

# PERFORMANCE PORTFOLIO DECISION SCHEDULE



**Monday 26 March 2012**

**at 10.30 am**

**(or immediately following Adult and Public Health Services Portfolio  
commencing at 10.00 am whichever is the later)**

**in Committee Room C, Civic Centre, Hartlepool**

Councillor H Thompson, Cabinet Member responsible for Performance will consider the following items.

**1. KEY DECISIONS**

No items

**2. OTHER ITEMS REQUIRING DECISION**

- 2.1 Politically Restricted Posts – *Chief Customer and Workforce Services Officer*
- 2.2 Irrecoverable Debts – Council Tax – *Chief Finance Officer*
- 2.3 Irrecoverable Debts – Benefit Overpayments – *Chief Finance Officer*

**3. ITEMS FOR INFORMATION**

- 3.1 Hartlepool Borough Council Information Governance Approach – *Assistant Chief Executive*
- 3.2 36<sup>th</sup> Phase of View Point – Citizen's Panel – *Assistant Chief Executive*
- 3.3 Free School Meals Take up Impacts – *Chief Finance Officer*
- 3.4 Employee Attendance 2011/12 3<sup>rd</sup> Quarter – *Chief Customer and Workforce Services*

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

No items

## PERFORMANCE PORTFOLIO

Report to Portfolio Holder

26 March 2012



**Report of:** Chief Customer Services & Workforce Officer

**Subject:** POLITICALLY RESTRICTED POSTS

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### SUMMARY

#### 1. PURPOSE OF REPORT

To advise the Portfolio Holder in respect of posts and post holders which are politically restricted and the role the Head of Paid Service plays in respect of appeals by employees who are politically restricted and to obtain Portfolio Holder approval to proposed changes to the list of politically restricted posts.

#### 2. SUMMARY OF CONTENTS

The report provides information about the list of posts and post holders which are politically restricted, the role the Head of Paid Service plays in respect of appeals by employees who are politically restricted and seeks approval to proposed changes to the list of politically restricted posts.

#### 3. RELEVANCE TO PORTFOLIO MEMBERS

Corporate issues.

#### 4. TYPE OF DECISION

Non-key decision.

#### 5. DECISION MAKING ROUTE

Portfolio Holder only.

#### 6. DECISION(S) REQUIRED

Note the report and approve the proposed changes to the list of politically restricted posts.

**Report of:** Chief Customer Services & Workforce Officer

**Subject:** POLITICALLY RESTRICTED POSTS

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## **1. PURPOSE OF REPORT**

- 1.1 To advise the Portfolio Holder in respect of posts and post holders which are politically restricted and the role the Head of Paid Service plays in respect of appeals by employees who are politically restricted and to obtain Portfolio Holder approval to proposed changes to the list of politically restricted posts.

## **2. BACKGROUND**

- 2.1 Posts which are politically restricted fall into one of the three remaining categories which apply to this Council:

- a) specified posts in Section 2 of the Local Government and Housing act 1989 i.e.

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

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

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

- c) posts which have delegated powers under the Council's Constitution

2.2 The current list of politically restricted posts (Appendix A) was agreed by the previous Performance Portfolio Holder on 10 May 2011.

2.3 The previous Portfolio Holder asked that a report be brought back to him annually reporting any changes to the current list for approval.

### **3. CHANGES TO POSTS WHICH ARE POLITICALLY RESTRICTED**

3.1 As reported to the previous Portfolio Holder the reason for the post of Chief Emergency Planning Officer being politically restricted has changed inasmuch as the post is no longer a Deputy Chief Officer but gives advice on a regular basis to any committee or sub-committee of the authority or to any joint committee on which the authority are represented as the post holder prepares and presents reports in his own name to the Emergency Planning Joint Committee and Cleveland Local Resilience Forum.

3.2 One post of Neighbourhood Manager will be deleted from 1 April 2012 and the postholder will be redeployed to a post which is not politically restricted.

3.3 The post of Customer & Support Services Manager has been temporarily added to the list of Deputy Chief Officers (and the post holder advised accordingly) as the post now reports directly to the Assistant Chief Executive as part of the temporary arrangements made in respect of the joint Head of HR arrangement with Darlington. If this arrangement is made permanent then the post of Customer & Support Services Manager will become permanently politically restricted.

3.4 On 1 April 2012 the posts of LSP Manager and Performance and Consultation Manager will be deleted and a new post of Performance & Partnerships Manager and a new temporary post of Collaboration Programme Co-ordinator will be created. Both posts will be politically restricted as they both meet the criteria for 'Deputy Chief Officer' as both will continue to report to the Assistant Chief Executive.

3.5 There are no other proposed changes to the list of politically restricted posts.

### **4. ROLE OF HEAD OF PAID SERVICE IN RESPECT OF APPEALS BY POST HOLDERS WHO ARE POLITICALLY RESTRICTED**

4.1 Under the Localism Act 2011, the Head of Paid Service has responsibility for granting exemptions from political restrictions in respect of all relevant Council posts, although it is not yet clear when this provision will come into effect.

- 4.2 The grounds for exemption are restricted to where the criteria have been applied wrongly in respect of.
- giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority or to any joint committee on which the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority, or;
  - speaking on behalf of the authority on a regular basis to journalists or broadcasters
- 4.3 Post holders who are politically restricted for other reasons do not have the right to appeal for exemption.

## **5. RECOMMENDATIONS**

- 5.1 Note the report and approve the proposed changes to the list of politically restricted posts.

## **6. BACKGROUND PAPERS**

Section 2 of the Local Government and Housing Act 1989 (LGHA)  
Section 30 of the Local Democracy, Economic Development and Construction Act 2009.  
Section 26 of the Localism Act 2011  
Performance Portfolio Holder report 23 March 2011  
Performance Portfolio Holder report 10 May 2011

## **7. CONTACT OFFICER**

Wally Stagg  
Organisational Development Manager  
Tel: 01429 523052  
Email: [wally.stagg@hartlepool.gov.uk](mailto:wally.stagg@hartlepool.gov.uk)

### List of Politically Restricted Posts and Post holders

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

	No right of appeal for exemption	Members' Services Officer	
		LSP Manager	Becomes Performance & Partnerships Manager on 1 April 2012
		Performance and Consultation Manager	Becomes Collaboration programme Co-ordinator on 1 April 2012 after redeployment process
		Corporate ICT Manager	
		Public Relations Manager	
		Scrutiny Manager	
		Democratic Services Manager	
		Customer & Support Services Manager	Reporting line has changed temporarily as a result of the joint Head of HR arrangement with Darlington
		Head of Finance	
		Head of Finance	
		Head of Finance	
		Head of Finance	
		Head of Audit and Governance	
		Chief Finance & Customer Services Officer	
		HR Business Partner	
		HR Business Partner	
		HR Business Partner	
		Health Safety and Wellbeing Manager	
		Organisational Development Manager	
Giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority or to		Scrutiny Support Officer	Regularly advises Scrutiny Committees
		Scrutiny Support Officer	Regularly advises Scrutiny

any joint committee on which the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority	Right of appeal for exemption		Committees
		Scrutiny Support Officer	Regularly advises Scrutiny Committees
		Neighbourhood Manager	Regularly advises Neighbourhood Consultative forums
	Right of appeal for exemption	Neighbourhood Manager	Regularly advises Neighbourhood Consultative forums
		Neighbourhood Manager	Regularly advises Neighbourhood Consultative forums – Post deleted from 1 April 2012
		Chief Emergency Planning Officer	Prepares and presents reports in own name to Emergency Planning Joint Committee and Cleveland Local Resilience Forum
		Solicitor	Regularly advises Planning Committee
Speaking on behalf of the authority on a regular basis to journalists or broadcasters	Right of appeal for exemption	Solicitor	Regularly advises Licensing Committee
		Public Relations Officer	Regularly speaks to journalists/broadcasters
		Public Relations Officer	Regularly speaks to journalists/broadcasters



## **PERFORMANCE PORTFOLIO**

Report to Portfolio Holder

26<sup>th</sup> March 2012



**Report of:** Chief Finance Officer

**Subject:** IRRECOVERABLE DEBTS – COUNCIL TAX

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### **SUMMARY**

#### **1.0 PURPOSE OF REPORT**

- 1.1 To seek the Portfolio Holder's approval to write-out a number of council tax debts, which are now considered to be irrecoverable.

#### **2.0 SUMMARY OF CONTENTS**

- 2.1 The report highlights council tax accounts with outstanding debts of £1000 or more and details the reasons for each debt remaining unrecovered.

#### **3.0 RELEVANCE TO PORTFOLIO MEMBER**

- 3.1 Under the Council's current financial procedures, debts of £1000 or more can only be authorised for write-out by the relevant Portfolio Holder.

#### **4.0 TYPE OF DECISION**

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

#### **5.0 DECISION MAKING ROUTE**

- 5.1 The Performance Portfolio Holder only.

#### **6.0 DECISION(S) REQUIRED**

- 6.1 That the Portfolio Holder approves the write-out of the attached council tax accounts for the reasons detailed.

**Report of:** Chief Finance Officer

**Subject:** IRRECOVERABLE DEBTS – COUNCIL TAX

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**1. PURPOSE OF REPORT**

- 1.1 To seek the Portfolio Holder's approval to write-out a number of council tax debts, which are now considered irrecoverable.

**2. BACKGROUND**

- 2.1 The Council's financial procedure rules provide that any debt due to the Council of £1000 or more can only be written-out with the express permission of the Portfolio Holder.
- 2.2 After the award of appropriate discounts, exemptions and council tax benefit, the council collects annually about £34m of Council Tax (after the award of discounts and council tax benefit) covering over 42,000 properties. Whilst every effort is made to collect debts due to the Council, certain debts become irrecoverable, and this report seeks the Portfolio Holder's agreement for their write-out.
- 2.3 It is important to note that the Revenues & Benefits Teams are proactive in encouraging the public to report cases of suspected fraud to the Council. If the forwarding address of an absconded debtor becomes apparent during the course of such investigations, the council tax debt would be reinstated on to the system, and enforcement action would recommence.
- 2.4 If payment is eventually received in respect of the individual debts, the debt will again be reinstated on the council tax system.

**3. FINANCIAL IMPLICATIONS**

- 3.1. In terms of the total council tax debit to be collected, the amount written out continues to be low and is well within the financial planning assumptions underpinning the council's budget.
- 3.2. The confidential appendices attached to this report detail the individual council tax debts over £1000, and the reasons why each debt remains unrecovered:

**This item contains exempt information under Schedule 12A Local Government Act 1972, namely information relating to a particular**

**employee, former employee or applicant to become an employee of the Council (para 3)**

**Appendix A - Deceased\***

**Appendix B - Absconded\***

**Appendix C – Bankrupt\***

**Appendix D – Miscellaneous\***

- 3.3. All debts submitted for write-out from the accounting records have been comprehensively scrutinised by officers.

**4. RECOMMENDATION**

- 4.1 That the Portfolio Holder agrees to write-out debts to the value of £44,203.91 (plus costs of £3,182.57) in respect of irrecoverable Council Tax.

**5. CONTACT OFFICER**

John Morton  
Assistant Chief Finance Officer  
Chief Executive's Department  
Email: [john.morton@hartlepool.gov.uk](mailto:john.morton@hartlepool.gov.uk)  
Direct line 01429 523093

## PERFORMANCE PORTFOLIO

Report to Portfolio Holder

26<sup>th</sup> March 2012



**Report of:** Chief Finance Officer

**Subject:** Irrecoverable Debts – Benefit Overpayments

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### SUMMARY

#### 1.0 PURPOSE OF REPORT

- 1.1 To seek the Portfolio Holder's approval to write-out a number of benefit overpayments which are now considered to be irrecoverable.

#### 2.0 SUMMARY OF CONTENTS

- 2.1 The report highlights benefit overpayments with outstanding debts of £1000 or more and details the reasons why each debt is now deemed to be appropriate for write out.

#### 3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 Under the Council's financial procedure rules, debts of £1000 or more can only be authorised for write-out by the relevant Portfolio Holder.

#### 4.0 TYPE OF DECISION

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

#### 5.0 DECISION MAKING ROUTE

- 5.1 The Performance Portfolio Holder only.

#### 6.0 DECISION(S) REQUIRED

- 6.1 That the Portfolio Holder approves the write-out of the attached benefit overpayments for the reasons detailed.

**Report of:** Chief Finance Officer

**Subject:** Irrecoverable Debts – Benefit Overpayments

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**1. PURPOSE OF REPORT**

- 1.1 To seek the Portfolio Holder's approval to write-out a number of benefit overpayments which are now considered to be irrecoverable.

**2. BACKGROUND**

- 2.1 The Council's financial procedure rules provide that any debt due to the Council of £1000 or more can only be written-out with the express permission of the Portfolio Holder.
- 2.2 Overpayments of housing benefit are typically, given the financial circumstances of claimants often difficult to recover. Where an overpayment has occurred and the individual continues to be in receipt of benefit, a weekly deduction is made from their ongoing benefit entitlement at source to repay the debt. However, for claimants no longer in receipt of benefit, where there is an outstanding overpayment debt, an invoice is issued for the overpayment and standard debt recovery protocols are actioned.
- 2.3 For those individuals who continue to have a housing benefit entitlement, the council applies the Department for Work and Pensions advised weekly recovery rates. These rates are £13.60 per week for overpayments occurring because of fraudulent actions by the claimant (where the council has proven during investigation claimant knowledge of the benefits system and intent to defraud) and £10.20 per week for non fraud cases. Recovering such debt by applying these rates can take a number of years which adds to the risk of ultimate non collection.
- 2.4 Where claimants are no longer in receipt of benefit and an invoice is raised for the overpayment debt, in some instances it is possible to secure recovery relatively quickly eg. the individual can use previously undeclared capital or occupational pensions. However, in other situations it is often necessary to agree a repayment plan with the debtor to recover the debt on a reasonable basis to avoid hardship.
- 2.5 Whilst every effort is made to collect benefit overpayment debts, certain debts become irrecoverable and this report seeks the Portfolio

Holder's agreement for their write out. All debts submitted for write out have been scrutinised by officers however further monitoring and recovery work will continue where possible and individual debts will be reinstated if payment is eventually received or further developments indicate a debt to later become recoverable

### **3. FINANCIAL IMPLICATIONS**

The confidential appendices A to F attached to this report detail the individual housing and council tax benefit overpayment debts over £1,000 and the reasons why each debt is considered appropriate for write out. These appendices cover a variety of scenarios eg. Debtor Absconded, Bankruptcy, Deceased, Not recoverable under Benefit Regulations.

**This item contains exempt information under Schedule 12A Local Government Act 1972, namely information relating to a particular employee, former employee or applicant to become an employee of the Council (para 3)**

### **4. RECOMMENDATION**

- 4.1 That the Portfolio Holder agrees to write-out debts to the value of £ 87,194.42 in respect of irrecoverable benefit overpayments.

### **5. CONTACT OFFICER**

John Morton  
Assistant Chief Finance Officer  
Chief Executive's Finance Division  
Email: [john.morton@hartlepool.gov.uk](mailto:john.morton@hartlepool.gov.uk)  
Direct line 01429 523093

## **PERFORMANCE PORTFOLIO**

Report to Portfolio Holder

26 March 2012



**Report of:** Assistant Chief Executive

**Subject:** HARTLEPOOL BOROUGH COUNCIL'S  
INFORMATION GOVERNANCE APPROACH

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### **1. PURPOSE OF REPORT**

- 1.1 To report to the portfolio holder the results of the recent IT security testing and Hartlepool Borough Councils approach to information governance.

### **2. SUMMARY OF CONTENTS**

- 2.1 The report covers the main findings of the IT security test and details of Hartlepool Borough Councils approach to information governance.

### **3. RELEVANCE TO PORTFOLIO MEMBER**

- 3.1 The Portfolio member has responsibility for ICT, risk management and data quality.

### **4. TYPE OF DECISION**

- 4.1 Non Key.

### **5. DECISION MAKING ROUTE**

- 5.1 Portfolio holder meeting on 13<sup>th</sup> March 2012.

### **6. DECISION(S) REQUIRED**

- 6.1 That the report be noted.

**Report of:** Assistant Chief Executive

**Subject:** HARTLEPOOL BOROUGH COUNCIL'S  
INFORMATION GOVERNANCE APPROACH

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## **1. PURPOSE OF REPORT**

- 1.1 To report to the portfolio holder the results of the recent IT security testing and Hartlepool Borough Councils approach to information governance.

## **2. BACKGROUND**

- 2.1 Holding and managing data securely is vital to the business of Hartlepool Borough Council (HBC). Some of the data we hold as a local authority, if lost or stolen, could result in distress, financial loss and in extreme cases danger for vulnerable individuals within Hartlepool. For HBC, depending on the type of data involved, it could mean financial penalties being imposed by the Information Commissioners Office (ICO) (these penalties can be up to £500,000 and a number of authorities have been fined in the last year including Powys and Surrey with fines of £130,000 and £120,000 respectively), problems with business processes, negative publicity and a loss of trust both from members of the public and partners we share information with e.g. Health, Police and other Councils.
- 2.2 To help prevent such losses HBC have put in place a number of measures to reduce the risks of data, especially confidential data being lost or stolen. These measures include:
- Establishing a cross departmental Information Governance group
  - Developing and maintaining policies, procedures and guidelines to support secure information handling
  - Raising awareness with HBC staff about their responsibilities in regards to information governance
  - Putting procedures in place with our IT suppliers to ensure IT information is held securely
  - Addressing any information security incidents or issues robustly
- 2.3 The Council stores large amounts of information electronically and the amounts held will increase over time. In order to ensure that electronic information is secure we rely in part on our IT partners putting a number of measures in place to ensure unauthorised access does not occur. These measures include such things as:



- Firewalls: Act as walls between HBC's network and the outside world
- Server patching: Software vendors issue patches to stop unauthorised access to servers and information residing on them. These patches are released and need to be applied on a regular basis
- Network security: Passwords, encryption and policies to prevent misuse of the network.

- 2.4 In order to test these measures and as part of its annual Code of Connection health check the Council commissions independent auditing of these measures on an annual basis.

The testing process involves two stages - external and internal testing:

- External testing involves testing the Councils external facing systems (Website, payment portals etc)
- Internal testing checks the Councils internal servers, PC's and network

- 2.5 The findings for this years test both from an internal and external perspective were very positive. Although some issues were found, including some old user accounts and minor patching issues, in the tester's own words HBC "are ahead of the game" and a number of issues that would normally be found within other Councils could not be replicated here.

### 3. CONCLUSION

- 3.1 This is a very positive outcome and justifies the actions that we are taking to protect the information held by the authority. The fact that the testing has highlighted some minor issues with HBC's IT estate is almost to be expected, it is after all what the testers are employed to do. We need to balance the level of security applied with the accessibility and ease of use of our systems. With an IT estate as large as Hartlepool's, there are demands for increased interconnectivity between systems and ease of use/access for officers and the public. It becomes a balancing act between securing systems and these, often conflicting, demands.
- 3.2 The process of independently auditing the IT estate helps ensure that issues are highlighted and addressed. It gives HBC external assurance that our IT estate is secure. If issues are left and not addressed, there is a possibility that they could be used to gain unauthorised access to HBC's network and information.

#### **4. RECOMMENDATIONS**

- 4.1 It is recommended that the portfolio holder notes this report and supports the process of raising the profile of Information Governance across the Council and the continuing independent auditing of the Council's IT estate.

#### **5. CONTACT OFFICER**

Andrew Atkin – Assistant Chief Executive  
Chief Executive's Department  
Hartlepool Borough Council  
Tel: 01429 523040 e-mail: [Andrew.atkin@hartlepool.gov.uk](mailto:Andrew.atkin@hartlepool.gov.uk)

## **PERFORMANCE PORTFOLIO**

Report to Portfolio Holder

**26<sup>th</sup> March 2012**



**Report of:** ASSISTANT CHIEF EXECUTIVE

**Subject:** 36<sup>TH</sup> PHASE OF VIEWPOINT – CITIZEN'S PANEL RESULTS

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### SUMMARY

#### **1.0 PURPOSE OF REPORT**

- 1.1 To provide an explanation of why topics were included in Viewpoint 36, and what departments plan to do with the results.
- 1.2 To inform the Portfolio Holder of the results from the 36<sup>th</sup> phase of Viewpoint that was distributed to panel members in November 2011.

#### **2.0 SUMMARY OF CONTENTS**

- 2.1 A report of the results from the 36<sup>th</sup> Viewpoint questionnaire that included: kerbside recycling service, domestic violence, minimum price for alcohol, and Summerhill; and the rationale behind why these were included in Viewpoint.

#### **3.0 RELEVANCE TO PORTFOLIO MEMBER**

- 3.1 The Portfolio Member has responsibility for consultation issues.

#### **4.0 TYPE OF DECISION**

- 4.1 Non-key.

#### **5.0 DECISION MAKING ROUTE**

- 5.1 Portfolio Holder meeting on 26<sup>th</sup> March 2012.

#### **6.0 DECISION REQUIRED**

- 6.1 That the results of the survey be noted.

**Report of:** ASSISTANT CHIEF EXECUTIVE

**Subject:** 36<sup>th</sup> Phase of Viewpoint – Citizen's Panel Results

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## **1. PURPOSE OF REPORT**

- 1.1 To provide an explanation of why the topics included in Viewpoint 36 were included, and what departments plan to do with the results.
- 1.2 To inform the Portfolio Holder of the results from the 36<sup>th</sup> phase of Viewpoint that was distributed to panel members in November 2011.

## **2. BACKGROUND**

- 2.1 Viewpoint, Hartlepool Borough Council's citizen's panel, is one of the ways the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.
- 2.2 Each phase of Viewpoint covers various topics and within this phase there were questions on:
  - Kerbside Recycling Service
  - Domestic Violence
  - Minimum Price for Alcohol
  - Summerhill
- 2.3 Viewpoint 36 was sent in November 2011 to all 1,400 active members of the panel. A response rate of 69 per cent was achieved with 955 questionnaires being returned.
- 2.4 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all panel members complete the questionnaire at each phase.
- 2.5 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular newsletter. A copy of the overall report will also be placed in the members' library, in all public libraries across the Borough for public access and has been placed on the council's website.
- 2.6 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on 152 topics (up to and including VP36). Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we refresh a third of our panel annually, we should have a new panel every three years, and therefore Viewpoint members will not be answering questions they have already answered.

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

**Table 2.1 Use of Viewpoint by departments – number of topics covered up to and including Viewpoint 36**

	%	(No.)
Regeneration & Neighbourhoods	53	(81)
Child & Adult Services	22	(35)
Chief Executive's Department	21	(31)
External agencies	3	(5)
(N=152)		

- 2.8 Attached as Appendix 1 are the headline results for Viewpoint 36. Attached as Appendix 2 is the full report.

### 3. WHY TOPICS WERE INCLUDED IN VIEWPOINT 36

#### Kerbside Recycling Service

Contact Officer: Fiona Sorogi, Waste Management Team Leader, Waste and Environmental Service, Regeneration and Neighbourhoods Department

- 3.1 A consultation exercise has been held on the kerbside recycling collection service. The aim of the consultation was to discover residents' views on the service, including how easy the service is to use and how the service could be improved.
- 3.2 Results have been used to recommend to the portfolio holder that further investigation into container types to take into account ease of use for residents and refuse operatives is carried out covering issues such as:
- Ease of storage
  - Manoeuvrability
  - Containment of litter and mess
- 3.3 Results have been fed back to the Transports and Neighbourhoods Portfolio Holder on 10<sup>th</sup> February 2012.

#### Domestic Violence

Contact Officer: Lisa Oldroyd, Anti-Social Behaviour Research Officer, Crime and Disorder, Regeneration and Neighbourhood Department

- 3.4 The Viewpoint consultation exercise was undertaken to ascertain the awareness of the issue of domestic violence and abuse in Hartlepool.

- 3.5 Findings from the exercise will be used by the Safer Hartlepool Partnership to inform the development of the Domestic Violence Strategy and an associated action plan, focussing on; Prevention and Early Intervention, Provision of Services, Partnership Working; and Justice Outcomes and Risk Reduction for Victims.

#### Minimum Price for Alcohol

Contact Officer: Sharon Robson, Alcohol Lead (Adults), Drugs and Alcohol, Child and Adults Department

- 3.6 Questions about a minimum price for alcohol were first included in Viewpoint 35 in March 2011. Other consultation on this issue was carried out with parents of school age children, within Middleton Grange Shopping Centre, and online through Survey Monkey in Summer 2011. Follow up questions were included in Viewpoint 36 in October 2012 to further investigate question areas. This included drilling down to see if Hartlepool residents really had an understanding of alcohol units, how they would feel about a minimum price for alcohol if it was put into monetary context, and if they agree that a minimum price would bring with it the different benefits that it claims to.
- 3.7 Councillor Jonathan Brash is leading on this initiative, and is looking into bringing in a bylaw for a minimum price for alcohol for Hartlepool. The Drugs and Alcohol team are currently collating all the results from their consultation exercises, before considering their next move with this initiative.

#### Summerhill

Contact Officer: Zoe Rickelton, Sport and Physical Activity Manager, Sports and Recreation, Child and Adults Department

- 3.1 The Sports and Recreation Sport and Physical Activity Team requested to include questions in Viewpoint as part of the ongoing evaluation of the park, and to help inform their ongoing improvements to the site.
- 3.2 Green Flag Award judges and internal reviews had recently advised Summerhill that they did not have enough information about users and non users to plan further improvements. Viewpoint is one of the ways the team has been collecting intelligence regarding the site and future improvements.
- 3.3 The team were particularly keen to see what improvements and new functions members of the public would like to see developed at Summerhill, for example, to see if there was a need for a new café, a monsters myths or legends trail. The results from Viewpoint will be collated with other intelligence, to help make an informed decision.
- 3.4 The team were also keen to find out how often Viewpoint members visit the site, why they visit and why they do not visit more often. The findings have confirmed that there are still improvements that can be made to the site to increase usage. The team will take onboard feedback provided by Viewpoint members, in relation to where they have seen Summerhill information published in the past, and what would encourage them to visit more often.

- 3.5 The Sports and Recreation Sport and Physical Activity Team have linked these results to their marketing and management plans for Summerhill and also the Green Flag accreditation. The findings will be shared with Summerhill staff.
- 3.6 Summerhill is clearly still a valued site for the town and the Sport and Physical Activity Team are committed to ensuring as many residents as possible experience the site in a variety of ways.

## KEY FINDINGS FROM VIEWPOINT 36

### Kerbside Recycling Service

- 3.7 Hartlepool currently has four recycling containers in addition to the green wheeled refuse bin. These are the:
- Brown bin for garden waste
  - White poly bag for plastic and cardboard
  - Blue box for glass and tins
  - Blue bag for paper
- 3.8 The majority of Viewpoint members told us they currently live in a semi-detached property (39%), detached house (28%) or terrace property (26%). Less than seven per cent of Viewpoint members said they lived in a flat, maisonette or other type of property.
- 3.9 Next, in order to understand the quantities of household recycling that may be produced, Viewpoint members were asked to tell us how many people live in the household. The majority of members share a house with one other person (41%). An equal number has three to four people in a household, and five per cent has more than four people in a household.
- 3.10 For us to better understand people's capacity to store recycling containers, we wanted to know where Viewpoint members currently keep them. The vast majority (95%) of Viewpoint members store their recycling containers on their property.
- 3.11 Next, we wanted to know how important recycling is to Viewpoint members households. Nine out of ten (89%) Viewpoint members thought it was very or fairly important. Only three per cent of Viewpoint members thought it was fairly or very unimportant.
- 3.12 We asked Viewpoint members how they would like to find out about household waste and recycling. Two thirds (67%) of Viewpoint members said they would like to find out about this through stickers on bins or recycling containers. Half (49%) of members said through Hartbeat magazine and four out of ten (42%) said through the local press.
- 3.13 We asked Viewpoint members where they had seen information about recycling in the past 12 months. Forty per-cent of Viewpoint members did not answer this question, suggesting that they had not seen any information. Viewpoint members were most likely to have seen recycling information in the Hartbeat magazine (39%). A quarter (24%) of responders said they had seen information in the Hartlepool Mail.

- 3.14 We wanted to know how frequently Viewpoint members used the various kerbside collections. Viewpoint members were more likely to put out their white bag, blue box or blue bag every or most collections (between 76% and 88%). However, the majority of Viewpoint members put out their brown bin only when needed (47%).
- 3.15 When asked what currently prevents Viewpoint members from recycling more of their household waste through the Councils kerbside collection service, Viewpoint members were more likely to say they have items that can be recycled, but which are not currently collected (25%), that the containers are not big enough (16%), that they find it difficult to store the recycling boxes, bins and bags (16%), or that they don't like cleaning items before recycling (15%).
- 3.16 The respondents who said they had items that can be recycled but which are not currently accepted by the kerbside collection service were asked to tell us what these items were. The two items that Viewpoint members were more likely to suggest were batteries (68%) and electrical goods (45%). However, it is worth noting here that these two items were provided as examples in the question.
- 3.17 The respondents who told us they thought the containers are not big enough were asked to tell us which containers they thought were not big enough. A sizeable majority (62%) did not think the white bag was big enough, followed by the blue box (31%).
- 3.18 Four out of ten Viewpoint members told us that nothing could encourage them to recycle more, that they already recycle as much as possible. Three out of ten members said they would be encouraged to recycle more if all the recyclable materials could be put into one container and two out of ten said if the containers were easier to store.
- 3.19 Nearly eight out of ten (78%) Viewpoint members said they were either very or fairly satisfied with the current kerbside recycling service. Only eight per cent said they were fairly or very dissatisfied.
- 3.20 We wanted to know how Viewpoint members felt about the current recycling containers (blue box, blue bag, and white poly bag). Overall, Viewpoint members are happy with all three containers, but were more likely to be happy with the blue box (58%). Members felt the design of the white bag allowed materials to spill out (36%), more so than the other two containers. They were more likely to think the blue bag was too small (22%), that the white bag was more difficult to store (18%), and that the blue box is too heavy or difficult to move when full (18%).
- 3.21 Viewpoint members were asked to tell us which factors would be important to them if the Council were to redesign the recycling containers. Seven out of ten (72%) Viewpoint members said that containers should reduce the risk of spillage during collection and storage. A similar proportion (69%) said containers should be available in a range of sizes to allow residents to choose the most appropriate size for their needs.



### **Domestic Violence**

- 3.22 Viewpoint members were asked to tell us how much of a problem they think domestic violence is in Hartlepool. Four out of ten (39%) think it's a fairly or very big problem. However, half (49%) said they didn't know.
- 3.23 Next, we asked Viewpoint members to tell us who they think are the main victims of domestic violence in Hartlepool. Six out of ten members thought that females were the main victims, and four out of ten (43%) thought that children were. A third of respondents said they did not know who the main victims of domestic violence were.
- 3.24 Viewpoint members were asked to tell us how much they agree or disagree with various statements about domestic violence. Nine out of ten (89%) of Viewpoint members agreed or strongly agreed with the statement 'male victims deserve the same level of support as female victims. Viewpoint members were more likely to disagree or strongly disagree (76%) with the statement 'domestic abuse can only be committed by an intimate ('romantic') partner.
- 3.25 Next, we asked Viewpoint members to tell us if they think they would seek help if they were a victim of domestic abuse, and over half (56%) said they would. A third (32%) said they were not sure if they would.
- 3.26 We asked members if they think they would report it if they suspected their friend, relative or neighbour was the victim of domestic abuse, and half (49%) said they would. However, just under half (45%) said they were not sure if they would.
- 3.27 When asked how Viewpoint members would prefer to report suspected cases of domestic abuse, the vast majority said to the Police (86%).
- 3.28 When asked how they would prefer to report it, the vast majority said by phone (80%).
- 3.29 We wanted to know what would stop someone from reporting a suspected case of domestic violence. Over half (53%) of Viewpoint members said they would be worried in case they were wrong about the suspected domestic violence. Four out of ten members said they would be worried in case the people they reported found out it was them who reported them (39%), and a similar proportion said they would be worried about being anonymous (38%).
- 3.30 We asked Viewpoint members to tell us how much they agreed or disagreed with some statements about domestic violence. Three quarters (73%) of Viewpoint members agreed or strongly agreed that more education about domestic violence is required for the general public. Half (48%) of members disagreed or strongly disagreed that they are aware of what action is being taken in Hartlepool to tackle domestic abuse.

### **Minimum Price for Alcohol**

- 3.31 We wanted to know if Viewpoint members really understood what a unit of alcohol was, and asked them to tell us how many units of alcohol were in different alcoholic beverages. Between 17% and 22% of Viewpoint members said they didn't know how many units of alcohol were in each alcoholic beverage. Between 5% and 32% of

Viewpoint members assessed correctly the number of units for the different alcoholic beverages. See Table 3.1 for a breakdown of this.

**Table 3.1 Proportion of Viewpoint members who guessed the number of units in various alcoholic drinks correctly**

	Gessed right
A pint of beer/ale (ABV 4%) (2.3 units)	5%
A pint of cider (ABV 6%) (3.4 units)	5%
A pint of lager (ABV 5%) (2.8 units)	7%
A 50ml double measure of fortified wine (ABV 15%) (0.8 units)	9%
275ml bottle of alcopop (ABV 4%) (1.1 units)	16%
A small glass of wine (125ml) (ABV 12%) (1.5 units)	25%
A small glass of Champagne (125ml) (ABV 12%) (1.5 units)	25%
A 25ml single measure of whiskey (ABV 40%) (1 unit)	32%
A 330ml bottle of beer (ABV 5%) (1.7 units)	32%

- 3.32 Viewpoint members were more likely to underestimate how many units of alcohol were in a pint of cider (76%), a pint of lager (74%) or a pint of beer/ale (73%). They were more likely to overestimate how many units are in fortified wine (70%), a bottle of alcopop (63%), or in whiskey (49%).
- 3.33 Viewpoint members were told how some research is suggesting that alcohol is for sale for as little as 12p per unit in the North East. We wanted to know Viewpoint members thoughts on this. We put the cost into perspective for Viewpoint members by calculating that 12p unit would be the equivalent of paying:
- 18p for a bottle of beer
  - 24p – 36p for a pint of beer
  - 31p for a pint of cider
  - £1 for a bottle of 12% wine
  - £4.80 for a litre of 40% spirits
- 3.34 First of all, when asked if they know where alcohol this cheap is sold, the majority (84%) said no. Next we asked Viewpoint members if they had every bought alcohol this cheaply, and nine out of ten said no. When asked if they thought 12p per unit is too cheap, seven out of ten (71%) said yes. Finally, when asked if they thought alcohol this cheap would encourage irresponsible drinking, three quarters said yes.
- 3.35 We wanted to know what Viewpoint members felt about the price of different alcoholic beverages from different outlets. Overall, Viewpoint members were more likely to think that the cost of alcohol from supermarkets is about right, but is too expensive from pubs. Views were mixed with the cost of alcohol from off-licences. Viewpoint members feel the cost of alcopops from supermarkets is too cheap, but were more likely to think the cost of wine from supermarkets was about right.

- 3.36 We wanted to know if Viewpoint members would be willing to pay 50p per unit for their alcohol, and we put this into perspective by telling Viewpoint members that 50p per unit of alcohol would be the equivalent of paying:
- 75p for a bottle of beer
  - £1 – £1.50 for a pint of beer
  - £1.30 for a pint of cider
  - £4 for a bottle of 12% wine
  - £20 for a litre of 40% spirits
- 3.37 Over half (54%) of Viewpoint members said they would be willing to pay 50p per unit for their alcohol. A quarter (26%) said they would not, and one in five (20%) said they did not know if they would pay this.
- 3.38 There are certain benefits associated with a 50p per unit minimum price for alcohol. We wanted to know if Viewpoint members agreed with these assumptions. For each of the six statements, Viewpoint members were more likely to think that a 50p minimum price for alcohol would not help (between 54% and 62%). Therefore, although the majority of Viewpoint members would support a minimum cost per unit, they are not convinced that it would help reduce irresponsible drinking, anti-social behaviour, health problems, alcohol sales or consumption, included by people who are underage, or would release police or NHS resources.
- 3.39 When asked what Viewpoint members thought would help tackle alcohol related problems in Hartlepool, Viewpoint members were more likely to say cheaper soft drinks in licensed premises (80%), tougher penalties for people who sell alcohol to intoxicated people (75%) or tougher penalties for intoxicated people (70%)
- 3.40 Next, we wanted to know if Viewpoint members agreed or disagreed with various statements to do with a minimum price for alcohol. Viewpoint members were more likely to agree that people would get drunk no matter if alcohol cost more (85%) and that more needs to be done to tackle excessive drinking than a minimum price for alcohol (80%).
- 3.41 Finally, Viewpoint members were asked to let us know if they have any other thoughts or comments about alcohol consumption in Hartlepool or about a minimum price for alcohol. Forty-two comments were made that you can't stop people from drinking, and 36 comments were made that (a minimum price for alcohol) punishes the ordinary drinker.

