

# **FINANCE AND CORPORATE SERVICES PORTFOLIO DECISION SCHEDULE**



**21<sup>st</sup> November 2012**

**at 4.00 pm**

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

Councillor Paul Thompson, Cabinet Member responsible for Finance and Corporate Services will consider the following items.

**1. KEY DECISIONS**

No items

**2. OTHER ITEMS REQUIRING DECISION**

- 2.1 Office of Surveillance Commissioners Inspection Report – *Chief Solicitor*
- 2.2 Single Status Agreement Appeals – *Organisational Development Manager*
- 2.3 Land at Belle Vue Way – *Assistant Director (Resources)*

**3. ITEMS FOR INFORMATION**

- 3.1 38<sup>th</sup> Phase of Viewpoint – Citizen's Panel Results – *Assistant Chief Executive*

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

No items

**5. LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006**

## **EXEMPT ITEMS**

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006

6. **EXEMPT KEY DECISIONS**

No items

7. **OTHER EXEMPT ITEMS REQUIRING DECISION**

7.1 Sale of 174 West View Road (para 3) – *Assistant Director (Resources)*

7.2 Potential lease of land at Gladysworthy Close and Kipling Road  
(para 3) – *Assistant Director (Resources)*



# FINANCE AND CORPORATE SERVICES PORTFOLIO

Report to Portfolio Holder  
21st November 2012



**Report of:** Chief Solicitor

**Subject:** OFFICE OF SURVEILLANCE COMMISSIONERS  
INSPECTION REPORT

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## 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise the Portfolio Holder as to the outcome of an inspection undertaken through the Office of Surveillance Commissioners (OSC) on 9th July, 2012, in respect of the management of covert surveillance activities. The report issued through the OSC and confirmed by the Chief Surveillance Commissioner is appended herewith (**Appendix 1**). This attachment contains a number of recommendations and accompanying actions undertaken by the Council, which the Portfolio Holder is asked to note and endorse.

## 2. BACKGROUND

- 2.1 This is the fifth inspection through the Office of Surveillance Commissioners of the management of covert activities by the Borough Council, with previous inspections and subsequent reports being issued in January, 2003, May, 2005, May, 2007 and October, 2009. It will be noted, from this present report that the two recommendations made by the Surveillance Inspector during his visit on 6th October, 2009, have been fully discharged by the Council (para 16 report refers). In common with previous reports, it is stated that the Council is not a prolific user of the powers within the Regulation of Investigatory Powers Act, 2000. Amendments to this legislation are also more fully documented further in this report. The present inspection through His Honour Norman Jones QC, Assistant Commissioner, indicates *“the Council now makes minimal use of RIPA”*. Indeed, there were only three authorisations that had been issued since the previous inspection. The legislation provides a statutory procedure for public authorities in connection with certain of their functions to employ covert surveillance techniques in the collection of evidence. This can be either through the use of “Directed Surveillance” or through the use of a “Covert Human Intelligence Source” (CHIS). Although, the Council took a policy decision some time ago, that it

would not engage in the use of CHIS, the Council's applicable procedure document requires the Council to cover all material aspects of covert surveillance and its overall management. This document has accordingly been revised in the light of this most recent inspection and addresses changes through the Covert Surveillance Code of Practice, further statutory amendments and a copy of this particular document is also appended herewith (**Appendix 2**).

- 2.2 Unlike other statutory agencies, a local authority can only rely upon one defining ground for the authorisation of covert surveillance, namely for the purposes of “*preventing or detecting crime or preventing disorder*”. This position changes significantly through the Regulation of Investigatory Powers (Directed Surveillance and Covert Human Intelligence Sources) Amendment Order, 2012, which entails that from 1st November, 2012, local authorities will be faced with restrictions upon the grounds for which they can authorise such surveillance. The 2012 Order will provide that local authorities may not authorise directed surveillance unless it is for the purpose of preventing or detecting conduct which constitutes one or more criminal offences or, which corresponds to such conduct and would constitute one or more criminal offences as prescribed. This will entail, that an authorisation will relate to an offence which is punishable whether on summary conviction or indictment by a maximum term of at least six months of imprisonment or certain specified offences, for example, sale of alcohol to children, allowing sale of alcohol to children or persistently selling to children under the provisions of the Licensing Act, 2003 and the sale of tobacco to children as prohibited under the Children and Young Persons Act, 1933.
- 2.3 An authorisation for “directed surveillance” last for three months, unless cancelled before that time. Further, a review should take place during the concurrency of such an authorisation. For the purposes of a CHIS, an authorisation generally lasts for a period of twelve months (unless cancelled before then) with again, appropriate review mechanisms being in place.
- 2.4 The Protection of Freedoms Act, 2012, provides for ‘judicial approval’ for directed surveillance and for the use of covert human intelligence sources, whereby an authorisation will need to be approved through a Magistrate if there are reasonable grounds for an authorisation and that the same is necessary and also proportionate. The Act is silent as to any appeal against the Magistrate’s refusal to grant an authorisation, but it is presumed that an aggrieved authority could pursue proceedings for judicial review, if the same was desirable, to challenge such a refusal.

### 3. REPORT RECOMMENDATIONS

- 3.1 The report contains seven recommendations as follows;

1. Establish a central record of authorisations in spreadsheet format
2. Reorganise RIPA management
3. Raise RIPA awareness within the Council

4. Reduce the number of authorising Officers and ensure all are suitably trained
5. Establish a corporate RIPA training programme and ensure the issues highlighted in this report are addressed
6. Amend the Corporate Policy and Procedure document
7. Ensure that Elected Members are kept informed of RIPA usage

3.2 The central record of authorisation which under the Home Office Code of Practice is required to be maintained for a period of at least three years from the ending of an authorisation has previously been maintained in “hard copy” format, but an electronic spreadsheet is now being used. In conjunction with the reorganisation of “RIPA management” within the Council, the Chief Solicitor will undertake responsibility as the ‘Senior Responsible Officer’ (SRO) and Ms Hayley Martin, has been designated as the ‘RIPA Co-ordinating Officer’. It is also recognised that RIPA awareness should be raised within the Council, and therefore it is envisaged that an article, for example, through Newsline should be provided to staff and through other appropriate mechanisms. One of the key recommendations within the report is to reduce the number of authorising Officers from the present nineteen which does seem to be unwieldy (paragraph 23 of the report refers) and therefore the Council’s Corporate Management Team have also recommended a reduction in the number of authorising Officers to a level and conformity with this particular recommendation. It is therefore proposed that the Chief Executive Officer, the Assistant Chief Executive (as deputy), the two Service Directors and the SRO (on an exception basis) fulfil the obligations as ‘authorising officers’.

3.3 To comply with paragraph 27 of the Inspection Report, eight Officers of the Borough Council attended a training event through Trinity Barristers Chambers as held on 4th October, 2012, in which all of the Tees Valley authorities were represented. It should be noted, that the OSC have undertaken recent investigations of all the Borough Councils within the Cleveland area and the recommendations within each Inspection Report was broadly comparable. Following on from this training it is envisaged that the Council will continue with its ‘in-house’ training which has previously been commended in a previous inspection. However, it is recognised that a training programme should be more structured in order to focus attention not only to authorising Officers but those involved with undertaking covert surveillance activities. It is recognised the need to amend and update the Corporate Policy and Procedure document and the appended document complies with this recommendation. Previously, all Inspection Reports have been referred for information to the relevant Portfolio Holder. However, given the number of authorisations issued between the most recent and previous Inspection Reports and the statutory restrictions now imposed upon authorisations, it will need to be decided as to the format and timing of reports to Members so that they are aware RIPA usage. It is likely, that the same might be at best sporadic as local authorities may seek authorisations to be secured from other partner agencies (eg., Police) or rely solely on overt surveillance in the future unless an exceptional circumstance arises, which will require an authorisation. At present, the Borough Council is required to

provide statistical information to the Office of Surveillance Commissioners as to use of covert surveillance in order for the same to be reported formally to Parliament. Such information can also be brought to Members for information, but it is suggested that this will largely be dictated by the number of authorisations that have been granted.

- 3.4 The Office of Surveillance Commissioners have been informed that a report is pending before the Portfolio Holder and that some of their recommendations have already been implemented. Subject to the comments from the Portfolio Holder, a further response will be made to the Office of Surveillance Commissioners to underline the Council's commitment to act upon the recommendations emanating from this most recent inspection.

#### **4. RECOMMENDATIONS**

1. That the Portfolio Holder considers this report and the appended documentation in conjunction with the recommendations as made through the Office of Surveillance Commissioners Inspection Report as dated 9th July, 2012.
2. That the Office of Surveillance Commissioners be duly informed as to the action undertaken by the Borough Council in discharging the recommendations contained within this Inspection Report.

