

NEIGHBOURHOOD SERVICES SCRUTINY FORUM AGENDA



19 September 2012

at 1.00 p.m.

in Committee Room B, Civic Centre, Hartlepool.

MEMBERS: NEIGHBOURHOOD SERVICES SCRUTINY FORUM:

Councillors Beck, Cook, Gibbon, Jackson, Loynes, Payne and Tempest.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 1 August 2012.

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM

No items.

5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE

No items

6. CONSIDERATION OF PROGRESS REPORTS/BUDGET AND POLICY FRAMEWORK DOCUMENTS

No items

7. ITEMS FOR DISCUSSION

Environment Investigation

7.1 Environment investigation – Setting the Scene

(a) Covering Report – *Scrutiny Support Officer*

(b) Presentation – *Assistant Director (Neighbourhood Services)*

Six Monthly Monitoring Report

7.2 Six Monthly Monitoring of Agreed Neighbourhood Services Scrutiny Forum's Recommendations – *Scrutiny Support Officer*

8. ISSUES IDENTIFIED FROM FORWARD PLAN

9. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

i) **Date of Next Meeting 17 October 2012, commencing at 1.00 p.m. in Committee Room B at the Civic Centre, Hartlepool.**

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

MINUTES

1 August 2012

The meeting commenced at 1.00 pm in the Civic Centre, Hartlepool.

Present:

Councillor: Sylvia Tempest (In the Chair)

Councillors: Paul Beck, Rob Cook, Steve Gibbon, Peter Jackson and Robbie Payne.

Also present: Councillor Wells, as substitute for Councillor Brenda Loynes, in accordance with Council Procedure rule 4.2
Ashleigh Bostock and Helen Lamb – Young Peoples representatives from Children's Services Scrutiny Forum.

Residents: Mr and Mrs Johnson.

Officers: Dave Stubbs, Director of Regeneration and Neighbourhoods
Denise Ogden, Assistant Director, Neighbourhood Management
Paul Robson, Integrated Transport Manager
Juliette Ward, Participation Worker
Elaine Hind, Scrutiny Support Officer
David Cosgrove, Principal Democratic Services Officer

1. Apologies for Absence

Councillor Brenda Loynes.

2. Declarations of interest by Members

Councillor Tempest declared a personal interest in minute no.4 "Portfolio Holders Response - Private Sector Housing Schemes".

3. Minutes of the meeting held on 28 March 2012

Confirmed.

4. Portfolio Holders Response - Private Sector Housing Schemes - *Joint Report of Director of Regeneration and Neighbourhood and the Portfolio Holder for Regeneration and Neighbourhoods*

The Director of Regeneration and Neighbourhoods reported that the recommendations from the Neighbourhood Services Scrutiny Forum's investigation into the Private Sector Housing Schemes, had been reported to Cabinet on 30 April 2012. The report provided feedback from the Portfolio Holder following the Cabinet's consideration of, and decisions in relation to this Forum's recommendations.

It was highlighted that Cabinet approved the recommendations in their entirety. Details of each recommendation and the proposed actions to be taken following approval by Cabinet were provided in the Action Plan attached at Appendix A to the report.

The Chair noted that housing issues had now transferred to the remit of the Regeneration and Planning Services Scrutiny Forum. The Chair did, however request an update on the Baden Street and Perth/Hurworth Street schemes. The Director indicated that in relation to the Baden Street scheme, progress was slow primarily because of landlord's reluctance to become involved in the scheme due to the level of investment needed. The Director commented that the Council may consider purchasing a small number of the properties under the Empty Homes Strategy in order to bring some of the empty properties back into use. The Director also stated that officers were prepared to use their legislative powers to require landlords to bring properties back into use should it be necessary.

Concern was expressed by Members that some landlords were requiring new tenants to sign lease agreements that made the tenant liable for maintenance. The Director commented that while such agreements were not illegal, they were against the generally accepted norm of the landlord being responsible for property repairs. The Director indicated that he would investigate specific cases brought to his attention by members. It was suggested that alongside the tenant referral scheme, a 'good landlord' scheme was potentially also needed.

The Director reported that in relation to the Perth/Hurworth Streets area, a report was to be submitted to council requesting approval of additional expenditure in relation to the scheme. Investigations undertaken by the preferred developer had revealed waste material that needed to be removed before development could take place. Members were concerned that this should have been known in advance, particularly in light of the past uses of the area but the Director stated that the problem only related to a small area and it was difficult to undertake a full survey of the whole area in advance when people were still living in the houses. New regulations also required a greater level of waste removal than had previously been the case.

