & Workforce strategy HR Strategy 21 st Century Skills	<ul style="list-style-type: none"> • Training plans in place each year that reflect core skills required determined by results of skills audit & corporate requirements
3.3.3 E – skills programme development & implementation to support e-government agenda and to reflect changes in service requirements	4 th qtr 2005-10	WFD&DM PWFD&DO	IEG strategy ODPM Pay & Workforce strategy 21 st Century Skills	<ul style="list-style-type: none"> • Targets as detailed in IEG strategy. • Annual incremental Increase in usage of LRC packages • E-skills available via intranet • annually incremental increase in take-up target • DMTs to have agreed own on the job e-training arrangements
3.3.4 Specific Diversity training plan amalgamated into annual corporate training plan	2 nd qtr 2005- 2010	WFD&DM PWFD&DO	Diversity Scheme ODPM Pay & Workforce strategy	<ul style="list-style-type: none"> • Training plans in place each year • Targets outlined in Diversity Scheme every 3 years and monitoring reports published in Annual Diversity Reports
3.3.5 Specific Wellbeing & Health & Safety annual training plan amalgamated into corporate training plan	2 nd qtr 2005- 2010	WFDDM PWFDO	ODPM Pay & Workforce strategy HR Strategy 21 st Century Skills	<ul style="list-style-type: none"> • Training plans in place each year that reflect statutory H&S and Wellbeing training required

3.4 Life Skills Development Plan – including literacy, numeracy, basic information and technology and encouraging lifelong learning

3.4.1 Review & revise basic skills strategy	4 th qtr 2006	WFD&DM PWFD&DO PWFD	21 st Century Skills Tees Valley Ad Lit & Numeracy Action Plan 2004-7	<ul style="list-style-type: none"> Strategy in place containing departmental targets and corporate targets for NVQ equivalent attainment levels
3.4.2 Implement basic skills training programme in partnership with Together project & ULRs	2 nd qtr 2005- 2010	WFD&DM PWFD&DO PWFD Together Project Steering Group	Learning Agreement 2004 21 st Century Skills Tees Valley Ad Lit & Numeracy Action Plan 2004-7	<ul style="list-style-type: none"> Complete basic skills survey activities with 1 department every 3 months in 2005 Basic skills training programme in place and targets for attainment of basic skills qualifications agreed with departments & Together project by 2005/6
3.4.4 Expand use of Learning Resource Centre making use of e-learning facilities & software in relation to life skills related programmes	1 st qtr 2005- 2010	WFD&DM PWFD&DO PWFD	HR Strategy	<ul style="list-style-type: none"> Cost benefit analysis of current software and review of usage 2005 Learning Pool software installed & selected corporate courses made available on intranet 2006 TUC learning hub installed 2006 Annual report of usage of software, outputs and recommendations regarding updating/purchasing of software

3.4.5 Work in partnership with the Joint Trades Unions to encourage lifelong learning	2005-2010	CPSO ODM WFD&DM	National Pay Negotiations 2004 Part 3 &4	<ul style="list-style-type: none"> • Learning agreement in place • Training records to include lifelong learning data for each individual including no-work related learning where appropriate • Support Together Project Steering Group
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3.5 Technical / Vocational Skills Development Plans – addressing skills gaps & retention issues				
3.5.1 Departments to produce a workforce projection plan detailing number of staff required with specific skills	2 nd qtr 2006	Departments CPSO WFD&DM	ODPM Pay & Workforce strategy	<ul style="list-style-type: none"> • Projection plans produced and reviewed annually against workforce profile information
3.5.2 Corporate target for minimum qualification level set for all employees. Corporate target set for minimum spend per employee Corporate target set for minimum average development days per employee	2 nd qtr 2006-2010	CPSO WFD&DM	ODPM Pay & Workforce strategy 21 st Century Skills People Skill Scoreboard	<ul style="list-style-type: none"> • Minimum qualification NVQ level equivalents to be agreed with departments • % annual improvement targets to be set when reliable baseline data available 2006

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

26th JUNE 2006



Report of: Chief Solicitor

Subject: PARISH COUNCIL ELECTION RECHARGES

SUMMARY

1. PURPOSE OF REPORT

To invite a decision on the recovery of election costs from Headland Parish Council.