#### **5. BACKGROUND PAPERS**

None

#### **6. CONTACT OFFICER**

Peter Devlin  
Chief Solicitor  
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The Rt Hon. Sir Christopher Rose



Chief  
Surveillance  
Commissioner

**OSC**  
Office of Surveillance  
Commissioners

Restricted

22 August 2012

*Dear M/s Bailey,*

Covert Surveillance

On 9 July 2012, an Assistant Surveillance Commissioner, HH Norman Jones QC, visited your Council on my behalf to review your management of covert activities. I am grateful to you for the facilities afforded for the inspection.

I enclose a copy of Mr Jones's report which I endorse. I am pleased to see that the recommendations made following the last inspection 3 years ago have been discharged. You, properly, rely on overt investigation where possible. But when RIPA is used there must be clearer focus on proportionality. Mr Devlin and M/s Martin are clearly determined to achieve high standards of compliance.

The recommendations are that a spreadsheet Central Record be established, that RIPA management be reorganised as indicated in paras 17 to 19 of the report, that authorising officers be reduced in number and suitably trained, that corporate RIPA training be established and the issues highlighted in the report addressed, that your Corporate Policy and Procedures documents be amended as indicated in para 32 and that elected members be kept informed about RIPA usage.

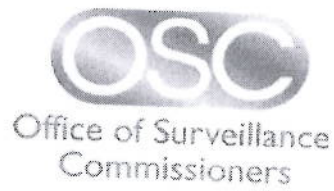
I shall be glad to learn that your Council accepts the recommendations and will see that they are implemented.

One of the main functions of review is to enable public authorities to improve their understanding and conduct of covert activities. I hope your Council finds this process constructive. Please let this Office know if it can help at any time.

*Yours sincerely,  
Christy Sir Rose*

M/s Nicola Bailey  
Acting Chief Executive  
Hartlepool Borough Council  
Civic Centre  
Hartlepool  
TS24 8AY

RESTRICTED



OFFICE OF SURVEILLANCE COMMISSIONERS  
INSPECTION REPORT

Hartlepool Borough Council

9<sup>th</sup> July 2012

Assistant Surveillance Commissioner:  
HH Norman Jones QC.

RESTRICTED



## **RESTRICTED covering CONFIDENTIAL**

### **DISCLAIMER**

This report contains the observations and recommendations identified by an individual surveillance inspector, or team of surveillance inspectors, during an inspection of the specified public authority conducted on behalf of the Chief Surveillance Commissioner.

The inspection was limited by time and could only sample a small proportion of covert activity in order to make a subjective assessment of compliance. Failure to raise issues in this report should not automatically be construed as endorsement of the unreported practices.

The advice and guidance provided by the inspector(s) during the inspection could only reflect the inspectors' subjective opinion and does not constitute an endorsed judicial interpretation of the legislation. Fundamental changes to practices or procedures should not be implemented unless and until the recommendations in this report are endorsed by the Chief Surveillance Commissioner.

The report is sent only to the recipient of the Chief Surveillance Commissioner's letter (normally the Chief Officer of the authority inspected). Copies of the report, or extracts of it, may be distributed at the recipient's discretion but the version received under the covering letter should remain intact as the master version.

The Office of Surveillance Commissioners is not a public body listed under the Freedom of Information Act 2000, however, requests for the disclosure of the report, or any part of it, or any distribution of the report beyond the recipients own authority is permissible at the discretion of the Chief Officer of the relevant public authority without the permission of the Chief Surveillance Commissioner. Any references to the report, or extracts from it, must be placed in the correct context.

**RESTRICTED**



Office of Surveillance  
Commissioners

Chief Surveillance Commissioner,  
Office of Surveillance Commissioners,  
PO Box 29105,  
London,  
SW1V 1ZU.

19<sup>th</sup> July 2012.

**INSPECTION REPORT  
HARTLEPOOL BOROUGH COUNCIL**

Inspection 9<sup>th</sup> July 2012.

Inspector His Honour Norman Jones QC.  
Assistant Commissioner

**Hartlepool Borough Council.**

1. Hartlepool BC is a unitary authority in the North East of England. It administers a largely urban area of 36.24 square miles with a population of about 92,000.
2. The Corporate Management Group is usually headed by the Chief Executive, who is supported by two Directors. In turn they are served by Assistant Directors and Heads of Services. The post of Chief Executive is presently vacant and the Acting Chief Executive is Ms. Nicola Bailey.
3. The Council was last inspected for the OSC on 6<sup>th</sup> October 2009 by Mr. Kevin Davis, Surveillance Inspector.
4. The Council **now makes minimal use of RIPA** having granted only three authorisations since the last inspection. This is a reduction from twenty during a similar period before the last inspection. All were for *directed surveillance*. Of those one related to dog fouling, one to anti-social behaviour and one to parking regulation enforcement. None concerned either *self authorisation*, the acquisition of *confidential information*, or the use of the *urgency provisions*.
5. The Council headquarters is at the Civic Centre, Hartlepool, TS24 8AY.

**Inspection.**

6. A cordial welcome to Hartlepool BC was extended by Mr. Andrew Atkin, Assistant Chief Executive; Mr. Peter Devlin, Chief Solicitor and Monitoring Officer and Ms. Hayley Martin, Constitutional and Administrative Solicitor. A feedback session relating to issues arising from the examination of applications/authorisations, reviews, renewals and cancellations was joined by Ms. Sylvia Pinkney, Public Protection Manager and Trading Standards (authorising officer); Philip Hepburn, Parking Services Manager; Alistair Smith, Assistant Director, Transportation and Engineering (authorising officer) and Craig Thelwell, Waste and Environmental Services Manager, (authorising officer).
7. The inspection commenced and concluded with interviews and discussions with the officers which covered a number of RIPA issues including the progress on past recommendations, management of RIPA, the risks of unauthorised covert surveillance, authorising officers, training, policy and procedures, councillor responsibilities, CCTV and the provisions of the Protection of Freedoms Act 2012.
8. The ready assistance afforded by all officers was much appreciated.



## Examination of Records

9. A handwritten document is maintained as the Central Record of Authorisations. It requires the inclusion of self authorisation to be compliant with the *Codes of Practice* and should in addition have the capacity to record review details. The URN recorded is a departmental number but should be a number relevant to the *RIPA* files. Although a manual record complies with the *Codes of Practice* from an administrative position it would be greatly improved were the record to be electronically maintained in the form of a spreadsheet. Such a document would be of great assistance to the *SRO* and *RIPA* Co-ordinating Officer in carrying out their oversight duties and ensuring that *RIPA* procedures are undertaken timeously.

See recommendation

10. Two of the authorisations (dog fouling and parking) had been granted for activities very much at the lower end of the scale of criminal seriousness. Whilst it is appreciated that dog fouling on a large scale can have serious repercussions for the public, especially children, considerable caution should be exercised before authorising covert surveillance activity for such investigation. The issue of proportionality should be addressed with particular care. Similarly using covert surveillance for breaches of parking regulations would generally be considered disproportional. In both of the cases concerned in this inspection it would be very difficult to justify the use of *directed surveillance* authorisation.
11. The authorisation for dog fouling additionally failed to recognise that an operation conducted using a covert camera directed at the same area for three weeks was excessive. The collateral intrusion alone would have been considerable. The authorisation for investigating the misuse of disabled persons parking permits involved the use of observation officers noting where drivers were visiting, and the engagement of Borough Council vehicles fitted with CCTV. Again methods which are unlikely to be considered proportionate by a court. In the event the CCTV was not used and a police presence had the desired effect. This overt action should have been considered before authorisation was granted.
12. It should be noted that in both these cases *RIPA* protection will not be available after the *RIP(Directed Surveillance and CHIS)(Amendment)Order 2012, SI 2012/1500* comes into force on the 1<sup>st</sup> November 2012.
13. The third authorisation was for a serious anti-social behaviour threat concerning an elderly lady. It was justified, but again the authorisation did not adequately assess *proportionality*. The behaviour only occurred after 11.00 pm at night, but authorisation was given to install covert CCTV which would operate round the clock. The risks of *collateral intrusion* were considerably greater than they need be but were not detailed in the authorisation.
14. Additionally a number of errors occurred in the applications and authorisations. They included seeking to rely on grounds of necessity not available to the Council; failing to address each of the three principle elements of *proportionality* namely (a) that the proposed covert surveillance is proportional to the mischief under investigation; (b) that it is proportional to the degree of anticipated intrusion on the target and others, and (c) it is the only option, other overt means having been considered and discounted; failing to consider why it was necessary to use covert surveillance; setting incorrect expiry dates and times (all authorisations for *directed surveillance* last for three months – twelve months for covert human intelligence sources(*CHIS*) and one month for juvenile *CHIS* - and should be controlled by means reviews, renewals and cancellations); likelihood of the acquisition of *confidential information* was expressed in terms which indicated some likelihood when there was none and, as drafted, could have required the authorisation of the Chief Executive; the parking authorisation referred to specific vehicles which were not mentioned in the application; authorisations were typed leaving open a possible challenge that they had been completed before reaching the authorising officer or had been amended after authorisation (the best practice is handwritten authorisation).
15. Discussion of these matters with the officers did leave some concern that the principles were not fully grasped. For example no authorising officer knew the meaning of *confidential*



information. This may be because refresher training has either not been undertaken in recent times, or, when undertaken, has not been as thorough as is desirable. (see training below).