The forum briefly discussed the redevelopment scheme at Perth/Hurworth

Streets. The Director of Regeneration and Neighbourhoods considered that the scheme was the best that could be obtained for the area as the land was essentially valueless at this time. The council had been required to allocate additional funds to the scheme but the developer's margins on the scheme were very low and, if the additional investment wasn't made, it was unlikely the scheme would proceed.

Recommended

That the report and the associated action plan be noted.

5. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

No items.

6. Consideration of progress reports/budget and policy framework documents

No items.

7. The Role of the Neighbourhood Services Scrutiny Forum (*Scrutiny Support Officer*)

The Scrutiny Support Officer reported on the role and functions of the Neighbourhood Services Scrutiny Forum. The report outlined the role and function of the Scrutiny Coordinating Committee, the main functions of the five standing scrutiny forums of which Neighbourhood Services was one and the specific remit of this forum. The report also detailed the proposed dates of meetings in the 2012/13 Municipal Year.

Recommended

That the report be noted.

8. Neighbourhood Services Scrutiny Forum – Work Programme for 2012/13 (*Scrutiny Support Officer*)

The Scrutiny Support Officer reported that at the meeting of Scrutiny Coordinating Committee on 15 June 2012 (to which all Members of the Neighbourhood Scrutiny Forum were invited), Members were asked to consider potential topics for inclusion in the Neighbourhood Services Scrutiny Forum's work programme for the 2012/13 Municipal Year.

The Scrutiny Coordinating Committee delegated responsibility to the Chairs of the Scrutiny Forums to finalise Work Programmes for their respective Forums, identifying specific elements of the Joint Strategic Needs Assessment (JSNA) and budget / collaboration programme. The Chair of the Neighbourhood Services Scrutiny Forum agreed that the Forum would focus on the following items for the 2012/13 Municipal Year:-

JSNA Work Programme Item: - (i) Environment

Budget and Policy Framework Items: -

- (i) Corporate and Departmental Plans 2013/14
- (ii) Budget Consultation

Budget / Collaboration Item for 2013/14

- (i) Neighbourhood Management (including Community Safety and Street cleansing) – Review of structure and working arrangements (to be considered as part of the Forum investigation into Environment (JSNA topic)).
- (ii) Facilities Management – Revision of working arrangements and income generation (only to be considered should timescales and capacity allow).

Members were concerned that the second budget item, Facilities Management, could go un-scrutinised if time did not allow later in the municipal year. Officers stated that the timetable could slip on this issue with the scrutiny being concluded in the following municipal year as the issues to be considered related to the 2014/15 financial year so there was sufficient time available. The Assistant Director, Neighbourhood Management, clarified that the scrutiny investigation would include all elements of facilities management from community safety to street cleaning. The Assistant Director did caution members that the consideration of budget items would focus on the service and its delivery and avoid the identification of individual posts. The Chair commented that within the investigation she wished to see a focus on environmental enforcement.

The Director of Regeneration and Neighbourhoods commented that the authority faced some very severe budget reductions over the coming two years and the level of those cuts could yet increase dependent on the governments' spending review.

Recommended

That the work programme, as set out above, be noted.

9. Young People's Access to Transport and Low Cost Travel *(Scrutiny Support Officer)*

The Scrutiny Support Officer reported that at its meeting on 18 January 2012, during consideration of the initial consultation proposals for the Medium Term Financial Strategy (MTFS) 2012/13 to 2014/15, Scrutiny Coordinating Committee referred the consideration of the provision of low cost travel to young people through a concessionary fare scheme, to the Neighbourhood Services Scrutiny Forum to consider as part of its budget consultation process.

It was suggested by Scrutiny Coordinating Committee that, as part of the Council's commitment to eradicating child poverty, those on free school meals

should receive full support, with sliding levels of support to others, dependant on the level of household income. Scrutiny Coordinating Committee suggested that negotiations be undertaken with Stagecoach regarding the potential for such a scheme, and with schools regarding the potential use of a portion of the funding allocated for pupils in receipt of free school meals.

The Forum considered the potential for such a scheme at the meeting on 18 January 2012 following the presentation of information by the Assistant Director (Transport and Engineering) and the Integrated Transport Unit Manager. The findings of the forum were then reported back to the Scrutiny Coordinating Committee on 27 January 2012.