2. SUMMARY OF CONTENTS

Legislation enables costs incurred by the district council in respect of parish council elections to be recovered from the parish council. The Headland Parish Council have been invoiced for the cost of by-elections and further costs are yet to be invoiced. The parish council request that the costs should not be recovered from the parish council.

3. RELEVANCE TO PORTFOLIO MEMBER

The power to recover parish election costs is an executive function.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Portfolio holder decision meeting 26th June 2006.

6. DECISION(S) REQUIRED

Whether the costs of Headland Parish by-elections should be recovered from the Parish Council.

Report of: Chief Solicitor

Subject: PARISH COUNCIL ELECTION RECHARGES

1. PURPOSE OF REPORT

The purpose of this report is to invite the Portfolio holder to consider a request by Headland Parish Council that the borough council should not recover the cost of parish council elections from the parish council.

2. BACKGROUND

Legislation and Policy

- 2.1 Section 36(5) of the Representation Act 1983 (as amended by the Local Government Finance (Repeals and Consequential Amendments) Order 1991) states that -

‘All expenditure properly incurred by a returning officer in relation to the holding of an election of a parish councillor shall,, be paid by the district council, but any expenditure so incurred shall, if the district council so require, be repaid to that council by the council of the parish for which the election is held.’

- 2.2 Following the 1991 amendment and in response to an enquiry from Dalton Piercy Parish Council, the borough council considered the issue of recovery of parish council election costs. The Policy and Resources Committee resolved that the costs of parish council elections should be recovered from the parishes (minutes of the meeting of the General Purposes Sub-Committee held on 19th March, 1993, approved and adopted by Council 15th April 1993). No change to that policy has been made.
- 2.3 The General Purposes Committee have previously approved the list and level of election costs generally and at the same time delegated to the Chief Solicitor and the Chief Financial Officer authority to approve variations in accordance with staff pay awards, changes being reported to the Committee for information.
- 2.4 The matter raised in this report has previously been referred to the General Purposes Committee for determination. However, in the course of research into issues raised at the committee, it became apparent that, by the operation of the Local Authorities (Functions and Responsibilities) Regulations 2000, the matter is an executive function

and thus falls to be determined by the Portfolio holder rather than the General Purposes Committee.

Headland elections

- 2.5 Over the last 20 months, 4 by-elections have been held in the Headland Parish. These took place in March, July and August 2004 with a further election being held in March 2005.

3.0 ISSUES FOR CONSIDERATION

- 3.1 In 2005, the Headland Parish Council were issued with an invoice in respect of the first by election. Following receipt of the invoice the Chairman of the Headland Parish Council, Councillor Derek Allison, requested clarification on some of the items that were included and asked for further details on the costs that had been incurred. The Parish Council were provided with the information requested, following which a meeting was held with Councillor Allison.
- 3.2 At the meeting that was held in December last year, Councillor Allison raised the point that the Council had discretion as to whether election expenses were reclaimed. I advised him that it has always been Council practice to reclaim election expenses from parish councils (though, at that time, I failed to recall the resolution of 1993). Councillor Allison has asked whether the costs of a by-election can be met by the borough council rather than being recharged to the parish council. I agreed to refer the issue to the General Purposes Committee.

Financial Considerations

- 3.3 I attach a spreadsheet (**Appendix A**) providing details of the relevant costs. At the request of Cr. Marshall, details of the build-up of the costs have also been provided to the General Purposes Committee (**Appendix B**). The cost of holding a by-election is in the region of £1000 for a single ward or parish
- 3.4 The Chief Financial Officer advises that we do not have any budget provision for funding parish council elections. His view, as an accountant, is that the costs of democracy should be borne by the democratic body. He could accept an argument that were the size of the parish was so small that such a burden would fall disproportionately high then discretion would be appropriate. Given that the Headland is the largest of our parishes and would not therefore be deemed to be small, he does not think that this argument is appropriate. Therefore costs should be borne by the relevant democratic body.
- 3.5 The portfolio holder will note that, in addition to the expenses claimed in the invoice giving rise to this report, there are expenses, as yet unclaimed, relating to subsequent by-elections. Further, 2 vacancies

have arisen on the parish council for which be-elections are to be held on 8th June and on a date yet to be fixed.