See recommendation

#### Past Recommendations

16. Two recommendations were made by Mr. Davis in the last inspection report:

- (i). *Training material to be amended to enhance understanding of the timing and nature of reviews in accordance with 4.21 and 4.22 of the Covert Surveillance Code of Practice.*

An amendment has been made to the provided training notes drawing attention to the need for reviews to be conducted within a month of the authorisation or sooner. This recommendation has been discharged.

- (ii). *That the quality assurance function within the Legal Services Division is enhanced to improve the quality and standard of the applications and authorisations for directed surveillance.*

Ms. Hayley Martin was appointed to act as *de facto RIPA Co-ordinating Officer* and to supervise the quality of applications/authorisations, reviews, renewals and cancellations. This recommendation has been discharged.

#### RIPA Management

17. A formalised RIPA management structure does not exist at Hartlepool. Mr. Devlin is the *de facto Senior Responsible Officer (SRO)* but has not been appointed as such. Applications/authorisations, reviews, renewals and cancellations are forwarded to him by authorising officer for his consideration. He does so and then passes them to Ms. Martin for inclusion in the RIPA file and for recording in the Central Record.

18. There is a need to formalise the structure and for Mr. Devlin, or a member of the Council Management Group, to be appointed as SRO. Whilst the *Codes of Practice* indicate that the SRO should be a member of the corporate leadership team it is not mandatory. It should be understood that the SRO bears responsibility for the integrity of the RIPA process within the Council; for compliance with RIPA and its regulatory framework; for engagement with the Commissioners and Inspectors when they conduct inspections; for overseeing the implementation of any recommendations made by the OSC and for ensuring that authorising officers are of the appropriate standard.

19. In addition Ms. Martin's position should be formalised as the *RIPA Co-ordinating Officer*. Her responsibilities would be for the day to day maintenance of the RIPA system and would include: (a) maintaining the Central Record of Authorisations and collating the original applications/authorisations, reviews, renewals and cancellations; (b) oversight of submitted RIPA documentation; (c) organising a RIPA training programme; and (d) raising RIPA awareness within the Council.

See recommendation

#### Unauthorised Surveillance

20. The raising of RIPA awareness in the Council is an important function of the *RIPA Co-ordinating Officer*. Whilst there is no evidence that unauthorised covert surveillance is being undertaken by any officer, the fact that the Council conducts few authorised covert operations leaves open the risk that unauthorised operations may be inadvertently conducted by inexperienced officers. This concern is exacerbated by the fact that departments at the council which would normally be associated with the undertaking of covert surveillance do not appear to engage in it, though this is likely to be largely due to the policy adopted by the Council to engage in overt investigation wherever possible.

21. Trading Standards do occasionally undertake covert surveillance but always in conjunction with other agencies which provide the authorisations. Test purchasing for underage sales is



conducted without recording equipment and the Council does not consider requires RIPA authorisation since there is no likelihood that private information will be acquired. Internet investigations are confined to the public pages of websites and social networking sites.

22. Nevertheless the risk of unauthorised surveillance should be addressed and is best obviated by the adoption of a RIPA awareness policy by the Council. Such a policy may be executed by the simple processes of including RIPA articles in the Council's electronic newsletter. In addition the identities of the SRO and RIPA Co-ordinating Officer should be published within the Council with an invitation to approach them if in doubt about the need to obtain authorisation. In addition the cascading down of RIPA information from management meetings should become a regular practice.

See recommendation

### Authorising Officers

23. The Council has designated no less than 19 officers to be authorising officers the vast majority of whom have never been, and are unlikely ever to be, called upon to consider an authorisation. Most are wholly inexperienced, and in the case of at least some, substantially untrained.
24. Considering the level of authorisation at the Council there is a need to reduce their numbers. It is unnecessary that each department should have its own authorising officers since each authorising officer should be competent to authorise for any department. Some authorising officers are nominated as "deputies". There is no room for such appointments in RIPA and an authorising officer should be appointed as such. In addition a reduction in numbers will ensure that the Council has a select and well trained band of authorising officers.
25. The Chief Executive and whoever deputises for him/her in his/her absence are the only officers authorised to grant authorisations for the acquisition of confidential information or the employment of juvenile or vulnerable CH/S. As such they require to be trained as authorising officers. However it is unlikely that they will be called upon otherwise to authorise.
26. The SRO appears to be required to be an authorising officer (see Code of Practice for Covert Surveillance and Property Interference - note 29) but should not authorise save for exceptional circumstances since to do so would conflict with his/her oversight responsibilities. For the same reason the RIPA Co-ordinating Officer should not be an authorising officer.
27. It was felt that a reduction in numbers of authorising officers to no more than three or four in addition to the Chief Executive, his deputy and the SRO would adequately cover the Council's needs and the contingencies of illness and holidays. All must be fully trained.

See recommendation

### Training

28. There is no corporate training programme for RIPA at Hartlepool BC. The last corporate training occurred in 2006 though some internal training has been conducted since in 2007, 2009 and 2012. Training notes from a PowerPoint presentation were made available. However Ms. Pinkney had not received training for several years and during discussion with the officers a need to be brought up to date was discernible. Reference has already been made to the indifferent quality of authorisation which may be substantially due to a lack of regular refresher training.
29. The RIPA Co-ordinating Officer should establish a training programme commencing with training by an external professional trainer in the field. This should be attended by all officers who may be called upon to authorise together with likely applicant officers. In the interests of economy approaches could be made to neighbouring local authorities who may need similar training to share the services of a supplier.
30. Following upon such training regular refresher training, which can be conducted internally, should be held at intervals of 12 to 18 months, perhaps by the SRO and/or RIPA Co-



**ordinating Officer.** The present PowerPoint presentation notes need to be updated and to include more information about the core elements of *necessity* and *proportionality* and material about how to undertake the authorisation process for both *directed surveillance* and *CHIS*.

31. Although the Council discourages the employment of *CHIS* nevertheless the legislation empowers it to do so and occasionally such employment is unavoidable. Consequently the Council must be prepared for such an eventuality and it is important that officers are trained as handlers and controllers to manage *CHIS*. Such training can be provided by the professional trainer and thereafter refreshed during the periodic refresher training.

See recommendation

#### Policy and Procedures.

32. The policy and procedures relating to *RIPA* are to be found in the Council's *Policy for Surveillance and CHIS* and in its *Procedure for approval of Surveillance and CHIS*. These documents, which were last revised in September 2009, provide a concise and readable policy and set of procedures. However they are now in need of updating and revision. Amendments were discussed with the officers as follow:

- Add a definition of *intrusive surveillance* with the rider that the Council was not empowered to engage in such conduct.
- Include a definition of *confidential information*.
- Amend the limitation of the officers who may authorise for the acquisition of *confidential information* and the employment of juvenile and vulnerable *CHIS* to accord with the Appendices to the *Codes of Practice*, namely the Head of Paid Service or, in his/her absence, whoever deputises for him/her.
- Update all references to the *Codes of Practice* to reflect the 2010 editions of the Codes, namely the *Code of Practice for Covert Surveillance and Property Interference* and the *Code of Practice for CHIS*.
- Update references to Statutory Instruments to reflect the provisions of new and replacement instruments which have come into force since 2009.
- Add a section to the Policy document to reflect the management of *RIPA* which outlines the duties and responsibilities of the *SRO* and the *RIPA Co-ordinating Officer*.
- References to an authorising officer's "approval" should be amended to "authorisation".
- Original documents to be submitted to the *RIPA Co-ordinating Officer* within 7 days of signature by the authorising officer.
- *Urgency* to be defined in accordance with the *Code of Practice for Covert Surveillance and Property Interference*(5.6). Advise consideration of the "immediate response" provisions of *RIPA* Section 26(2)(c) before applying for *urgent* authorisation.
- Require all authorising officers to be appropriately trained before being permitted to authorise.
- Require the appointment of a trained handler and controller, one of whom may be a record keeper, whenever a *CHIS* is employed. Require records to be kept in accordance with *Code of Practice for CHIS* and Statutory Instrument 2000/2725.
- Require reviews to be conducted at not more than monthly intervals, though the periods may be shorter.
- Require the *RIPA Co-ordinating Officer* to maintain the Central Record.
- Include the time limit for juvenile *CHIS* as one month.
- Add details of the provisions of the *RIP(Directed Surveillance and CHIS)(Amendment)Order 2012, SI 2012/1500* and (subject to a commencement date) of the *Protection of Freedoms Act 2012. (Section 38)*.
- Amend the Schedule of Authorising Officers.