When considering the response of the Neighbourhood Services Scrutiny Forum to the referral, Scrutiny Co-ordinating Committee was of the view that there continued to be real potential for the development of low cost travel arrangements for young people. On this basis, the Committee agreed that the issue should be referred back to the Neighbourhood Services Scrutiny Forum, to enable the continuation of its work, with the aim of:-

- (i) Exploring potential ways of providing 'low cost' travel arrangements for young people in Hartlepool (within existing resources);
- (ii) Exploring how internal transport services could be made more effective / developed to contribute to the provision of these services.
- (iii) Presenting a report back to the Scrutiny Co-ordinating Committee in six months time.

The young people's representatives from Children's Services Scrutiny Forum had undertaken an investigation into 'Young People's Access to Transport' in the previous municipal year and one of their resulting recommendations was that their report be presented to this Forum. Consequently, Ashleigh Bostock and Helen Lamb, Young Peoples representatives from Children's Services Scrutiny Forum, were present at the meeting.

Ashleigh Bostock and Helen Lamb presented the scope, conclusions and recommendations from their report to the Forum. A copy of the full report was also submitted for members' information.

The Chair and Members thanked the two young people for their presentation and commented that it made some interesting and concerning observations. Young people's reticence to use taxis not only because of cost but personal safety issues concerned members.

Members generally sympathised with the problems being experienced by young people and commented that many of these issues could be raised by older people, particularly the lack of bus services in the evening. It was indicated that the young people were due to meet with representatives of Stagecoach to pursue the potential of supported services. Members considered that the potential of utilising community transport provision should also be included. There was concern raised at the potential insurance issues for such groups in the utilisation of their transport. Members also considered

that the comments in relation to taxis should be raised with the Transport Champions Group.

Recommended

That the report be noted and that the young peoples representatives be thanked for their very helpful presentation to the Forum.

10. Young People's Access to Transport and Low Cost Travel *(Director of Regeneration and Neighbourhoods)*

The Director of Regeneration and Neighbourhoods gave a presentation to the Forum updating members on the Yellow Bus Strategy, the consideration of the development of a travel club, feedback from a recent user survey, strategies that were being developed by the Integrated Transport Unit (ITU), funding issues, and the discussions with school and other service providers. In response to the young peoples transport survey, the Director commented that further discussions with the School Heads Forum would be undertaken to expand on the survey outcome. The Department for Education was currently reviewing statutory duties and there was the potential for an integrated review of education and public transport policy which could give young people a bus pass similar to that held by pensioners. Within the council, further evaluation of the yellow bus strategy was being undertaken to explore any further opportunities for their use.

Members did consider that the bus operators within the town should be invited to input into the investigation. The Director commented that the bus operators would only initiate new services if there was a definable demand and the service would be profitable. Members expressed their concern that the level of profitability often sought by the operators had led to many marginal services being withdrawn. Members suggested that the Member of Parliament for the town should be asked to add his support and it would be worthwhile having the young people's representatives giving their findings to him. In response to a member question, it was indicated that the appropriate groups within the authority included young people's representatives.

The Neighbourhood Services Scrutiny Forum concluded that:-

- (i) Work should be undertaken through the transport champions group to address the issue of young people feeling unsafe in taxis;
- (ii) The Transport Working Group considers all transport issues during its investigation in to the JSNA item of transport, including the impact of the loss of bus services on young people and that the groups also explores the feasibility of putting a limited, targeted service on for young people.

The Chair indicated that the comments of the forum would be reported back to the Scrutiny Coordinating Committee and also fed into the Transport Working Group.

Recommended

That the comments of the Forum be referred back to the Scrutiny Coordinating Committee with a recommendation that the issue be pursued further by the Transport Working Group.

11. Environment Investigation – Scoping Report (*Scrutiny Support Officer*)

The Scrutiny Support Officer referred to the previous report in relation to the Forum's work programme and outlined the overall aim and proposed terms of reference for the investigation into the Environment topic within the Joint Strategic Needs Assessment incorporating the Marmot principle to 'create and develop healthy and sustainable places and communities'.

In relation to the potential areas of enquiry and sources of evidence, the Chair commented that she wished to include evidence from the Environment Agency and Northumbrian Water. The proposed timetable for the investigation was agreed.

Recommended

That the aim, terms of reference, areas of enquiry and sources of evidence and the timetable for the review as set out in the report be agreed.