### **Summerhill**

- 3.42 We asked Viewpoint members to tell us when the last time they visited Summerhill was, and 38 per cent told us within the last six months. Another 15 per cent had visited within the last year. However, just under half (47%) had not visited Summerhill within the last year or at all.
- 3.43 The Viewpoint members who told us they had visited Summerhill in the last six months were asked to tell us on average, how often had they visited. Two thirds of respondents told us they had visited between two and ten times in the past six months. One in five respondents had visited more than ten times in the last six months.

- 3.44 Those Viewpoint members who had visited Summerhill in the last six months were asked to tell us what the main reasons were for their visit. Respondents were more likely to say they had visited the park to go for a walk with friends or family (60%). A third (34%) said they had gone to visit the play area/s and a similar proportion (32%) said they had gone to walk the dogs.
- 3.45 Viewpoint members who had visited Summerhill in the last six months were asked to tell us how much they enjoyed their visit. A third of respondents told us they enjoyed their visit a great deal (34%) or a lot (36%). A quarter (26%) enjoyed their visit a moderate amount. Four per cent of Viewpoint members enjoyed their last visit a little or not at all.
- 3.46 Viewpoint members were invited to tell us if there was anything in particular they enjoyed or did not enjoy about their last visit to Summerhill. Forty-seven comments were in relation to how Summerhill is a good outdoor space.
- 3.47 If Viewpoint members had visited Summerhill in the past six months, they were asked to tell us what they felt could have been improved. Four out of ten members (42%) said the toilets could be improved, and three out of ten (31%) said the signage around the site.
- 3.48 Over eight out of ten Viewpoint members who have visited Summerhill in the past year have been inside the visitors centre.
- 3.49 Next, Viewpoint members were asked to tell us if they had spoken to any member of staff from Summerhill, either by phone, in reception, or on site. Just over half (53%) said yes, they had. The Viewpoint members who said they had spoken to a member of Summerhill staff were then asked to tell us how they would rate the customer service they received from them. Nine out of ten (91%) Viewpoint members rated the service as good or very good. Three per cent of respondents rated it as poor or very poor.
- 3.50 All Viewpoint members were asked to tell us what activities they were aware were available at Summerhill. Over eight out of ten Viewpoint members were aware of the Visitor Centre facilities (84%) and the pathways throughout the park (81%). Over seven out of ten were aware of the BMX course (71%) and the boulder park (71%).
- 3.51 Viewpoint members were presented with a list of events that could be held at Summerhill, and were asked to tell us which, if any, they would be interested in attending. Viewpoint members were more likely to say they would be interested in attending a Countryside Festival (60%), Car boot sale (56%), or a flower / vegetable show (51%).
- 3.52 Viewpoint members were asked to tell us if any of the following things would encourage them to visit Summerhill more often. Viewpoint members were more likely to say that the availability of hot and cold drinks from the Visitors Centre would encourage them (45%), as would different exhibitions within the Visitors Centre (39%). Four out of ten (38%) Viewpoint members did not answer this question, suggesting that nothing could encourage them to visit more often.
- 3.53 Nearly six out of ten Viewpoint members told us they had seen information about activities or events taking place at Summerhill in the last 12 months. Those Viewpoint

members who told us they had seen information about Summerhill activities or events within the last year were asked to tell us where they had seen this information. Two thirds (67%) of respondents told us they had seen an article in Hartbeat, and half (51%) said they had seen an article in a newspaper.

- 3.54 Viewpoint members were asked if they had not visited Summerhill in the last 6 months what would encourage them to visit more often. Viewpoint members suggested more advertising for the site and events (51 comments).

#### **4. RECOMMENDATIONS**

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

#### **5. CONTACT OFFICER**

Lisa Anderson, Research Officer  
Chief Executive's Department, Corporate Strategy Division  
Hartlepool Borough Council

Tel No: (01429) 523041

Email: [lisa.anderson@hartlepool.gov.uk](mailto:lisa.anderson@hartlepool.gov.uk)

## Appendix 1 – Viewpoint 36 Headline Results

VP36, November 2011, 69% response rate, 955 completed questionnaires (all results are weighted to 1200 responses). # = less than 0.5%; - = no response; \* = excluded from calculations

### Kerbside Recycling Service

Hartlepool currently has four recycling containers in addition to the green wheeled refuse bin. These are the:

- Brown bin for garden waste
- White poly bag for plastic and cardboard
- Blue box for glass and tins
- Blue bag for paper

These recycling containers were introduced in 2007, after widespread public consultation. We would like to know how satisfied you are with the current system and where there may be opportunities for improvements to be made.

**If you would like any further information on the Council's recycling services please visit our webpage's at [www.hartlepool.gov.uk/recycle](http://www.hartlepool.gov.uk/recycle).**

### A bit about your household...

First of all, so that we can get a better idea about your recycling habits, your recycling needs and the space you have available for recycling containers, we would like to find out a bit more about your household.

#### 1. What kind of house do you live in? (Please tick one box only) (N=1185)

Flat	Terrace	Detached	Semi-detached	Maisonette	Other
4%	26%	28%	38%	1%	2%

#### 2. How many people live in your house (including yourself)? (N=1178)

1 person	2 people	3 people	4 people	More than 4 people
15%	41%	20%	19%	5%

#### 3. Where do you currently keep your recycling containers? (N=1169)

On my property	In a communal/ shared area	Other
95%	3%	2%

#### 4. How important is recycling to your household? (N=1180)

Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
49%	40%	8%	2%	1%

**Keeping you informed about household recycling****5. How would you like to find out about household waste and recycling: (N=1157)**

Leaflets in public places	30%
Stickers on bins/recycling containers	67%
Hartbeat magazine	49%
Local press (e.g. Hartlepool Mail)	42%
Council website – <a href="http://www.hartlepool.gov.uk">www.hartlepool.gov.uk</a>	24%
Face to face (e.g. roadshows)	7%
Electronically (e.g. email/text message/Facebook/Twitter)	16%
Other (3 comments)	#
Leaflets through door (suggested in 'Other' category)	3%

**6. In the past 12 months have you seen any of the following information about household recycling? (Please tick all that apply) (N=1200)**

Recycling leaflets left in public places, such as libraries or road shows	12%
Recycling webpage – <a href="http://www.hartlepool.gov.uk/recycle">www.hartlepool.gov.uk/recycle</a>	9%
Recycling information in the Hartlepool Mail	24%
Recycling information in Hartbeat magazine	39%
Council stall promoting recycling at community events (e.g. carnivals or fun days)	8%
Other (13 comments)	1%
No answer	40%

**About the existing kerbside recycling service****7. Each of the following recycling containers are collected every two weeks. In the past 12 months, how often have you used the following kerbside collections? (Please tick one box on each line)**

	Every collection / most collections	Only when needed	Never
Blue box (glass & tin) (N=1162)	82%	13%	5%
Blue bag (paper) (N=1158)	76%	14%	11%
White bag (cardboard and plastic) (N=1165)	88%	7%	5%
Brown bin (garden waste) (N=1151)	40%	47%	12%

**8. What currently prevents you from recycling more of your household waste via the Council's kerbside collection service? (Please tick all that apply) (N=1200)**

Find it difficult to separate the rubbish	4%	
I don't like cleaning items before recycling (e.g. glass, cans, tins and plastic)	15%	
Find it difficult to store the recycling boxes, bins and bags	16%	
The materials I put out don't get collected	4%	
I don't know when my collection day is	1%	
I don't know what or how to recycle	2%	
I do not have bins, boxes or bags for kerbside collection	5%	
I am not able to put out the container to be collected because I am elderly/disabled	2%	
I am not able to put out the container to be collected because it is difficult to access the collection point	1%	
I take my recycling to the Household Waste Recycling Facility in Burn Road or to a local bring centre	8%	
The recycling containers are confusing, I don't know what to put in each one	2%	
I don't recycle because it creates too much mess/litter after collection	3%	
The containers are not big enough*	16%	Go to Q9
I have items that could be recycled but which are not currently accepted by the kerbside collection service (e.g. batteries, small electrical items)*	25%	Go to Q10
Don't know	3%	
Other (5 comments)	#	

**9. If you think the containers are not big enough, please use the space below to tell us which containers you think are not big enough. (N=185)**

White bag (62%) Blue box (31%) Brown bin (19%) Blue bag (16%)
--

**10. If you said you have items that could be recycled but which are not currently accepted by the kerbside collection service, please use the space below to specify which items: (N=267)**

Batteries (68%) Electrical goods (45%) Plastics (14%), light bulbs (9%) Food waste (9%) Paint tins (8%) Wood (4%)	Metal (4%) Polystyrene (3%) Small metal containers (3%) Clothes/Fabrics (3%) Other (4%)
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**11. What would encourage you to recycle more? (Please tick all that apply) (N=1000)**

If it was made easier for me to recycle	15%	If the containers were easier to store	22%
If all the recyclable materials could be put into one container	30%	Better information about the <b>benefits</b> of recycling	7%
If mess / smells from the materials were contained	16%	Information about <b>what happens</b> to recycled materials after collection	17%
If the containers were easier to move around	12%	Nothing could encourage me to recycle more / I recycle as much as possible	40%
More information about <b>how and what</b> to recycle	12%	Don't know	*
Other (Please specify) (19 comments)			2%

**12. In general, how satisfied are you with the current kerbside recycling service? (N=1165)**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Never used
27%	52%	12%	6%	2%	2%

**About the recycling containers****13. Please tell us how you feel about the current recycling containers (blue box, blue bag, and white poly bag). (Tick all that apply in each column)**

	Blue box (glass & tin) (N=1013)	Blue bag (paper) (N=922)	White bag (cardboard and plastic) (N=1050)
Containers are too large	10%	#	1%
Containers are too heavy when full / difficult to move	18%	7%	4%
Containers are difficult to store	14%	13%	18%
Containers too small	12%	22%	20%
Container design allows materials to spill out causing litter and mess	19%	27%	36%
I'm happy with the current containers	58%	49%	48%

**14. If the Council were to redesign the recycling containers, please tell us which of these factors are important to you. (Please tick all that apply) (N=1096)**

Containers should reduce the risk of spillage during collection and storage	72%
Have as few containers as possible to make the service easier to use	47%
Containers should be hygienic and keep smells to a minimum	60%
Containers should be available in a range of sizes to allow residents to choose the most appropriate size for their needs	69%

## Domestic Violence and Abuse

Domestic violence includes physical, psychological, sexual, financial and emotional abuse involving partners, ex-partners, other relatives or household members. In 2009/10, the British Crime Survey showed that domestic violence nationally accounted for 14% of all violent incidents and affects both men and women.

We would like to know how much Hartlepool residents know about domestic violence and abuse, particularly reporting mechanisms and support services.

I know some Viewpoint members will think these questions do not relate to you, but by answering them as best you can you will be helping the Community Safety team to develop a strategy to tackle domestic violence and abuse in Hartlepool.

If you would like any further information on this topic please contact:  
Lisa Oldroyd on (01429) 405577 or via e-mail [lisa.oldroyd@hartlepool.gov.uk](mailto:lisa.oldroyd@hartlepool.gov.uk)

**15. How much of a problem would you say domestic violence is in Hartlepool?**  
(Please tick one box only) (N=1159)

A very big problem	9%
A fairly big problem	30%
Not a very big problem	12%
Not a problem at all	1%
Don't know	48%

**16. Who do you are the main victims of domestic violence in Hartlepool?** (Please tick all that apply) (N=1159)

Females	60%
Males	16%
Children	43%
Don't know	33%

**17. Please tell us how much you agree or disagree with the following statements.**  
(Please tick one box on each line)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Agree / strongly agree	Disagree / strongly disagree
I would personally be more likely to believe a woman who said they were a victim of domestic abuse, than a man who said they were. (N=1154)	4%	28%	32%	24%	5%	7%	33%	29%
Domestic abuse is less common in same sex relationships (N=1148)	1%	8%	25%	25%	4%	37%	9%	29%
Domestic Abuse can only be committed by an intimate ('romantic') partner. (N=1142)	1%	2%	12%	49%	27%	10%	3%	76%
You must be living with your partner or family member in order for any abusive behaviour to be defined as "domestic abuse". (N=1147)	1%	8%	10%	46%	21%	14%	9%	67%
Domestic abuse against women is more serious than domestic abuse against men. (N=1050)	3%	10%	14%	39%	26%	8%	13%	65%
Domestic abuse against men hardly ever happens. (N=1151)	2%	7%	14%	51%	14%	13%	8%	65%
Domestic abuse support services are targeted towards females. (N=1151)	11%	45%	14%	8%	2%	21%	56%	10%
Male victims deserve the same level of support as female victims. (N=1155)	35%	54%	5%	1%	1%	5%	89%	2%
Males are less likely to be believed than females when they seek support for domestic abuse victimisation. (N=1155)	10%	46%	17%	10%	2%	15%	56%	12%

**18.If you were a victim of domestic abuse, do you think you would seek help?**

(Please tick one box only) (N=1152)

Yes	56%
No	12%
Not sure	32%

**19.If you suspected a friend, relative or neighbour was the victim of domestic abuse, do you think you would report it to someone? (Please tick one box only)**  
(N=1160)

Yes	49%
No	6%
Not sure	45%

**20.If you were to report a suspected incident of domestic violence and abuse, who would you think to report it to? (Please tick all that apply) (N=1123)**

Police	86%
Housing provider	3%
HARBOR (Support services)	16%
Housing provider	1%
Social Services	37%
Local Authority	9%
Accident & Emergency	5%
Education	8%
Ambulance Service	5%
Other (9 comments)	1%

**21.If you were to report a suspected incident of domestic violence and abuse, how would you prefer to report it? (Please tick all that apply) (N=1139)**

By phone	80%
By going online	21%
By text	5%
By letter	9%
Face to face	29%
Other (No comments)	-

**22.Do you think any of the following issues would stop you from reporting a suspected case of domestic abuse? (Please tick all that apply) (N=1200)**

Fear	27%
Worried about being anonymous	38%
Don't want to interfere	31%
Don't want to separate families/children from parents	17%
Worried about children being taken into care	22%
Don't know who to call	17%
Because you feel it's none of your business	18%
In case your wrong	53%
In case they found out it was you that reported them	39%
Lack of confidence in agencies	21%
No answer	12%

**23. Please say whether you agree or disagree with the following statements: (Please tick one box on each line)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Agree / strongly agree	Disagree / strongly disagree
I am aware of where to go to if I wanted to report domestic abuse (N=1145)	9%	35%	16%	23%	7%	11%	44%	29%
I am aware of the services available for victims of domestic abuse (N=1140)	6%	24%	19%	30%	8%	14%	30%	38%
More education about domestic abuse is required for the general public. (N=1144)	18%	56%	16%	3%	1%	7%	73%	4%
I am aware of what action is being taken in Hartlepool to tackle domestic abuse (N=1143)	4%	13%	17%	36%	12%	18%	17%	48%

If you are worried about someone who may be the victim of domestic violence or abuse, please call 0845 602 7308 or email [info@myharbour.org.uk](mailto:info@myharbour.org.uk). Your report will be completely confidential.

### Minimum Price for Alcohol

In March 2011, we asked you some questions about recommended alcohol limits, alcohol related anti-social behaviour, and measures to tackle the sale of cheap alcohol. Your responses to those questions were really useful, and will be combined with other consultation results which is looking into a minimum price for Alcohol

Alcohol is estimated to cost the NHS £3billion, as the number of people consuming harmful levels of alcohol is increasing. Also, alcohol frequently plays a role in certain types of crimes, including anti-social behaviour, assault and robbery, where either the victim or the criminal were intoxicated. In addition, alcohol is a factor in nearly half of all violent crimes.

Continuing on from our March survey, we would like to find out a bit more about your understanding of alcohol units, and some more thoughts about the price for alcohol. We would also like to know if you think increasing the price for alcohol would address some of the issues facing the Police and NHS due to excessive consumption of alcohol by some people.

#### Units of alcohol

**One unit of alcohol is measured as 10mls or 8g of pure alcohol. We would like to know if people really understand what a unit of alcohol is.**

#### **24. First of all, how many units of alcohol do you think are in each of the following? (Please tick one box on each line) (ABV – Alcohol by volume)**

	1 unit	1 ½ units	2 units	2 ½ units	3 units	3 ½ units	Don't know
A pint of beer/ale (ABV 4%) (N=1126) (2.3 units)	10%	16%	47%	<b>5%</b>	4%	1%	18%
A 25ml single measure of whiskey (ABV 40%) (N=1115) (1 unit)	<b>32%</b>	12%	19%	9%	7%	2%	19%
A pint of cider (ABV 6%) (N=1117) (3.4 units)	5%	11%	28%	17%	15%	<b>5%</b>	19%
A 50ml double measure of fortified wine (e.g. sherry) (ABV 15%) (N=1112) (0.8 units)	<b>9%</b>	10%	31%	10%	14%	5%	21%
A small glass of wine (125ml) (ABV 12%) (N=1112) (1.5 units)	30%	<b>25%</b>	20%	5%	3%	1%	17%
A pint of lager (ABV 5%) (N=1111) (2.8 units)	6%	15%	36%	17%	<b>7%</b>	1%	18%
275ml bottle of alcopop (Bacardi Breezer) (ABV 4%) (N=1104) (1.1 units)	<b>16%</b>	27%	24%	6%	4%	2%	22%
A small glass of Champagne (125ml) (ABV 12%) (N=1112) (1.5 units)	22%	<b>25%</b>	19%	7%	5%	1%	21%
A 330ml bottle of beer (ABV 5%) (N=1117) (1.7 units)	13%	<b>32%</b>	21%	9%	5%	1%	20%

**25. Research shows that alcohol is available in some places in the North East for as little as 12p per unit. This is the equivalent of paying:**

- 18p for a bottle of beer (330mls)
- 24p - 36p for a pint of beer
- 31p for a pint of cider (mangers)
- £1 for a bottle of 12% wine
- £4.80 for a litre of 40% spirits

	Yes	No
Do you know where alcohol this cheap is sold? (N=1157)	16%	84%
Have you ever bought alcohol this cheaply? (N=1154)	10%	90%
Do you think 12p per unit is too cheap? (N=1132)	71%	29%
Do you think alcohol this cheap would encourage irresponsible drinking? (N=1148)	75%	25%

**We would like to know if people think the cost of alcohol on sale is too cheap, about right, or too expensive.**

**26. For each of the following outlets, and for each of the different types of alcohol, please tell us if you think cost of alcohol on sale there is too cheap, about right or too expensive. (Please tick one box on each line)**

**a) From Supermarkets**

	Too cheap	About right	Too expensive	Don't know
Wine (N=1147)	12%	69%	10%	9%
Beer/larger/cider (N=1149)	26%	57%	7%	9%
Spirits (N=1145)	15%	57%	17%	11%
Alcopops (N=1146)	30%	37%	7%	26%

**b) From off-licences**

	Too cheap	About right	Too expensive	Don't know
Wine (N=1139)	8%	39%	24%	29%
Beer/larger/cider (N=1142)	13%	38%	18%	30%
Spirits (N=1137)	9%	34%	26%	31%
Alcopops (N=1140)	18%	29%	15%	39%

**c) From pubs**

	Too cheap	About right	Too expensive	Don't know
Wine (N=1147)	4%	26%	56%	13%
Beer/larger/cider (N=1149)	5%	34%	49%	12%
Spirits (N=1143)	6%	27%	52%	16%
Alcopops (N=1140)	11%	20%	39%	30%

**27. If a minimum cost of 50p per unit of alcohol is introduced, this would be the equivalent of paying:**

- 75p for a bottle of beer (330mls)
- £1 - £1.50 for a pint of beer
- £1.30 for a pint of cider (mangers)
- £4 for a bottle of 12% wine
- £20 for a litre of 40% spirits

	(N=1135)	Yes	No	Don't know
Would you be willing to pay this (50p per unit) for your alcohol?		55%	26%	20%

**28. We would like to know what effect people think a minimum price for alcohol would have in Hartlepool. For each of the things listed below, please tell us if you think a 50p per unit minimum price for alcohol would...**

	Yes	No	No opinion
...reduce irresponsible drinking (N=1145)	33%	58%	9%
...reduce anti-social behaviour (N=1141)	30%	62%	9%
...reduce health problems (N=1136)	35%	54%	11%
...reduce the number of people buying / drinking alcohol (N=1136)	32%	59%	10%
...reduce the number of underage people buying / drinking alcohol (N=1132)	36%	55%	9%
...release more Police / NHS Resources (N=1134)	28%	55%	18%

**29. Which of the following do you think would also help tackle alcohol related problems in Hartlepool? (Tick all that apply) (N=1150)**

More / better policing / enforcement	50%
Tougher penalties for intoxicated people	70%
Tougher penalties for people who sell alcohol to intoxicated people	75%
Ban alcohol promotions in licensed premises	35%
Better education, raising awareness of the dangers of alcohol misuse	63%
Revoke licences of people who sell alcohol too cheaply	52%
Restrict opening hours of places that sell alcohol	60%
More alcohol free zones	49%
Cheaper soft drinks in licensed premises	80%
Other (Please specify_____)	2%



**30. Please say whether you agree or disagree with the following statements.** (Please tick one box on each line)

	Agree	Neither agree nor disagree	Disagree	Don't know
People would get drunk even if alcohol cost more (N=1156)	85%	9%	4%	2%
50p per unit is not high enough to stop irresponsible drinking (N=1134)	42%	25%	21%	11%
A minimum price for alcohol would reduce the number of people visiting pubs and clubs in Hartlepool (N=1142)	38%	21%	31%	10%
A minimum price for alcohol would make it difficult for smaller businesses to compete (N=1126)	51%	20%	15%	14%
50p per unit would reduce the amount of alcohol I consume (N=1088)	13%	25%	53%	9%
More needs to be done to tackle excessive drinking than a minimum price for alcohol (N=1126)	80%	10%	5%	4%
50p per unit is no different to what I pay already (N=1082)	37%	25%	10%	27%

**31. If you have any other thoughts or comments about alcohol consumption in Hartlepool, or about a minimum price for alcohol, please use the space below to tell us about them:** (N=205)

You can't stop people drinking (21%) It punishes the ordinary drinker (17%) Reduce licensing hours (13%)	Less 'cut price' alcohol available (7%) Education (6%), supermarkets sell it too cheap (5%) Increase in price will result in more crime (3%)
--	--

## Summerhill

Summerhill is a unique country park on the western edge of Hartlepool that has offerings for outdoor activities, wildlife and conservation. We would like to know if Viewpoint members have visited Summerhill in the last 6 months, and if so, what you thought about it. If you have not visited Summerhill in the last six months we would like to know why not, and if you are aware of the services it offers.

**If you would like any further information on this topic please contact:**  
Zoe Rickelton on (01429) 523411 or via e-mail [Zoe.Rickelton@hartlepool.gov.uk](mailto:Zoe.Rickelton@hartlepool.gov.uk)

**32. When was the last time you visited Summerhill?** (Please tick one box only)  
(N=1167)

In the last 6 months	38%	Go to Q33
Between 6 – 12 months ago	15%	Go to Q38
Have not visited Summerhill / visited Summerhill in the last year	47%	Go to Q41

**33. In the last six months on average how often have you visited Summerhill?**

(Please tick one box only) (N=435)

More than 10 times	21%
Between 2 and 10 times	64%
Once	15%

**34. If you have visited Summerhill in the last 6 months, what was the main reason for your visit? (Please tick all that apply) (N=438)**

To go for a walk by yourself	13%	To go running	7%
To go for a walk with friends or family	60%	Took part in an organised activity	21%
To walk the dog/s	32%	Event	14%
To go horse riding	#	Meeting	3%
Cycling	10%	Volunteering	2%
BMX	2%	Climbing	5%
To visit the play area/s	34%	Trim Trail	1%

Other (please specify) 3% (12 comments)

**35. Thinking about your last visit to Summerhill, we would like to know how much you enjoyed it. Would you say you enjoyed it... (N=437)**

A great deal	A lot	A moderate amount	A little	Not at all
34%	37%	26%	3%	1%

**36. Thinking about your answer to Question 35, was there anything in particular you enjoyed or did not enjoy about your last visit to Summerhill? If so, please use the space below to tell us about it (N=153)**

Its great/good open air/space (31%)	It needs more there (4%)
Too many dogs, too much dog fouling (11%)	Have the café open (3%)
Good play areas for children (10%)	It feels safe (3%)
Reduce anti-social behaviour (6%)	

**37. If you have visited Summerhill in the last 6 months, what do you feel could be improved? (Please tick all that apply) (N=290)**

Signage round the site	31%	Toilets	42%
Signage at the Visitors Centre	11%	Décor inside Visitors Centre	8%
Play facilities	24%	Recreation area within Visitors Centre	21%

Other (Please Specify) (22 comments)

More opening times (4%)

Less dog fouling (3%)

Open café more (2%)

Other (7%)

**38. Have you been inside the visitors centre? (N=613)**

Yes 83%  
No 17%

**39. Have you ever spoken to any member of staff from Summerhill either by phone, in reception, or on site? (N=612)**

Yes 53%      Go to Q40  
No 47%      Go to Q41

**40. If you have spoken to a member of staff from Summerhill, how would you rate the customer service you received from them? (Please tick one box only) (N=319)**

Very good	Good	Neither good nor poor	Poor	Very poor
50%	41%	7%	2%	1%

**41. Below is a list of activities available at Summerhill. Before receiving the latest Viewpoint survey, which of these were you aware were available at Summerhill? (Please tick all that apply) (N=967)**

Boulder Park	71%	Volunteering Opportunities	18%
Visitor Centre facilities	84%	Bird Feeder Station	45%
Room hire at Visitors Centre for meetings, courses and parties	42%	Pathways throughout the park	81%
BMX course	71%	Wetland Areas and wildlife	39%
High Ropes Course	55%	Events area	30%
Sculpture Trail	27%	Both Play areas	60%
Trim Trail	20%	Archaeological site	23%

**42. Would you be interested in attending any of the following events if they were held at Summerhill? (Please tick all that apply) (N=879)**

Car Boot Sale	56%	Flower/Vegetable Show	51%
National Play Day	22%	BMX or other Sporting competitions	2%
Countryside Festival	60%	Dog Show/event	36%
Drama Performances/Plays	35%		

Other (Please Specify) 4% (32 comments)

**43. Would any of the following activities encourage you to visit Summerhill more often?** (Please tick all that apply) (N=1200)

A Monsters, Myths and Legends Trail	20%
Hot and Cold Drinks available at the Visitors Centre	45%
Different exhibitions within the Visitors Centre	39%
Other (17 comments)	1%
No answer	38%

**44. Have you seen any information about activities or events taking place at Summerhill in the last 12 months?** (N=1120)

Yes	57%	Go to 45
No	43%	Go to 46

**45. If yes, can you tell us where you have seen this information?** (Please tick all that apply) (N=620)

Leaflets - Tourist Information Centre	18%	Word of mouth	24%
Leaflets - Civic Centre	7%	Radio Hartlepool	7%
Leaflets - Library	16%	From your child's school	9%
Article in newspaper	51%	Sport and Recreation Newsletter	6%
Article in Hartbeat	67%	The Councils facebook page	3%
Article in Primary Times	13%	Sunnysummerhill.com website	4%

Other (Please specify) 3% (19 comments)

**46. If you have not visited Summerhill in the last 6 months, what would encourage you to visit/visit more often?** (N=255)

Advertise it/events more (20%)	Better weather (8%)
More events of interest (15%)	Disabled access/easier to walk around/ better health (7%)
Easier access by (public) transport (12%)	Better pathways (3%)
Nothing at all (11%)	Other (15%)
More time (9%)	

**Thank you for completing this round of Viewpoint. Please return the questionnaire in the post-paid envelope by 2<sup>nd</sup> December 2011**

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

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

## **Corporate Strategy**



### **36<sup>th</sup> Viewpoint Survey Results Report**

**Lisa Anderson  
February 2012**



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## 1. Introduction

- 1.1 This report details results from the November 2011 survey. The specific topic areas covered in this survey were:
- Kerbside Recycling Service
  - Domestic Violence
  - Minimum Price for Alcohol
  - Summerhill
- 1.2 In November 2010, a questionnaire was distributed by post and via the council's e-consultation system to all 1,400 active members of the panel. Viewpoint members were given approximately four weeks to complete and return the questionnaire, after which time a reminder email and/or letter was sent out to those members who had not responded.
- 1.3 This report will comment on the key findings from the recent Viewpoint survey, and will also examine and comment on any differences between demographic groups, should one exist. If there is no difference between responses received from different demographic groups, the report will state "There was no real difference to report upon from the detailed results."

### Response rates

- 1.4 The response rate was 69% (955 returns). A small number of cases were excluded as ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health (Table 1.1).

**Table 1.1 Response rates**

	Number of cases
Total sample	1400
Unsuitable / ineligible cases	9
Total possible sample	1391
<b>Completed questionnaires</b>	<b>955</b>
No response	436
<b>Response rate</b>	<b>69%</b>

## 2. Key findings

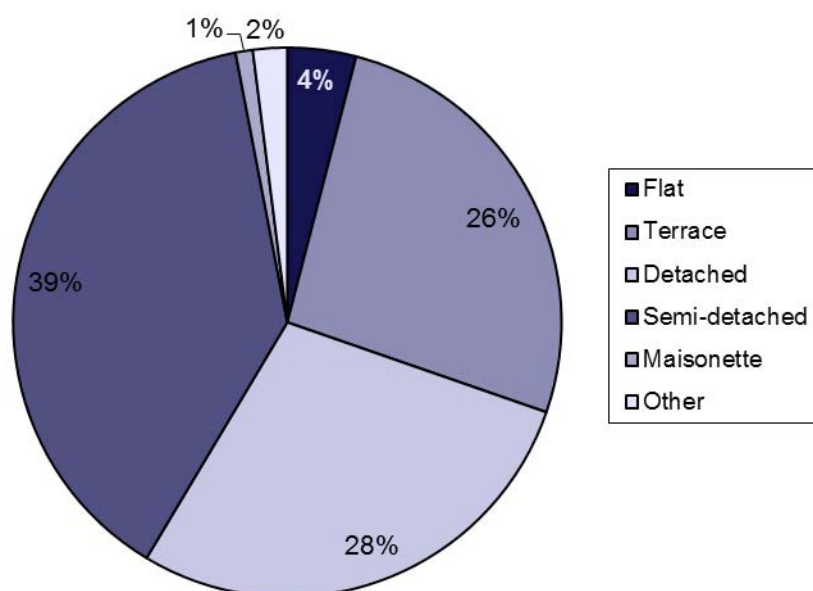
### Kerbside Recycling Service

#### A bit about your household

#### Q1. What kind of house do you live in?

- 2.1 The majority of Viewpoint members told us they currently live in a semi-detached property (39%), detached house (28%) or terrace property (26%). Less than seven per cent of Viewpoint members said they lived in a flat, maisonette or other type of property. See graph 2.1 for more information.

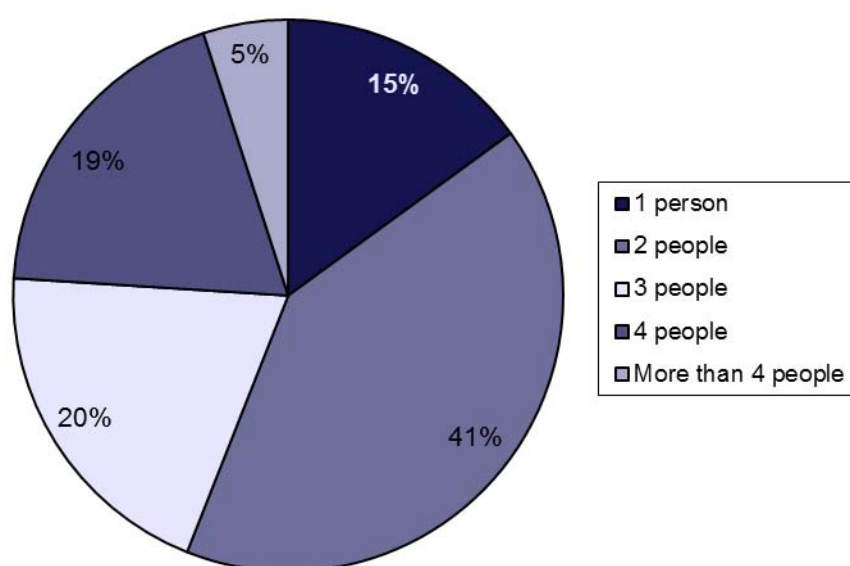
**Graph 2.1 What kind of house do you live in? (N=1185)**



Q2. How many people live in your house (including yourself)?

- 2.2 Next, in order to understand the quantities of household recycling that may be produced, Viewpoint members were asked to tell us how many people live in the household.
- 2.3 The majority of Viewpoint members share a house with one other person (41%). An equal number has three to four people in a household, and five per cent has more than four people in a household. See graph 2.2 for more information.

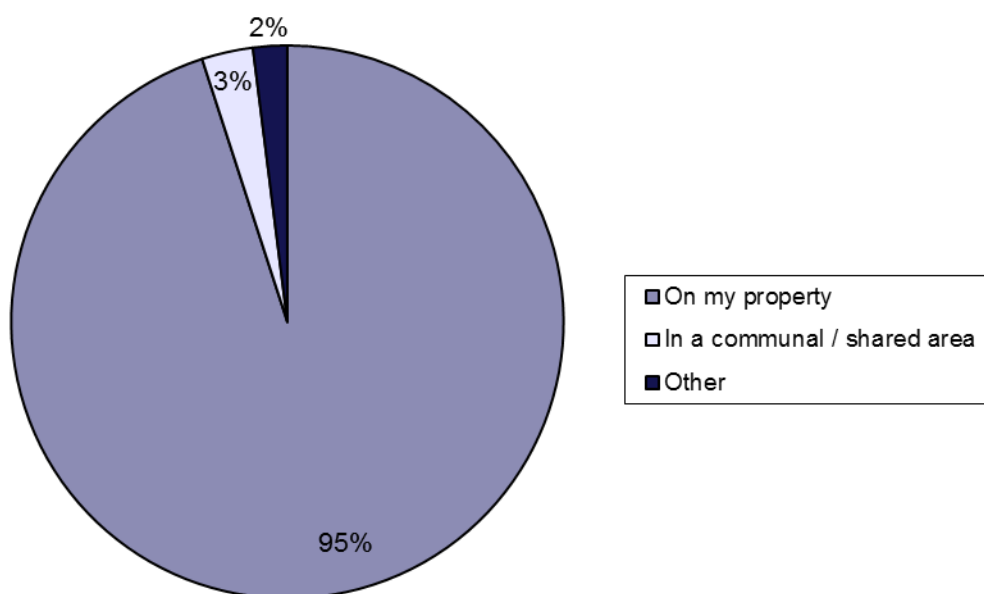
**Graph 2.2 How many people live in your house (including yourself)? (N=1178)**



Q3. Where do you currently keep your recycling containers?

- 2.4 For us to better understand people's capacity to store recycling containers, we wanted to know where Viewpoint members currently keep them.
- 2.5 The vast majority (95%) of Viewpoint members store their recycling containers on their property. See graph 2.3 for more information.