See recommendation

#### Councillor Responsibilities



33. Elected members are required to be kept informed of the Council's RIPA performance (see *Code of Practice for Covert Surveillance and Property Interference* (3.30) and *Code of Practice for CHIS* (3.26). At present such information is not provided and this omission should be redressed. A Quarterly report providing statistical information should be given to members, perhaps through a relevant Committee, and annually a fuller report should be prepared to enable Councillors to undertake their duty of ensuring that the RIPA Policy and Procedures is fit for purpose. Elected members must be aware that they may not be involved in decision making on specific authorisations. It follows that details of individual authorisations must remain confidential to the officers concerned.

See recommendation

## CCTV

34. The Council continues to maintain a CCTV system monitoring local areas. This was fully inspected at the last inspection. Enquiry elicited that the system remains and is operated as it was at that time. It was not visited during this inspection.

## Protection of Freedoms Act 2012

35. The *Protection of Freedoms Act 2012* and the *RIP(Directed Surveillance and CHIS)(Amendment)Order 2012, SI 2012/1500* were discussed. The *P of F Act* has yet to be given a commencement date but the relevant provisions (*Section 38*) will amend RIPA by the addition of two sections (32A and 32B) requiring local authority authorisations to receive approval by a magistrate before becoming effective and outlining the procedure for obtaining such approval. In addition it is understood that the Home Office will be providing guidance to local authorities for obtaining such approval.
36. The *RIP(Directed Surveillance and CHIS)(Amendment)Order 2012* has been laid before Parliament and will come into force on 1<sup>st</sup> November 2012. It further limits the ground of necessity upon which local authorities may authorise and creates a minimum level of seriousness for authorisation.
37. This legislation creates substantial changes in the RIPA process which must be understood by all who engage in it. In addition the *P of F Act* creates a CCTV Commissioner who will have responsibilities relating to the regulation of local authority CCTV systems.

## Conclusions

38. Hartlepool BC is unlikely to increase its dependence on RIPA since it already conducts a policy of engaging in overt investigation whenever possible. However there needs to be greater care exercised when authorising under RIPA to ensure that the usage satisfies the requirement of proportionality. This situation may be self regulating if and when *Section 38 of the Protection of Freedoms Act 2012* is given a commencement date.
39. It was reassuring to note that each of the recommendations made in the last OSC inspection report were addressed.
40. Standards are likely to improve with the creation of a more robust oversight process and the institution of a training programme. Both Mr. Devlin and Ms. Martin impressed with their determination that the Council should achieve a high standard of RIPA compliance.
41. The reduction of the number of authorising officers should reduce the numbers requiring RIPA training and ensure that individual officers gained more experience of authorisation. This should reduce the weaknesses observed during this inspection.
42. A more clearly defined management structure, the adoption of the most recent *Codes of Practice* and the revision of the Council Policy should ensure that officers have ready access to sources of RIPA information whenever they may consider requesting or granting authorisation.

## Recommendations

43.

- I. Establish a Central Record of Authorisations in spreadsheet format. (*Paragraph 9*)
- II. Reorganise *RIPA* management. (*Paragraphs 17 to 19*)
- III. Raise *RIPA* awareness within the Council. (*Paragraph 22*)
- IV. Reduce the number of authorising officers and ensure all are suitably trained. (*Paragraph 27*)
- V. Establish a corporate *RIPA* training programme and ensure that the issues highlighted in this report are addressed. (*Paragraphs 11 to 15, 29 to 31*)
- VI. Amend the *Corporate Policy and Procedures Documents*. (*Paragraph 32*)
- VII. Ensure that Elected Members are kept informed of *RIPA* usage. (*Paragraph 33*)

His Honour Norman Jones, QC.  
Assistant Surveillance Commissioner.





**HARTLEPOOL BOROUGH COUNCIL**

**POLICY AND PROCEDURES DOCUMENT**

**ON**

**DIRECTED SURVEILLANCE**

**AND**

**COVERT HUMAN INTELLIGENCE SOURCES**

**(THE REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA))**

## 2.1 Appendix 2

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### 1. **BACKGROUND**

The Regulation of Investigatory Powers Act 2000 (RIPA) came into force on 25 September 2000 and was enacted in order to regulate the use of a range of investigative powers by a variety of public authorities. It gives a statutory framework for the authorisation and conduct of certain types of covert surveillance operations. The aim of the legislation is to provide a balance between preserving people's right to privacy and enabling enforcement agencies to gather evidence for effective enforcement action.

It is consistent with the Human Rights Act 1998 and creates a system of safeguards, reflecting the requirements of Article 8 of the European Convention on Human Rights (right to respect for a person's private and family life, home and correspondence). Compliance with RIPA means that any conduct authorised under it is "lawful for all purposes". This important protection derives from section 27(1) of RIPA, which gives the authorised person an entitlement to engage in the conduct which has been authorised. Compliance with RIPA will assist the Council in any challenges to the way in which evidence has been gathered and will enable the Council to demonstrate that it has acted lawfully.

Compliance with RIPA makes authorised surveillance "lawful for all purposes" pursuant to section 27(1) of the Act. Compliance with RIPA will protect the Council from challenges to both the gathering of, and the subsequent use of, covertly obtained information. Non-compliance with RIPA legislation may result in:

- (a) evidence being disallowed by the courts;
- (b) a complaint of maladministration to the Ombudsman; or
- (c) the Council being ordered to pay compensation.

This policy addresses solely issues having relevance to the activities of Hartlepool Borough Council.

The single ground for a district council's application for a surveillance authorisation is 'preventing or detecting crime or disorder.' Since the making of the Regulation of Investigatory Powers (Directed Surveillance and Covert Human Intelligence Sources) Order 2012, the Council can only grant an authorisation for the use of directed surveillance where the offence being investigated attracts a custodial sentence of six months or more or when investigating a criminal offence relating to the underage sale of alcohol or tobacco.

It is therefore essential that the Council's policies and procedures, as set out in this document, are followed. Procedure flowcharts are set out at Appendix 1.

### 2. **DEFINITIONS**

#### **Authorising Officers**

Authorising Officers are senior officers of the Council who have received training in the application of RIPA. Only Authorising Officers have power to authorise directed surveillance. Authorising Officers are listed at Appendix 2.

#### **Code of Practice**

Home Office Covert Surveillance and Property Interference Revised Code of Practice (2010)

Home Office Covert Human Intelligence Sources Code of Practice (2010)

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### **Collateral Intrusion**

Collateral intrusion is intrusion into the privacy of persons other than those who are directly the intended subjects of the investigation or operation.

### **Communications Data**

Communications data means any information held or obtained by a telecommunications service or postal service that relates to a person. It includes any information held by those services about the person's use of those services.

Communications data does not include the content of any communications held by any telecommunications or postal service and nothing in this policy authorises officers to access such data.

### **Confidential Information**

Confidential information consists of matters subject to legal privilege, confidential personal information or confidential journalistic material.

Confidential personal information is information held in confidence relating to the physical or mental health or spiritual counselling concerning an individual (whether living or dead) who can be identified from it. Such information, which can include both oral and written communications, is held in confidence if it is held subject to a restriction on disclosure or an obligation of confidentiality contained in existing legislation. Examples might include consultations between a health professional and a patient; or information from a patient's medical records.

### **Covert Human Intelligence Sources**

The conduct and use of a covert human intelligence source means in effect the use of an informant. In some cases this could include a test purchase or undercover Officer.

### **Covert Surveillance**

Surveillance will be covert if it is carried out in a manner calculated to ensure that the person subject to the surveillance is unaware of it taking place.

### **Directed Surveillance**

Directed Surveillance is surveillance which:-

- Is covert;
- is not intrusive surveillance;
- is undertaken for the purpose of a specific investigation or operation;
- is undertaken in such a manner that it is likely that private information about an individual is obtained (whether or not that person is specifically targeted for the purposes of the investigation or operation); and
- is not carried out by way of an immediate response to events, which would make seeking authorisation under the Act reasonably impracticable.

### **Forms**

The appropriate form must be used for each authorisation and are available on the Council's Intranet:

<a href="#">Form 1</a>	<a href="#">Application for Directed Surveillance Authorisation</a>
<a href="#">Form 2</a>	<a href="#">Review of Directed Surveillance Authorisation</a>
<a href="#">Form 3</a>	<a href="#">Cancellation of Directed Surveillance Authorisation</a>
<a href="#">Form 4</a>	<a href="#">Renewal of Directed Surveillance Authorisation</a>
<a href="#">Form 5</a>	<a href="#">Application for conduct/use of CHIS Authorisation</a>
<a href="#">Form 6</a>	<a href="#">Review of CHIS Authorisation</a>

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[Form 7](#)

[Form 8](#)

Form 9

Form 10

[Cancellation of CHIS Authorisation](#)

[Renewal of CHIS Authorisation](#)

Notice Requiring Disclosure of Communications Data (s22 (3))

Notice Requiring Disclosure of Communications Data (s22 (4))

### **Intrusive Surveillance**

This is when surveillance:-

- is covert;
- relates to anything taking place on any residential premises or in any private vehicle; and
- involves the presence of a person on the premises or in the vehicle or is carried out by means of a surveillance device in the premises/vehicle. Surveillance equipment mounted outside the premises/vehicle will not be intrusive unless the device is such that it consistently provides information of the same quality and details as might be expected to be obtained from a device actually present on the premises or in the vehicle.