12. The Executive's Forward Plan (*Scrutiny Support Officer*)

The Scrutiny Support Officer submitted details of the key decisions set out within the most recent Executive Forward Plan (August to November 2012) that related to the Neighbourhood Services Scrutiny Forum.

Recommended

That the report be noted.

13. Any Other Items which the Chairman Considers are Urgent

No items.

The meeting concluded at 2.25 p.m.

CHAIR

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

19 September 2012



Report of: Scrutiny Support Officer

Subject: SCRUTINY INVESTIGATION IN THE JSNA TOPIC
OF 'ENVIRONMENT' – SETTING THE SCENE
PRESENTATION - COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members that officers of the Regeneration and Neighbourhoods Department have been invited to attend this meeting to provide information in relation to the investigation into the JSNA topic of 'Environment'.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 1 August 2012, Members agreed the Scope and Terms of Reference for their forthcoming investigation into the JSNA topic of Employment.
- 2.2 Subsequently, officers from the Regeneration and Neighbourhoods Department have agreed to attend this meeting to outline the following in relation to the JSNA topic of Environment:-
- (i) What the key issues are;
 - (ii) What the level of need is; and
 - (iii) Who is at risk and why.
- 2.3 During this evidence gathering session, Members should be mindful of the Marmot principle to 'Create and Develop Healthy and Sustainable Places and Communities'.

3. RECOMMENDATION

- 3.1 It is recommended that the Members of the Neighbourhood Services Scrutiny Forum consider the evidence from officers of the Regeneration and Neighbourhoods Department in attendance at this meeting and seek clarification on any relevant issues where required.

Contact Officer:- Elaine Hind – Scrutiny Support Officer
Chief Executive's Department – Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523647
e-mail: elaine.hind@hartlepool.gov.uk

BACKGROUND PAPERS

The following background papers were used in the preparation of this report:-

- (i) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into Environment – Scoping Report' Presented to the Neighbourhood Services Scrutiny Forum on 1 August 2012.
- (ii) Minutes of the Neighbourhood Services Scrutiny Forum held on 1 August 2012.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

19 September 2012



Report of: Scrutiny Support Officer

Subject: SIX MONTHLY MONITORING OF AGREED
NEIGHBOURHOOD SERVICES SCRUTINY
FORUM'S RECOMMENDATIONS

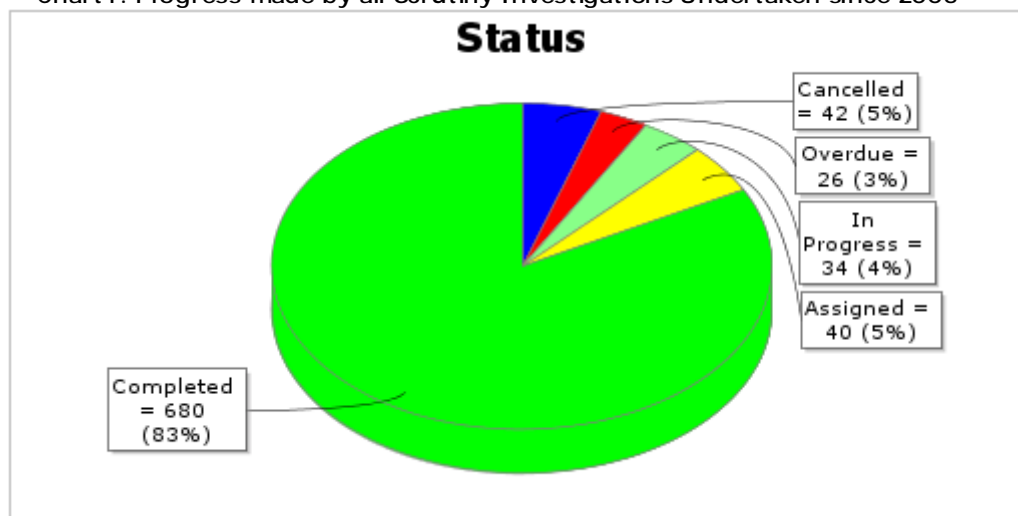
1. PURPOSE OF REPORT

- 1.1 To provide Members with the six monthly progress made on the delivery of the agreed scrutiny recommendations of this Forum.