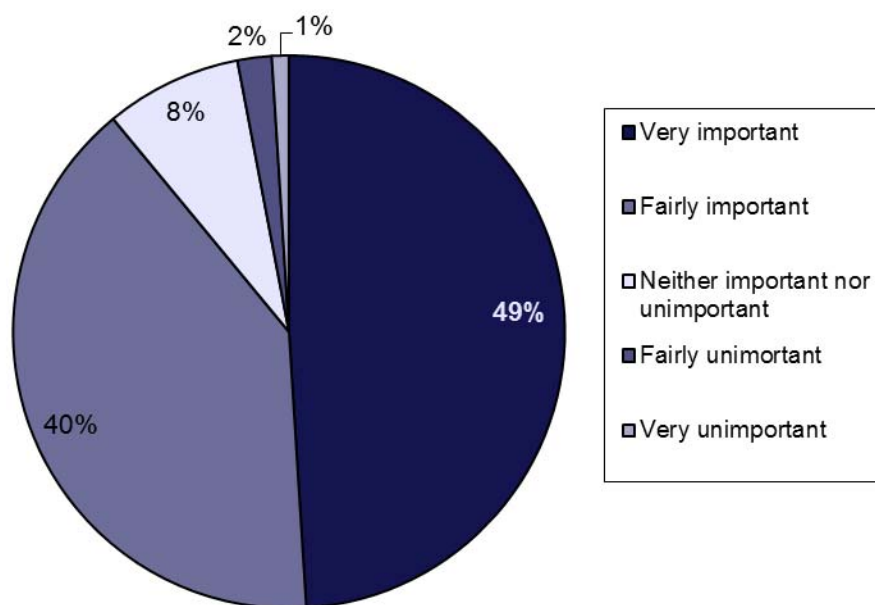
**Graph 2.3 Where do you currently keep your recycling containers? (N=1169)**



Q4. How important is recycling to your household?

- 2.6 Next, we wanted to know how important recycling is to Viewpoint members households. Nine out of ten (89%) Viewpoint members thought it was very or fairly important. Only three per cent of Viewpoint members thought it was fairly or very unimportant. See graph 2.4 for more information.

**Graph 2.4 How important is recycling to your household? (N=1180)**

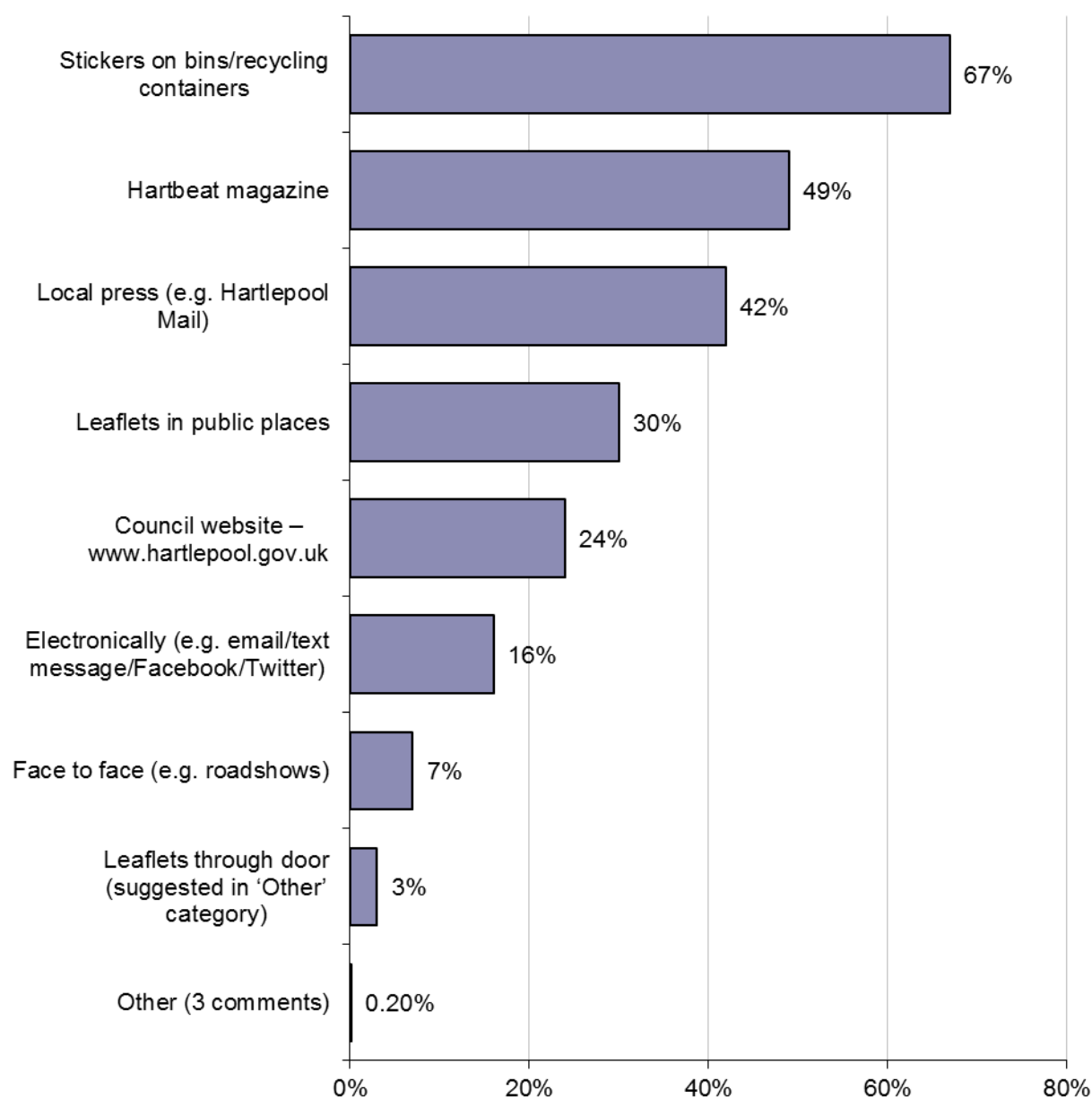


## Keeping you informed about household recycling

### Q5. How would you like to find out about household waste and recycling?

- 2.7 We asked Viewpoint members how they would like to find out about household waste and recycling. Two thirds (67%) of Viewpoint members said they would like to find out about this through stickers on bins or recycling containers. Half (49%) of members said through Hartbeat magazine and four out of ten (42%) said through the local press. See graph 2.5 for more information.

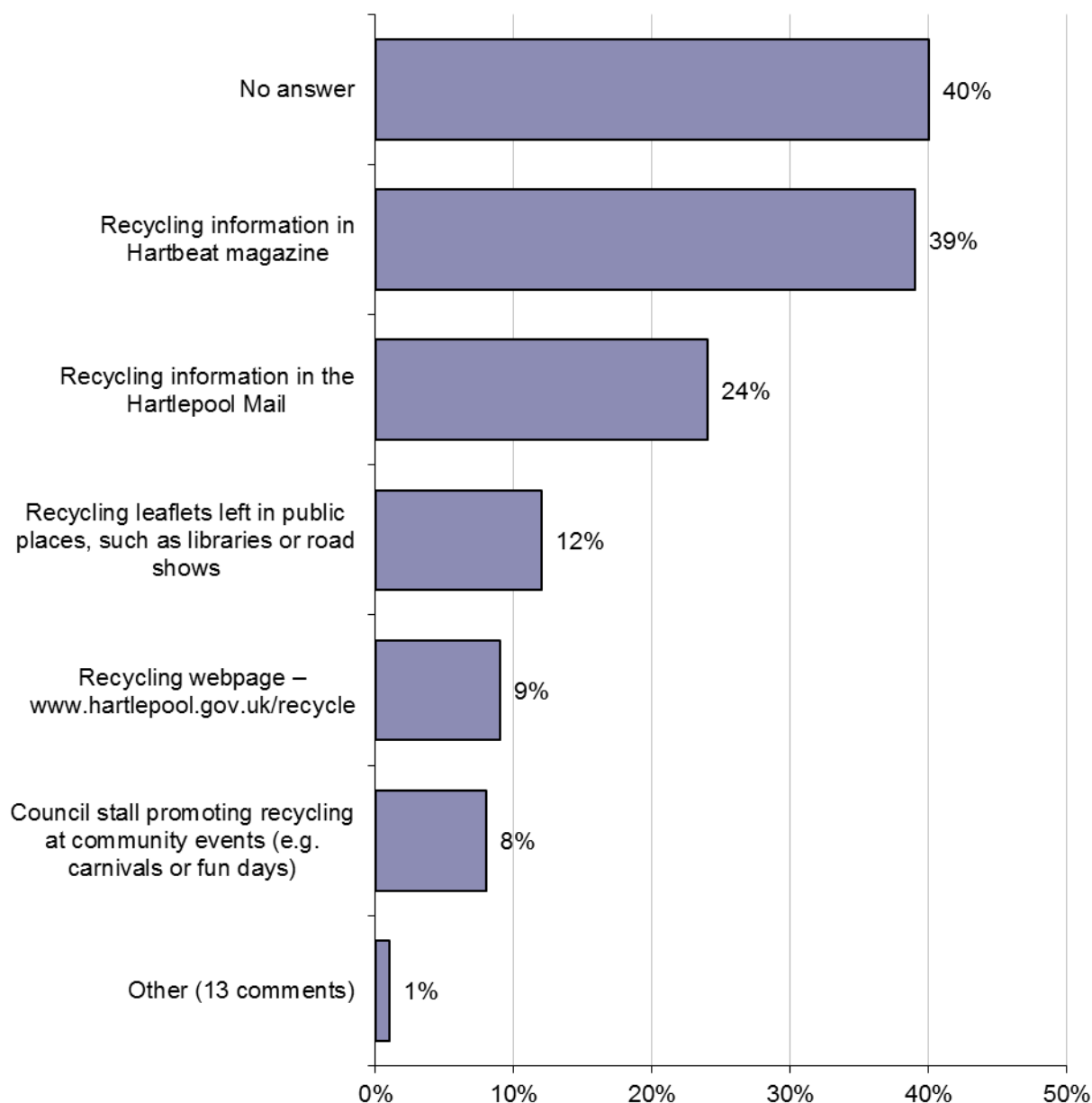
**Graph 2.5 How would you like to find out about household waste and recycling? (N=1157)**



**Q6. In the past 12 months have you seen any of the following information about household recycling?**

- 2.8 We asked Viewpoint members if they had seen any of the following information about recycling in the past 12 months. Forty per cent of Viewpoint members did not answer this question, suggesting that they had not seen any of this information. Viewpoint members were most likely to have seen recycling information in the Hartbeat magazine (39%). A quarter (24%) of responders said they had seen information in the Hartlepool Mail. See graph 2.6 for more information.

**Graph 2.6 In the past 12 months have you seen any of the following information about household recycling? (N=1200)**

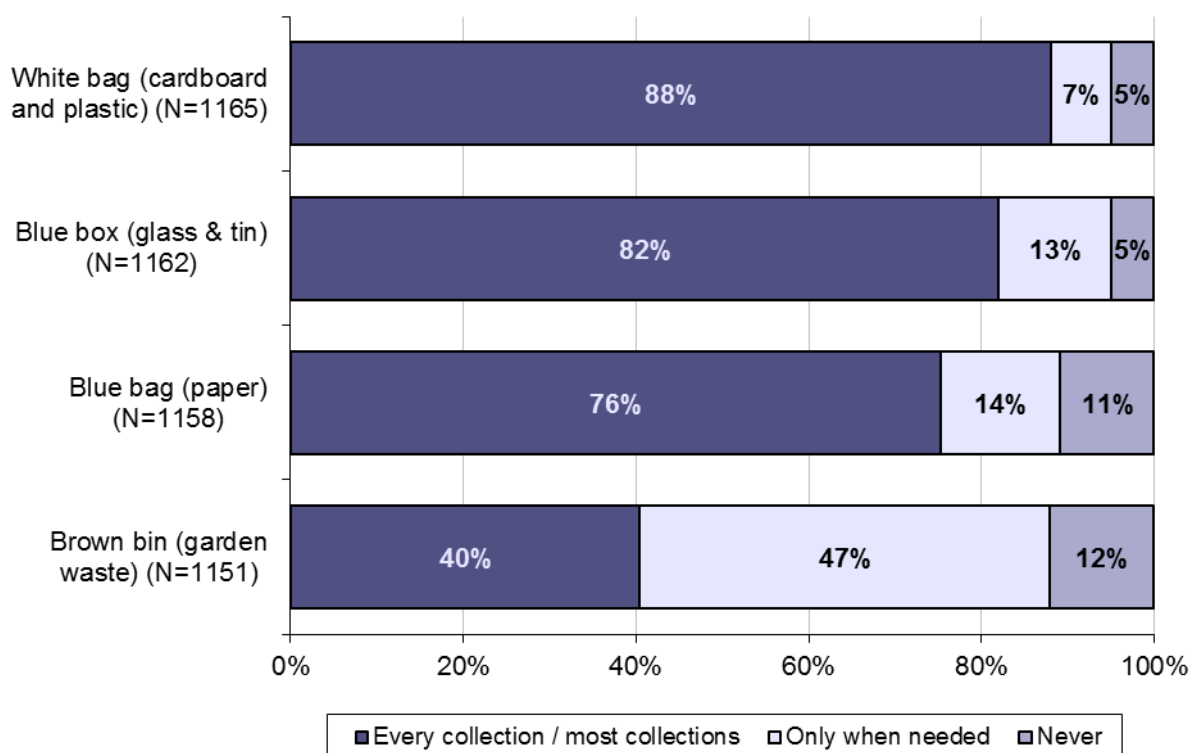


## About the existing kerbside recycling service

Q7. Each of the following recycling containers are collected every two weeks. In the past 12 months, how often have you used the following kerbside collections?

- 2.9 We wanted to know how frequently Viewpoint members used the various kerbside collections. Viewpoint members were more likely to put out their white bag, blue box or blue bag every or most collections (between 76% and 88%). However, the majority of Viewpoint members put out their brown bin only when needed (47%). See graph 2.7 for more information.

**Graph 2.7 In the past 12 months, how often have you used the following kerbside collections?**

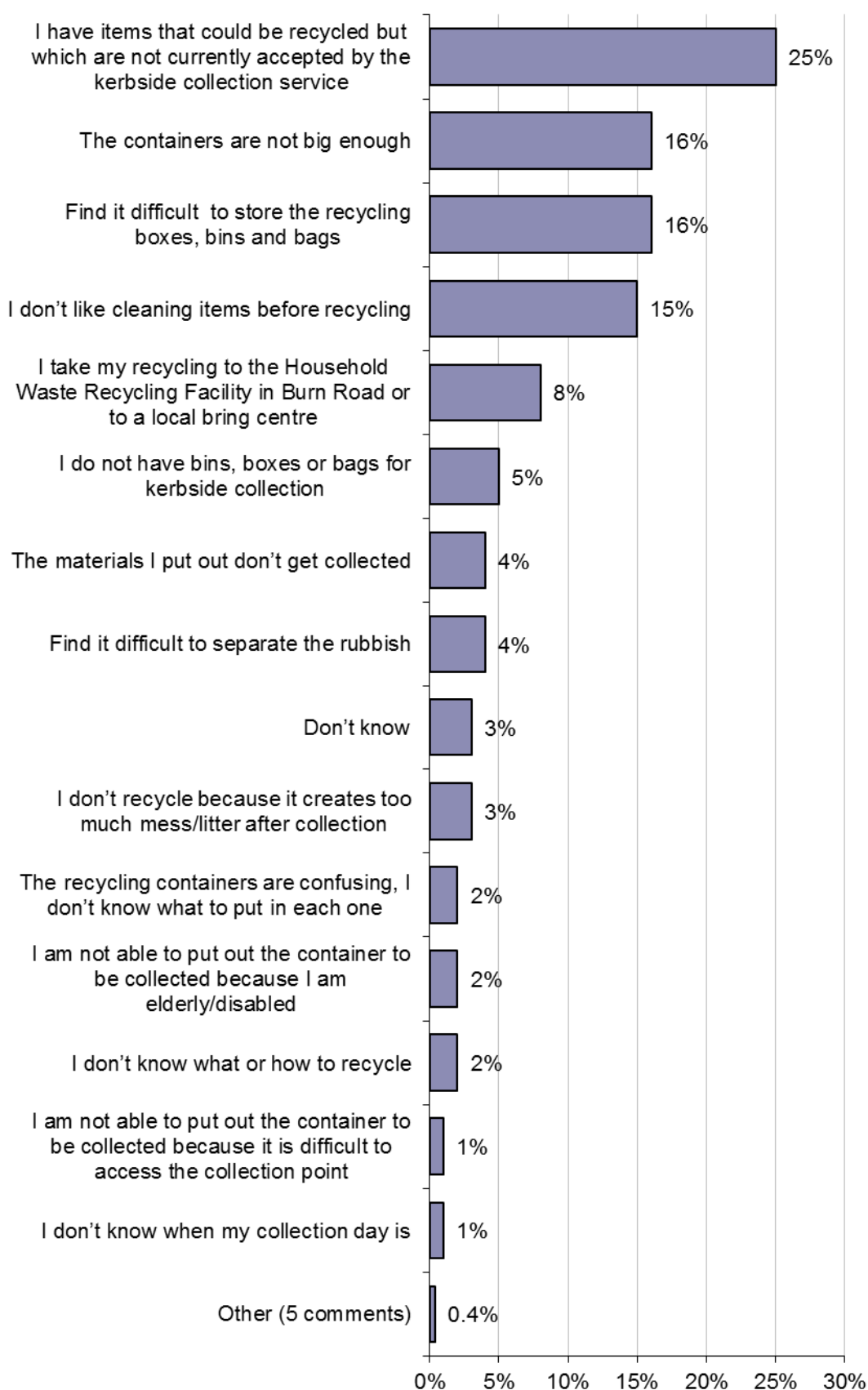




Q8. What currently prevents you from recycling more of your household waste via the Councils kerbside collection service?

- 2.10 When asked what currently prevents Viewpoint members from recycling more of their household waste through the Councils kerbside collection service, Viewpoint members were more likely to say they have items that can be recycled, but which are not currently collected (25%), that the containers are not big enough (16%), that they find it difficult to store the recycling boxes, bins and bags (16%), or that they don't like cleaning items before recycling (15%). See graph 2.8 for more information.

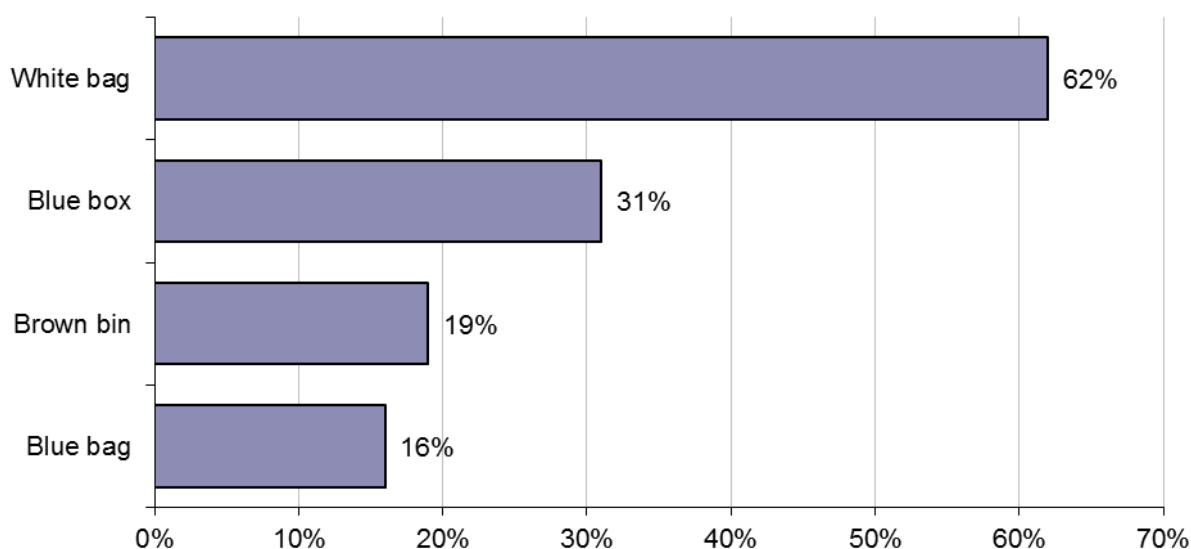
**Graph 2.8 What currently prevents you from recycling more of your household waste via the Council's kerbside collection service? (N=1200)**



Q9. If you think the containers are not big enough, please use the space below to tell us which containers you think are not big enough?

- 2.11 The respondents who told us in Question 8 they thought the containers are not big enough were asked to tell us which containers they thought were not big enough.
- 2.12 A sizeable majority (62%) did not think the white bag was big enough, followed by the blue box (31%). See graph 2.9 for more information.

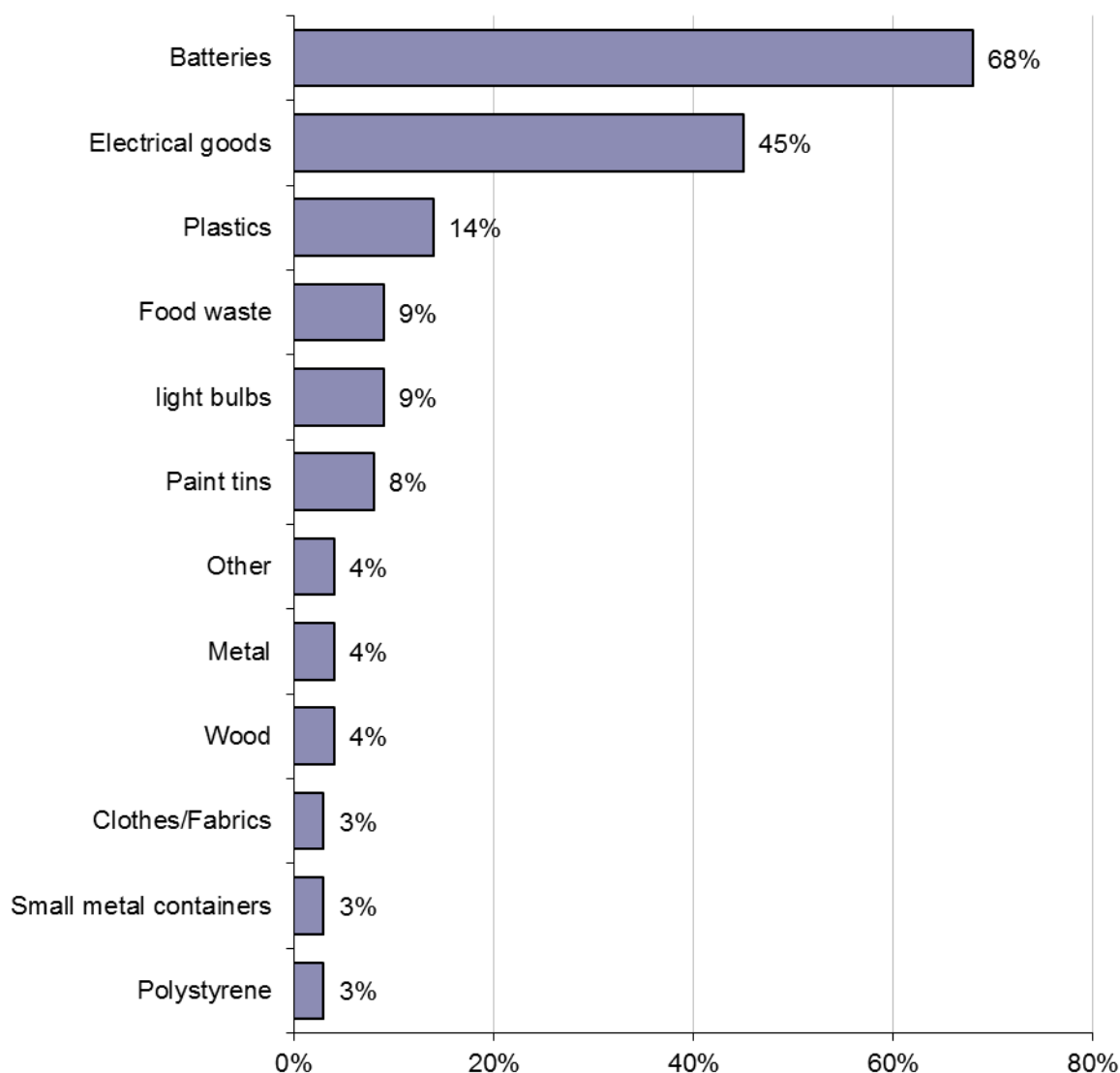
**Graph 2.9 If you think the containers are not big enough, please use the space below to tell us which containers you think are not big enough? (N=185)**



Q10. If you said you have items that could be recycled but which are not currently accepted by the kerbside collection service, please use the space below to specify which items?

- 2.13 Next, the respondents who told us in Question 8 they had items that can be recycled but which are not currently accepted by the kerbside collection service were asked to tell us what these items were..
- 2.14 The two items that Viewpoint members were more likely to suggest were batteries (68%) and electrical goods (45%). However, it is worth noting here that these two items were provided as examples in Question 8. See graph 2.10 for more information.

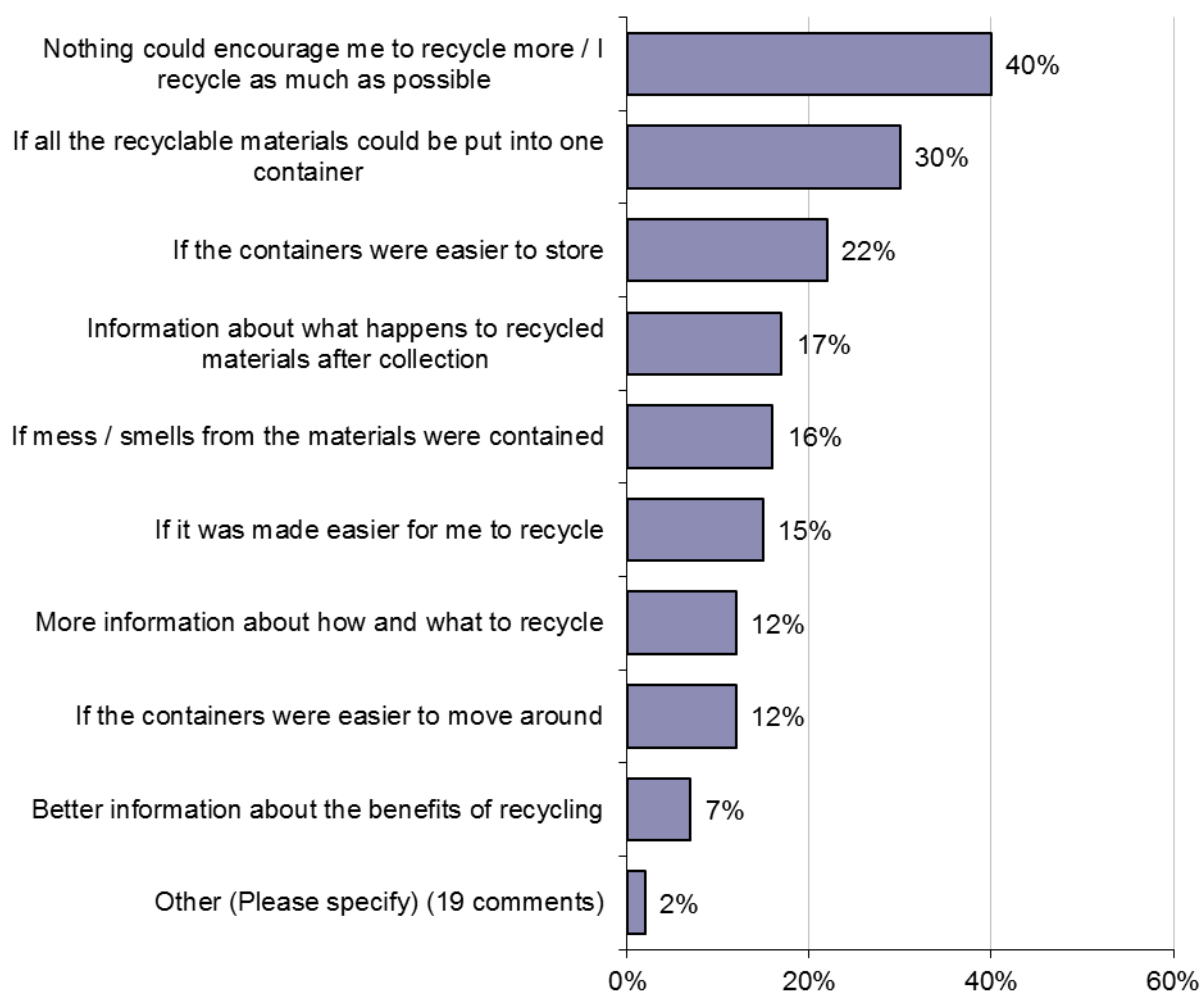
**Graph 2.10 If you said you have items that could be recycled but which are not currently accepted by the kerbside collection service, please use the space below to specify which items. (N=267)**



Q11. What would encourage you to recycle more?

- 2.15 Four out of ten Viewpoint members told us that nothing could encourage them to recycle more, that they already recycle as much as possible. Three out of ten members said they would be encouraged to recycle more if all the recyclable materials could be put into one container and two out of ten said if the containers were easier to store. See graph 2.11 for more information.

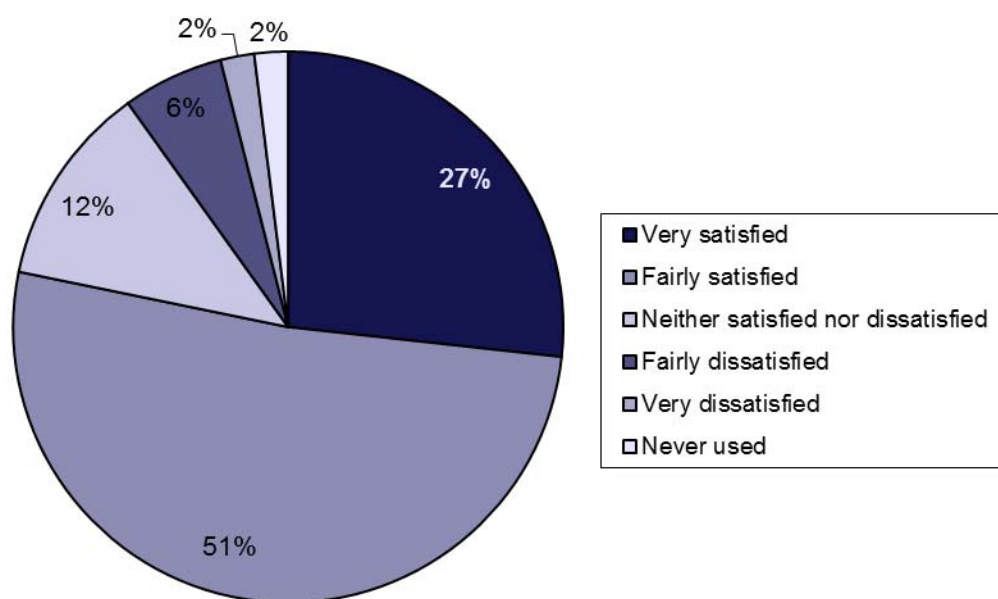
**Graph 2.11 What would encourage you to recycle more? (N=1000)**



Q12. In general, how satisfied are you with the current kerbside recycling service?

- 2.16 Nearly eight out of ten (78%) Viewpoint members said they were either very or fairly satisfied with the current kerbside recycling service. Only eight per cent said they were fairly or very dissatisfied. See graph 2.12 for more information.

**Graph 2.12 In general, how satisfied are you with the current kerbside recycling service? (N=1165)**

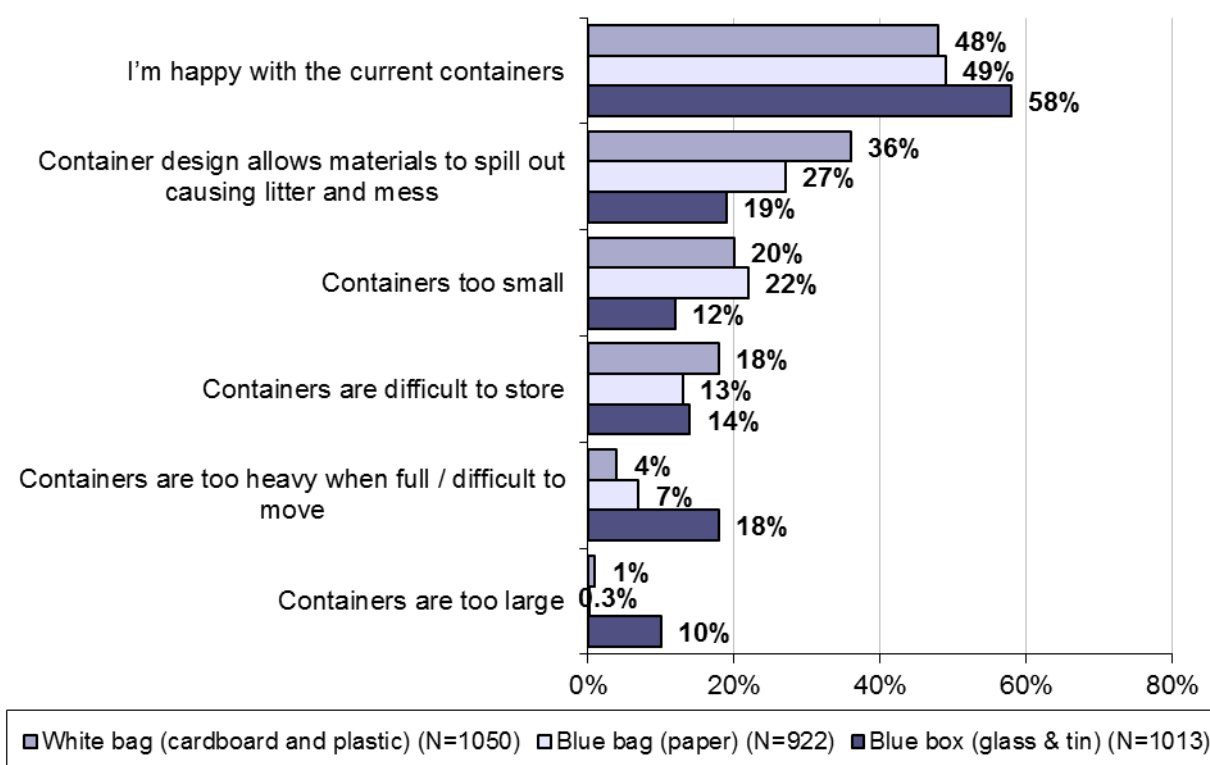


## About the existing kerbside recycling service

Q13. Please tell us how you feel about the current recycling containers (blue box, blue bag, and white poly bag)?

- 2.17 We wanted to know how Viewpoint members felt about the current recycling containers (blue box, blue bag, and white poly bag).
- 2.18 Overall, Viewpoint members are happy with all three containers, but were more likely to be happy with the blue box (58%). Members felt the design of the white bag allowed materials to spill out (36%), more so than the other two containers. They were more likely to think the blue bag was too small (22%), that the white bag was more difficult to store (18%), and that the blue box is too heavy or difficult to move when full (18%). See graph 2.13 for more information.

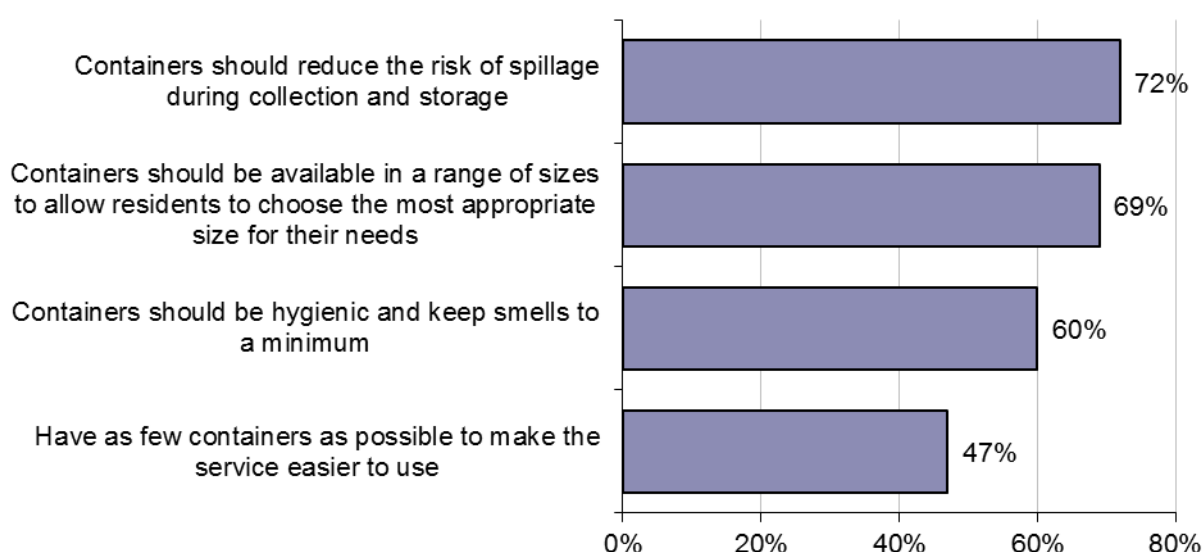
**Graph 2.13 Please tell us how you feel about the current recycling containers?**



Q14. If the Council were to redesign the recycling containers, please tell us which of these factors are important to you?