This form of surveillance can be carried out only by the police and other law enforcement agencies. **Council officers must not carry out intrusive surveillance, nor enter on or interfere with property or wireless telegraphy.**

### **Overt Surveillance**

Surveillance will be overt if the act of surveillance is not calculated to be hidden from view, even if the motives of the person undertaking the surveillance remain concealed.

### **Private Information**

Private information in relation to a person includes any information relating to his/her private and family life, home and correspondence. Prolonged surveillance targeted on a single person will undoubtedly result in the obtaining of private information about that person and possibly others with whom he/she associates.

It is also likely that surveillance of a person's commercial or business activities will reveal information about his or her private life and the private lives of others. Authorisation may, therefore, be required where surveillance is focusing on business or commercial activities.

### **RIPA Co-ordinator**

The RIPA Co-ordinator is the Authority's Constitutional & Administrative Solicitor, Hartlepool Borough Council

### **Senior Responsible Officer**

The Senior Responsible Officer is the Authority's Chief Solicitor.

### **Single Points of Contact (SPOCs)**

A single point of contact (SPOC) is a person who has received specific training in accessing communications data and who is named in this policy as one of the Council's SPOCs.

### **Surveillance**

'Surveillance' can be overt or covert and includes

- Monitoring, observing, listening to persons, watching or following their movements, listening to their conversations and other such activities or communications.
- Recording anything mentioned above in the course of authorised surveillance.

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- Surveillance, by or with, the assistance of appropriate surveillance device(s).

### 3. **OVERVIEW OF POLICY**

The Authority will apply a procedure for the proper authorisation and recording of its surveillance activities in accordance with the Act (See Section 8 for Directed Surveillance, Section 9 for CHIS, Section 11 Communications data).

The Authority shall ensure that officers with responsibility for authorising RIPA activities shall be made aware of their obligations to comply with the relevant legislation, Codes of Practice and this policy. Furthermore officers shall receive appropriate training or be appropriately supervised in order to carry out functions under the Act. All officers will receive the appropriate training before granting an authorisation.

Authorisations that are approved by an Authorising Officer for Directed Surveillance or CHIS must now be approved by a Justice of the Peace in the Magistrates Court. Section 12 of this policy deals with applying for judicial approval.

Section 13 of this policy covers the arrangements for working with or through other agencies for surveillance purposes.

Section 14 of this policy sets out the requirements for records management. This includes both departmental records and the central record of authorisations which is maintained by the RIPA Co-ordinator.

### 3. **OVERSIGHT OF THE POLICY**

Oversight of this policy in general will be carried out by the RIPA Senior Responsible Officer and RIPA Co-ordinator.

#### Senior Responsible Officer (SRO)

The SRO is responsible for the integrity of the process within Hartlepool Borough Council to authorise directed surveillance and use of CHIS, in compliance with Part II of the 2000 Act, Part III of the 1997 Act and with the relevant Code of Practice. The Senior Responsible Officer will engage with the Office of Surveillance Commissioners and their Inspectors when they conduct inspections of the Council and where necessary, overseeing the implementation of any post inspection action plans recommended or approved by a Commissioner.

The SRO shall be responsible for ensuring that RIPA is being used consistently with this policy and that the policy remains fit for purpose. The SRO shall provide a report on Hartlepool Borough Council's use of RIPA to elected members on a quarterly basis. A summary of this report shall be made available to all members of the Council. Annually, the report shall include a review of the effectiveness of this policy and any recommendation for changes to be made. Any significant amendments to the policy shall be referred to Council for approval however elected members will have no involvement in making decisions as to whether authorisations are approved.

#### RIPA Co-ordinator

The RIPA Co-ordinator is responsible maintaining the Central Register of Authorisations. The RIPA Co-ordinator shall also be responsible for ensuring that all Authorising Officers are of an appropriate standard in light of any recommendations within inspection reports prepared by the Office of Surveillance Commissioners. Where an inspection report

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highlights concerns about the standard of authorising officers, the SRO will be responsible for ensuring the concerns are addressed and where appropriate suitable training provided.

### 5. **SURVEILLANCE CAUGHT BY THE ACT**

#### 1) Covert Directed Surveillance

- Surveillance is 'directed' when it is undertaken in relation to a specific investigation or a specific operation which is likely to result in the obtaining of private information about a person.
- Surveillance is covert where it is carried out in a manner calculated to ensure that the person or persons subject to the surveillance are unaware that it is or may be taking place.

Such forms of surveillance involve observing an individual or group of people whether through unaided observation or listening or through the use of technical devices and when information regarding their private or family lives is likely to be obtained.

Special provisions apply where information enjoying legal privilege or certain types of confidentiality may be obtained. In such circumstances, which are not expected to be relevant to the Council's activities, the approval of the Council's Head of Paid Service is required, or in his/her absence by the Council's Chief Solicitor.

#### 2) Covert Human Intelligence Sources (CHIS)

The conduct and use of a covert human intelligence source occurs when a person establishes or maintains a personal or other relationship with a person;

- for the covert purpose of using the relationship to obtain information or to provide access to any information to another person; or
- in order to disclose information covertly obtained by the use of such a relationship, or as a consequence of the existence of such a relationship.

A person may be a CHIS if they induce, ask or assist another person to engage in the conduct described above.

Carrying out test purchases will not require the purchaser to establish a relationship with the supplier for the purpose of obtaining information and, therefore, the purchaser will not normally be a CHIS. For example, authorisation would not normally be required for test purchases carried out in the ordinary course of business (e.g. walking into a shop and purchasing a product over the counter) although an Officer covertly watching a particular transaction may require an authorisation for directed surveillance.

By contrast, developing a relationship with a person in the shop, for example to obtain information about the seller's supplier of an illegal or unsafe product, will require authorisation as a CHIS. Similarly, using mobile hidden recording devices or CCTV cameras to record what is happening in the shop will require authorisation as directed surveillance. A combined authorisation can be given for CHIS and also directed surveillance.

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### 3) Acquisition and Disclosure of Communications data

The effect of Chapter 2 of the Act is to render unlawful the acquisition and disclosure of 'communications data' unless proper authorisation or notice has been given.

So far as relevant to the Council, 'Communications data' is -

- (a) *any traffic data comprised in or attached to a communication (whether by the sender or otherwise) for the purposes of any postal service or telecommunication system by means of which it is being or may be transmitted;*
- (b) *any information which includes none of the contents of a communication (apart from any information falling within paragraph (a)) and is about the use made by any Officer—*
  - (i) *of any postal service or telecommunications service; or*
  - (ii) *in connection with the provision to or use by any Officer of any telecommunications service, of any part of a telecommunication system;*
- (c) *any information not falling within paragraph (a) or (b) that is held or obtained, in relation to Officers to whom he provides the service, by a Officer providing a postal service or telecommunications service.*

This would include, for example, personal records of a customer or subscriber – their name and address, payment method, contact number etc.

The Council may wish to use such communications data for tracing Officers trading through a telephone number or for other investigatory purposes. To enable such use to be made of communications data, the Council may lawfully seek the information from service providers.

The Council will request such information only in accordance with the Home Office Code of Conduct which provides that applications for communications data may only be made by Officers in the same public authority as a designated Officer. It further calls for the identification of SPOC within relevant public authorities

The Council will provide a SPOC who will be in a position to:

- where appropriate, assess whether access to communications data is reasonably practical for the postal or telecommunications operator;
- advise applicants and designated Officers on the practicalities of accessing different types of communications data from different postal or telecommunications operators;
- advise applicants and designated Officers on whether communications data falls under section 21(4)(a), (b) or (c) of the Act;
- provide safeguards for authentication;
- assess any cost and resource implications to both the public authority and the postal or telecommunications operator.

The Council recognise that forms of notice requiring the provision of communications data are subject to inspection by the Commissioner and both applicant and designated Officer may be required to justify their decisions.



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### 6. AUTHORISING OFFICERS AND THE AUTHORISATION PROCEDURE

Authorising Officers are responsible for receiving, considering and, where appropriate, granting applications for authorisation. Authorising Officers should follow the steps set out in section 8 below when considering applications for authorisation.

An Authorising Officer is empowered to grant urgent authorisations where appropriate, to renew authorisations and to cancel authorisations. Authorising Officers should also review all authorisations he or she has granted from time to time.