2. BACKGROUND INFORMATION

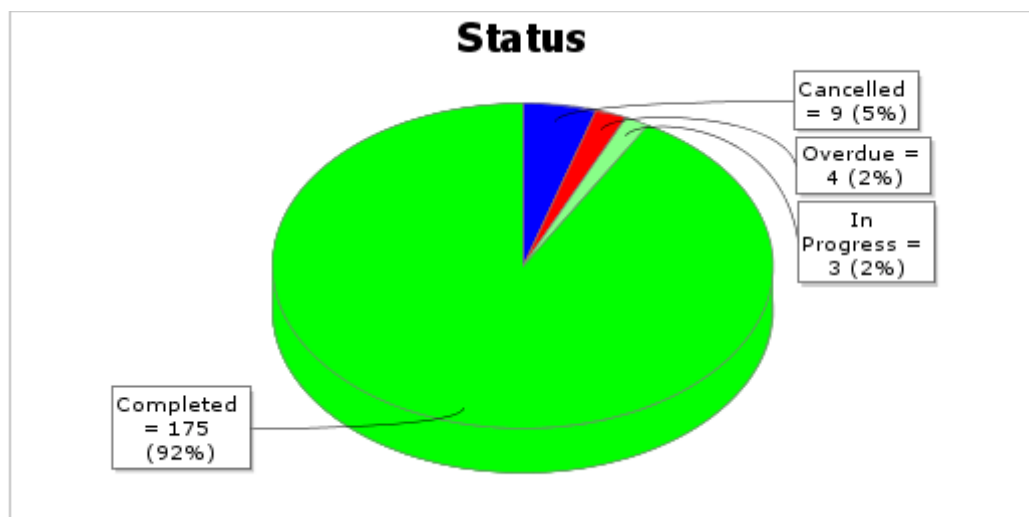
- 2.1 In accordance with the agreed procedure, this report provides for Members information details of progress made against each of the investigations undertaken by the Forum. **Chart1** below is the overall progress made by all scrutiny forums since 2005 and **Chart2** (overleaf) provides a detailed explanation of progress made against each scrutiny recommendation agreed by this Forum since the last six monthly monitoring report presented February 2012.

Chart1: Progress made by all Scrutiny Investigations Undertaken since 2005



Neighbourhood Services Scrutiny Forum - All

Generated on: 06 September 2012



Year 2005/06


Investigation Hartlepool's Local Bus Service Provision

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/2a/ii That work be undertaken by the Authority to improve the infrastructure of the bus network in Hartlepool.	SCR-NS/2a/ii Continue to review issues relating to timetable information. Improve clarity and presentation of at stop timetable information. Provide Real Time information at selected stops and through the internet, WAP and SMS.	Peter Frost	01-Dec-2011	01-Dec-2011	26-Jul-2012 Timetable updates continuing, as part of rolling programme. A Tees Valley Real Time Strategic Group has been set up to lead on this issue including representatives from the Local Authorities and Bus companies to progress real time information at	Overdue	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					selected stops. It is anticipated that a new system should be ready for April 2013.		
					20-Apr-2012 The new style timetable displays are being introduced across the Tees Valley, however this is a rolling programme and will take some time to complete the whole area. A Tees Valley Real Time Strategic Group has been set up to ensure progress continues to be made in this area. It is anticipated that the new system should be ready for April 2013. Tees Valley Better Bus Area Fund Bid to government was unfortunately unsuccessful.		

Year 2009/10

Investigation Car Parking on Estates

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/9b That the Council explores ways of publicising the reporting arrangements and points of contact for parking problems;	SCR-NS/9b Publicity to be improved via website, Council A-Z services , and Hartlepool Connect scripted service provision.	Philip Hepburn	01-Mar-2011	30-Sep-2011	20-Apr-2012 Some of this work has been completed. The Contact Centre scripts have been rewritten, however further changes to legislation, particularly in relation to blue badge assessments will require further amendments. Work in this area and the appeals procedure is still to be progressed.	 Overdue	
					17-Feb-2012 Some of this work has been completed. The contact centre scripts have been rewritten and the changes to some of the services such as blue badge applications and operational production of resident permits have been changed to		

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					reflect the Contact Centres involvement. Work on the appeals procedure is however still being progressed		

Year 2010/11

Investigation 20's Plenty - Traffic Calming Measures

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/12e That the Council circulate an accident map and ward based accident information to all Councillors as a means of communicating this information to residents.	SCR-NS/12e	Peter Frost	30-Apr-2011	30-Apr-2011	<p>26-Jul-2012 New accident statistics system is now in operation, and ward boundaries are due to be installed. Anticipate that updates will be being able to be provided by end of 2nd Quarter.</p> <p>20-Apr-2012 The new system is still on track for summer 2012, and the new ward boundaries will be inputted to enable updates to take place.</p>	<div> <div></div> <div>Overdue</div> </div>	