- 2.19 Viewpoint members were asked to tell us which factors would be important to them if the Council were to redesign the recycling containers.
- 2.20 Seven out of ten (72%) Viewpoint members said that containers should reduce the risk of spillage during collection and storage. A similar proportion (69%) said containers should be available in a range of sizes to allow residents to choose the most appropriate size for their needs. See graph 2.14 for more information.

**Graph 2.14 If the Council were to redesign the recycling containers, please tell us which of these factors are important to you? (N=1096)**



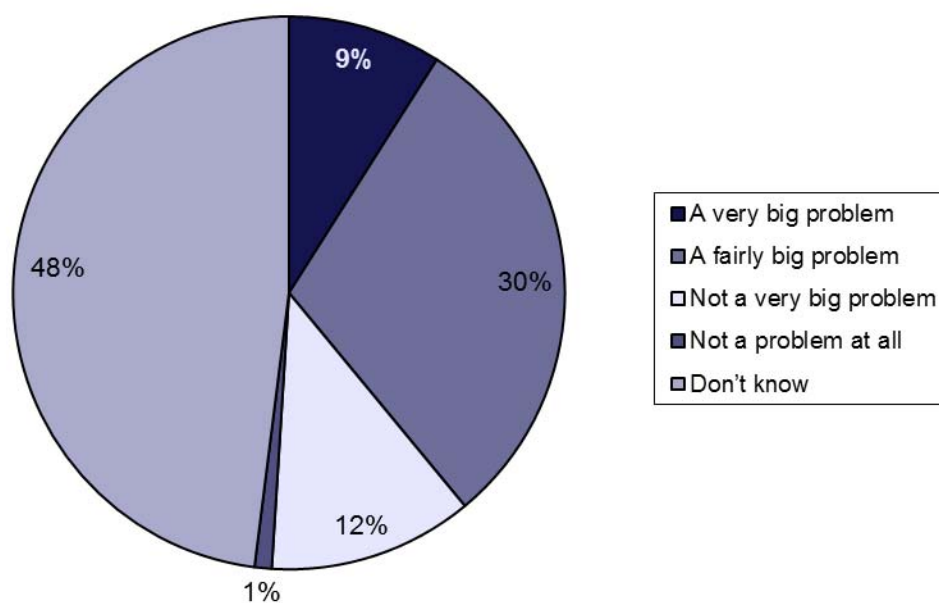


## Domestic Violence and Abuse

### Q15. How much of a problem would you say domestic violence is in Hartlepool?

- 2.21 Viewpoint members were asked to tell us how much of a problem they think domestic violence is in Hartlepool. Four out of ten (39%) think it's a fairly or very big problem. However, half (49%) said they didn't know. See graph 2.15 for more information.

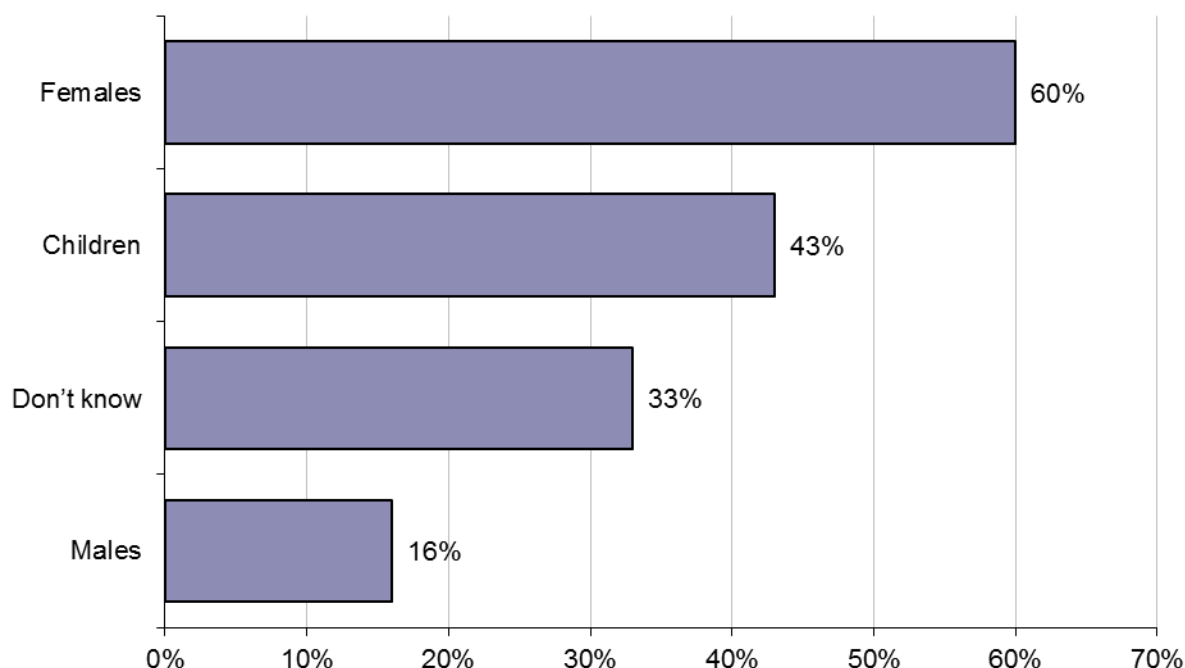
**Graph 2.15 How much of a problem would you say domestic violence is in Hartlepool? (N=1159)**



Q16. Who do you think are the main victims of domestic violence in Hartlepool?

2.22 Next, we asked Viewpoint members to tell us who they think are the main victims of domestic violence in Hartlepool. Six out of ten members thought that females were the main victims, and four out of ten (43%) thought that children were. A third of respondents said they did not know who the main victims of domestic violence were. See graph 2.16 for more information.

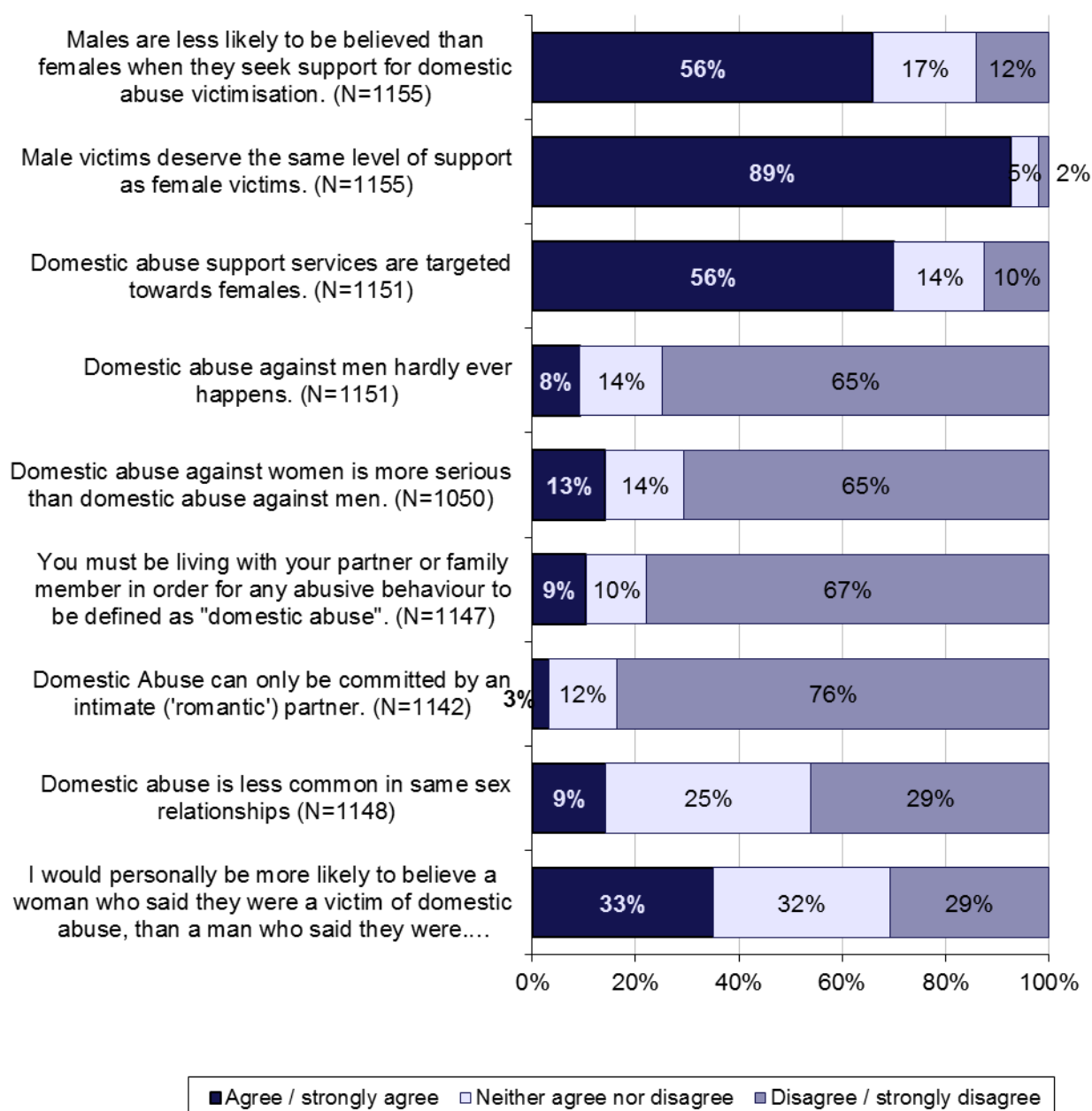
**Graph 2.16 Who do you think are the main victims of domestic violence in Hartlepool? (N=1159)**



**Q17. Please tell us how much you agree or disagree with the following statements?**

- 2.23 Next, Viewpoint members were asked to tell us how much they agree or disagree with various statements about domestic violence.
- 2.24 Nine out of ten (89%) of Viewpoint members agreed or strongly agreed with the statement 'male victims deserve the same level of support as female victims.'
- 2.25 Viewpoint members were more likely to disagree or strongly disagree with the statement 'domestic abuse can only be committed by an intimate ('romantic') partner.'
- 2.26 See graph 2.17 for more information.

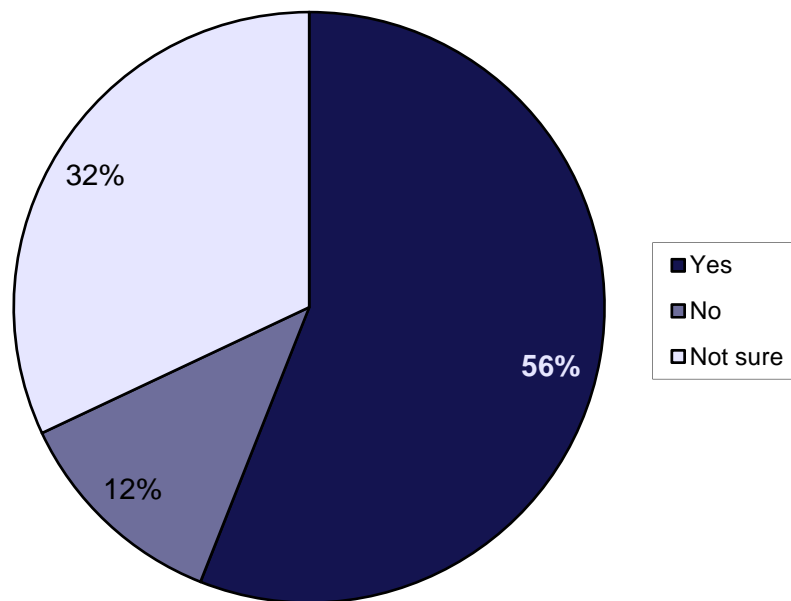
**Graph 2.17 Please tell us how much you agree or disagree with the following statements?**



Q18. If you were a victim of domestic abuse, do you think you would seek help?

2.27 Next, we asked Viewpoint members to tell us if they think they would seek help if they were a victim of domestic abuse, and over half (56%) said they would. A third (32%) said they were not sure if they would. See graph 2.18 for more information.

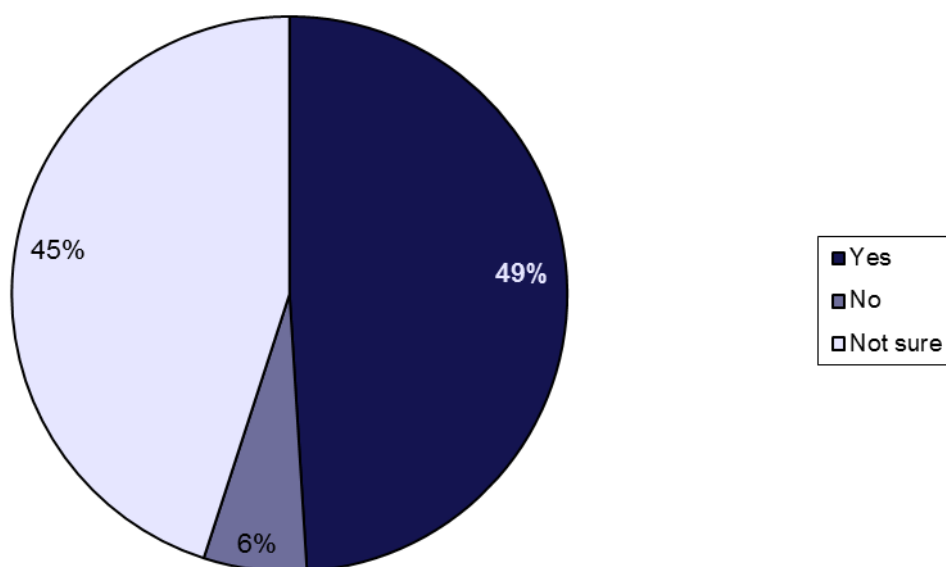
**Graph 2.18 If you were a victim of domestic abuse, do you think you would seek help? (N=1152)**



Q19. If you suspected a friend, relative or neighbour was the victim of domestic abuse, do you think you would report it to someone?

- 2.28 Next, we asked members if they think they would report it if they suspected their friend, relative or neighbour was the victim of domestic abuse, and half (49%) said they would. However, just under half (45%) said they were not sure if they would.

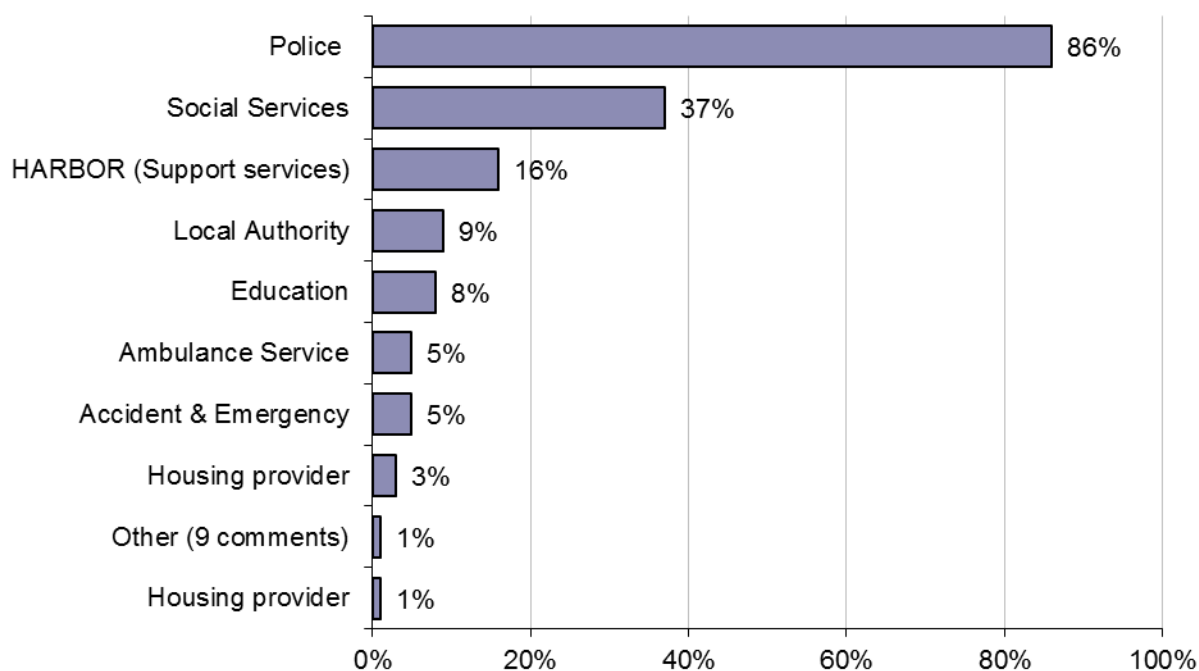
**Graph 2.19 If you suspected a friend, relative or neighbour was the victim of domestic abuse, do you think you would report it to someone? (N=1160)**



Q20. If you were to report a suspected incident of domestic violence ad abuse, who would you think to report it to?

- 2.29 When asked how Viewpoint members would prefer to report suspected cases of domestic abuse, the vast majority said to the Police (86%). See graph 2.20 for more information.

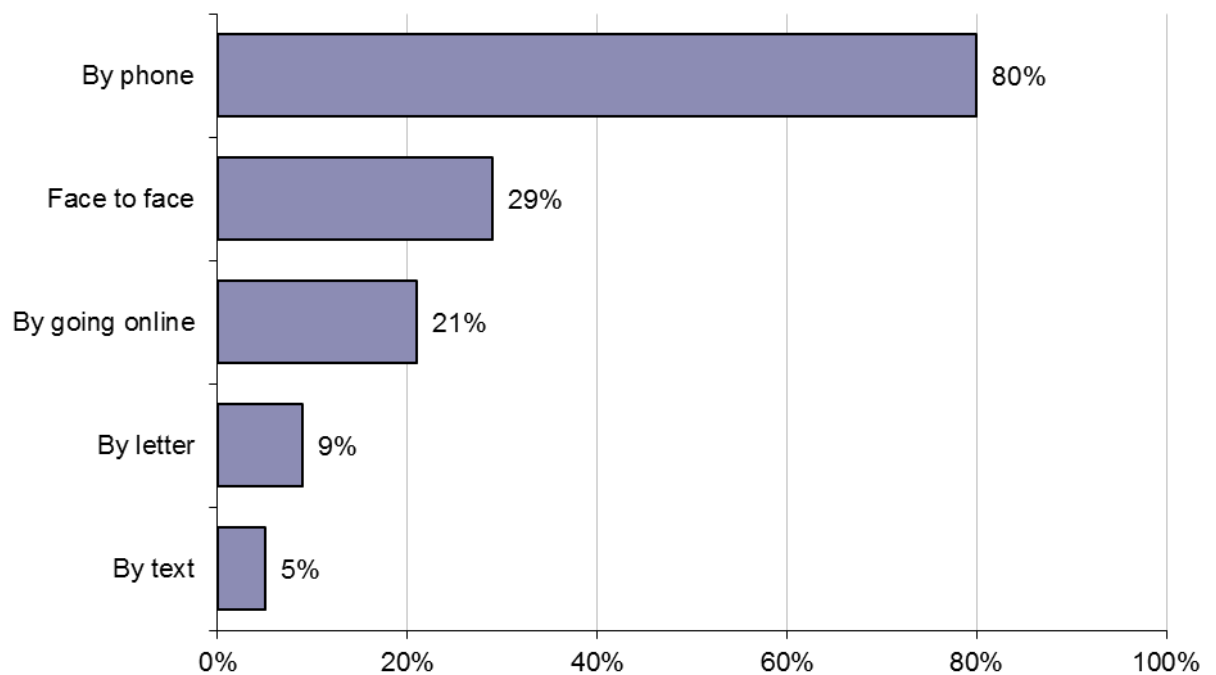
**Graph 2.20 If you were to report a suspected incident of domestic violence and abuse, who would you think to report it to? (N=1123)**



Q21. If you were to report a suspected incident of domestic violence and abuse, how would you prefer to report it?

2.30 When asked how they would prefer to report it, the vast majority said by phone (80%). See graph 2.21 for more information.

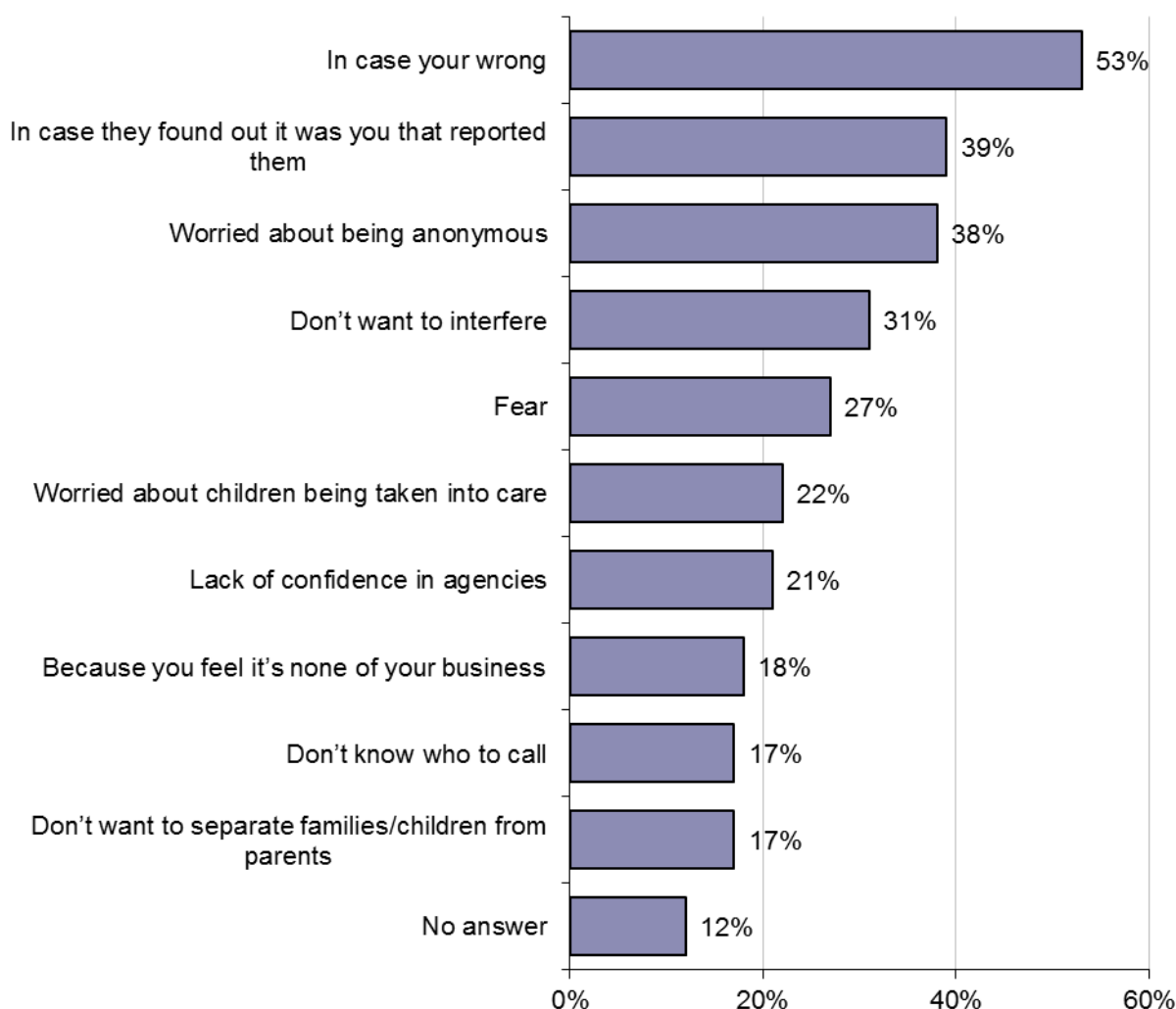
**Graph 2.21 If you were to report a suspected incident of domestic violence and abuse, how would you prefer to report it? (N=1139)**



Q22. Do you think any of the following issues would stop you from reporting a suspected case of domestic abuse?

- 2.31 We wanted to know what would stop someone from reporting a suspected case of domestic violence.
- 2.32 Over half (53%) of Viewpoint members said they would be worried in case they were wrong about the suspected domestic violence. Four out of ten members said they would be worried in case the people they reported found out it was them who reported them (39%), and a similar proportion said they would be worried about being anonymous (38%). See graph 2.22 for more information.

**Graph 2.22 Do you think any of the following issues would stop you from reporting a suspected case of domestic abuse? (N=1200)**

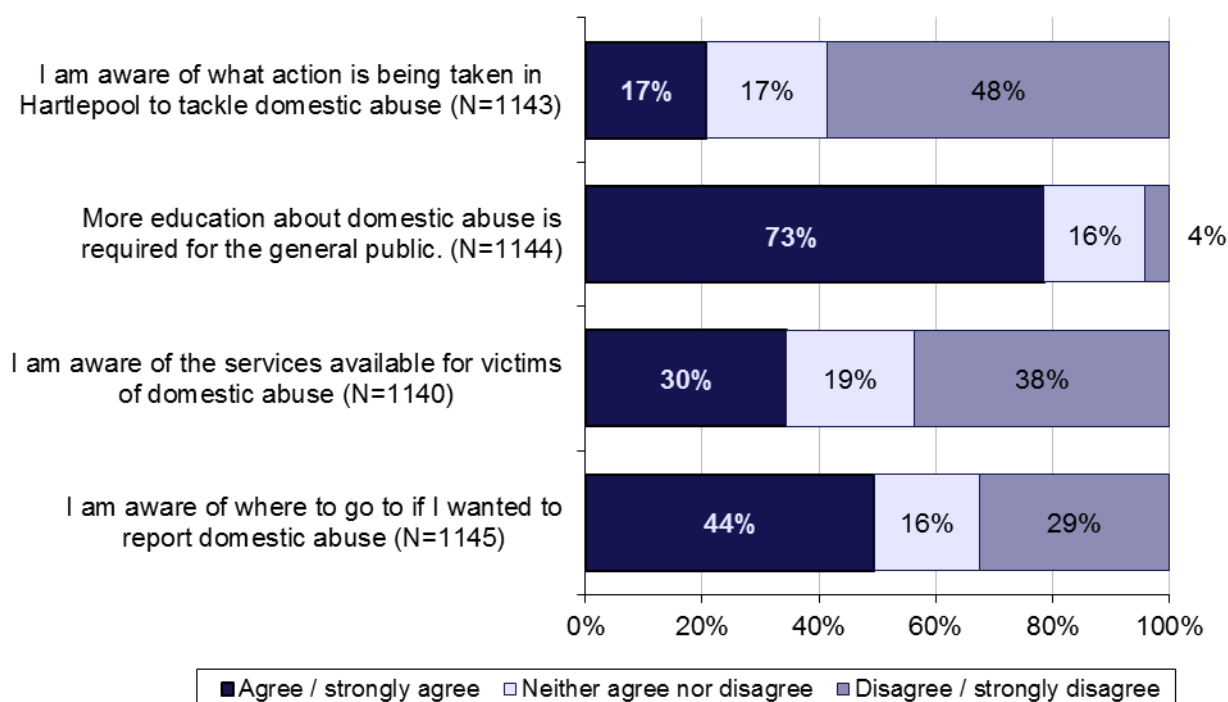




Q23. Please say whether you agree or disagree with the following statements:

- 2.33 We asked Viewpoint members to tell us how much they agreed or disagreed with some statements about domestic violence.
- 2.34 Three quarters (73%) of Viewpoint members agreed or strongly agreed that more education about domestic violence is required for the general public. Half (48%) of members disagreed or strongly disagreed that they are aware of what action is being taken in Hartlepool to tackle domestic abuse. See graph 2.23 for more information.

**Graph 2.23 Please say whether you agree or disagree with the following statements.**



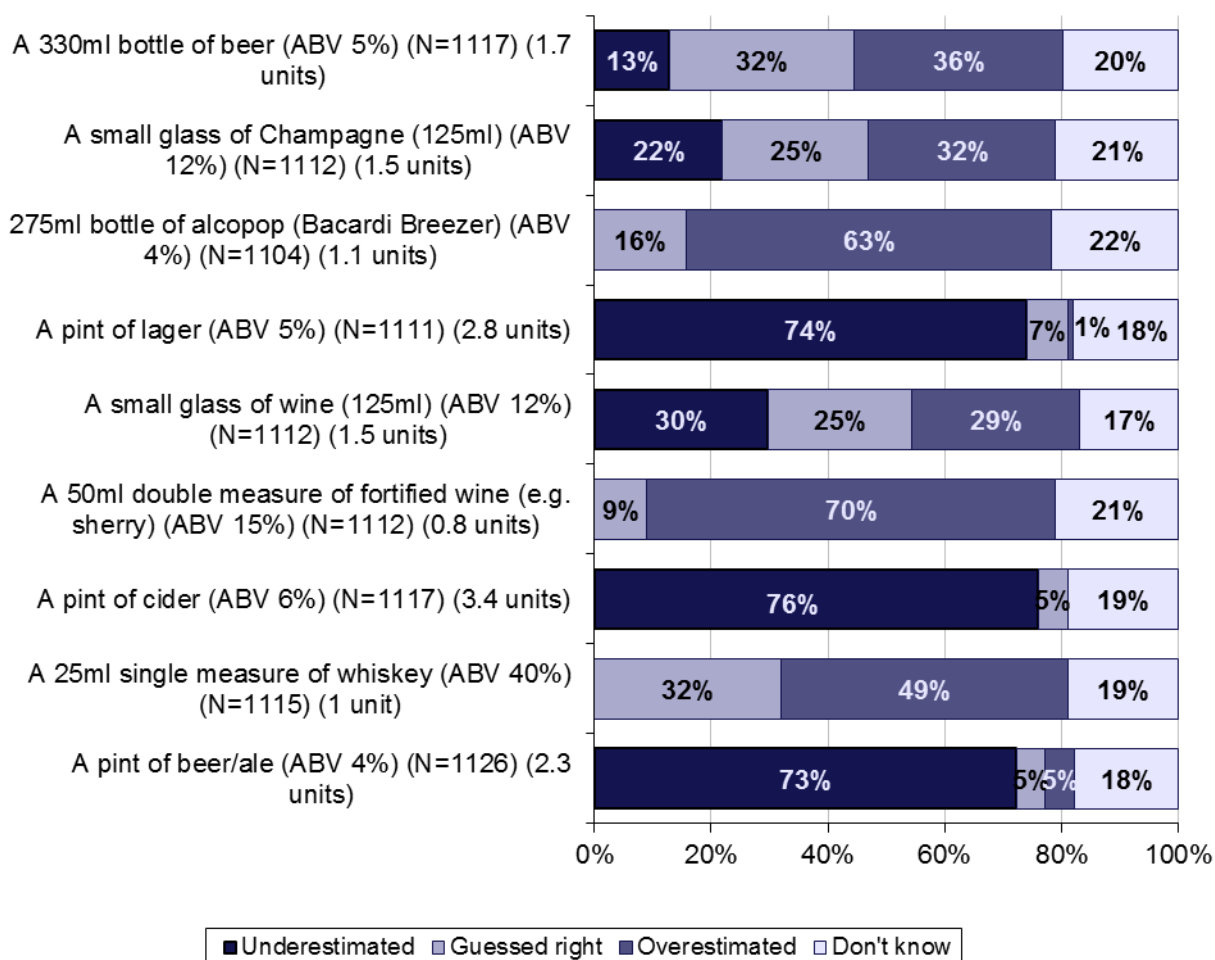
## Minimum Price for Alcohol

### Units of alcohol

#### Q24. First of all, how many units of alcohol do you think are in each of the following?

- 2.35 We wanted to know if Viewpoint members really understood what a unit of alcohol was, and asked them to tell us how many units of alcohol were in different alcoholic beverages. Between 17% and 22% of Viewpoint members said they didn't know how many units of alcohol were in each alcoholic beverage. Between 5% and 32% of Viewpoint members guessed the number of unit's right for the different alcoholic beverages.
- 2.36 Viewpoint members were more likely to underestimate how many units of alcohol were in a pint of cider (76%), a pint of lager (74%) or a pint of beer/ale (73%). They were more likely to overestimate how many units are in fortified wine (70%), a bottle of alcopop (63%), or in whiskey (49%). See graph 2.24 for more information

**Graph 2.24 First of all, how many units of alcohol do you think are in each of the following?**



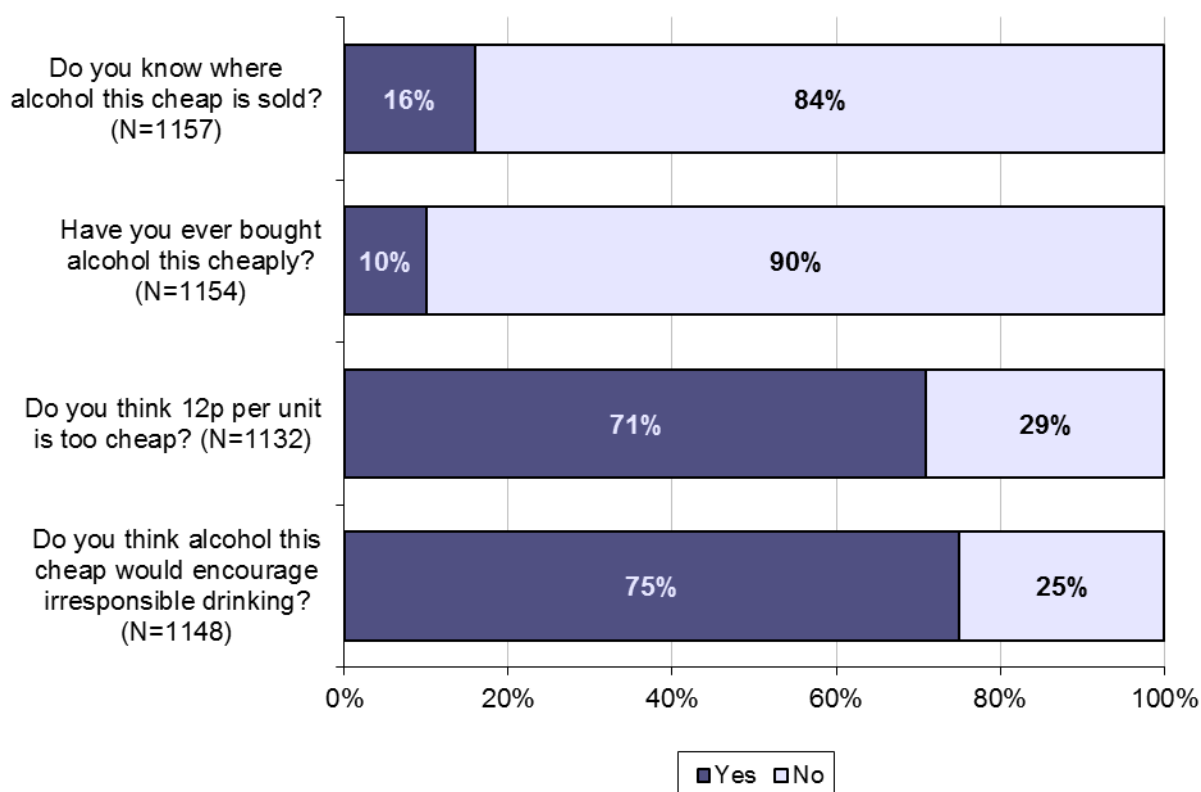
Q25. Research has shown that alcohol is available in some places in the North East for as little as 12p per unit.