Issues raised at the General Purposes Committee

- 3.6 At the meeting of the General Purposes Committee on 19th April, a member of the committee, Cr. Marshall, indicated that there were a number of questions which he wished to be answered. The committee indicated that the Councillor should submit his questions to me to enable me to address the questions in the next report to the committee. In view of the referral of the matter to the Portfolio holder as explained above, Cr. Marshall has been invited to submit his questions for the purposes of this report. The remainder of this report comments on issues raised at the General Purposes Committee. Any further questions raised by Cr. Marshall prior to the Portfolio holder meeting will be dealt with by appendix.
- 3.7 In the course of discussions at the General Purposes Committee it has been suggested by Cr. Marshall that the recovery of the costs of the election from the parish council is anti-democratic. In my view this is not so, as I consider it fair that the cost of elections should fall on the parish council itself, as an incidental cost of local democracy, which it is reasonable should be borne by the electorate involved. The parish council are able to provide for such costs in their precept.
- 3.8 Cr. Marshall has also called into question the facility available to parish councils to co-opt members when insufficient candidates are nominated to fill available seats. I do not consider that that practice has any relevance to the issue in question.
- 3.9 Cr. Marshall also raised concerns regarding my authority to issue the disputed invoice to the parish council. The earlier contents of this report explain the situation in that regard.

4. RECOMMENDATION

It is recommended that in accordance with current Council policy the request of the Headland Parish Council be declined.

Parish Council Elections	25-Mar-04	15-Jul-04	12-Aug-04	17-Mar-05	
	2 Wards	1 Ward	1 Ward	1 Ward	
			2 vacancies	2 vacancies	
	£	£	£	£	
STAFFING					
Returning Officer Fee or DRO Fee	359.14	184.65	184.65	184.65	
Polling Station Supervisor Fee	160.65	0	0	0	
Count Supervisor Fee	64	0	0	0	
Presiding Officer Fee	224.64	115.9	115.9	115.9	
Poll Clerk Fee	134.4	69.05	69.05	69.05	
Counter Fee	169.6	65.76	87.14	87.14	
DELIVERY					
Delivery of Election Equipment	191	73.77	49.18	49.18	
Delivery of Poll Cards	267.4	158	120	144.7	
Post Notice of Election/Notice of Poll		98.36	73.77	85	
PREMISES CHARGES					
Constables Lounge	90	N/A	90	N/A	
St Helens	40.75	40.75	N/A	40.75	
POSTAGES					
*Postal Votes - Issued @ 28p each	29.96	11.76	16.8	23.8	
*Postal Votes - Returned @ 28.5p	17.1	3.99	4.85	7.69	
PRINTING					
Print Ballot Papers	145	64	50	71.62	
Print and Finish Poll Cards	44.16	51.69	40.2	22.64	
Print Count Sheets	3.48	N/A	N/A	N/A	
TOTAL	1941.28	937.68	901.54	902.12	Grand Total
* Items not included on original invoice	Invoice No CEOSID1/379 in the amount of £1935.62	Invoice to raise	Invoice to raise	Invoice to raise	

Election Costs

Local Government Election	01-May-03 16 Wards	24-Feb-05 1 Ward
	£	£
STAFFING		
Returning Officer, Deputy & Admin Fees	4918.69	769.82
Polling Station Inspector Fee	642.60	165.25
Count Supervisor Fee	840.00	65.80
Presiding Officer Fee	6654.96	346.50
Poll Clerk Fee	4250.40	276.20
Counter Fee	1824.00	197.28
Postal Vote Issue	267.60	0.00
Employers' Pension	791.91	90.59
DELIVERY		
Preparation of Booths/Ballot Boxes	1400.00	Courier
Delivery of Election/Count Equipment	4790.00	Courier
Delivery of Poll Cards	6667.90	370.72
Advertise/Post Notice of Election/Notice of Poll	459.00	85.00
PREMISES CHARGES		
Polling Stations/Count/Civic Centre	2060.73	139.75
Portacabins	3440.00	0.00
POSTAGES		
Postal Votes - Issued	906.92	249.48
Postal Votes - Returned	543.50	137.66
General Postages - Candidates/Agents	39.35	n/a
PRINTING		
Print Ballot Papers	940.00	217.50
Print and Finish Poll Cards	420.00	66.24
Print - General	218.36	66.26
TOTAL	42075.92	3244.05