Year 2010/11

Investigation Foreshore Management

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/14j/i That a permanent solution is explored to close the Brus Tunnel to vehicles, utilising funds obtained in relation to the vandalised camera on the site	SCR-NS/14j/i Agencies will be involved in providing a permanent solution.	Chris Scaife	31-Oct-2011	31-Oct-2011	16-Jul-2012 Please refer to the previous note as the site is still in the process of being demolished and landscaped back to natural materials. This demolition and landscaping will continue throughout the rest of the year. no further progress can be taken until this has been completed; then the scheme to look at pedestrianising	<div> <div></div> <div>Overdue</div> </div>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					the Brus Tunnel can be looked at . 16-Apr-2012 As mentioned in the previous notes; the Steetley site is in the process of being demolished. Once this has been finished then it would be a more appropriate time to revisit the consideration regarding the Brus Tunnel.		

Year 2011/12

Investigation Private Sector Housing Schemes

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
SCR-NS/15d That Hartlepool Borough Council explore methods to introduce and fund a Healthy Homes Scheme in conjunction with NHS Hartlepool	SCR-NS/15d	A pilot project has been developed between the Council and the NHS focussing on 3 elements, PV installation related to addressing fuel poverty Identifying people with chronic illnesses linked to poor housing and raising standards to reduce overall cost burden Project aimed at homelessness	Karen Kelly; Damien Wilson	31-Mar-2013	31-Mar-2013	27-Jun-2012 An Action Plan for the 3 aspects of the project has been developed and agreed.	<div><div></div></div> 20% In Progress	
SCR-NS/15e That communication with the public is improved to highlight the regeneration benefits that result from the provision of loans and grants to private landlords to renovate properties in specific areas of the town	SCR-NS/15e	Communications and publicity will be made available to promote existing schemes alongside the launch of new schemes to bring empty homes back into use.	Amy Waller	31-Dec-2012	31-Dec-2012	12-Jul-2012 Work is underway with Housing Hartlepool to publicise properties being let through the empty homes schemes. The Empty Homes Officer is working to contact owners of empty properties to highlight the incentive schemes available to bring properties back into use.	<div><div></div></div> 20% In Progress	
SCR-NS/15j That	SCR-	To be picked up by the	Lynda Igoe;	31-Dec-	31-Dec-	16-Jul-2012 16.07.12	<div><div></div></div> 10% In	

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress	
Hartlepool Borough Council works with the Probation Service to explore the use of Probation Service risk assessments and information regarding support packages in place for ex-offenders, as part of the Good Tenant Scheme assessment	NS/15j	Housing Advice team alongside the Probation Service	Nicholas Stone	2012	2012	<p>A meeting has been arranged on 26.07.12 with Julie Gallant from Holme House Prison to discuss how individuals due to be released from prison can apply to the Good Tenant Scheme for membership before their release allowing them and their Probation Officers time to find housing.</p> <p>A meeting has been arranged on 27.07.12 with Gemma Sparrow from the Criminal Justice Interventions Team (CJIT) to discuss the feasibility of the Good Tenant Scheme and the Probation Service sharing information about applicants to the scheme who are also working with Probation - in particular details of any support / intervention they are receiving from the Probation Service that may be relevant to their ability to sustain a successful tenancy.</p>	Progress	



Year 2010/11**Investigation 20's Plenty - Traffic Calming Measures**


Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/12a/v That the Council implements 20mph speed limits on all appropriate residential streets in Hartlepool, and in doing so: - (v) continues to deliver school safety schemes	SCR-NS/12a/v	School safety schemes to continue as part of Local Transport Plan.	Peter Frost; Peter Nixon	31-Mar-2012	31-Mar-2012	<p>16-Jul-2012 11/12 programme complete. A rolling programme of schemes continues to be developed for implementation. Schemes have been identified for 12/13 at Eldon Grove and West View Primary Schools.</p> <p>20-Apr-2012 School safety schemes</p>	Completed	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					continue to be developed as part of a rolling programme, that will eventually see all schools covered. 20's Plenty will not now go ahead.		