2.37 Viewpoint members were told how some research is suggesting that alcohol is for sale for as little as 12p per unit in the North East. We wanted to know Viewpoint members thoughts on this. We put the cost into perspective for Viewpoint members by calculating that 12p unit would be the equivalent of paying:

- 18p for a bottle of beer
- 24p – 36p for a pint of beer
- 31p for a pint of cider
- £1 for a bottle of 12% wine
- £4.80 for a litre of 40% spirits

2.38 First of all, when asked if they know where alcohol this cheap is sold, the majority (84%) said no. Next we asked Viewpoint members if they had every bought alcohol this cheaply, and nine out of ten said no. When asked if they thought 12p per unit is too cheap, seven out of ten (71) said yes. Finally, when asked if they thought alcohol this cheap would encourage irresponsible drinking, three quarters said yes. See graph 2.25 for more information.

**Graph 2.25 Research has shown that alcohol is available in some places in the North East for as little as 12p per unit...**

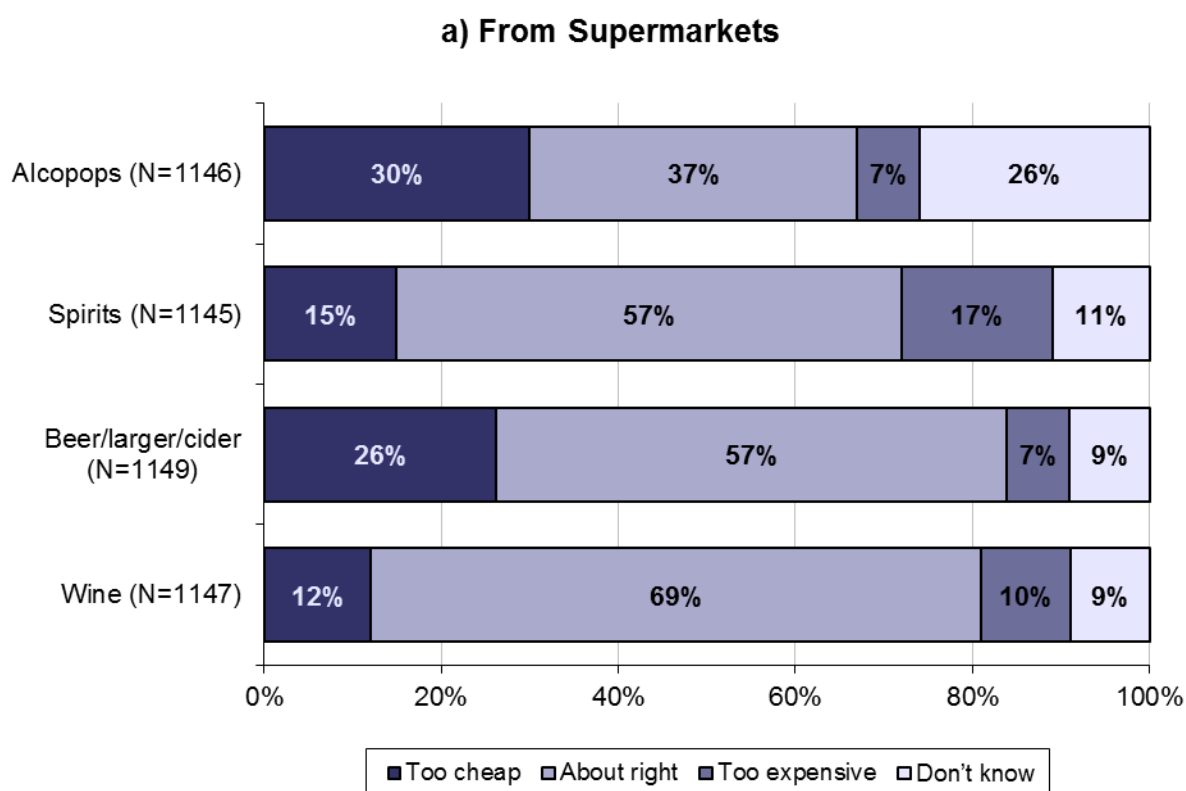


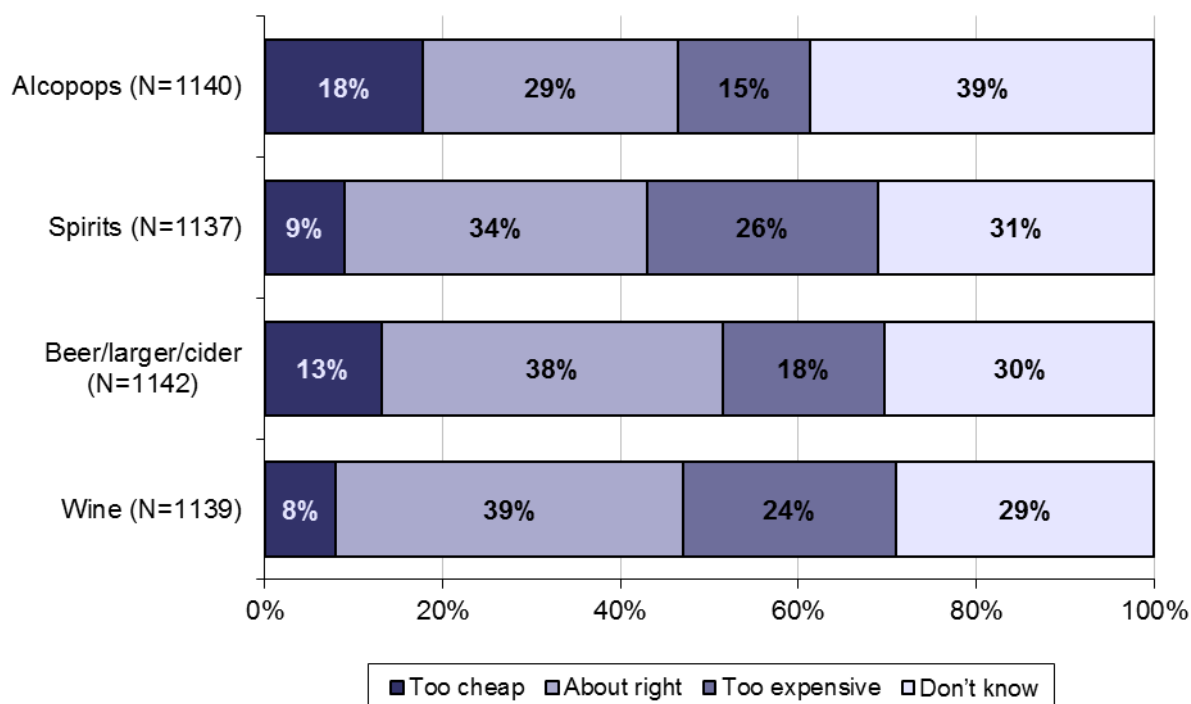
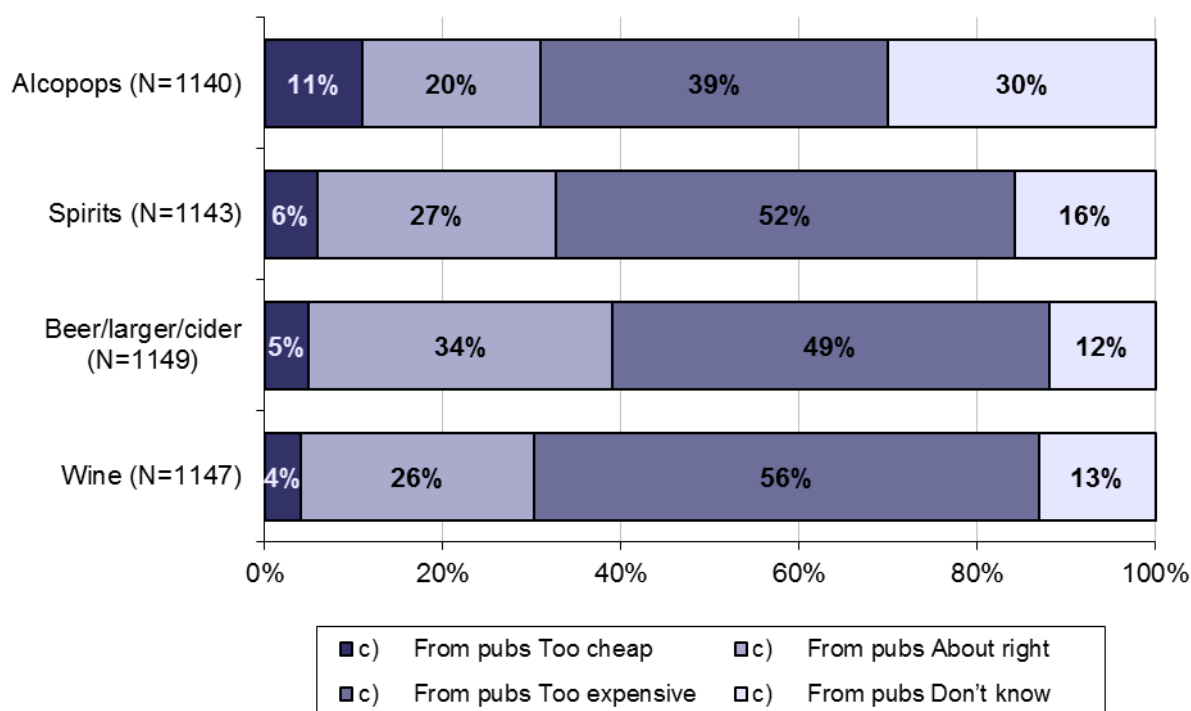
Q26. For each of the following outlets, and for each of the different types of alcohol, please tell us if you think the cost of alcohol on sale there is too cheap, about right or too expensive.

2.39 We wanted to know what Viewpoint members felt about the price of different alcoholic beverages from different outlets.

2.40 Overall, Viewpoint members were more likely to think that the cost of alcohol from supermarkets is about right, but is too expensive from pubs. Views were mixed with the cost of alcohol from off-licences. Viewpoint members feel the cost of alcopops from supermarkets is too cheap, but were more likely to think the cost of wine from supermarkets was about right. See graph 2.26 a, b, and c for more information.

**Graph 2.26 For each of the following outlets, and for each of the different types of alcohol, please tell us if you think the cost of the alcohol on sale is too cheap, about right or too expensive?**



**b) From off-licences****c) From pubs**

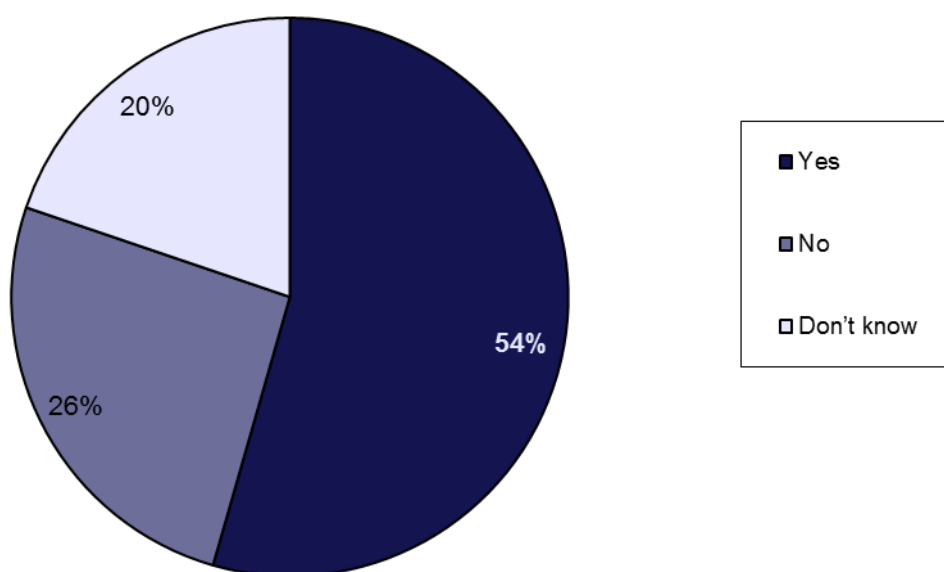
Q27. Would you be willing to pay 50p per unit for your alcohol?

2.41 We wanted to know if Viewpoint members would be willing to pay 50p per unit for their alcohol, and we put this into perspective by telling Viewpoint members that 50p per unit of alcohol would be the equivalent of paying:

- 75p for a bottle of beer
- £1 – £1.50 for a pint of beer
- £1.30 for a pint of cider
- £4 for a bottle of 12% wine
- £20 for a litre of 40% spirits

2.42 Over half (54%) of Viewpoint members said they would be willing to pay 50p per unit for their alcohol. A quarter (26%) said they would not, and one in five (20%) said they did not know if they would pay this. See graph 2.27 for more information.

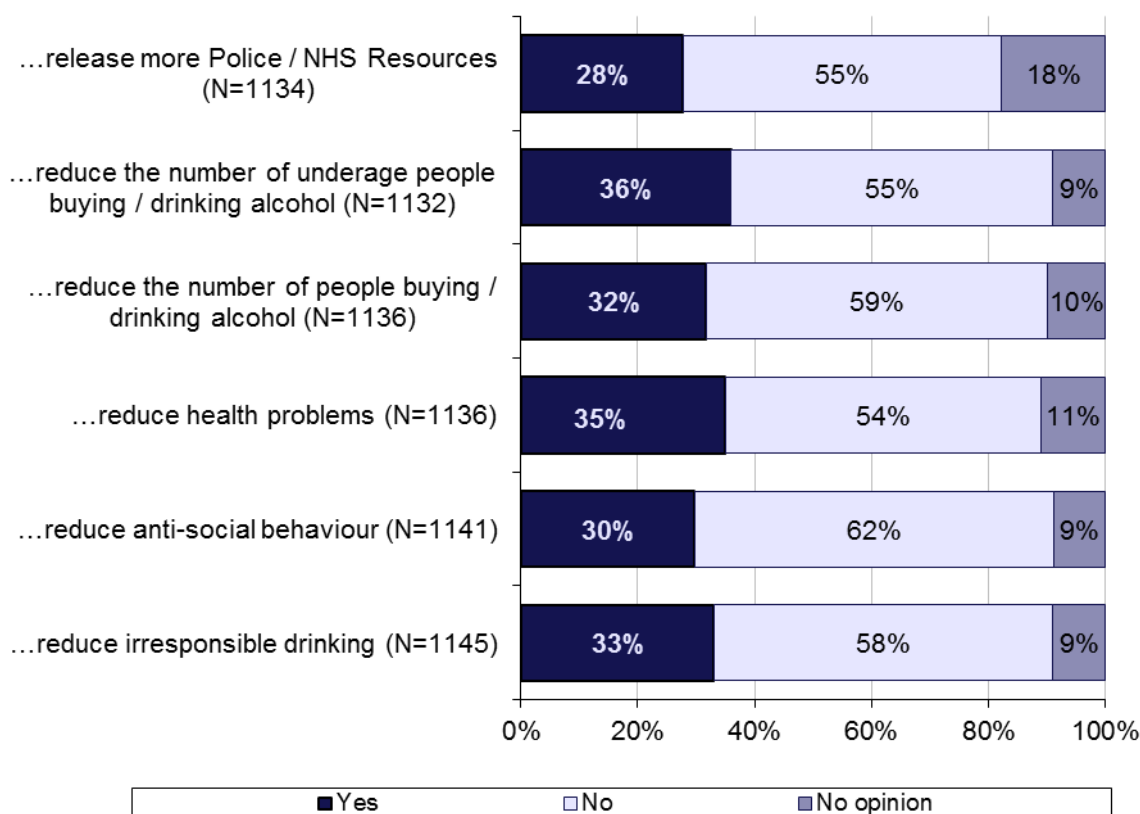
**Graph 2.27 Would you be willing to pay 50p per unit for your alcohol? (N=1135)**



Q28. We would like to know what effect people think a minimum price for alcohol would have in Hartlepool. For each of the things listed below, please tell us if you think a 50p per unit minimum price for alcohol would...?

- 2.43 There are certain benefits associated with a 50p per unit minimum price for alcohol. We wanted to know if Viewpoint members agreed with these assumptions.
- 2.44 For each of the six statements, Viewpoint members were more likely to think that a 50p minimum price for alcohol would not help (between 54% and 62%). Therefore, although the majority of Viewpoint members would support a minimum cost per unit, they are not convinced that it would help reduce irresponsible drinking, anti-social behaviour, health problems, alcohol sales or consumption, included by people who are underage, or would release police or NHS resources. See graph 2.28 for more information.

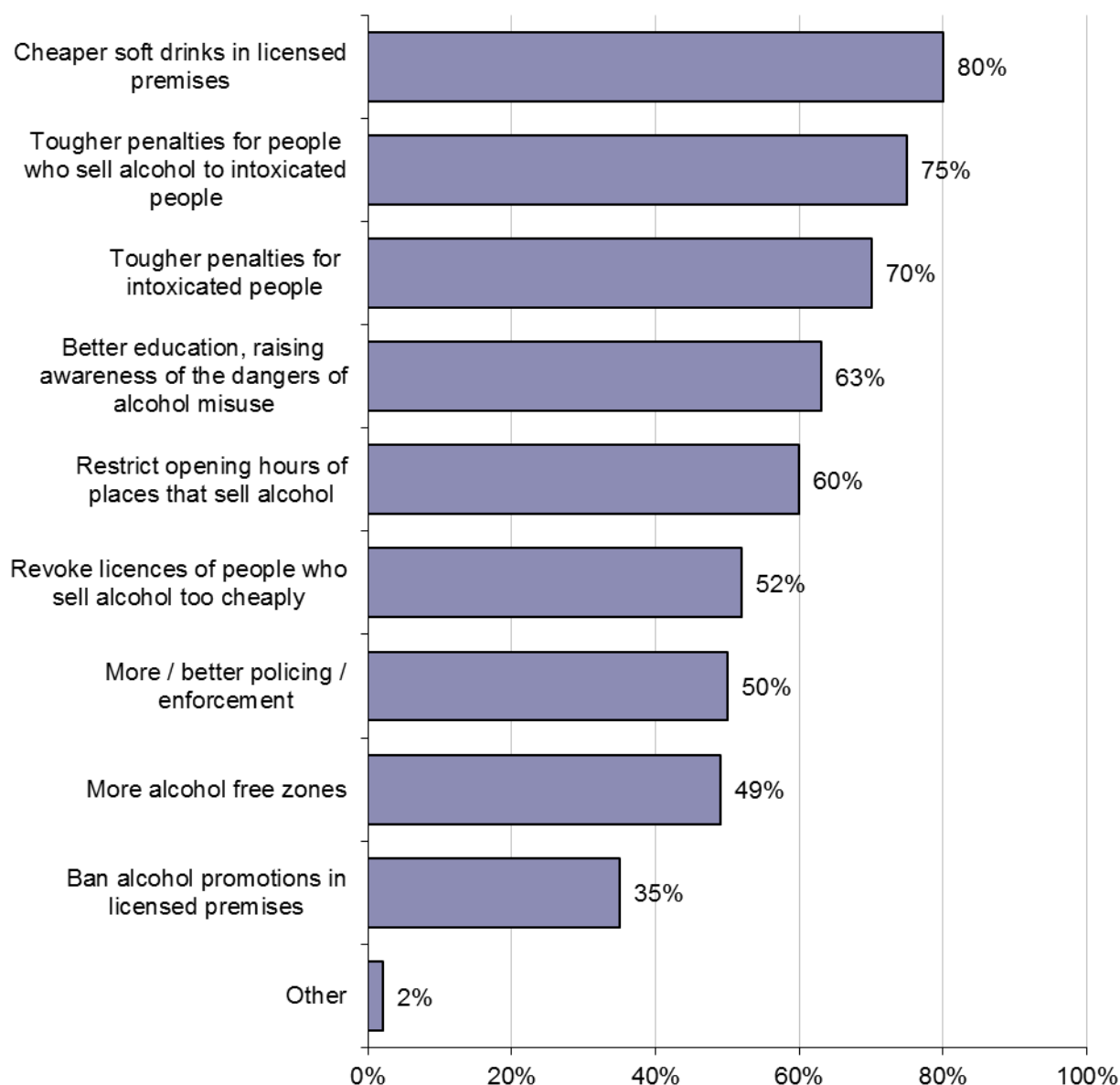
**Graph 2.28 For each of the things listed below, please tell us if you think a 50p per unit minimum price for alcohol would...**



Q29. Which of the following do you think would also help tackle alcohol related problems in Hartlepool?

- 2.45 When asked what Viewpoint members would help tackle alcohol related problems in Hartlepool, Viewpoint members were more likely to say cheaper soft drinks in licensed premises (80%), tougher penalties for people who sell alcohol to intoxicated people (75%) or tougher penalties for intoxicated people (70%) See graph 2.29 for more information.

**Graph 2.29 Which of the following do you think would also help tackle alcohol related problems in Hartlepool? (N=1150)**

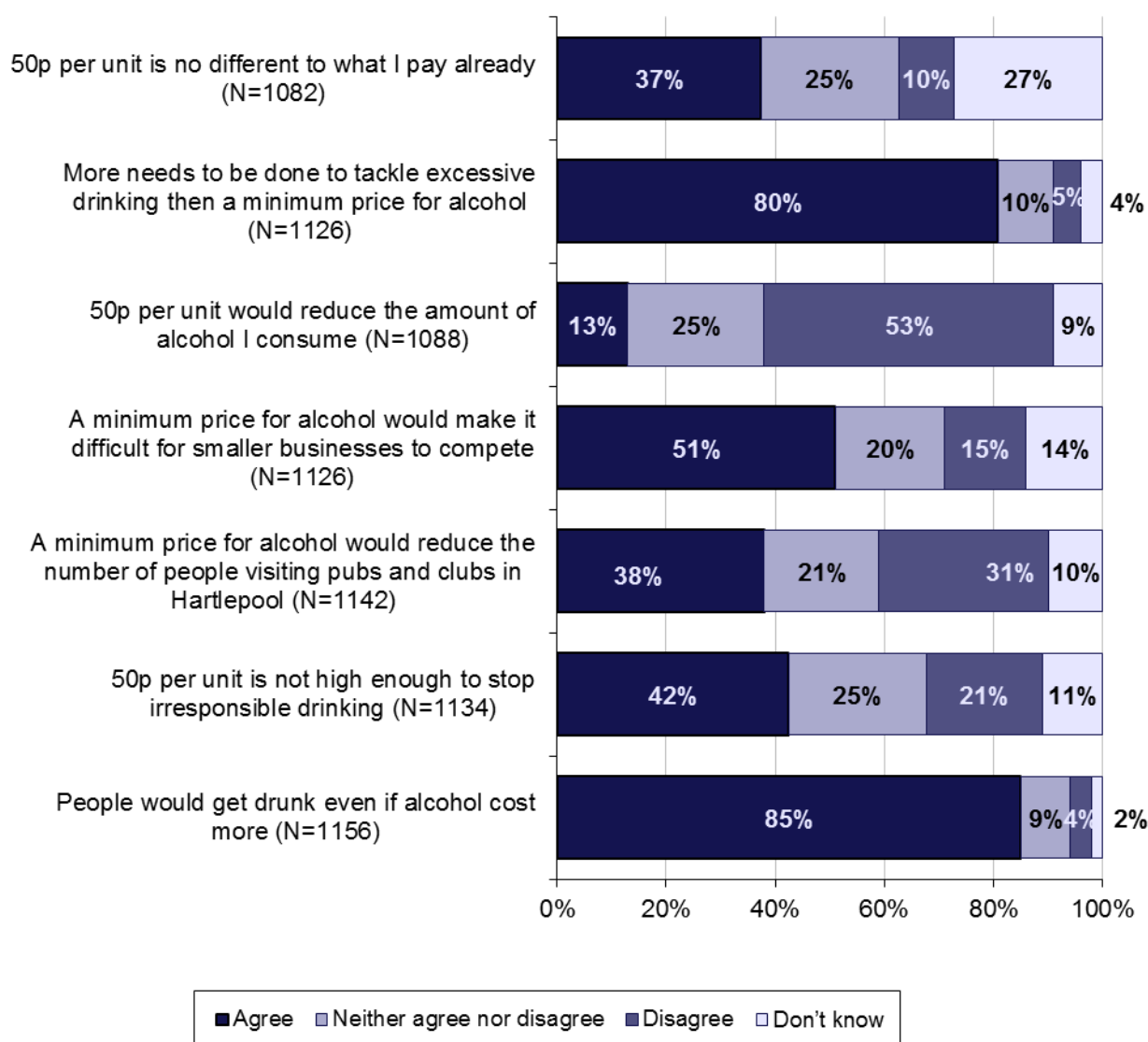




Q30. Please say whether you agree or disagree with the following statements?

- 2.46 Next, we wanted to know if Viewpoint members agreed or disagreed with various statements to do with a minimum price for alcohol.
- 2.47 Viewpoint members were more likely to agree that people would get drunk no matter if alcohol cost more (85%) and that more needs to be done to tackle excessive drinking than a minimum price for alcohol (80%). See graph 2.30 for more information.

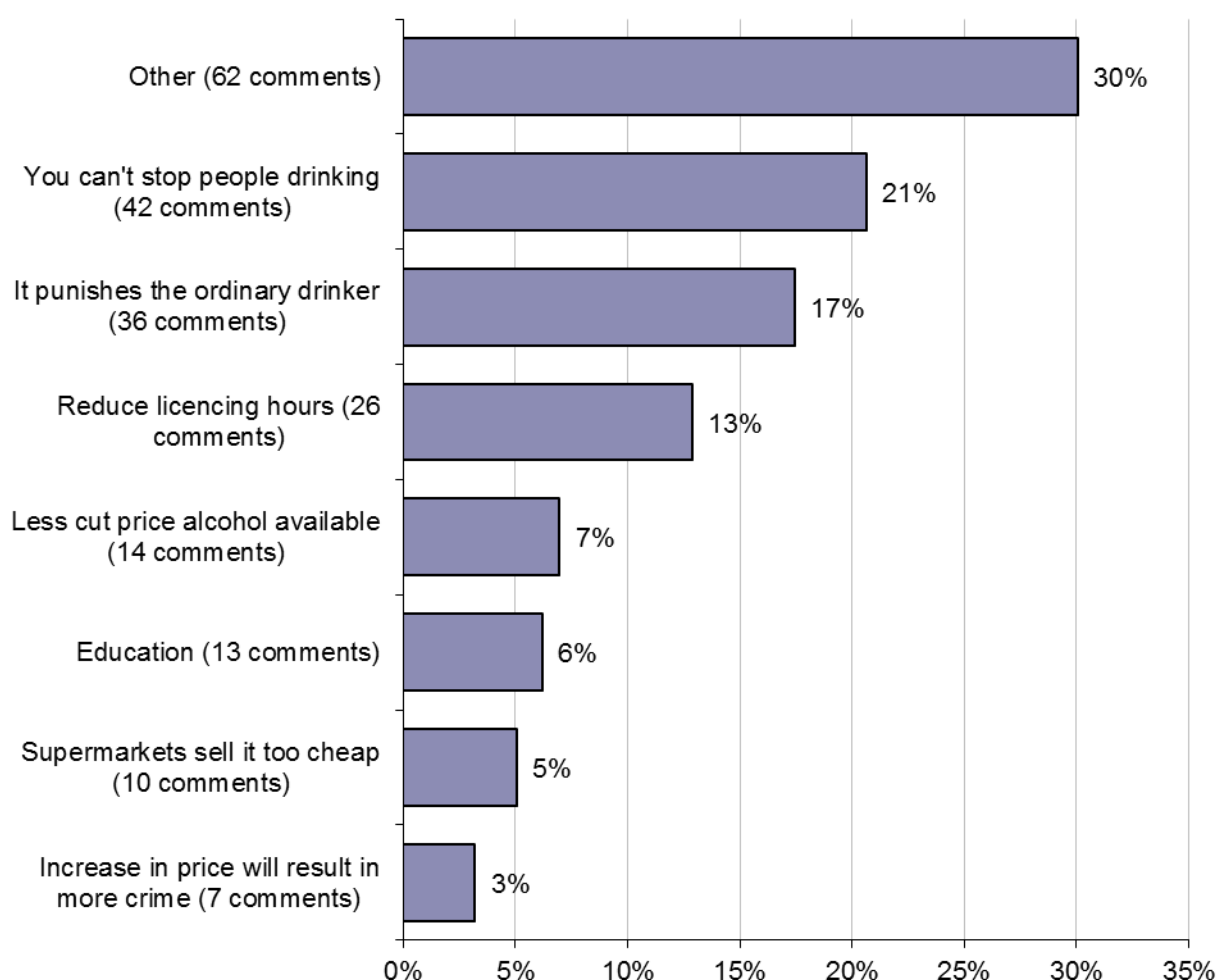
**Graph 2.30 Please say whether you agree or disagree with the following statements.**



Q31. If you have any other thoughts or comments about alcohol consumption in Hartlepool, or about a minimum price for alcohol, please use the space below to tell us about them.

2.48 Finally, Viewpoint members were asked to let us know if they have any other thoughts or comments about alcohol consumption in Hartlepool or about a minimum price for alcohol. Forty-two comments were made that you can't stop people from drinking, and 36 comments were made that (a minimum price for alcohol) punishes the ordinary drinker. See graph 2.31 for more information.

**Graph 2.31 If you have any other thoughts or comments about alcohol consumption in Hartlepool, or about a minimum price for alcohol, please use the space below to tell us about them. (N=205)**

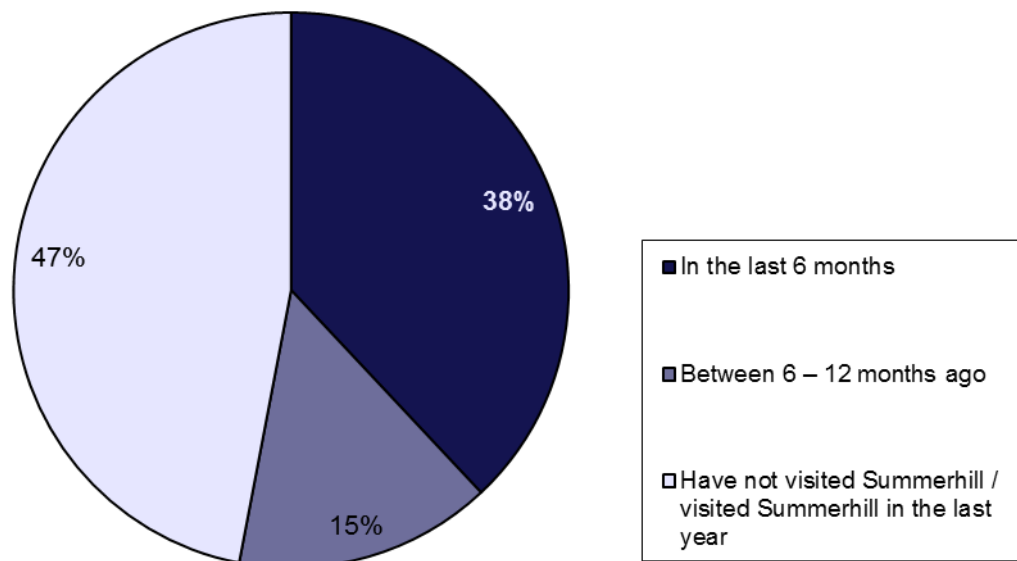


## Summerhill

### Q32. When was the last time you visited Summerhill.

- 2.49 We asked Viewpoint members to tell us when the last time they visited Summerhill was, and 38 per cent told us within the last six months. Another 15 per cent had visited within the last year. However, just under half (47%) had not visited Summerhill within the last year or at all. See graph 2.32 for more information.

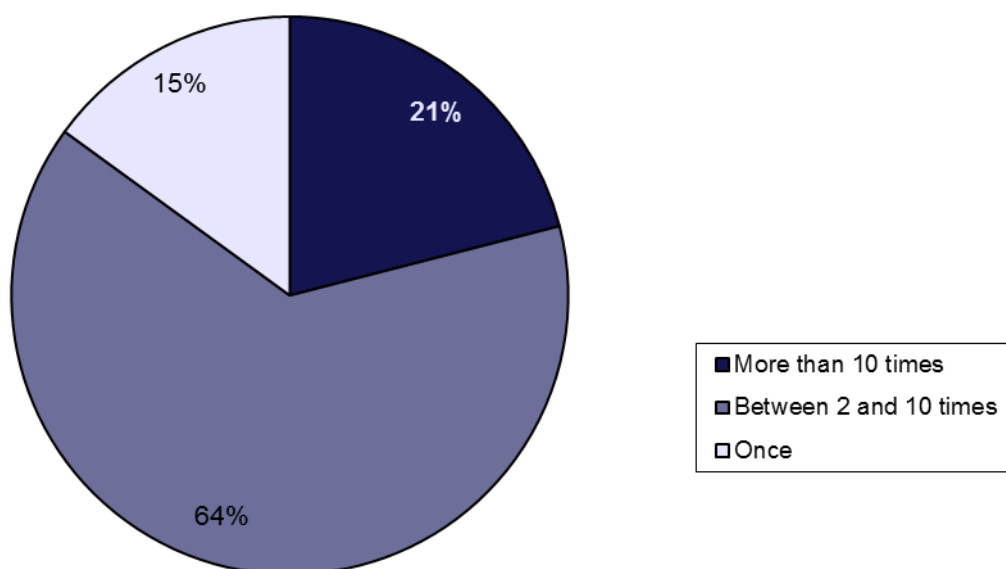
**Graph 2.32 When was the last time you visited Summerhill? (N=1167)**



Q33. In the last six months on average how often have you visited Summerhill?

- 2.50 The Viewpoint members who told us they had visited Summerhill in the last six months were asked to tell us on average, how often had they visited. Two thirds of respondents told us they had visited between two and ten times in the past six months. One in five respondents had visited more than ten times in the last six months. See graph 2.33 for more information.

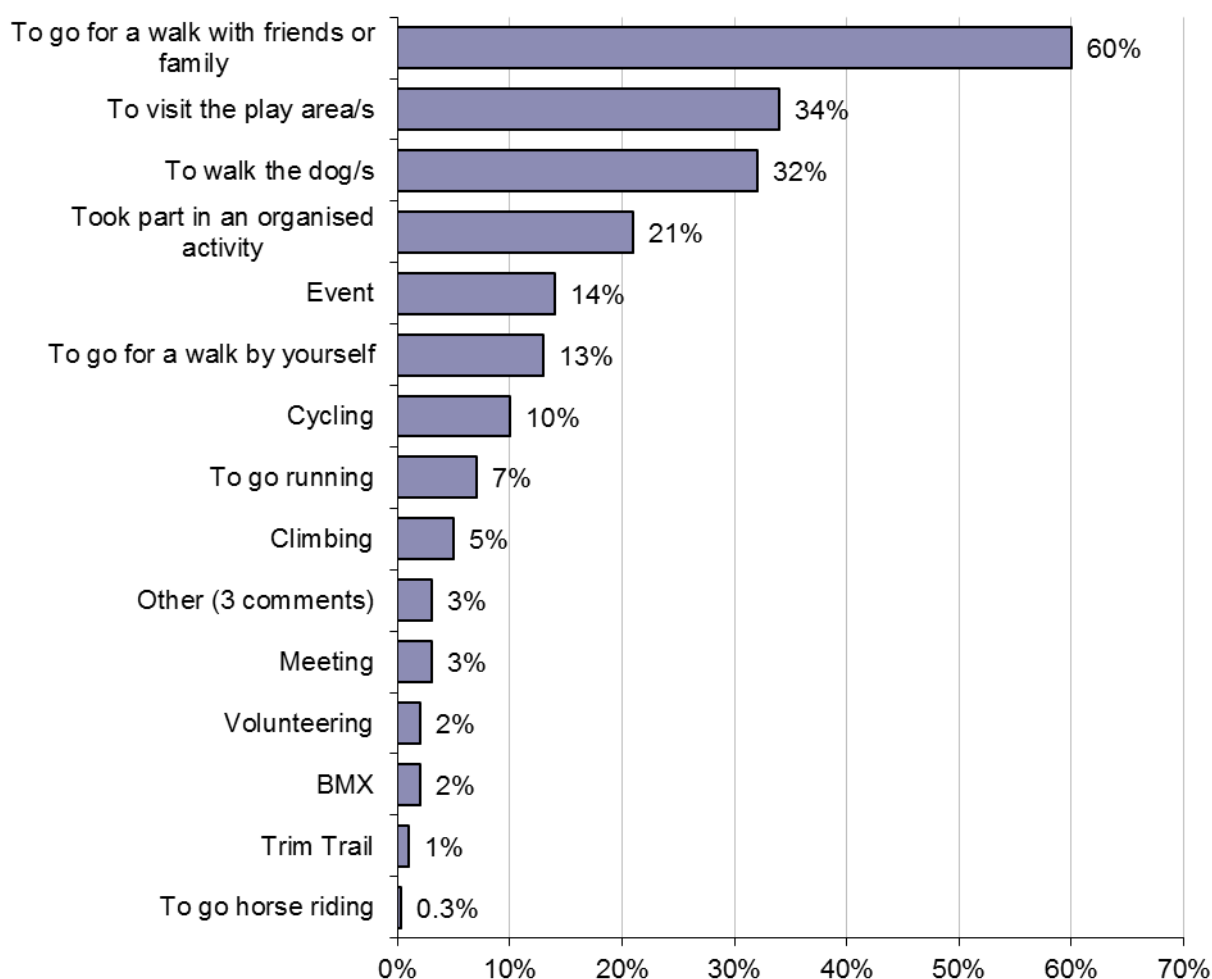
**Graph 2.33 Do you think the Olympics will encourage you to adopt a healthier lifestyle? (N=435)**



Q34. If you have visited Summerhill in the last 6 months, what was the main reason for your visit?