An Authorising Officer is not empowered to consider an application for access to communications data. Where such an application is received by an Authorising Officer, it must be referred to one of the SPOCs listed in Appendix 3 and the applicant must be informed.

The Council will apply a procedure for the proper authorisation and recording of its surveillance activities in accordance with the Act (see Section 8 for Directed Surveillance & Section 9 for CHIS and Section 11 for Communications Data).

The Council shall ensure that officers with responsibility for authorising or carrying out surveillance and the use of CHIS shall be made aware of their obligations to comply with the relevant legislation, Codes of Practice and this policy. Furthermore officers shall receive appropriate training or be appropriately supervised in order to carry out functions under the Act.

### 7. APPLICATIONS FOR AUTHORISATIONS OF DIRECTED SURVEILLANCE AND CHIS

Except in a case of urgency, before commencing any investigatory action which is to involve:

- covert directed surveillance or
- the use or conduct of a Covert Human Intelligence Source

The officer responsible for the investigation shall submit the relevant form (Form 1 Directed Surveillance or Form 5 CHIS) of Application for Authorisation, in triplicate, to the appropriate Authorising Officer. The investigatory action shall not be commenced unless and until the Authorising Officer has approved the application as signified by the Authorising Officer endorsing the application with his/her approval and returning one copy to the applicant.

The application form shall be submitted not less than 7 days before the intended date of commencement of the investigatory action.

All information required in the application form shall be provided. In particular the description of the activity proposed shall be sufficient to enable the Authorising Officer to judge whether the authorisation applied for is **necessary and proportionate** (see below).

#### Urgency

Authorising Officers are responsible for issuing urgent authorisations where appropriate. A case is not normally to be regarded as urgent unless the time that would elapse before the *Authorising officer* was available to grant the *authorisation* would, in the judgement of the person giving the *authorisation*, be likely to endanger life or jeopardise the investigation or operation for which the *authorisation* was being given.

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In exceptional circumstances, an urgent authorisation may be given orally if the time that would elapse before a written authorisation could be granted would be likely to endanger life or jeopardise the investigation or operation to which the authorisation relates.

The immediate response provisions of section 26 (2) of the Act should be considered before any application for urgency is made. Advice should be sought from the

An authorisation will not be urgent where the sudden need for authorisation is due to the neglect of the Officer or is otherwise of the Officer's own making.

### Review

Each Authorising Officer shall determine the standard review period for authorisations granted by him/her. Different review periods may apply to authorisations for different categories of investigatory action. Not later than 3 working days before the expiration of the review period for an authorisation relating to an ongoing investigation, the officer responsible for the investigatory action shall submit a Review of Authorisation form (Form 2 Directed Surveillance or Form 6 CHIS) to the Authorising Officer who granted the authorisation. Unless the circumstances warrant the continuation of an authorisation, it should be cancelled.

### Renewal

An Officer who has received an authorisation is responsible for renewing that authorisation if the activity for which authorisation was given is expected to continue beyond the duration of the authorisation. Renewal applications should be made before the initial authorisation expires on Form 4 Directed Surveillance or Form 8 CHIS.

An application for renewal must be made to the Authorising Officer who granted the initial authorisation.

### Cancellation

The Officer responsible for undertaking the authorised surveillance must apply to have that authorisation cancelled when the investigation or operation for which authorisation was given has ended, the authorised surveillance activity has been completed, or the information sought is no longer necessary.

Application for cancellation of the authorisation must be made on Form 3 Directed Surveillance or Form 7 CHIS.

### Expiration and Review of Authorisations

Unless renewed or cancelled the duration of an authorisation is:

- Urgent authorisation - 72 hours from the time of authorisation or urgent renewal of authorisation
- Covert Human Intelligence Source authorisation - 12 months (or 1 month if the CHIS is under 18), and

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- Any other authorisation - 3 months from the date of authorisation or renewal of authorisation in each case

No authorisation can be left to expire.

### 8. **CONSIDERING APPLICATIONS FOR DIRECTED SURVEILLANCE**

#### Step 1: Is authorisation needed for this activity?

An Authorising Officer must first consider whether the proposed surveillance is to cover activity which amounts to:

1. A criminal offence which attracts a term of 6 months imprisonment or
2. Is related to the underage sale of alcohol and tobacco

To require authorisation, the activity to which the application relates must be covert and must involve the obtaining of private information on an individual through directed surveillance.

An Authorising Officer should interpret the definitions broadly when determining whether an activity is covert or if private information will be obtained. When in doubt, the authorisation procedure must always be followed.

**At no time can an Authorising Officer authorise any intrusive surveillance.**

#### Step 2: Is the activity necessary?

An Authorising Officer can only authorise an activity where s/he believes that the authorisation is necessary in the circumstances of the particular case for the purpose of preventing or detecting crime or of preventing disorder.

The Authorising Officer must be satisfied that there are no other reasonable means of carrying out the investigation, or obtaining the desired information, without undertaking the activity for which authorisation is sought.

Authorisation should not be granted if the information sought can be obtained by other means without undertaking an activity which falls under the requirements of RIPA. Authorisation cannot be granted if it is for any purpose other than the prevention or detection of crime or for the prevention of disorder.

#### Step 3: Is it proportionate?

If the activity is necessary, the Authorising Officer must also believe that the activity is proportionate to what is sought to be achieved by carrying it out. This involves balancing the intrusiveness of the activity against the need for the activity in operational terms. The activity will not be proportionate if it is excessive in the particular circumstances or if the information sought could reasonably be obtained by less intrusive means. Any activity must be carefully managed to meet the objective in question and must not be arbitrary or unfair.

An Authorising Officer should first consider the following primary factors in determining whether the activity for which authorisation is sought is proportionate:

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### Confidential Information

The Authorising Officer must take into account the likelihood of confidential information being acquired. Confidential information consists of matters subject to legal privilege, confidential personal information or confidential journalistic material.

Where confidential information is likely to be acquired, authorisation should only be given in exceptional and compelling circumstances with full regard to the proportionality issues this raises.

In these circumstances, the Authorising Officer must be a Director as listed in Appendix 2.

### Risk of Collateral Intrusion

The Authorising Officer must consider whether there is a risk of collateral intrusion into the private life of any person not the primary subject of the investigation. The applicant should describe the activity sufficiently widely to include not only named individuals but also any others who may be at risk of collateral intrusion to enable this consideration to occur.

Where the risk of such intrusion is sufficiently significant, the Authorising Officer must determine whether a separate authorisation is required in respect of these other persons.

The person carrying out the activity must inform the Authorising Officer if the investigation or operation unexpectedly interferes with the privacy of individuals not covered by the authorisation. The Authorising Officer must then consider whether the authorisation needs to be amended and re-authorised or a new authorisation is required.

The following further considerations must then be considered in determining whether the activity for which authorisation is sought is proportionate:

- The reasons given by the applicant as to why that activity is sufficient and adequate for obtaining the information sought;
- Whether there are any other reasonable means of obtaining the information sought;
- Whether the surveillance is an essential part of the investigation;
- The type and quality of the information the activity will produce and its likely value to the investigation;
- The amount of intrusion, other than collateral intrusion, the activity will cause and whether there are ways to minimise that intrusion; and
- The length of time for which the authorisation is sought and whether the activity can be undertaken within a shorter time frame.

The Authorising Officer should only authorise the activity that is the least intrusive in the circumstances. Any unnecessary intrusion, including collateral intrusion, must be minimised as much as practically possible. **The least intrusive method will be considered proportionate by the courts.**

The Authorising Officer must balance the intrusiveness of the activity on the target and others who might be affected by it against the need for the activity in operational terms. The

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Authorising Officer should discuss the proposed activity, and any proposed changes, with the applicant and/or the Senior Responsible Officer prior to issuing the authorisation.

### 9. **CONSIDERING APPLICATIONS FOR THE USE OF A CHIS**

This part of the policy lists the factors which Authorising Officers should consider upon receiving an application for an authorisation for the use of a CHIS.

#### **Step 1: Is authorisation needed for this activity?**

An Authorising Officer must first consider whether an authorisation is actually required. To require authorisation, the activity to which the application relates must be covert and must involve the obtaining of private information on an individual through the use of a CHIS.

An Authorising Officer should interpret the definitions broadly when determining whether an activity is covert or if private information will be obtained. When in doubt, the authorisation procedure must always be followed.

**At no time can an Authorising Officer authorise any intrusive surveillance.**

#### **Step 2: Is the activity necessary?**

An Authorising Officer can only authorise an activity where s/he believes that the authorisation is necessary in the circumstances of the particular case for the purpose of preventing or detecting crime or of preventing disorder.

The Authorising Officer must be satisfied that there are no other reasonable means of carrying out the investigation, or obtaining the desired information, without undertaking the activity for which authorisation is sought.