Year 2010/11

Investigation Foreshore Management




Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/14f That, in marketing areas of interest to tourists along the foreshore, in addition to traditional attractions, increased emphasis should be placed upon the promotion of Hartlepool's natural assets	SCR-NS/14f To work with key internal (Parks & Countryside Teams, Cultural Services) and external partners to provide and deliver on information collection to support marketing activity to promote Hartlepool's natural assets.	Jo Cole	31-May-2011	31-Mar-2012	18-Apr-2012 Support in promoting all countryside events and facilities via destinationhartlepool and the social media and electronic direct mail (EDM) campaigns to support this. Work has also commenced on looking at tourism information points across the town and in specific areas enhancing the information on the natural assets (birdwatching in Headland). 12-Jan-2012 Support in delivering Xmas Campaign through promotion of all countryside based events. Looking at the development of interpretation in key sites. Additional information within the What's happening guide including highlighting walks, nature reserves, parks and key events and directing to web based information.	 Completed	
SCR-NS/14g That the promotion of tourist attractions / events in Hartlepool should continue to be undertaken through traditional means, in addition to web based	SCR-NS/14g Hartlepool's assets will continue to be promoted within the key piece of tourism print, the Hartlepool Mini Guide.	Jo Cole	30-Jun-2011	31-Mar-2012	18-Apr-2012 The What's Happening guide has been distributed both locally and within a 1-2 hour drive time. Work has also commenced on carrying the brand through to tourism information points currently around the town and investigating other locations where information	 Completed	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
approaches, in order to reach as wide an audience as possible.					on Hartlepool's visitor assets could be placed. 12-Jan-2012 What's Happening Hartlepool Guide went to print in January with 45k copies printed and circulated to a 1-2 hour drive time. The guide provided additional content on walking, parks, nature reserves and countryside events and signposted readers to additional web-based information.		
SCR-NS/14h That the Council provides guidance and support to local business and groups to access funding to improve the appearance of the foreshore.	SCR-NS/14h/2 Provide advice and guidance to tourism related businesses through the two key networks – Hotels Group and Passport Group	Jo Cole	31-May-2011	31-Mar-2012	18-Apr-2012 3 network events have taken place between January and March. This has involved discussions including Xmas campaigns, What's Happening, event, joint working opportunities, Food Hygiene Awards and web and promotional developments. 12-Jan-2012 3 network group events have taken place between October and December. The businesses have been involved in discussions including general business activity, What's Happening Hartlepool developments and opportunities, hotel developments, research.	 Completed	



Year 2011/12



Investigation Private Sector Housing Schemes

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-NS/15a That the ring-fencing of selective licensing income should continue, to secure the	SCR-NS/15a The selective licensing budget was always going to be ringfenced and this will remain the case following the	Nigel Johnson	30-Apr-2012	30-Apr-2012	09-Jul-2012 Selective Licensing budget has been maintained to support the delivery of the service and wider housing services	 Completed	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
provision of the scheme in the future	Scrutiny Inquiry.				functions over the period 2012/14		
SCR-NS/15b That representations are made to the Hartlepool MP to lobby for legislation relating to the theft of metal to be strengthened and fines increased	SCR-NS/15b This has been done through Neighbourhood Services Department working in partnership with Hartlepool Police. Proposed legislation changes are impending.	Denise Ogden	30-Apr-2012	30-Apr-2012	31-Jul-2012 This has been actioned and is 100% complete. A letter to MP lobbying for legislation changes to be made was. A written statement to the House of Commons by the Home Secretary this morning (attached) confirmed that new Legal Aid, Sentencing and Punishment of Offenders Bill to be enacted in April 2012 will: Make it a criminal offence to use cash to purchase scrap metal; Significantly increase penalties under the Scrap Metal Dealers Act 1964. There are evident 'enforcement strategy' implications and tactical considerations to fall out of this and there is the possibility the existing BMRA ID Pilot could be altered or affected by the above announcement.	 100% Completed	
SCR-NS/15c That the Housing Services Team undertake awareness raising activities with Hartlepool Borough Council Staff, Elected Members and service users to ensure that the impact of changes to housing benefit legislation are communicated	SCR-NS/15c A workshop is being arranged for members in May 2012 and the matter will be raised through the appropriate channels to keep staff informed of the changes and potential impacts for residents.	Damien Wilson	31-May-2012	31-May-2012	31-Jul-2012 Article has been included in Hartbeat and will also feature in the September edition. Members seminar held on 22nd June 2012 - Lead by Finance. There will be ongoing awareness raising.	 100% Completed	
SCR-NS/15f That additional ways to enable landlords to leave feedback for the Good Tenant Scheme, including online	SCR-NS/15f Has been raised through the Selective Licensing Steering Group and a template developed to ensure better sharing of information on tenants.	Lynda Igoe; Nicholas Stone; Damien Wilson	30-Apr-2012	30-Apr-2012	16-Jul-2012 16.07.12 A standard HBC Landlord Reference Form was developed and introduced during 2011. This reference form is used by landlords to provide references to both Hartlepool Good	 100% Completed	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
methods be explored					<p>Tenant Scheme and Hartlepool Selective Licencing Team Scheme.</p> <p>Copies of this form are available for download from the Good Tenant Scheme webpages on the Council website. In addition all landlords who have used the Good Tenant Scheme and/or received a licence under Selective Licensing have been written to and provided with a copy of this landlord reference form (where they have an e-mail address) or have been directed in the letter to the Council website to download a copy of the landlord reference form.</p> <p>The Good Tenant Scheme already has its own generic e-mail address and secure generic e-mail address (tenant.ref@hartlepool.gov.uk and tenant.ref@hartlepool.gcsx.gov.uk) which allow landlords to provide information to the scheme electronically by e-mail.</p> <p>The majority of landlord references taken by the Good Tenant Scheme are taken over the phone. Where this is not possible landlords are encouraged to return the HBC Standard Landlord Reference Form by e-mail. (the bottom of the landlord reference form has instructions regarding returning the form electronically)</p> <p>In addition the HBC Standard Landlord Reference Form is also due to be created on the Council's website as an electronic 'Report It'</p>		