- 2.51 Those Viewpoint members who had visited Summerhill in the last six months were asked to tell us what the main reasons were for their visit. Respondents were more likely to say they had visited the park to go for a walk with friends or family (60%). A third (34%) said they had gone to visit the play area/s and a similar proportion (32%) said they had gone to walk the dogs. See graph 2.34 for more information.

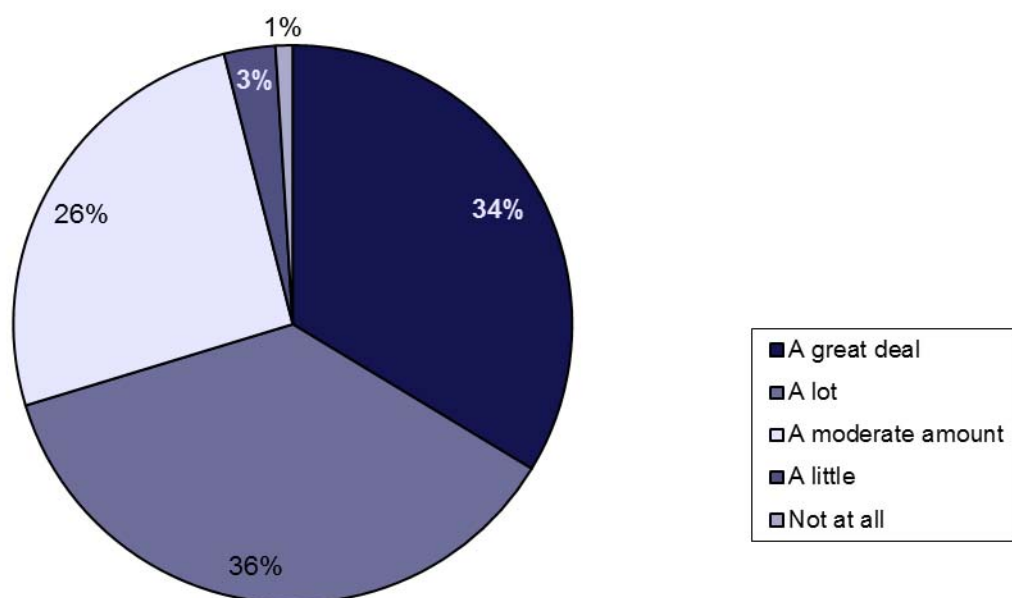
**Graph 2.34 If you have visited Summerhill in the last 6 months, what was the main reason for your visit? (N=438)**



Q35. Thinking about your last visit to Summerhill, we would like to know how much you enjoyed it. Would you say you enjoyed it...?

- 2.52 Viewpoint members who had visited Summerhill in the last six months were asked to tell us how much they enjoyed their visit. A third of respondents told us they enjoyed their visit a great deal (34%) or a lot (36%). A quarter (26%) enjoyed their visit a moderate amount. Four per cent of Viewpoint members enjoyed their last visit a little or not at all. See graph 2.35 for more information.

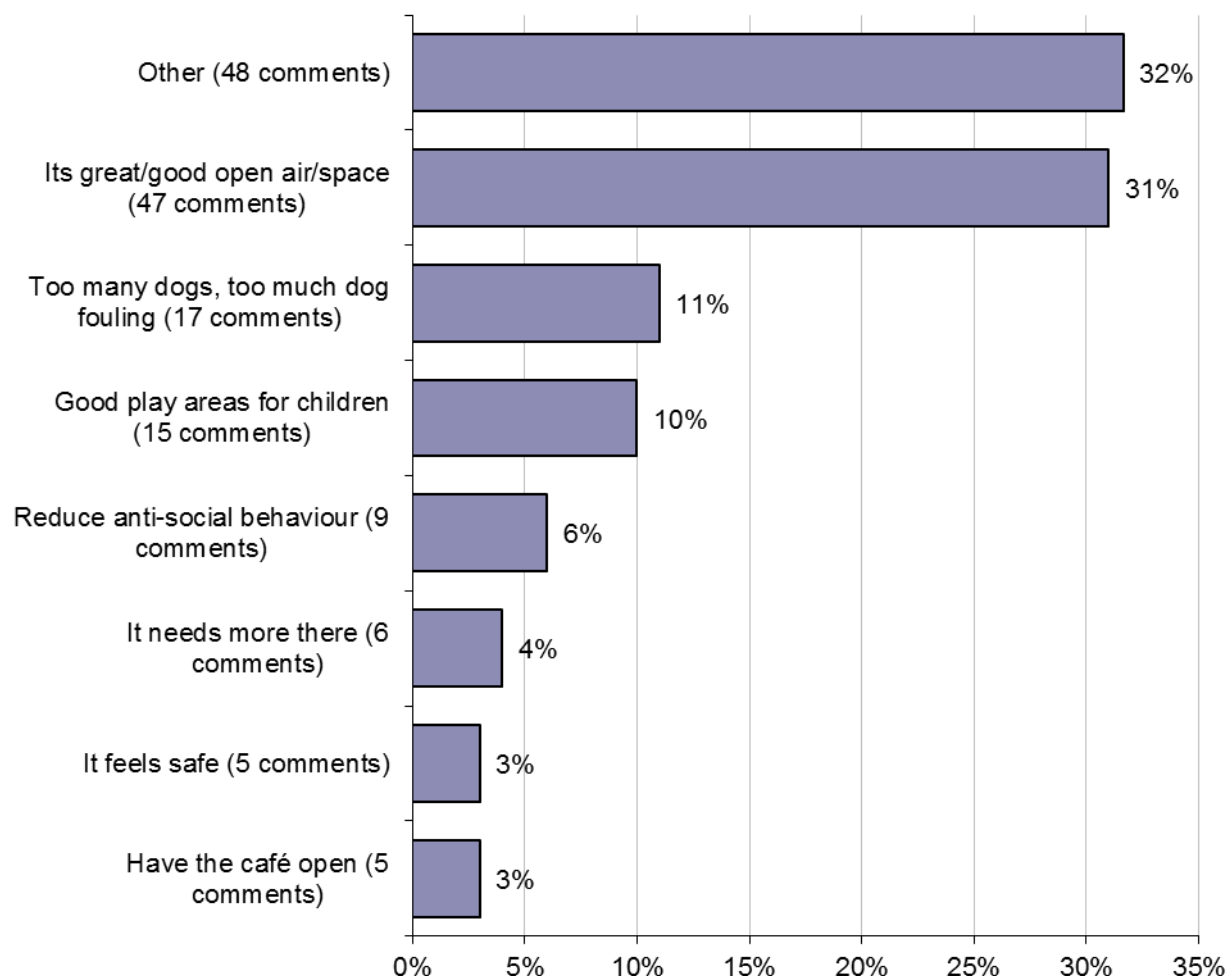
**Graph 2.35 Thinking about your last visit to Summerhill, we would like to know how much you enjoyed it. Would you say you enjoyed it... (N=437)**



Q36. Thinking about your answer to Question 35, was there anything in particular you enjoyed or did not enjoy about your last visit to Summerhill?

2.53 Viewpoint members were invited to elaborate on their answer to question 35, and tell us if there was anything in particular they enjoyed or did not enjoy about their last visit to Summerhill. Forty-seven comments were in relation to how Summerhill is a good outdoor space. See graph 2.36 for more information.

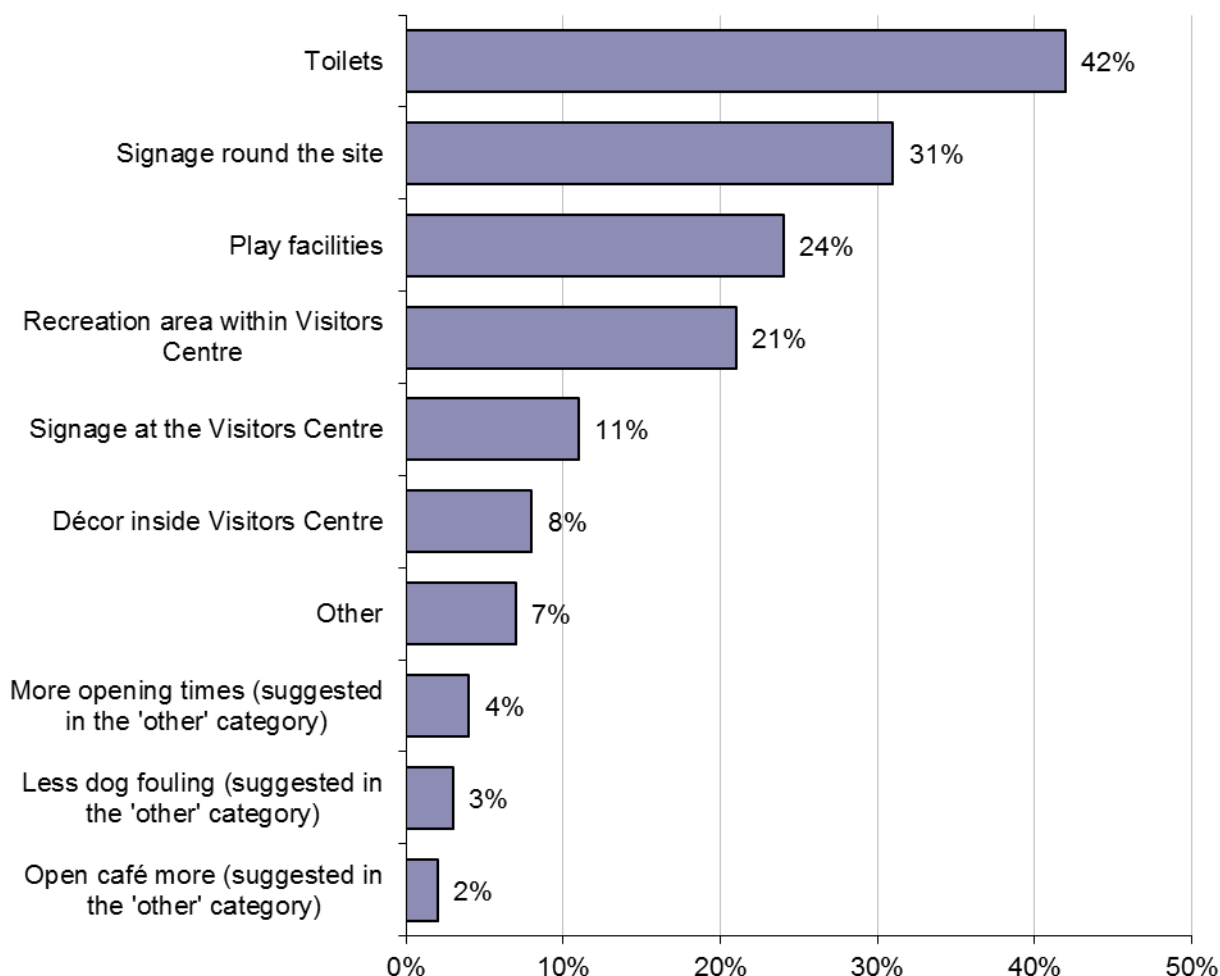
**Graph 2.36 Thinking about your answer to Question 35, was there anything in particular you enjoyed or did not enjoy about your last visit to Summerhill? (N=153)**



Q37. If you have visited Summerhill in the last 6 months, what do you feel could be improved?

2.54 If Viewpoint members had visited Summerhill in the past six months, they were asked to tell us what they felt could have be improved. Four out of ten members (42%) said the toilets could be improved, and three out of ten (31%) said the signage around the site. See graph 2.37 for more information.

**Graph 2.37 If you have visited Summerhill in the last 6 months, what do you feel could be improved? (N=290)**

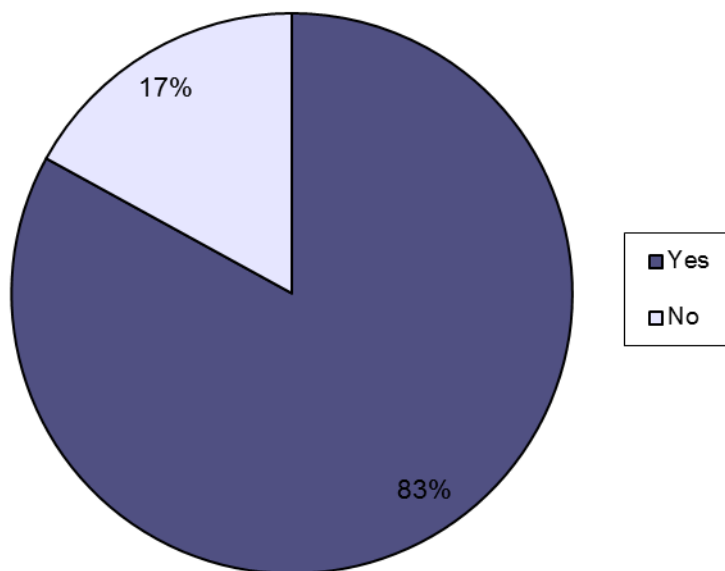




Q38. Have you been inside the visitors centre?

- 2.55 Over eight out of ten Viewpoint members who have visited Summerhill in the past year have been inside the visitors centre. See graph 2.38 for more information.

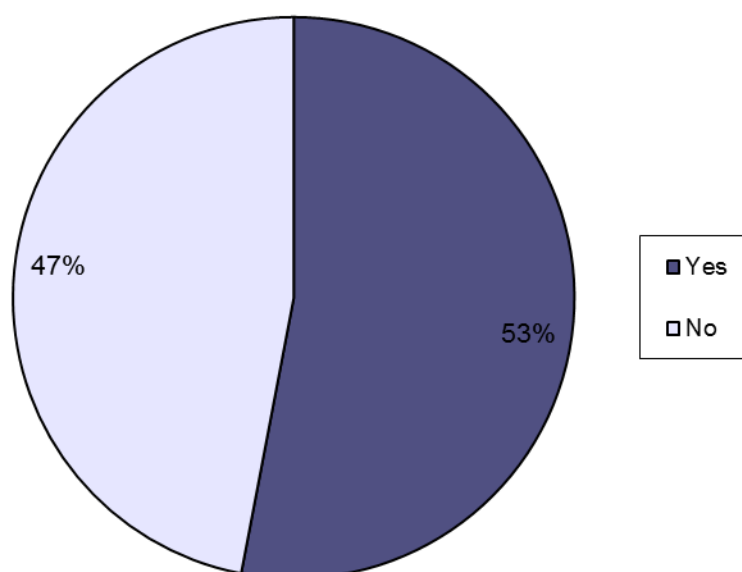
**Graph 2.38 Have you been inside the visitors centre? (N=613)**



Q39. Have you ever spoken to any member of staff from Summerhill either by phone, in reception, or on site?

- 2.56 Next, Viewpoint members were asked to tell us if they had spoken to any member of staff from Summerhill, either by phone, in reception, or on site. Just over half (53%) said yes, they had. See graph 2.39 for more information.

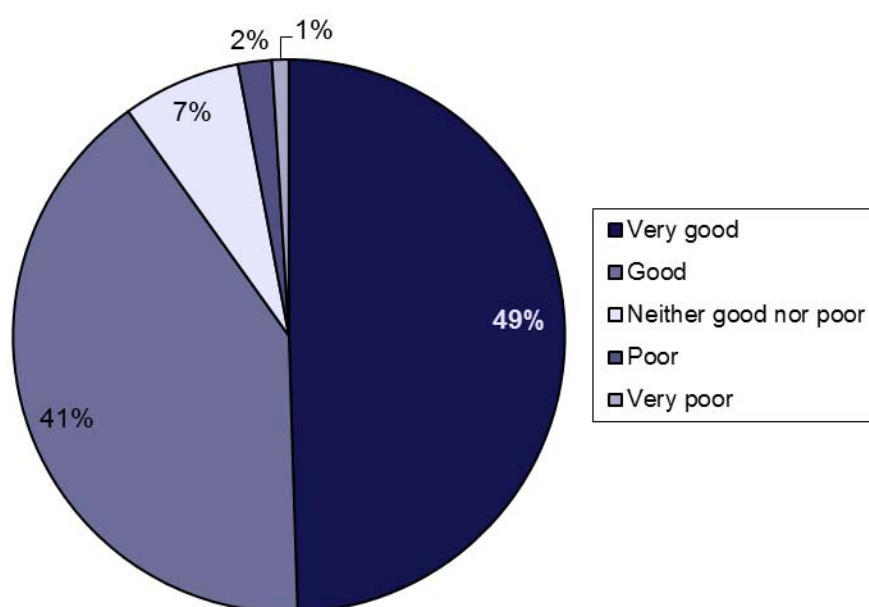
**Graph 2.39 Have you ever spoken to any member of staff from Summerhill either by phone, in reception, or on site? (N=612)**



Q40. If you have spoken to a member of staff from Summerhill, how would you rate the customer service you received from them?

- 2.57 The Viewpoint members who said they had spoken to a member of Summerhill staff were then asked to tell us how they would rate the customer service they received from them. Nine out of ten (91%) Viewpoint members rated the service as good or very good. Three per cent of respondents rated it as poor or very poor. See graph 2.40 for more information.

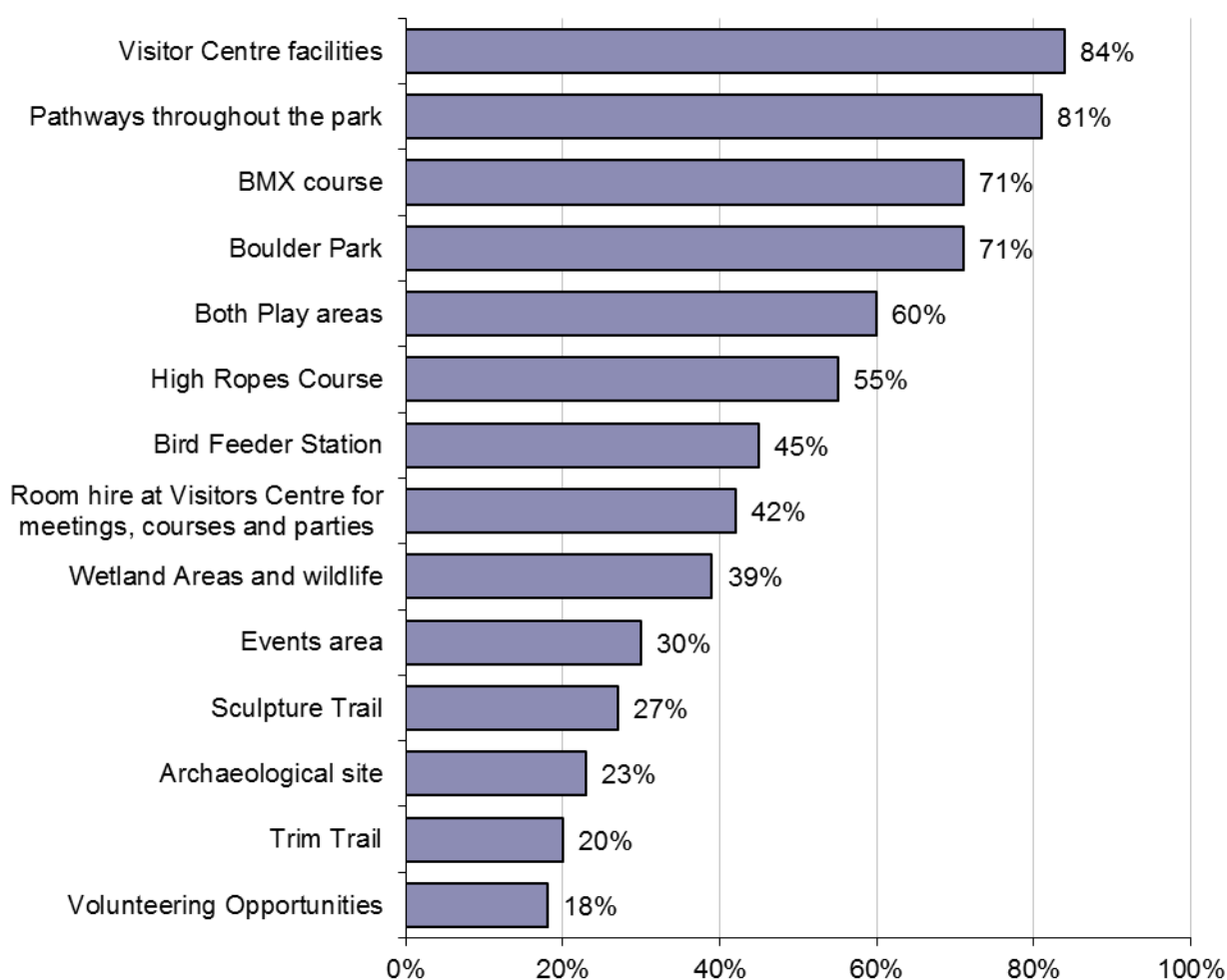
**Graph 2.40 If you have spoken to a member of staff from Summerhill, how would you rate the customer service you received from them? (N=319)**



Q41. Below is a list of activities available at Summerhill. Before receiving the latest Viewpoint survey, which of these were you aware were available at Summerhill?

- 2.58 All Viewpoint members were asked to tell us what activities they were aware were available at Summerhill. Over eight out of ten Viewpoint members were aware of the Visitor Centre facilities (84%) and the pathways throughout the park (81%). Over seven out of ten were aware of the BMX course (71%) and the Boulder park (71%). See graph 2.41 for more information.

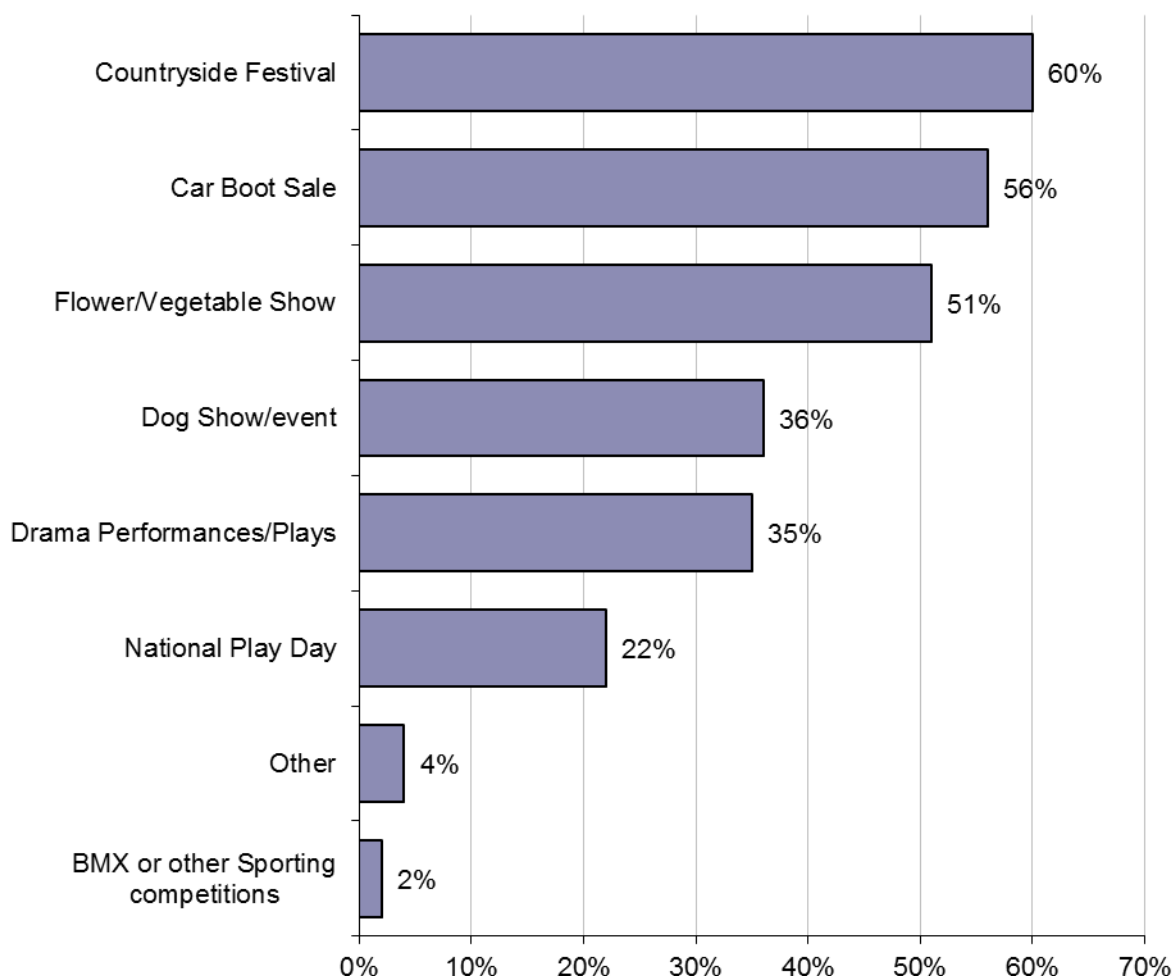
**Graph 2.41 Below is a list of activities available at Summerhill. Before receiving the latest Viewpoint survey, which of these were you aware were available at Summerhill? (N=967)**



Q42. Would you be interested in attending any of the following events if they were held at Summerhill?

- 2.59 Viewpoint members were presented with a list of events that could be held at Summerhill, and were asked to tell us which, if any, they would be interested in attending. Viewpoint members were more likely to say they would be interested in attending a Countryside Festival (60%), Car boot sale (56%), or a flower / vegetable show (51%). See graph 2.42 for more information.

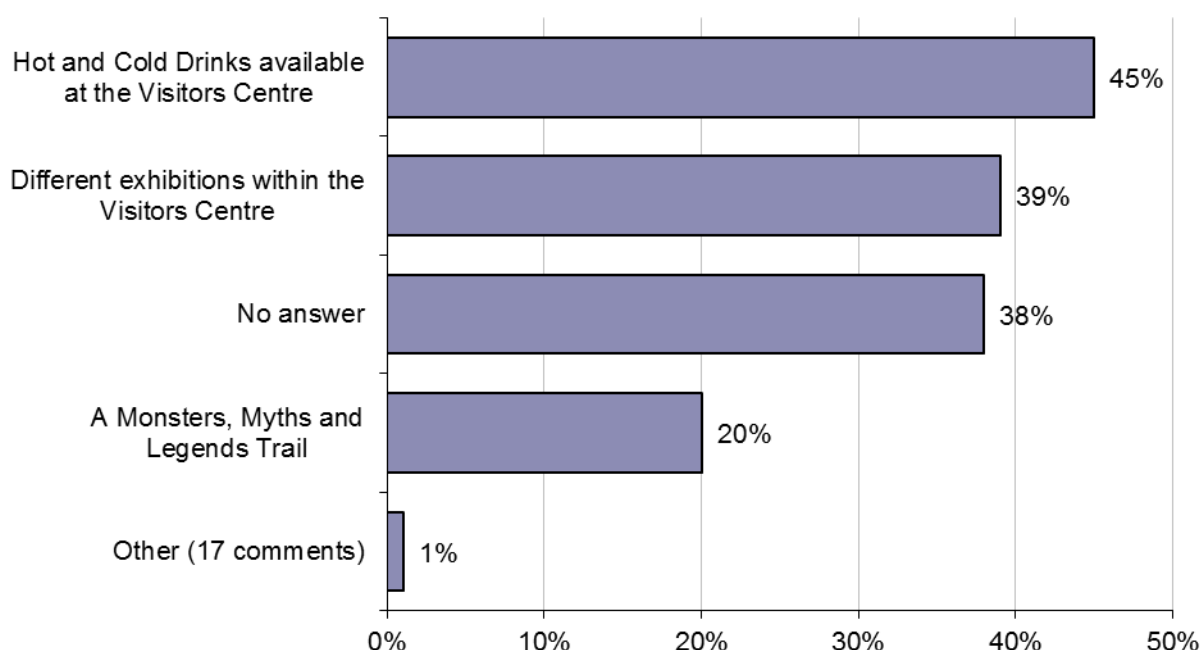
**Graph 2.42 Would you be interested in attending any of the following events if they were held at Summerhill? (N=879)**



Q43. Would any of the following activities encourage you to visit Summerhill more often?

- 2.60 Viewpoint members were asked to tell us if any of the following things would encourage them to visit Summerhill more often. Viewpoint members were more likely to say that the availability of hot and cold drinks from the Visitors Centre would encourage them (45%), as would different exhibitions within the Visitors Centre (39%). Four out of ten (38%) Viewpoint members did not answer this question, suggesting that nothing could encourage them to visit more often. See graph 2.43 for more information.

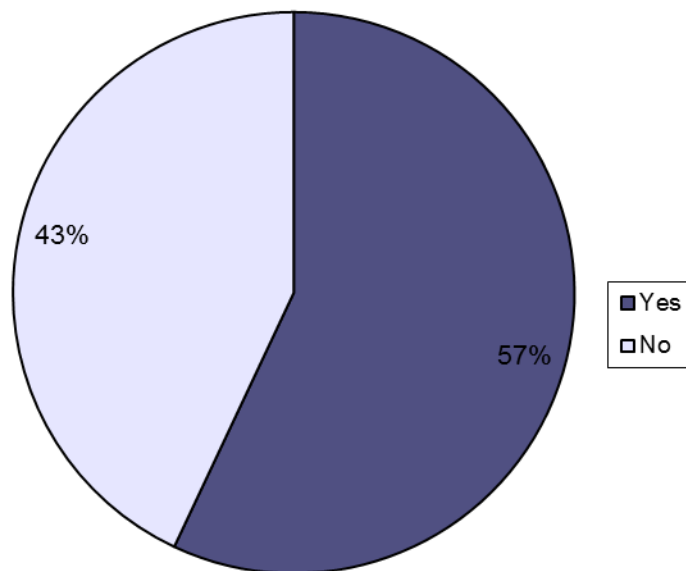
**Graph 2.43 Would any of the following activities encourage you to visit Summerhill more often? (N=1200)**



Q44. Have you seen any information about activities or events taking place at Summerhill in the last 12 months?

- 2.61 Nearly six out of ten Viewpoint members told us they had seen information about activities or events taking place at Summerhill in the last 12 months. See graph 2.44 for more information.

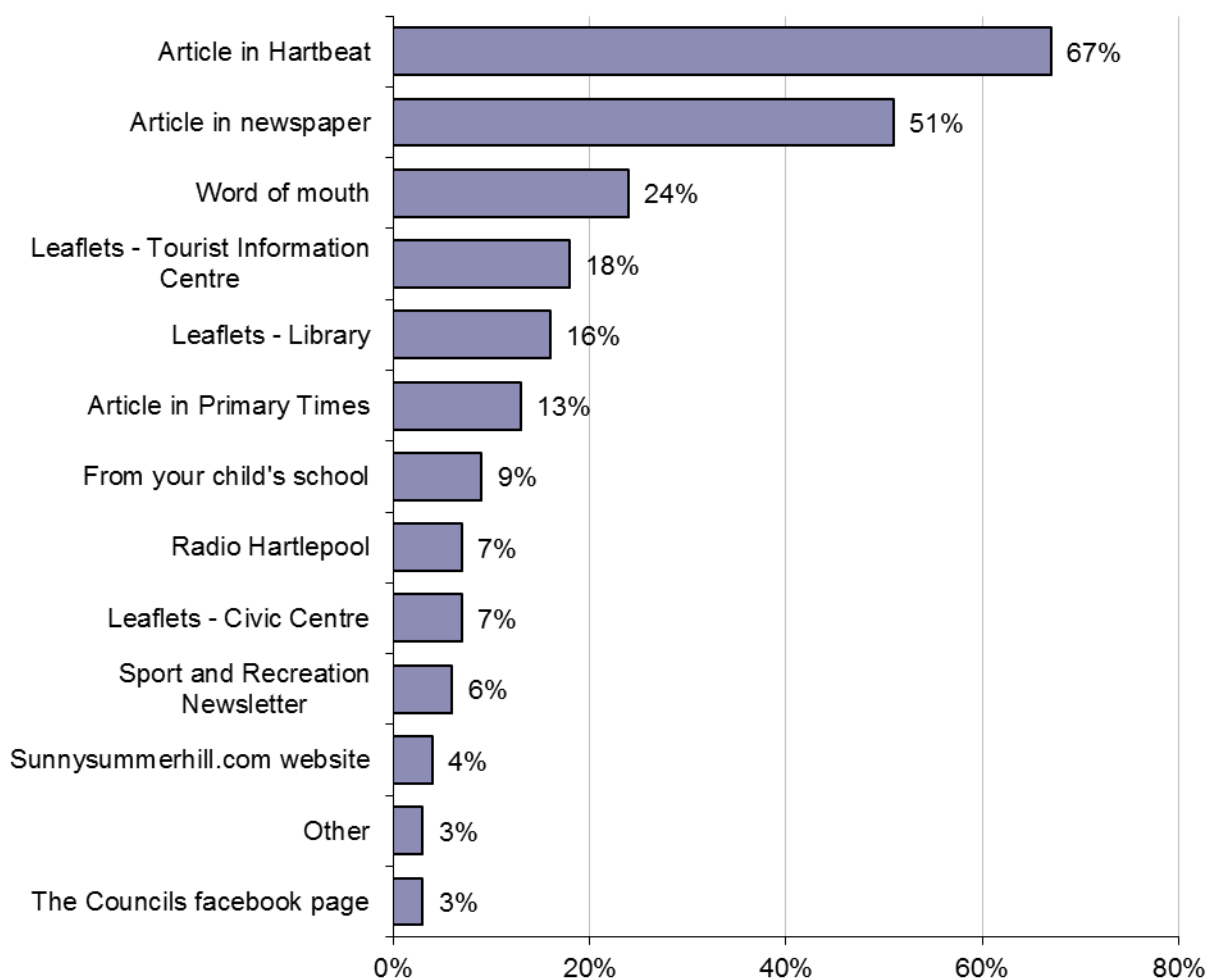
**Graph 2.44 Have you seen any information about activities or events taking place at Summerhill in the last 12 months? (N=1120)**



Q45. If yes, can you tell us where you have seen this information?

2.62 Those Viewpoint members who told us they had seen information about Summerhill activities or events within the last year were asked to tell us where they had seen this information. Two thirds (67%) of respondents told us they had seen an article in Hartbeat, and half (51%) said they had seen an article in a newspaper. See graph 2.45 for more information.