Authorisation should not be granted if the information sought can be obtained by other means without undertaking an activity which falls under the requirements of RIPA. Authorisation cannot be granted if it is for any purpose other than the prevention or detection of crime or for the prevention of disorder.

#### **Step 3: Is it proportionate?**

If the activity is necessary, the Authorising Officer must also believe that the activity is proportionate to what is sought to be achieved by carrying it out. This involves balancing the intrusiveness of the activity against the need for the activity in operational terms. The activity will not be proportionate if it is excessive in the particular circumstances or if the information sought could reasonably be obtained by less intrusive means. Any activity must be carefully managed to meet the objective in question and must not be arbitrary or unfair.

An Authorising Officer should first consider the following primary factors in determining whether the activity for which authorisation is sought is proportionate:

#### **Confidential Information**

The Authorising Officer must take into account the likelihood of confidential information being acquired. Confidential information consists of matters subject to legal privilege, confidential personal information or confidential journalistic material.

Where confidential information is likely to be acquired, authorisation should only be given in exceptional and compelling circumstances with full regard to the proportionality issues this raises.

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In these circumstances, the Authorising Officer must be a Director as listed in Appendix 2.

### Use of vulnerable persons as CHIS

When considering applications for the use of a CHIS, an Authorising Officer must determine whether the CHIS is a vulnerable individual or a juvenile in accordance with the following:

The Authorising Officer must take into account the provisions of section 29 of RIPA and the Regulation of Investigatory Powers (Source Records) Regulations (2000 SI No. 2725) made under it before authorising the conduct or use of a CHIS.

Section 29(5) requires the Authorising Officer to be satisfied that arrangements are in place for the careful management of the source and that records are maintained relating to the source which contain the particulars specified in the Source Records Regulations.

The Authorising Officer must therefore:

- (a) be satisfied that the conduct and/or use of the CHIS is both necessary and proportionate to what is sought to be achieved. This will be addressed by following the procedure provided in this section;
- (b) be satisfied that appropriate arrangements are in place for the management and oversight of the CHIS. This must address health and safety issues through a risk assessment;
- (c) consider the likely degree of intrusion of all those potentially affected;
- (d) consider any adverse impact on community confidence that may result from the use or conduct or the information obtained; and
- (e) ensure records contain specified particulars relating to the source and that the records are kept confidential.

### Vulnerable Individuals and Juveniles

Special safeguards apply to the use or conduct of vulnerable individuals or juveniles. A vulnerable individual is a person who is or may be in need of community care services by reason of mental or other disability, age or illness and who may need protecting from exploitation. A vulnerable individual will only be authorised to act as a source in the most exceptional circumstances.

A juvenile is a young person under 18. Juveniles can only be authorised as sources for one month. On no occasion can a child under 16 years of age be authorised to give information against his or her parents or anyone with parental responsibility for that child.

Before deciding on this course of action, legal advice must be sought from the Chief Solicitor as the Senior Responsible Officer, RIPA Co-ordinator or Legal Services Manager.

When the proposed activity involves the use of a vulnerable person or juvenile as a CHIS, only a Director is listed in Appendix 2 can give authorisation.

### Risk of Collateral Intrusion

The Authorising Officer must consider whether there is a risk of collateral intrusion into the private life of any person not the primary subject of the investigation. The applicant should describe the activity sufficiently widely to include not only named individuals but also any others who may be at risk of collateral intrusion to enable this consideration to occur.

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Where the risk of such intrusion is sufficiently significant, the Authorising Officer must determine whether a separate authorisation is required in respect of these other persons.

The person carrying out the activity must inform the Authorising Officer if the investigation or operation unexpectedly interferes with the privacy of individuals not covered by the authorisation. The Authorising Officer must then consider whether the authorisation needs to be amended and re-authorised or a new authorisation is required.

The following further considerations must then be considered in determining whether the activity for which authorisation is sought is proportionate:

- The reasons given by the applicant as to why that activity is sufficient and adequate for obtaining the information sought;
- Whether there are any other reasonable means of obtaining the information sought;
- Whether the surveillance is an essential part of the investigation;
- The type and quality of the information the activity will produce and its likely value to the investigation;
- The amount of intrusion, other than collateral intrusion, the activity will cause and whether there are ways to minimise that intrusion; and
- The length of time for which the authorisation is sought and whether the activity can be undertaken within a shorter time frame.

The Authorising Officer should only authorise the activity that is the least intrusive in the circumstances. Any unnecessary intrusion, including collateral intrusion, must be minimised as much as practically possible. **The least intrusive method will be considered proportionate by the courts.**

The Authorising Officer must balance the intrusiveness of the activity on the target and others who might be affected by it against the need for the activity in operational terms. The Authorising Officer should discuss the proposed activity, and any proposed changes, with the applicant and/or the Senior Responsible Officer prior to issuing the authorisation.

### 10. ACQUISITION AND DISCLOSURE OF COMMUNICATIONS DATA

With effect from 5<sup>th</sup> January 2004, Part 1 Chapter 2 of the 2000 Act came into operation. The effect of Chapter 2 is to render unlawful the acquisition and disclosure of 'communications data' unless proper authorisation or notice has been given. The procedure for the acquisition of communications data is set out at Appendix 1C.

Under the Regulation of Investigatory Powers (Communications Data) Order 2010, the following officers are specified as "Designated officers" for the acquisition of the specified categories of information for the purposes described –

Designated Officer	Categories of Information s. 21(4)	Purposes s.22(2)
Director, Head of Service, Service Manager or equivalent	-	(b) preventing or detecting crime or of preventing disorder;

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The Act restricts the ability to have access to communications data to specified bodies; district councils are within the authorised bodies, but the nature of the data which can be accessed is further limited. The Regulations stipulate the persons designated within relevant authorities who are entitled to authorise relevant conduct within the authority (s.22(3)), or require the provision of data by an outside provider (s.22(4)). An application must be made through the Single Point of Contact ("SPOC") who has undergone the necessary training for the purposes of compliance with the Code of Conduct.

Relevant Officers in the Legal Division have undertaken the relevant training and been accredited to function as SPOCs (Appendix 3). In the event that it is contemplated that an investigation calls for access to communications data, one of the accredited officers must be contacted to co-ordinate the relevant action.

### 11. **CONSIDERING APPLICATIONS TO ACCESS COMMUNICATIONS DATA**

This part of the policy lists the factors which a Designated Officer should consider upon receiving an application for an authorisation to access communications data.

#### **Step 1: Is the activity necessary?**

An Designated Officer can only authorise an activity where s/he believes that the authorisation is necessary in the circumstances of the particular case for the purpose of preventing or detecting crime or of preventing disorder.

The Designated Officer must be satisfied that there are no other reasonable means of carrying out the investigation, or obtaining the desired information, without undertaking the activity for which authorisation is sought.

Authorisation should not be granted if the information sought can be obtained by other means without undertaking an activity which falls under the requirements of RIPA. Authorisation cannot be granted if it is for any purpose other than the prevention or detection of crime or for the prevention of disorder.

#### **Step 2: Is it proportionate?**

If the activity is necessary, the Designated Officer must also believe that the activity is proportionate to what is sought to be achieved by carrying it out. This involves balancing the intrusiveness of the activity against the need for the activity in operational terms. The activity will not be proportionate if it is excessive in the particular circumstances or if the information sought could reasonably be obtained by less intrusive means. Any activity must be carefully managed to meet the objective in question and must not be arbitrary or unfair.

Any conduct that is excessive in the circumstances of both the interference and the aim of the investigation or operation, or is in any way arbitrary will not be proportionate.

A Designated Officer should first consider the following primary factors in determining whether the activity for which authorisation is sought is proportionate:

#### **Confidential Information**

The Designated Officer must take into account the likelihood of confidential information being acquired. Confidential information consists of matters subject to legal privilege, confidential Official information or confidential journalistic material.



## 2.1 Appendix 2

Where confidential information is likely to be acquired, authorisation should only be given in exceptional and compelling circumstances with full regard to the proportionality issues this raises.

### Risk of Collateral Intrusion

The Designated Officer must consider whether there is a risk of collateral intrusion into the private life of any Officer not the primary subject of the investigation. The applicant should describe the activity sufficiently widely to include not only named individuals but also any others who may be at risk of collateral intrusion to enable this consideration to occur.

Where the risk of such intrusion is sufficiently significant, the Designated Officer must determine whether a separate authorisation is required in respect of these other Officers.

The Officer carrying out the activity must inform the Designated Officer if the investigation or operation unexpectedly interferes with the privacy of individuals not covered by the authorisation. The Designated Officer must then consider whether the authorisation needs to be amended and re-authorised or a new authorisation is required.