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					<p>form allowing landlords to provide a reference electronically directly through the website.</p> <p>Finally 2 Survey Monkey online survey's are currently being produced. 1 for tenants and 1 for landlords - each involving an online questionnaire asking for views about the Good Tenant Scheme.</p> <p>13-Jul-2012 Tenancy reference proforma has been developed and sent to all Licensed private landlords, will also be made available to all other landlords via website and discussions to take place with HB to enquire if they can also forward to landlord when notified of end of benefit claim.</p>		
SCR-NS/15g That the link between poor housing and poor health is recognised in the Joint Strategic Needs Assessment	SCR-NS/15g This will be picked up in the JSNA	Nigel Johnson	30-Apr-2012	30-Apr-2012	09-Jul-2012 Housings part in the JSNA has been completed and input into the system	 Completed	
SCR-NS/15h That the feasibility of including details of the Good Tenant Scheme within housing benefit application packs is assessed	SCR-NS/15h This will be picked up through the Housing Advice Team and the Council's Benefits team.	Lynda Igoe; Nicholas Stone	31-May-2012	31-May-2012	16-Jul-2012 16.07.12 Discussions were held in May 2012 between the Good Tenant Scheme and the Awards and Benefits Security Manager. As a result it has been discovered that the Benefits Section no longer uses paper benefit application packs as benefits applications are now primarily received electronically from the Department of Work and Pensions. As such information regarding the Good Tenant Scheme and hyperlinks to the Good Tenant Scheme webpages on the council website have been placed on the	 Completed	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					Benefits Section webpages to inform persons applying for benefit of the Good Tenant Scheme.		
SCR-NS/15i That publicity is undertaken to inform private rented tenants of their rights in relation to the condition of their homes and the powers the authority has to ensure landlords maintain properties to a decent standard	SCR-NS/15i This will be picked up through the Housing Advice Team and the Council's Benefits team.	Lynda Igoe; Damien Wilson	31-Jul-2012	31-Jul-2012	13-Jul-2012 Advice leaflets available and will be updated on website, discussions to take place with HB to check if they can include in benefit application pack, also all applicants to the Good Tenant Scheme to be given copy. All resident associations and community groups to be contacted and leaflets made available to them.	 Completed	
SCR-NS/15k That an invitation is extended to the Probation Service to attend the Landlord Steering Group to further develop the relationship and information sharing practices between the Probation Service, landlords and the Council	SCR-NS/15k Agreed, an invitation will be extended to the Probation Service to attend the Landlord Steering Group.	Lynda Igoe	31-Jul-2012	31-Jul-2012	08-Aug-2012 The Selective Licensing Steering Group meet on a quarterly basis and an invitation has been extended to the Probation service to attend the next meeting scheduled for 4th September 2012.	 Completed	

3. RECOMMENDATIONS

- 3.1 That Members note progress against the Neighbourhood Services Scrutiny Forum's agreed recommendations, since the 2005/06 Municipal Year, and explore further where appropriate.

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BACKGROUND PAPERS

No background papers were used in the preparation of this report.