**Graph 2.45 If yes, can you tell us where you have seen this information?  
(N=620)**

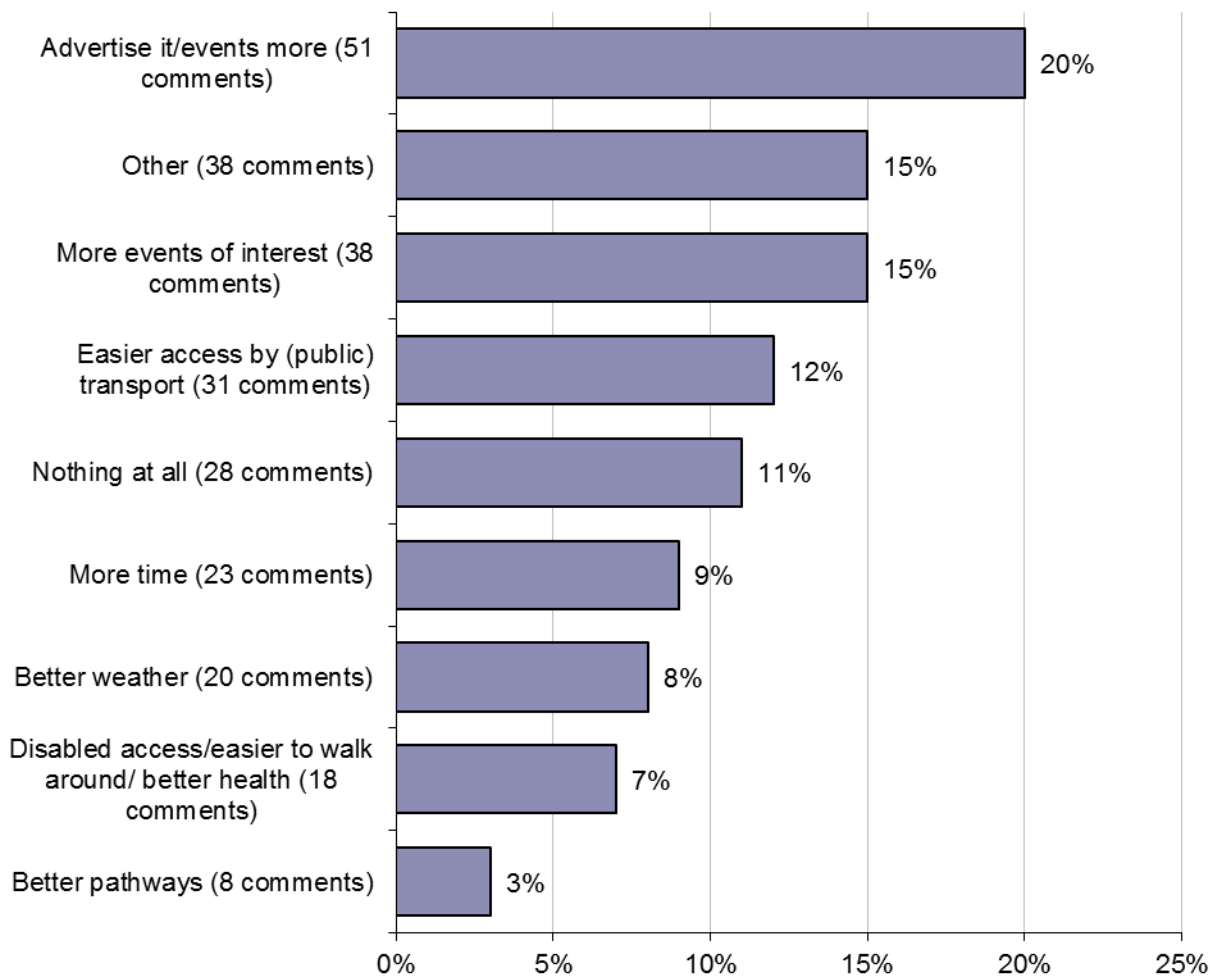




Q46. If you have not visited Summerhill in the last 6 months, what would encourage you to visit more often?

2.63 Viewpoint members were asked, if they had not visited Summerhill in the last 6 months, what would encourage them to visit more often. Viewpoint members suggested to advertise it and events more often (51 comments). See graph 2.46 for more information.

**Graph 2.46 If you have not visited Summerhill in the last 6 months, what would encourage you to visit more often? (N=255)**



## **Appendix 1: Background Information on Viewpoint**

### **Background**

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

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

### **Aims of Viewpoint**

The Viewpoint panel aims to:

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

### **Methodology**

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

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

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

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

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

### **The report**

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

## Appendix 2: Background information on respondents

		Total		Unweighted	
		%	(No.)	%	(No.)
Region of Hartlepool	South	30	(361)	33	(315)
	Central	38	(457)	38	(366)
	North	32	(382)	29	(274)
NR Area	NRA	32	(383)	32	(306)
	Wider Hartlepool	68	(817)	68	(649)
Gender of respondent	Male	47	(566)	46	(440)
	Female	53	(634)	54	(515)
Age of respondent	17 - 34	28	(331)	10	(98)
	35 - 44	20	(238)	12	(117)
	45 - 54	18	(211)	20	(192)
	55 - 64	14	(165)	25	(241)
	Total 65+	21	(255)	32	(304)
Employment status	Total Working	60	(714)	52	(499)
	Total Not Working	40	(482)	48	(453)
Socio-Economic Group of respondent	AB	23	(257)	21	(190)
	C1	33	(359)	30	(270)
	C2	24	(263)	27	(240)
	DE	20	(224)	21	(191)
Whether respondent has a disability	Yes	13	(150)	17	(157)
	No	87	(1043)	83	(790)
Cars in household	None	20	(232)	18	(167)
	One or more	80	(957)	82	(781)
Children (0-18) in household	Yes	38	(449)	28	(262)
	No	62	(731)	72	(672)
House Tenure	Own your home	75	(896)	83	(780)
	Total Rent	9	(101)	9	(81)
	Live with relatives / Other	16	(191)	9	(84)
<b>Total</b>		<b>100</b>	<b>(1200)</b>	<b>100</b>	<b>(955)</b>

## Appendix 3: Category definitions

### Social Economic Group Definitions:

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

### Children in household definition:

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

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

### Older and younger definitions:

Younger	17 to 34 year olds
Older	65 years and over

### Rented accommodation definition:

Rented accommodation	Rent from a private landlord or from a housing association
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## **Appendix 4: Crosstabulations by age, gender and location**

[illegible]

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q6</b>	<b>In the past 12 months have you seen any of the following information about household recycling?</b>										
Total	1200	361	457	382	566	634	331	238	211	165	255
Recycling leaflets left in public places, such as libraries or road shows	12%	13%	12%	12%	13%	12%	13%	10%	12%	14%	13%
Recycling webpage - <a href="http://www.hartlepool.gov.uk/recycle">www.hartlepool.gov.uk/recycle</a>	9%	9%	10%	8%	11%	7%	12%	9%	13%	8%	2%
Recycling information in the Hartlepool Mail	24%	27%	24%	21%	26%	22%	18%	16%	24%	29%	36%
Recycling information in Hartbeat magazine	39%	40%	39%	39%	40%	38%	30%	39%	45%	40%	46%
Council stall promoting recycling at community events	8%	8%	8%	8%	9%	8%	11%	9%	9%	5%	6%
No answer	40%	35%	41%	42%	38%	41%	52%	37%	35%	40%	31%
Other	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%
<b>Q7a</b>	<b>Frequency of using various kerbside collection services in the past 12 months</b>										
	<b>Blue box (glass and tin)</b>										
Total	1162	347	438	376	551	611	316	236	209	160	242
Every collection / most collection	82%	82%	84%	80%	82%	82%	80%	80%	85%	82%	84%
Only when needed	13%	14%	11%	14%	12%	13%	16%	11%	11%	14%	10%
Never	5%	4%	5%	7%	6%	5%	4%	9%	4%	4%	5%
<b>Q7b</b>	<b>Frequency of using various kerbside collection services in the past 12 months</b>										
	<b>Blue bag (paper)</b>										
Total	1158	344	436	378	546	612	316	236	207	155	245
Every collection / most collection	76%	73%	79%	73%	74%	77%	65%	70%	81%	82%	87%
Only when needed	14%	17%	9%	17%	16%	12%	19%	14%	13%	12%	8%
Never	11%	10%	12%	10%	10%	11%	16%	16%	6%	6%	5%
<b>Q7c</b>	<b>Frequency of using various kerbside collection services in the past 12 months</b>										
	<b>White bag (cardboard and plastic)</b>										
Total	1165	347	439	380	550	616	316	236	209	160	245
Every collection / most collection	88%	89%	89%	87%	87%	90%	90%	86%	90%	88%	87%
Only when needed	7%	7%	7%	8%	9%	6%	5%	9%	7%	9%	8%
Never	5%	3%	5%	5%	4%	5%	5%	6%	4%	3%	4%
<b>Q7d</b>	<b>Frequency of using various kerbside collection services in the past 12 months</b>										
	<b>Brown bin (garden waste)</b>										
Total	1151	347	430	374	545	606	316	236	202	159	239
Every collection / most collection	40%	45%	47%	29%	43%	38%	32%	39%	42%	47%	48%
Only when needed	47%	47%	35%	60%	45%	49%	53%	50%	45%	43%	41%
Never	12%	8%	18%	10%	12%	13%	15%	11%	13%	10%	11%



[illegible]

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q10</b>	<b>If you said you have items that could be recycled but which are not currently accepted by the kerbside collection service, which items?</b>										
Total	267	98	100	68	117	149	72	64	46	39	47
Batteries	68%	76%	57%	74%	67%	69%	64%	79%	68%	66%	64%
Electrical goods	45%	48%	45%	43%	39%	50%	38%	42%	51%	51%	52%
Plastics	14%	9%	20%	14%	15%	14%	15%	23%	16%	7%	5%
Light bulbs	9%	3%	18%	4%	4%	13%	13%	9%	11%	4%	5%
Food waste	9%	6%	16%	3%	6%	11%	19%	5%	7%	2%	4%
Paint tins	8%	3%	11%	10%	6%	9%	15%	8%	4%	9%	0%
Wood	4%	3%	6%	4%	6%	3%	4%	3%	7%	8%	0%
Metal	4%	7%	1%	4%	4%	4%	3%	8%	0%	3%	4%
Polystrene	3%	0%	1%	12%	6%	1%	10%	0%	4%	0%	0%
Small metal containers	3%	4%	3%	3%	3%	3%	0%	5%	6%	5%	2%
Clothes / fabrics	3%	4%	3%	2%	3%	3%	0%	3%	11%	2%	2%
Other	4%	4%	4%	5%	3%	5%	0%	5%	2%	6%	9%
<b>Q11</b>	<b>What would encourage you to recycle more?</b>										
Total	1000	298	394	308	458	542	277	206	181	141	196
If it was made easier for me to recycle	15%	12%	17%	15%	20%	11%	28%	10%	12%	11%	7%
If all the recycleable materials could be put into one container	30%	29%	29%	32%	29%	30%	41%	29%	26%	32%	16%
If mess / smells from the materials were contained	16%	17%	15%	18%	15%	17%	21%	19%	17%	13%	8%
If the containers were easier to move around	12%	13%	11%	10%	10%	13%	15%	10%	11%	14%	6%
More information about how and what to recycle	12%	14%	11%	12%	11%	13%	15%	7%	16%	15%	9%
If the containers were easier to store	22%	19%	21%	25%	24%	20%	26%	25%	22%	24%	12%
Better information about the benefits of recycling	7%	9%	7%	4%	7%	6%	5%	3%	11%	9%	7%
Information about what happens to recycled materials after collection	17%	17%	18%	17%	22%	14%	17%	12%	20%	21%	19%
Nothing could encourage me to recycle more / I recycle as much as possible	41%	39%	42%	41%	39%	42%	32%	39%	41%	42%	54%
Other	2%	1%	2%	2%	2%	1%	4%	3%	1%	1%	0%
<b>Q12</b>	<b>In general, how satisfied are you with the current kerbside recycling service?</b>										
Total	1165	350	443	372	550	615	325	231	209	163	238
Very satisfied (2.0)	27%	30%	27%	23%	24%	29%	15%	19%	25%	33%	48%
Fairly satisfied (1.0)	52%	53%	50%	53%	55%	49%	55%	56%	56%	49%	43%
Neither satisfied nor dissatisfied (0.0)	12%	8%	13%	14%	11%	13%	17%	14%	12%	10%	5%
Fairly dissatisfied (-1.0)	6%	6%	5%	7%	5%	6%	9%	6%	3%	5%	3%
Very dissatisfied (-2.0)	2%	2%	2%	2%	3%	1%	1%	3%	3%	2%	0%
Never used	2%	2%	3%	0%	2%	1%	3%	2%	1%	1%	1%
Satisfied	79%	83%	77%	77%	79%	78%	70%	75%	81%	82%	91%
Dissatisfied	8%	8%	6%	9%	8%	8%	10%	9%	7%	8%	4%
<b>Q13a</b>	<b>Opinion about various types of recycling container</b>										
	<b>Blue box (glass and tin)</b>										
Total	1013	293	395	324	477	536	301	192	178	143	200
Containers are too large	1%	0%	1%	2%	1%	1%	0%	0%	1%	4%	1%

[illegible]

[illegible]

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q17b</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>Domestic abuse is less common in same sex relationships</b>										
Total	1148	344	440	364	536	611	320	231	208	160	229
Strongly agree (2.0)	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
Agree (1.0)	8%	11%	8%	6%	8%	8%	4%	5%	8%	13%	14%
Neither agree nor disagree (0.0)	25%	24%	24%	26%	20%	29%	28%	22%	33%	25%	15%
Disagree (-1.0)	25%	27%	24%	25%	27%	24%	38%	31%	24%	16%	9%
Strongly disagree (-2.0)	4%	3%	5%	4%	3%	5%	7%	6%	4%	2%	0%
Don't know	37%	34%	38%	38%	40%	33%	22%	36%	31%	42%	59%
Strongly agree / Agree	9%	13%	9%	7%	10%	9%	5%	6%	8%	15%	16%
Disagree / Strongly disagree	29%	30%	29%	28%	30%	29%	45%	36%	28%	18%	9%
<b>Q17c</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>Domestic abuse can only be committed by and intimate partner</b>										
Total	1142	343	434	364	538	604	317	231	207	159	228
Strongly agree (2.0)	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%
Agree (1.0)	2%	2%	1%	3%	1%	2%	0%	1%	2%	2%	6%
Neither agree nor disagree (0.0)	12%	14%	10%	11%	11%	12%	11%	9%	13%	11%	14%
Disagree (-1.0)	49%	52%	48%	47%	47%	51%	51%	51%	48%	52%	43%
Strongly disagree (-2.0)	27%	21%	28%	30%	30%	24%	31%	32%	30%	22%	16%
Don't know	10%	10%	11%	8%	8%	11%	6%	7%	7%	12%	19%
Strongly agree / Agree	3%	3%	3%	4%	3%	3%	2%	1%	2%	3%	7%
Disagree / Strongly disagree	76%	73%	76%	77%	77%	74%	82%	83%	78%	74%	59%
<b>Q17d</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>You must be iving with your partner or family member in order for any abusive behaviour to be defined as "domestic abuse"</b>										
Total	1147	346	437	364	538	608	323	231	206	160	228
Strongly agree (2.0)	1%	2%	1%	1%	1%	1%	2%	0%	1%	0%	3%
Agree (1.0)	8%	8%	8%	7%	6%	9%	8%	3%	7%	7%	13%
Neither agree nor disagree (0.0)	10%	12%	7%	10%	9%	10%	10%	11%	8%	8%	10%
Disagree (-1.0)	46%	46%	47%	45%	47%	46%	45%	53%	46%	50%	39%
Strongly disagree (-2.0)	21%	18%	23%	22%	23%	20%	27%	20%	26%	21%	12%
Don't know	14%	13%	15%	14%	13%	15%	8%	14%	12%	15%	24%
Strongly agree / Agree	9%	10%	9%	8%	8%	10%	10%	3%	8%	7%	16%
Disagree / Strongly disagree	67%	65%	69%	68%	70%	65%	72%	72%	71%	70%	50%

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q17e</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>Domestic abuse against women is more serious than domestic abuse against men</b>										
Total	1150	346	439	365	540	611	323	231	208	159	230
Strongly agree (2.0)	3%	3%	3%	2%	3%	3%	2%	2%	2%	3%	6%
Agree (1.0)	10%	12%	9%	11%	13%	8%	2%	8%	8%	12%	24%
Neither agree nor disagree (0.0)	14%	18%	11%	12%	13%	14%	11%	13%	13%	18%	16%
Disagree (-1.0)	39%	39%	38%	41%	36%	42%	41%	43%	40%	41%	29%
Strongly disagree (-2.0)	26%	21%	31%	25%	28%	25%	39%	30%	28%	19%	9%
Don't know	8%	8%	8%	8%	7%	9%	5%	4%	8%	7%	17%
Strongly agree / Agree	13%	15%	12%	13%	16%	11%	4%	10%	11%	15%	30%
Disagree / Strongly disagree	65%	60%	69%	66%	63%	67%	80%	72%	68%	60%	37%
<b>Q17f</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>Domestic abuse against men hardly ever happens</b>										
Total	1151	345	440	366	538	612	323	231	207	160	231
Strongly agree (2.0)	2%	1%	0%	3%	2%	1%	3%	0%	1%	1%	2%
Agree (1.0)	7%	6%	7%	7%	8%	6%	8%	6%	3%	5%	11%
Neither agree nor disagree (0.0)	14%	16%	11%	16%	14%	14%	16%	13%	11%	13%	15%
Disagree (-1.0)	51%	51%	51%	50%	47%	54%	46%	58%	57%	55%	39%
Strongly disagree (-2.0)	14%	12%	19%	10%	15%	14%	19%	15%	15%	13%	7%
Don't know	13%	13%	12%	13%	14%	12%	7%	8%	12%	14%	26%
Strongly agree / Agree	8%	8%	7%	11%	10%	7%	11%	6%	4%	6%	13%
Disagree / Strongly disagree	65%	63%	70%	60%	62%	67%	65%	73%	73%	68%	47%
<b>Q17g</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>Domestic abuse support services are targeted towards females</b>										
Total	1151	347	440	364	541	610	323	231	208	160	230
Strongly agree (2.0)	11%	10%	9%	14%	15%	8%	15%	16%	7%	8%	5%
Agree (1.0)	45%	42%	44%	48%	45%	44%	51%	43%	37%	42%	47%
Neither agree nor disagree (0.0)	13%	16%	13%	12%	14%	13%	9%	16%	18%	17%	11%
Disagree (-1.0)	8%	10%	7%	6%	6%	10%	8%	7%	10%	9%	6%
Strongly disagree (-2.0)	2%	1%	2%	2%	2%	2%	2%	2%	3%	1%	1%
Don't know	21%	21%	24%	17%	18%	24%	15%	16%	24%	23%	30%
Strongly agree / Agree	56%	52%	54%	62%	60%	52%	66%	59%	44%	50%	52%
Disagree / Strongly disagree	10%	11%	9%	9%	7%	12%	10%	9%	13%	10%	7%
Net	46%	40%	44%	54%	52%	41%	56%	51%	31%	40%	45%

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q17h</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>Male victims deserve the same level of support as female victims</b>										
Total	1155	347	440	368	541	614	323	231	208	160	233
Strongly agree (2.0)	35%	34%	34%	38%	38%	33%	49%	40%	29%	29%	21%
Agree (1.0)	54%	55%	55%	50%	54%	54%	39%	52%	60%	59%	66%
Neither agree nor disagree (0.0)	4%	5%	2%	6%	3%	5%	5%	5%	5%	4%	3%
Disagree (-1.0)	1%	3%	0%	0%	1%	1%	2%	0%	1%	1%	1%
Strongly disagree (-2.0)	1%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%
Don't know	5%	3%	7%	4%	3%	6%	5%	2%	4%	5%	7%
Strongly agree / Agree	89%	90%	89%	88%	92%	87%	88%	92%	89%	88%	87%
Disagree / Strongly disagree	2%	3%	1%	1%	2%	2%	2%	1%	2%	3%	2%
<b>Q17i</b>	<b>Level of agreement with various statements about domestic abuse</b>										
	<b>Males are less likely to be believed than females when they seek support for domestic abuse victimisation</b>										
Total	1155	347	440	368	541	614	323	231	208	160	233
Strongly agree (2.0)	10%	10%	8%	13%	15%	7%	12%	14%	8%	12%	6%
Agree (1.0)	46%	46%	51%	40%	45%	47%	42%	48%	47%	43%	51%
Neither agree nor disagree (0.0)	17%	17%	16%	18%	18%	16%	17%	17%	18%	17%	16%
Disagree (-1.0)	10%	12%	8%	11%	8%	12%	14%	7%	13%	9%	6%
Strongly disagree (-2.0)	2%	1%	1%	3%	2%	1%	3%	2%	1%	1%	1%
Don't know	15%	13%	16%	16%	12%	18%	12%	12%	13%	18%	21%
Strongly agree / Agree	56%	56%	60%	53%	60%	53%	53%	62%	55%	55%	57%
Disagree / Strongly disagree	12%	14%	9%	13%	10%	13%	17%	9%	14%	10%	6%
<b>Q18</b>	<b>If you were the victim of domestic abuse, do you think you would seek help?</b>										
Total	1152	338	442	373	540	612	323	236	204	159	231
Yes	56%	59%	54%	57%	48%	64%	58%	47%	55%	63%	60%
No	12%	13%	12%	10%	17%	7%	9%	18%	15%	11%	9%
Not sure	32%	28%	33%	33%	35%	29%	33%	35%	30%	27%	31%

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		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q23c</b>	<b>Level of agreement with various statements about reporting / tackling domestic abuse</b>										
	<b>More education about domestic abuse is required for the general public</b>										
Total	1144	331	444	368	537	606	323	236	203	157	226
Strongly agree (2.0)	18%	21%	17%	16%	17%	18%	16%	13%	16%	21%	24%
Agree (1.0)	55%	58%	53%	57%	55%	56%	57%	51%	55%	58%	57%
Neither agree nor disagree (0.0)	16%	14%	17%	16%	16%	16%	15%	24%	20%	11%	9%
Disagree (-1.0)	3%	2%	3%	2%	3%	2%	1%	5%	4%	1%	2%
Strongly disagree (-2.0)	1%	0%	1%	2%	2%	1%	2%	1%	1%	1%	0%
Don't know	7%	5%	9%	7%	7%	7%	9%	6%	4%	8%	9%
Strongly agree / Agree	73%	78%	69%	73%	72%	74%	73%	64%	71%	79%	80%
Disagree / Strongly disagree	4%	2%	4%	5%	5%	2%	3%	6%	5%	2%	2%
<b>Q23d</b>	<b>Level of agreement with various statements about reporting / tackling domestic abuse</b>										
	<b>I am aware of what action is being taken in Hartlepool to tackle domestic abuse</b>										
Total	1143	331	446	366	538	605	323	236	203	156	226
Strongly agree (2.0)	4%	5%	4%	3%	5%	3%	5%	3%	4%	4%	4%
Agree (1.0)	13%	13%	10%	18%	15%	12%	14%	10%	12%	10%	17%
Neither agree nor disagree (0.0)	17%	20%	16%	16%	18%	16%	9%	27%	21%	15%	15%
Disagree (-1.0)	36%	35%	36%	36%	35%	36%	44%	38%	34%	34%	23%
Strongly disagree (-2.0)	12%	11%	14%	11%	12%	12%	19%	11%	13%	10%	4%
Don't know	18%	16%	21%	17%	15%	21%	7%	11%	16%	27%	37%
Strongly agree / Agree	17%	18%	13%	21%	20%	15%	20%	13%	16%	14%	21%
Disagree / Strongly disagree	48%	45%	50%	47%	47%	48%	64%	49%	47%	44%	27%
<b>Q24a</b>	<b>Opinion of units of alcohol in various types of drinks</b>										
	<b>A pint of beer / ale (ABV 4%)</b>										
Total	1126	336	433	357	530	597	314	233	204	158	217
1 unit	10%	11%	8%	11%	10%	9%	6%	11%	13%	11%	9%
1.5 units	16%	14%	17%	15%	18%	14%	21%	20%	14%	12%	6%
2 units	47%	46%	51%	43%	51%	44%	51%	49%	50%	53%	34%
2.5 units	5%	6%	5%	2%	5%	4%	6%	3%	4%	4%	4%
3 units	4%	5%	2%	6%	4%	4%	6%	2%	6%	2%	3%
3.5 units	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	1%
Don't know	18%	18%	16%	21%	12%	24%	8%	15%	13%	17%	41%

	Region of Hartlepool				Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q24b</b>	<b>Opinion of units of alcohol in various types of drinks</b>										
	<b>A 25ml single measure of whiskey (ABV 40%)</b>										
Total	1115	336	429	351	522	593	314	227	204	157	212
1 unit	32%	29%	35%	30%	36%	28%	35%	28%	35%	31%	29%
1.5 units	12%	8%	12%	15%	11%	13%	13%	15%	10%	12%	8%
2 units	19%	20%	21%	17%	19%	19%	14%	22%	26%	24%	15%
2.5 units	9%	13%	8%	6%	10%	8%	13%	10%	7%	8%	5%
3 units	7%	9%	5%	6%	6%	7%	14%	4%	4%	3%	3%
3.5 units	2%	3%	1%	4%	3%	2%	3%	2%	2%	2%	2%
Don't know	19%	17%	17%	23%	15%	23%	8%	19%	16%	20%	38%
<b>Q24c</b>	<b>Opinion of units of alcohol in various types of drinks</b>										
	<b>A pint of cider (ABV 6%)</b>										
Total	1117	331	433	353	526	591	314	231	204	156	212
1 unit	5%	7%	5%	3%	4%	6%	4%	2%	7%	5%	7%
1.5 units	11%	14%	9%	10%	7%	14%	10%	12%	10%	12%	11%
2 units	28%	26%	29%	28%	29%	27%	22%	35%	35%	33%	18%
2.5 units	17%	16%	17%	19%	23%	12%	25%	16%	9%	18%	15%
3 units	15%	13%	20%	11%	17%	13%	20%	17%	17%	10%	8%
3.5 units	5%	5%	3%	7%	6%	4%	9%	1%	8%	4%	1%
Don't know	19%	19%	17%	21%	13%	24%	9%	16%	14%	19%	41%
<b>Q24d</b>	<b>Opinion of units of alcohol in various types of drinks</b>										
	<b>A 50ml double measure of fortified wine (ABV 15%)</b>										
Total	1112	332	428	351	525	587	314	230	203	156	209
1 unit	9%	9%	5%	13%	11%	6%	12%	8%	8%	8%	5%
1.5 units	10%	9%	11%	11%	13%	8%	9%	6%	12%	10%	15%
2 units	31%	32%	33%	27%	30%	31%	29%	33%	36%	32%	24%
2.5 units	10%	11%	12%	8%	13%	9%	10%	16%	8%	12%	6%
3 units	14%	16%	15%	11%	12%	15%	20%	13%	14%	13%	8%
3.5 units	5%	4%	6%	5%	4%	6%	9%	3%	6%	4%	2%
Don't know	21%	20%	18%	25%	15%	26%	11%	20%	16%	22%	41%
<b>Q24e</b>	<b>Opinion of units of alcohol in various types of drinks</b>										
	<b>A small glass of wine (ABV 12%)</b>										
Total	1112	332	426	354	527	585	308	233	203	157	211
1 unit	30%	30%	32%	26%	27%	32%	24%	25%	31%	39%	34%
1.5 units	25%	22%	25%	29%	29%	22%	30%	29%	24%	21%	19%
2 units	20%	22%	21%	16%	22%	17%	26%	22%	23%	13%	10%
2.5 units	5%	5%	5%	4%	3%	6%	7%	6%	4%	4%	0%
3 units	3%	5%	1%	4%	5%	2%	5%	2%	3%	4%	1%
3.5 units	1%	0%	0%	1%	1%	0%	0%	1%	1%	1%	0%
Don't know	17%	16%	16%	19%	13%	21%	8%	15%	14%	18%	35%

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		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
Q28a	Opinion of various statements regarding having a 50p per unit minimum price of alcohol										
	Reduce irresponsible behaviour										
Total	1145	344	437	364	540	605	325	236	205	160	219
Yes	33%	33%	31%	36%	32%	34%	31%	44%	34%	28%	28%
No	58%	59%	58%	57%	61%	55%	60%	49%	60%	62%	59%
No opinion	9%	9%	11%	7%	7%	10%	9%	7%	6%	9%	13%
Q28b	Opinion of various statements regarding having a 50p per unit minimum price of alcohol										
	Reduce anti-social behaviour										
Total	1141	342	435	364	540	601	325	236	205	159	217
Yes	30%	29%	31%	28%	28%	31%	26%	36%	32%	27%	27%
No	62%	62%	59%	65%	64%	60%	66%	53%	62%	64%	62%
No opinion	9%	9%	10%	7%	8%	9%	8%	11%	5%	9%	11%
Q28c	Opinion of various statements regarding having a 50p per unit minimum price of alcohol										
	Reduce health problems										
Total	1136	337	435	364	537	599	325	236	205	159	211
Yes	35%	38%	35%	32%	35%	35%	27%	42%	38%	34%	38%
No	54%	52%	51%	58%	55%	52%	61%	48%	54%	55%	47%
No opinion	11%	10%	14%	9%	10%	12%	12%	9%	9%	11%	15%
Q28d	Opinion of various statements regarding having a 50p per unit minimum price of alcohol										
	Reduce the number of people buying / drinking alcohol										
Total	1136	340	435	361	539	597	325	236	205	159	211
Yes	32%	32%	28%	35%	33%	30%	28%	40%	32%	30%	27%
No	59%	56%	60%	59%	59%	59%	61%	53%	61%	60%	59%
No opinion	10%	12%	11%	6%	8%	11%	11%	7%	7%	10%	14%
Q28e	Opinion of various statements regarding having a 50p per unit minimum price of alcohol										
	Reduce the number of underage people buying / drinking alcohol										
Total	1132	340	432	360	535	597	322	236	205	159	210
Yes	36%	39%	35%	35%	36%	37%	30%	41%	42%	36%	35%
No	55%	52%	53%	58%	57%	52%	61%	51%	53%	55%	51%
No opinion	9%	9%	11%	6%	7%	11%	9%	8%	5%	10%	14%
Q28f	Opinion of various statements regarding having a 50p per unit minimum price of alcohol										
	Release more Police / NHS resources										
Total	1134	341	434	359	538	596	325	236	205	160	208
Yes	28%	30%	25%	28%	26%	29%	20%	32%	29%	31%	31%
No	55%	55%	53%	56%	59%	51%	63%	49%	57%	55%	45%
No opinion	18%	16%	21%	15%	15%	20%	17%	18%	14%	15%	24%



		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q29</b>	<b>Which of the following do you think would also help tackle alcohol related problems in Hartlepool?</b>										
Total	1150	345	443	362	538	612	317	231	204	161	236
More / better policing / enforcement	50%	48%	51%	50%	54%	46%	47%	42%	56%	56%	52%
Tougher penalties for intoxicated people	70%	74%	64%	72%	70%	69%	63%	63%	74%	71%	82%
Tougher penalties for people who sell alcohol to intoxicated people	75%	81%	70%	74%	74%	75%	67%	71%	74%	79%	86%
Ban alcohol promotions in licensed premises	35%	34%	33%	37%	35%	35%	27%	37%	36%	39%	39%
Better education, raising awareness of the dangers of alcohol misuse	63%	66%	62%	60%	60%	65%	63%	59%	57%	63%	70%
Revoke licences of people who sell alcohol too cheaply	52%	54%	49%	55%	52%	53%	42%	50%	52%	57%	66%
Restrict opening hours of places that sell alcohol	60%	65%	56%	60%	56%	63%	44%	57%	65%	68%	75%
More alcohol free zones	49%	49%	52%	46%	47%	51%	38%	55%	46%	55%	56%
Cheaper soft drinks in licensed premises	80%	82%	82%	76%	81%	79%	82%	79%	82%	82%	76%
Other	2%	4%	2%	2%	2%	3%	0%	4%	5%	1%	3%
<b>Q30a</b>	<b>Agreement with various statements about having a minimum cost of alcohol</b>										
	<b>People would get drunk even if alcohol cost more</b>										
Total	1156	345	445	366	546	610	325	236	205	161	230
Agree (1.0)	85%	86%	86%	83%	85%	85%	85%	86%	85%	85%	84%
Neither agree nor disagree (0.0)	9%	8%	8%	10%	10%	8%	10%	10%	6%	7%	9%
Disagree (-1.0)	4%	2%	4%	5%	4%	4%	3%	3%	5%	7%	3%
Don't know	2%	3%	2%	2%	1%	4%	1%	2%	3%	1%	5%
<b>Q30b</b>	<b>Agreement with various statements about having a minimum cost of alcohol</b>										
	<b>50p per unit is not high enough to stop irresponsible drinking</b>										
Total	1134	345	430	359	536	598	315	229	205	160	224
Agree (1.0)	42%	45%	42%	39%	37%	46%	31%	38%	40%	48%	58%
Neither agree nor disagree (0.0)	25%	27%	25%	24%	28%	23%	26%	28%	30%	22%	19%
Disagree (-1.0)	21%	19%	22%	23%	24%	19%	31%	23%	18%	21%	10%
Don't know	11%	10%	11%	14%	11%	12%	12%	11%	11%	9%	13%
<b>Q30c</b>	<b>Agreement with various statements about having a minimum cost of alcohol</b>										
	<b>A minimum price for alcohol would reduce the number of people visiting pubs and clubs in Hartlepool</b>										
Total	1142	342	440	360	541	601	323	229	206	161	222
Agree (1.0)	38%	37%	35%	42%	42%	34%	37%	44%	42%	35%	30%
Neither agree nor disagree (0.0)	21%	22%	21%	21%	20%	22%	19%	20%	21%	28%	23%
Disagree (-1.0)	31%	34%	32%	27%	32%	31%	33%	30%	32%	31%	30%
Don't know	10%	8%	11%	10%	6%	13%	12%	6%	6%	7%	17%

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
Q30d	Agreement with various statements about having a minimum cost of alcohol										
	A minimum price for alcohol would make it difficult for smaller businesses to complete										
Total	1126	338	430	358	532	594	320	227	205	158	216
Agree (1.0)	51%	52%	49%	52%	50%	52%	49%	57%	51%	52%	46%
Neither agree nor disagree (0.0)	20%	19%	21%	19%	20%	20%	24%	15%	18%	20%	21%
Disagree (-1.0)	15%	16%	16%	14%	19%	12%	10%	18%	21%	18%	13%
Don't know	14%	13%	13%	15%	11%	16%	17%	11%	9%	9%	21%
Q30e	Agreement with various statements about having a minimum cost of alcohol										
	50p per unit would reduce the amount of alcohol I consume										
Total	1088	327	411	350	528	560	316	224	204	154	190
Agree (1.0)	13%	14%	11%	14%	14%	12%	11%	13%	10%	11%	20%
Neither agree nor disagree (0.0)	25%	28%	20%	28%	23%	27%	26%	25%	23%	29%	21%
Disagree (-1.0)	53%	49%	59%	49%	54%	52%	52%	53%	63%	52%	44%
Don't know	9%	9%	9%	10%	9%	9%	11%	9%	4%	8%	16%
Q30f	Agreement with various statements about having a minimum cost of alcohol										
	More needs to be done to tackle excessive drinking then a minimum price for alcohol										
Total	1126	341	430	356	532	595	320	225	205	156	220
Agree (1.0)	80%	85%	80%	77%	81%	80%	72%	80%	82%	86%	88%
Neither agree nor disagree (0.0)	10%	7%	8%	16%	11%	9%	16%	11%	10%	6%	6%
Disagree (-1.0)	5%	4%	7%	4%	6%	5%	7%	5%	6%	5%	2%
Don't know	4%	4%	4%	4%	2%	6%	6%	4%	2%	4%	4%
Q30g	Agreement with various statements about having a minimum cost of alcohol										
	50p per unit is no different to what I pay already										
Total	1082	326	408	348	528	554	320	220	201	154	186
Agree (1.0)	37%	36%	40%	35%	41%	33%	36%	40%	37%	36%	35%
Neither agree nor disagree (0.0)	25%	31%	21%	24%	25%	26%	25%	26%	31%	25%	17%
Disagree (-1.0)	10%	11%	9%	11%	11%	10%	9%	10%	11%	10%	12%
Don't know	28%	22%	30%	30%	23%	32%	29%	23%	21%	29%	36%
Q31	If you have any other thoughts or comments about alcohol consumption in Hartlepool, or about a minimum price for alcohol, please use the spac										
Total	205	53	78	75	118	87	61	53	36	24	31
You can't stop people drinking	21%	16%	17%	27%	23%	18%	31%	13%	19%	20%	17%
It punishes the ordinary drinker	17%	9%	28%	12%	18%	17%	13%	15%	12%	23%	31%
Reduce licencing hours	13%	20%	11%	9%	8%	20%	4%	16%	19%	14%	17%
Less cut price alcohol available	7%	9%	4%	9%	6%	8%	13%	6%	0%	5%	7%
Education	6%	7%	8%	4%	8%	3%	5%	6%	5%	3%	12%
Supermarkets sell it too cheap	5%	3%	2%	10%	6%	3%	0%	9%	10%	0%	7%
Increase in price will result in more crime	3%	0%	8%	0%	0%	8%	7%	0%	5%	3%	0%
Other	30%	38%	26%	29%	32%	27%	27%	38%	32%	33%	17%

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q32</b>	<b>When was the last time you visited Summerhill?</b>										
Total	1167	352	445	371	555	612	329	234	208	162	235
In the last 6 months	38%	35%	45%	32%	36%	40%	44%	57%	29%	32%	23%
Between 6 - 12 months ago	15%	18%	15%	12%	14%	16%	18%	9%	19%	15%	14%
Have not visited Summerhill / visited Summerhill in the last year	47%	47%	39%	56%	50%	44%	39%	34%	52%	52%	63%
<b>Q33</b>	<b>In the last six months on average how often have you visited Summerhill?</b>										
Total	435	122	198	116	197	239	143	132	59	51	51
More than 10 times	21%	22%	31%	3%	23%	19%	20%	23%	28%	21%	9%
Between 2 and 10 times	64%	59%	62%	73%	65%	63%	64%	67%	63%	57%	66%
Once	15%	19%	7%	24%	11%	18%	16%	10%	9%	22%	25%
<b>Q34</b>	<b>What was the main reason for your visit?</b>										
Total	438	123	199	116	198	240	143	132	60	51	51
To go for a walk by yourself	13%	16%	14%	8%	18%	9%	10%	5%	24%	13%	31%
To go fo a walk with friends or family	60%	67%	60%	52%	60%	60%	65%	57%	54%	64%	57%
To walk the dog/s	32%	27%	38%	29%	36%	29%	34%	37%	44%	26%	9%
To go horse riding	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%
Cycling	10%	7%	13%	6%	14%	6%	6%	16%	17%	4%	1%
BMX	2%	1%	2%	2%	0%	3%	0%	4%	2%	1%	2%
To visit the play area/s	34%	32%	36%	34%	30%	37%	32%	37%	32%	40%	28%
To go running	7%	11%	8%	2%	5%	9%	15%	5%	5%	2%	0%
Took part in an organised activity	21%	18%	20%	26%	27%	16%	19%	31%	20%	16%	6%
Event	14%	14%	17%	10%	14%	14%	17%	15%	13%	9%	11%
Meeting	3%	2%	2%	5%	2%	3%	0%	4%	7%	5%	0%
Volunteering	2%	2%	2%	2%	4%	1%	2%	0%	8%	1%	2%
Climbing	5%	2%	7%	4%	7%	3%	4%	9%	2%	2%	3%
Trim Trail	1%	1%	1%	2%	0%	1%	0%	1%	2%	1%	1%
Other	3%	5%	3%	1%	3%	3%	4%	0%	3%	8%	1%
<b>Q35</b>	<b>Thinking about your last visit to Summerhill, we would like to know how much you enjoyed it. Would you say you enjoyed it ...?</b>										
Total	437	123	199	115	198	239	143	132	60	51	51
A great deal	34%	34%	39%	27%	32%	37%	24%	39%	34%	45%	40%
A lot	37%	38%	35%	39%	38%	36%	36%	36%	35%	35%	44%
A moderate amount	26%	27%	26%	24%	25%	26%	35%	23%	26%	16%	16%
A little	3%	1%	0%	10%	5%	1%	5%	2%	1%	1%	0%
Not at all	1%	0%	1%	1%	0%	1%	0%	0%	3%	1%	0%

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q36</b>	<b>Thinking about you answer to Q35, was there anything in particular you enjoyed or did not enjoy about your last visit to Summerhill? If so,</b>										
Total	153	40	74	38	69	84	53	43	31	15	11
Its great / good open air space	31%	32%	36%	20%	24%	36%	33%	27%	29%	27%	43%
Too many dogs / too much dog fouling	11%	10%	12%	11%	17%	7%	10%	10%	21%	4%	7%
Good play areas fro children	10%	4%	11%	16%	15%	7%	17%	10%	3%	8%	8%
Reduce anti-social behaviour	6%	3%	11%	0%	9%	3%	11%	4%	4%	4%	0%
It needs more there	4%	5%	1%	7%	1%	6%	5%	0%	4%	4%	7%
Have the cafe open	3%	9%	0%	3%	6%	1%	6%	0%	3%	5%	0%
It feels safe	3%	7%	2%	0%	0%	5%	0%	0%	7%	14%	0%
Other	32%	31%	27%	42%	27%	35%	18%	49%	29%	34%	35%
<b>Q37</b>	<b>If you have visited Summerhill in the last 6 months, what do you feel could be improved?</b>										
Total	290	81	140	69	120	170	100	87	37	37	29
Signage around the site	31%	32%	38%	14%	22%	36%	35%	19%	36%	31%	43%
Signage at the Visitors Centre	11%	12%	8%	15%	14%	8%	15%	2%	12%	7%	22%
Play facilities	24%	32%	18%	27%	22%	25%	25%	23%	19%	30%	22%
Toilets	42%	45%	49%	27%	42%	43%	46%	39%	47%	41%	37%
Decor inside the Visitors Centre	8%	11%	7%	5%	8%	7%	11%	0%	3%	14%	18%
Recreation area within the Visitors Centre	21%	20%	23%	19%	23%	20%	25%	10%	21%	34%	27%
More opening times	4%	0%	8%	3%	1%	7%	5%	6%	3%	2%	0%
Less dog fouling	3%	4%	3%	0%	6%	0%	0%	7%	3%	2%	0%
Open the cafe more	2%	3%	1%	3%	1%	2%	0%	4%	0%	2%	3%
Other	7%	7%	6%	10%	10%	6%	3%	14%	5%	7%	9%
<b>Q38</b>	<b>Have you been inside the visitors centre?</b>										
Total	613	184	268	161	274	339	202	153	99	75	83
Yes	83%	80%	87%	81%	86%	81%	77%	90%	85%	83%	85%
No	17%	20%	13%	19%	14%	19%	23%	10%	15%	17%	15%
<b>Q39</b>	<b>Have you even spoken to any member of staff from Summerhill either by phone, in reception, or on site?</b>										
Total	612	184	268	161	273	339	202	153	99	75	83
Yes	53%	45%	59%	51%	53%	53%	46%	56%	56%	53%	60%
No	47%	55%	41%	49%	47%	47%	54%	44%	44%	47%	40%

[illegible]

		Region of Hartlepool			Gender		Age of respondent				
	Total	South	Central	North	Male	Female	17 - 34	35 - 44	45 - 54	55 - 64	Total 65+
<b>Q43</b>	<b>Would any of the following activities encourage you to visit Summerhill more often?</b>										
Total	1200	361	457	382	566	634	331	238	211	165	255
A Monsters, Myths and Legends Trail	20%	23%	20%	18%	18%	22%	30%	27%	16%	19%	6%
Hot and cold drinks available at the Visitors Centre	45%	46%	44%	45%	43%	46%	50%	54%	46%	42%	30%
Different exhibitions within the Visitors Centre	39%	43%	40%	34%	38%	40%	38%	39%	47%	41%	34%
No answer	38%	34%	38%	41%	39%	37%	30%	32%	33%	40%	54%
Other	1%	1%	2%	2%	2%	1%	1%	1%	4%	1%	1%
<b>Q44</b>	<b>Have you seen any information about activities or events taking place at Summerhill in the last 12 months?</b>										
Total	1120	337	425	358	535	585	317	231	200	153	219
Yes	57%	60%	58%	53%	53%	60%	53%	61%	56%	59%	57%
No	43%	40%	42%	47%	47%	40%	47%	39%	44%	41%	43%
<b>Q45</b>	<b>If yes, can you tell us where you have seen this information?</b>										
Total	620	196	243	181	274	346	169	137	104	88	122
Leaflets - Tourist Information Centre	18%	19%	20%	16%	23%	15%	9%	17%	34%	19%	20%
Leaflets - Civic Centre	7%	7%	9%	5%	8%	7%	8%	4%	10%	8%	8%
Leaflets - Library	16%	18%	19%	8%	17%	15%	13%	12%	17%	14%	24%
Article in newspaper	51%	56%	49%	50%	57%	47%	37%	45%	54%	69%	64%
Article in Hartbeat	67%	70%	63%	71%	68%	67%	65%	73%	62%	72%	67%
Article in Primary Times	13%	10%	11%	18%	9%	15%	15%	29%	7%	5%	2%
Word of mouth	24%	27%	22%	24%	22%	25%	26%	21%	29%	25%	20%
Radio Hartlepool	7%	6%	11%	4%	6%	9%	7%	4%	12%	9%	7%
From your child's school	9%	11%	5%	13%	7%	11%	9%	16%	10%	8%	3%
Sport and Recreation Newsletter	6%	10%	2%	7%	6%	6%	8%	9%	7%	5%	1%
The Council's Facebook page	3%	2%	1%	6%	4%	2%	5%	2%	2%	3%	0%
Sunnysummerhill.com website	4%	3%	3%	7%	5%	4%	5%	7%	5%	2%	2%
Other	3%	4%	1%	4%	3%	3%	5%	2%	5%	2%	0%
<b>Q46</b>	<b>If you have not visited Summerhill in the last 6 months, what would encourage you to visit / visit more often?</b>										
Total	255	75	98	82	108	147	87	34	56	27	52
Advertise it / events more	20%	21%	21%	16%	13%	24%	30%	8%	19%	17%	12%
More events of interest	15%	13%	16%	16%	18%	13%	18%	33%	11%	9%	8%
Easier access by (public) transport	12%	9%	6%	23%	14%	11%	11%	18%	6%	14%	15%
Nothing at all	11%	5%	13%	16%	17%	7%	10%	4%	13%	13%	17%
More time	9%	9%	13%	6%	11%	9%	4%	4%	25%	9%	6%
Better weather	8%	5%	10%	9%	6%	10%	7%	8%	10%	9%	8%
Disabled access / easier to walk around / better health	7%	5%	8%	7%	8%	6%	0%	0%	4%	10%	25%
Better pathways	3%	0%	7%	0%	0%	4%	5%	5%	0%	0%	2%
Other	15%	30%	8%	9%	14%	15%	16%	19%	13%	19%	11%

## **PERFORMANCE PORTFOLIO**

Report to Portfolio Holder  
26th March 2012



**Report of:** Chief Finance Officer

**Subject:** Free School Meals take up Impacts

### **SUMMARY**

#### **1.0 PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the impact of initiatives by the council's benefits and awards section to maximize take up of free school meals within the borough.

#### **2.0 SUMMARY OF CONTENTS**

- 2.1 The report provides details of arrangements introduced to improve accessibility to free school meals, details of the numbers of new awards granted and the financial benefit to schools through Pupil Premium funding.

#### **3.0 RELEVANCE TO PORTFOLIO MEMBER**

- 3.1 Responsibility falls within the Performance Portfolio.

#### **4.0 TYPE OF DECISION**

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

#### **5.0 DECISION MAKING ROUTE**

- 5.1 The Performance Portfolio Holder only.

**6.0 DECISION(S) REQUIRED**

- 6.1 That the Portfolio Holder notes the progress being made to maximize free school meal take up and the associated financial benefit to schools.



**Report of:** Chief Finance Officer

**Subject:** Free School Meals Take up Impacts

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## **1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the impact of initiatives by the council's benefits and awards section to maximize take up of free school meals within the borough.

## **2. BACKGROUND**

- 2.1. Local authorities with education functions are responsible for the administration of free school meals (FSM), receiving and processing applications and undertaking regular checks to confirm a continuing entitlement. These responsibilities extend to communicating to schools the granting and removal of FSM awards and the compilation of statistical data as required by the Department for Education (DfE).
- 2.2. A key requirement of validly awarding FSM, is that "a request must be made for FSM", albeit there is some flexibility in that such requests can be made in writing or by online forms and e mail. The Council has progressively sought to remove as many barriers to accessing FSM support as possible and following legal clarification in the summer of 2011, claiming of FSM by way of making a request "over the telephone" was also introduced.

## **3 2011/12 FSM INITIATIVES**

- 3.1. Since April 2011, the council's Housing and Council Tax Benefits Service has administered FSM, following a transfer of responsibility from the Child and Adult Services Department. A focus of the new arrangements has been to improve the service by simplifying and streamlining the process of making a claim.
- 3.2. A local agreement has been reached with the Department for Work and Pensions (DWP) that when individuals make a claim for DWP welfare benefits with them, they will also obtain details of the school that any dependent children are attending and they will ask whether the claimant wishes to claim FSM. All this information is then passed by the DWP to the Council and the council can award housing / council tax benefit and also FSM (subject to satisfaction of qualifying criteria). The council's Housing and Council Tax Benefit claim form has also been

amended to now also capture free school meals information. This obviates the need for the public to complete a separate FSM form which in many respects would capture the same sort of information.

- 3.3. The Benefits Service is committed to maximising FSM take up and an exercise was undertaken in 2011 to cross reference details of existing FSM claimants and housing / council tax benefit records to identify those households where a potential unclaimed FSM entitlement may exist. Using the results which identified about 600 children that were not receiving FSM, a targeted personalised mail shot letter was issued to the households involved and this was followed up by telephone contact to encourage individuals to take up their entitlement.
- 3.4. Furthermore, a number of promotional sessions took place within schools over the 2011 summer term and an advertisement was placed in Hartbeat. The Council's Benefits Liaison Officer also provided promotional material and copies of standard FSM forms for use at member ward surgeries. The Council through its benefits community visiting service and face to face arrangements at the civic centre have continued to actively promote the availability of FSM.

## **4 SOCIAL AND FINANCIAL IMPLICATIONS**

- 4.1. The award of FSM is an important element of the support arrangements available to those that are financially disadvantaged, particularly so during the current economic downturn. In addition, increasing FSM take up has implications for the council's Catering DSO by providing an increased customer base, thereby assisting in the sustainability of the catering service.
- 4.2. As part of the 2010 Comprehensive Spending Review, the coalition government announced the introduction of a Pupil Premium grant. This grant is payable to those schools (excluding nursery and sixth form pupils) educating children accessing FSM, Looked After Children and a lower amount to Service children. The DfE have provided evidence that children who have been eligible for FSM at any point in their school career have consistently lower educational attainment than those who have never been eligible. The grant is provided in addition to the main funding a school receives and is to help schools tackle inequalities by being targeted at pupils from disadvantaged backgrounds to ensure they benefit from the same opportunities as pupils from less deprived backgrounds.
- 4.3. The Pupil Premium grant is currently £488 per FSM pupil (and will increase to £600 per FSM pupil in 2012/13) and is awarded to schools in a financial year dependent on the number of FSM pupils they have as at the previous January pupil number census ie. Pupil Premium awards in 2011/12 were based on numbers of FSM pupils as at January 2011. From 2012/13, the eligibility criteria for the Pupil

Premium grant has been widened to include those pupils at the January pupil count who have ever been eligible for FSM in the previous 6 years (Ever 6).

- 4.4. In 2011/12 the FSM element of the Pupil Premium resulted in schools receiving an additional £1.7m in grant. In overall school funding terms this was partly offset by the cessation of the Working Neighbourhood's Fund which resulted in a reduction in funding to schools of £0.4m. The main schools revenue funding (Dedicated Schools Grant) remained at broadly the same level in 2011/12 as 2010/11 mainly owing to increases in free Nursery entitlement. As the Dedicated Schools Grant (DSG) is pupil number driven and Hartlepool's pupil population is declining then the amount of DSG funding to be received by schools in future is expected to reduce by about £0.75m.
- 4.5. In any year as a means tested benefit some households will no longer qualify for FSM because financial circumstances may have changed, or the children may have left school, or the family may move out of the local authority area. Conversely, in a financial year there will be new households that will be entitled to FSM support and this has been the focus of council initiative to maximize FSM take up. Statistical data indicates that following take up campaigns linked to council initiatives 296 new FSM awards have been made to provide important support to families since May 2011 and which will also yield 2012/13 Pupil Premium grant resources for local schools.

## **5 RECOMMENDATION**

- 5.1. That the Portfolio Holder notes the progress being made to maximize free school meal take up and the associated financial benefit to schools

## **6. CONTACT OFFICER**

John Morton  
Assistant Chief Finance Officer  
Chief Executive's Department  
Email: [john.morton@hartlepool.gov.uk](mailto:john.morton@hartlepool.gov.uk)  
Direct line 01429 523093

## **PERFORMANCE PORTFOLIO**

**Report to Portfolio Holder  
26<sup>th</sup> March 2012**



**Report of:** Chief Customer & Workforce Services Officer

**Subject:** EMPLOYEE ATTENDANCE 2011/12 –  
3<sup>rd</sup> QUARTER

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

To update the Portfolio Holder on sickness absence management performance up to the third quarter of 2011/12, and actions taken across the Council.

#### **2. SUMMARY OF CONTENTS**

The report provides details of employee sickness absence for the third quarter of 2011/12 and actions taken across the Council.

#### **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**

Note the report.

**Report of:** Chief Customer & Workforce Services Officer

**Subject:** EMPLOYEE ATTENDANCE 2011/12 – 3<sup>rd</sup> QUARTER

## 1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on performance up to the third quarter of 2011/12 and actions taken in relation to employee absence.

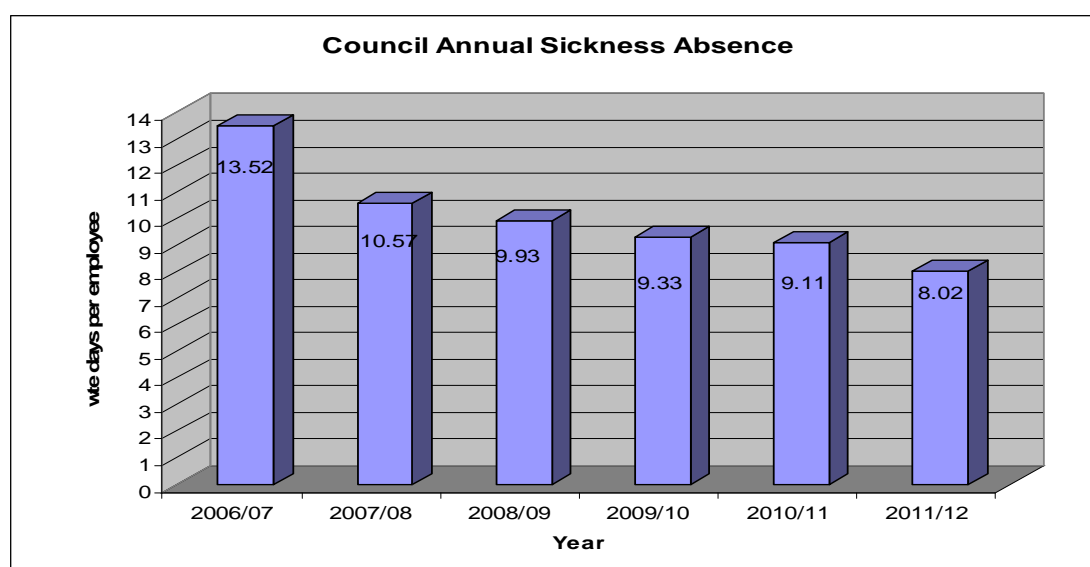
## 2. BACKGROUND

- 2.1 The extent to which employees are absent from work due to illness has a direct impact on the quality, level and cost of the provision of services. As such the Council have included this as a Local Performance Indicator (HRPI 5A) – The number of working days/shifts lost due to sickness absence in its group of Corporate Health Performance Indicators.

## 3. THE COUNCIL'S PERFORMANCE FOR THE 3<sup>rd</sup> QUARTER OF 2011/12

- 3.1 The target figure for 2011/12 for the Council is 8.80 days absence per wte employee (whole time equivalent). The end of year prediction at the end of the 3<sup>rd</sup> quarter shows we are below target at 8.02 days per wte per employee per annum as illustrated in Figure 1 below. This shows a continuous cycle of improvement since 2006. The Council continues to focus on sickness absence management to ensure the Council achieves its target of 8.80 wte average sickness per employee for the 2011/12 year.

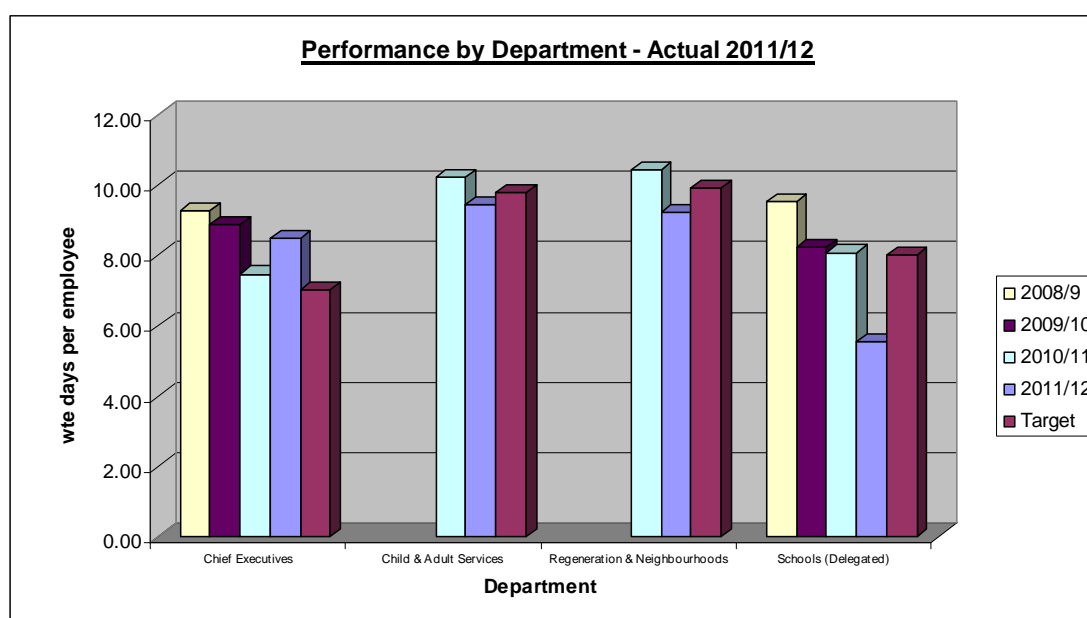
Figure 1



- 3.2 Figure 2 below illustrates the actual performance for each Department and Schools as at 31 December 2011. This can be compared to performance over the last three years for Chief Executives and Schools. The data for Child & Adult Services and Regeneration & Neighbourhoods shows just the 2010/11 data due to the recent restructuring and therefore the lack of comparable data. The final column shows the 2010/11 annual target set by each Department and Schools.

The figure identifies that there is an overall downward trend in sickness absence rates across all compared with the last three years. It shows, at this stage in the year, the Council should meet its overall sickness absence target for the year.

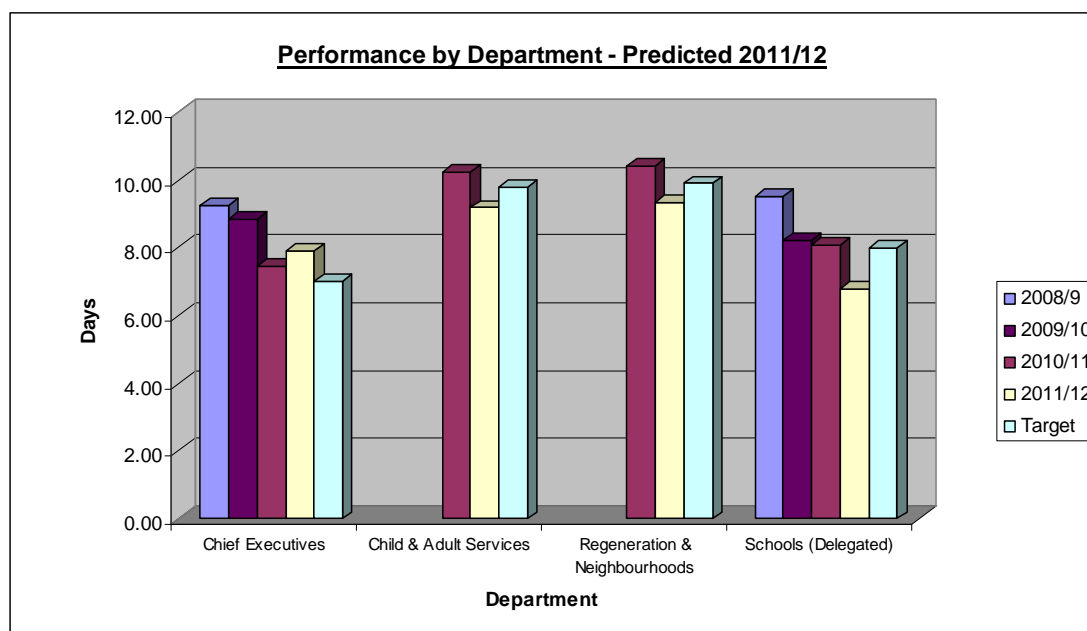
**Figure 2**



- 3.3 Figure 3 below identifies the end of year prediction figures for each Department and Schools as at 31 December 2011 and forecasts the performance as at 31 March 2012. This can be compared to the actual performance over the last three years. The final column shows the approved 2011/12 annual target for each Department, and Schools.

These figures illustrate what would be an overall improvement in sickness absence rates across the Council. Child & Adult Services, Regeneration & Neighbourhoods and Schools are on track to meet their targets. Chief Executives are currently forecasting slightly over target.

Figure 3



### 3.4 Long, Medium and Short Term Sickness Absence Analysis

The information below identifies information for the first half of the 2011/12 year and will be updated for the end of year annual report.

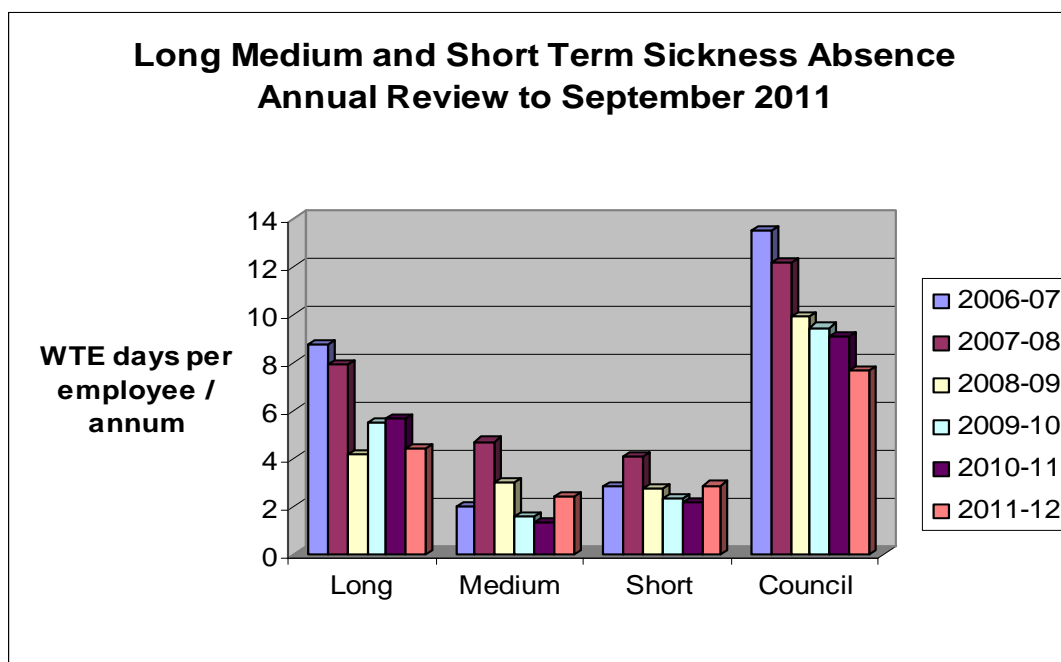
Figure 4 below shows a breakdown of long, medium or short term sickness absence in the Council for the past 5 years and up to September 2011 for the 2011/12 year. The final column shows the impact this had on the overall Council sickness absence figure.

In 2011 there is a decline in long term sickness absence which accounts for the overall downward trend in the decrease for the Council. The 2008/09 sharp decrease in long term cases can be offset by the increase in medium terms cases which shows as a slight anomaly to the overall trend caused by a fluctuation of long and medium terms cases within Schools. The long term cases increased in 2009/10 and 2010/11, likely as a result of the Council's efficiency agenda together with key resources diverted away from sickness absence management. However, at this stage in 2011/12 the long term figures show a decline which can be offset slightly by the rise in medium and short term cases.

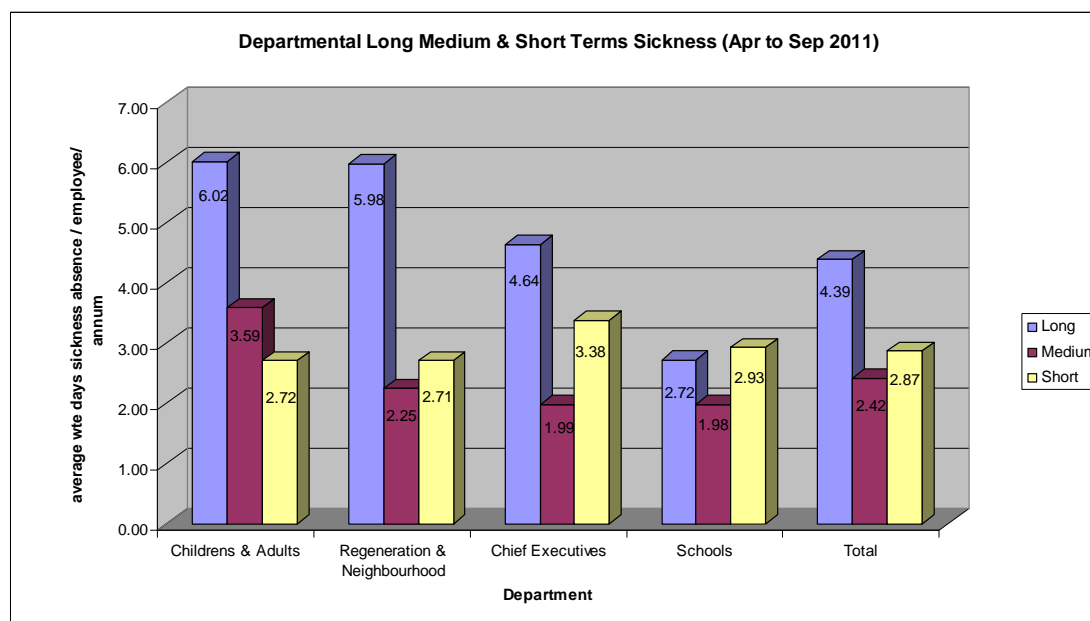
Overall this shows a year on year improvement in the management of sickness absence for the Council to date.

**Figure 4** Council Long Medium and Short Terms Sickness Annual Analysis 20011/12

Long term = 20 days plus  
 Medium term = 5 to 20 days  
 Short term = under 5 days



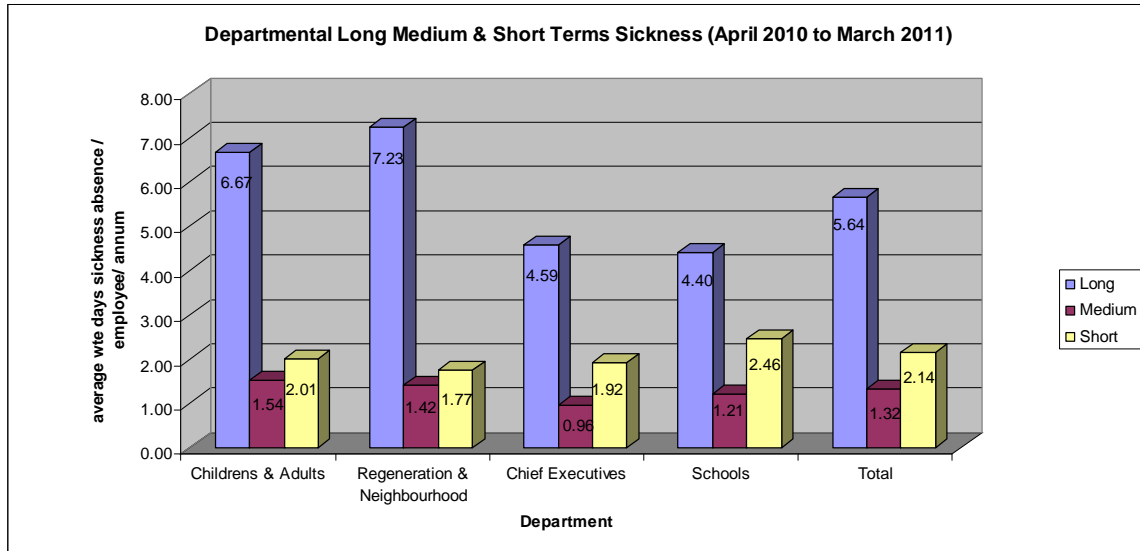
**Figure 5:** Departmental Long, Medium and Short Term Sickness 2011/12 (April to September 2011 figures)





As we can see from the information in Figure 5, long term sickness absence continues to account for the majority of the Council's sickness absence. A comparative analysis with 2010/11 figures is shown below.

Figure 6: Departmental Long, Medium and Short Term Sickness 2010/11



If we compare the two charts (Figures 5 and 6), we can see that long term cases have decreased by 1.25 wte in 2011/12 to the previous year. Short term sickness has increased in 2011/12 by 1.10 wte and medium term by 0.73 wte. The Council overall reduction in 2011/12 is mainly due to the improvement in the long term sickness rates which have the greatest impact on the Council's overall figures.

### 3.5 Corporate Actions for 2011/12

A number of actions are ongoing for 2011/12 and they are expected to help in achieving sickness targets in the future. These are set out below.

- Embedding the Council's Wellbeing Strategy to promote the health, safety and general wellbeing of the Council's employees. The Council has been very active for the healthy workforce from fast track physiotherapy, wellbeing sessions, weight management groups, non-smoking groups, health checks, and the introduction of the cycle salary sacrifice scheme
- Explore withholding or deducting an employee's annual pay spine increments for poor sickness absence records
- Update the Council's sickness absence policy and management arrangements
- Ongoing development of the Council's commitment to managing stress at work as part of a wider Mental Health strategy across the Council

- Review of statistics and monitoring information as a result of the plans for the implementation of a computerised Human Resources Information System
- Maintain the close partnership with trade unions to work together to manage sickness absence in the Council
- Continue to proactively promote and market Occupational Health Services and employee support initiatives to positively increase the options for employees who fall ill and in turn, impact on the sickness absence rates
- Continue to promote flexible working measures, including home working, may impact on the rates in the future

### 3.6 Departmental Actions for Chief Executives

- HR Business Officer will attend a CEMT meeting once a month to discuss sickness cases
- Managers to ensure sickness absence management procedure is followed for short terms sickness at the 4<sup>th</sup> occurrence trigger
- CEMT agreed to be copied into emails from HR informing managers if an employee has hit a trigger
- HR Business Partner to identify services areas and teams that require action
- HR Business Partner to attend CEMT every 8 weeks to update on sickness absence management within CEX

### 3.7 Departmental Actions for Child & Adult Services

- Continuation of Senior/HR Business Officer attending divisional management team meetings to discuss sickness cases
- Assistant Directors to reinforce to managers that sickness absence management procedures must be followed in all cases
- Assistant Directors to reinforce to managers the importance of early referral to Occupational Health services and informing HR of new cases of ill health
- Assistant Directors to attend the meeting where the employee has hit the absence trigger to confirm the high priority sickness absence management has within the Council
- Sickness is a standing agenda item on all divisional / senior management team meetings in addition to the departmental management team agenda

### 3.8 Departmental Actions for Regeneration & Neighbourhoods

- HR Business Partner attends Departmental Management Team every two weeks
- HR Business Partner attends monthly one to one meetings with Assistant Directors
- HR Representative attends monthly Senior Management Team meetings

- Toolkit supplied for the management of short-term sickness absence
- Managers supplied with sickness triggers
- Early intervention i.e. Occupational Health
- Actions relating to sickness reported back to Human Resources
- Where no action is taken by managers then this is reported back to the Assistant Director

**4. RECOMMENDATIONS**

That employee absence in the third quarter of 2011/12 and actions taken, or planned, is noted.

**5. BACKGROUND PAPERS**

None

**6. CONTACT OFFICER**

Rachel Clark,  
HR Business Partner  
Tel: 01429 284346  
Email: [rachel.clark@hartlepool.gov.uk](mailto:rachel.clark@hartlepool.gov.uk)