The following further considerations must then be considered in determining whether the activity for which authorisation is sought is proportionate:

- The reasons given by the applicant as to why that activity is sufficient and adequate for obtaining the information sought;
- Whether there are any other reasonable means of obtaining the information sought;
- Whether the surveillance is an essential part of the investigation;
- The type and quality of the information the activity will produce and its likely value to the investigation;
- The amount of intrusion, other than collateral intrusion, the activity will cause and whether there are ways to minimise that intrusion; and
- The length of time for which the authorisation is sought and whether the activity can be undertaken within a shorter time frame.

The Designated Officer should only authorise the activity that is the least intrusive in the circumstances. Any unnecessary intrusion, including collateral intrusion, must be minimised as much as practically possible. **The least intrusive method will be considered proportionate by the courts.**

The Designated Officer must balance the intrusiveness of the activity on the target and others who might be affected by it against the need for the activity in operational terms. The Designated Officer should discuss the proposed activity, and any proposed changes, with the applicant prior to issuing the authorisation.

## **12. APPLYING FOR JUDICIAL APPROVAL**

Once an authorisation has been approved the Senior Responsible Officer will review the authorisation paperwork to ensure that the authorisation fulfils the RIPA requirements and is necessary and proportionate. If satisfied that the surveillance is an appropriate use of the RIPA powers the Senior Responsible Officer (or RIPA Co-ordinator) will make an application

## 2.1 Appendix 2

to the Magistrates Court to apply to have the authorisation approved/renewed by a Justice of the Peace.

The procedure for obtaining judicial approval is set out in the Home Office Guidance 'Protection of Freedoms Act 2012 – Changes to provisions under the Regulation of Investigatory Powers Act 2000 published in October 2012. A flowchart setting out the procedure for obtaining Judicial Approval is set out at Appendix 1D.

### 13. **WORKING WITH/THROUGH OTHER AGENCIES**

Where Council officers undertake an investigation/operation under RIPA jointly with another public authority, it is the responsibility of the tasking authority to obtain the authorisation. For example, if the Council was asked by the police to assist in a covert surveillance operation, the police should obtain the authorisation, which would then cover the Council. In such a case, Council officers must request written confirmation from the other public authority that an authorisation is in place before taking part in any joint operation.

Likewise Council officers must ensure that they have authorisation to cover other public authorities where the Council has initiated a joint operation and be prepared to provide a copy of the authorisation where appropriate.

When an agency is instructed on behalf of the Council to undertake any action under RIPA, the Council instructing officer must obtain authorisation for the action to be undertaken and keep the agent informed of the various requirements. It is essential that the agent is given explicit instructions on what they are authorised to do.

### 14. **RECORDS MANAGEMENT**

The Council must keep a detailed record of all authorisations, reviews, renewals, cancellations and rejections in the relevant services. A central record of all authorisation forms, whether authorised or rejected, will be maintained and monitored by the RIPA Co-ordinator.

All Authorising Officers must send all **original** applications for authorisation to the RIPA Co-ordinator within 2 working days of issue of signature. Each document will be given a unique reference number, a copy will be placed on the Central Record and the original will be returned to the applicant.

Copies of all other forms used must be sent to the RIPA Co-ordinator bearing the reference number previously given to the application to which it refers.

#### Service Records

Each service must keep a written record of all authorisations issued to it, to include the following:

- A copy of the application and authorisation together with any supplementary documentation and notification of the approval given by the Authorising Officer;
- A record of the period over which the surveillance has taken place;
- The frequency of reviews prescribed by the Authorising Officer;

## 2.1 Appendix 2

- A record of the result of each review;
- A copy of any renewal of an authorisation and any supporting documentation submitted when the renewal was requested;
- The date and time when any instruction was given by the Authorising Officer, including cancellation of such authorisation.

### Central Record Maintained by the RIPA Co-ordinator

A central record of all authorisation forms, whether authorised or rejected, is kept by the RIPA Co-ordinator. The central record must be readily available for inspection on request by the Office of Surveillance Commissioners.

The central record must be updated whenever an authorisation is granted, renewed or cancelled. Records will be retained for a period of 3 years from the date on which the relevant criminal or civil proceedings file is closed for archive, or for such other period as determined by the internal procedures relating to the retention of the criminal or civil proceedings file.

The central record must contain the following information:

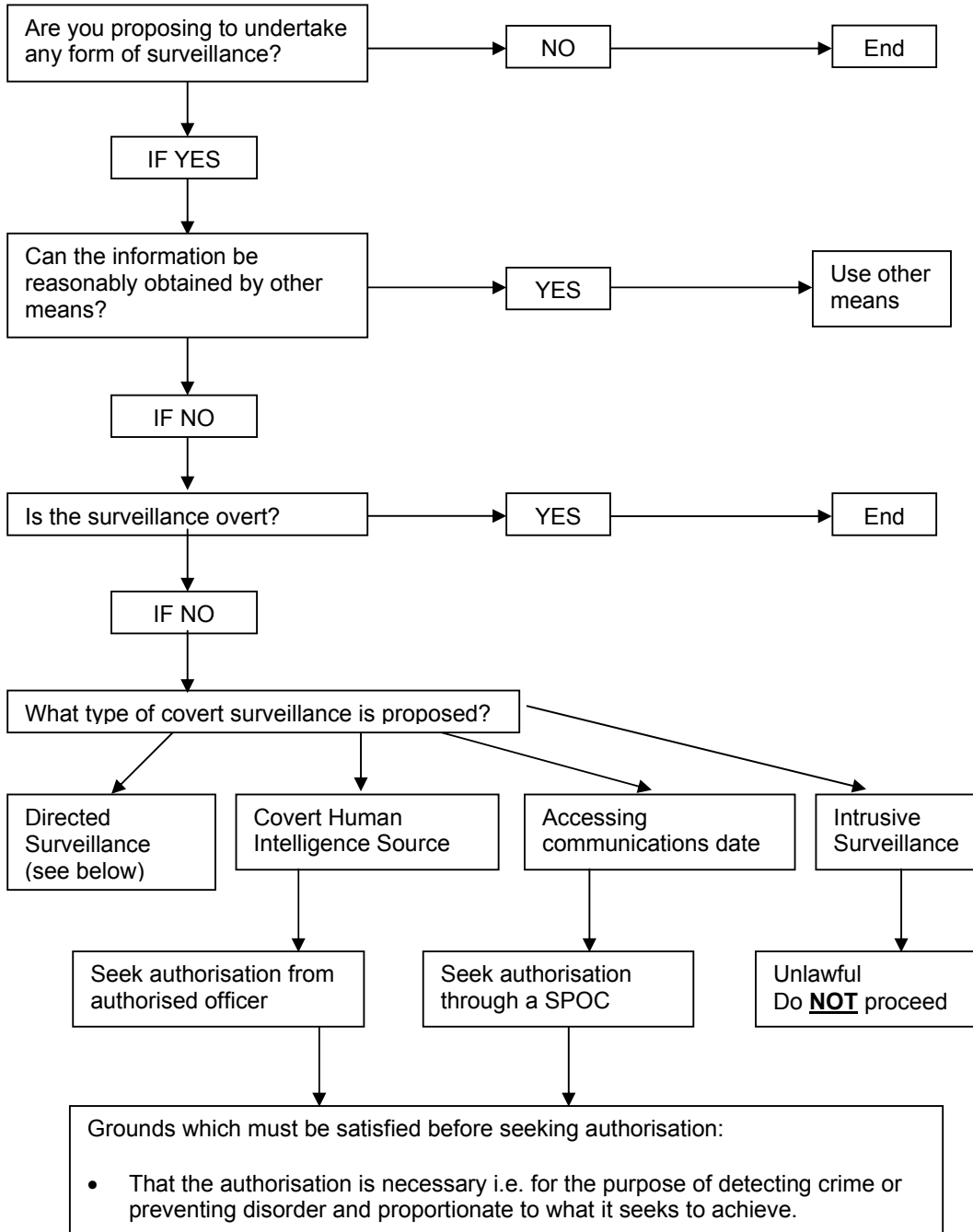
- The type of authorisation;
- The date on which the authorisation was given;
- name/rank of the Authorising Officer;
- The unique reference number (URN) of the investigation/operation. This will be issued by the Legal Division when a new application is entered in the Central Record. The applicant will be informed accordingly and should use the same URN when requesting a renewal or cancellation;
- The title of the investigation/operation, including a brief description and names of the subjects, if known;
- Whether urgent authorisation was given and why;
- If the authorisation was renewed, when it was renewed and who authorised the renewal, including the name and rank/grade of the Authorising Officer;
- Whether the investigation/operation is likely to result in the obtaining of confidential information;
- The date and time that the authorisation was cancelled.

### Retention and Destruction of Material

Departments must ensure that arrangements are in place for the handling, storage and destruction of material obtained through the use of covert surveillance. Confidential material must be destroyed as soon as it is no longer necessary. It must not be retained or copied unless it is necessary for a specified purpose. Where there is doubt, advice must be sought from the Senior Responsible Officer or in their absence the RIPA Co-ordinator.

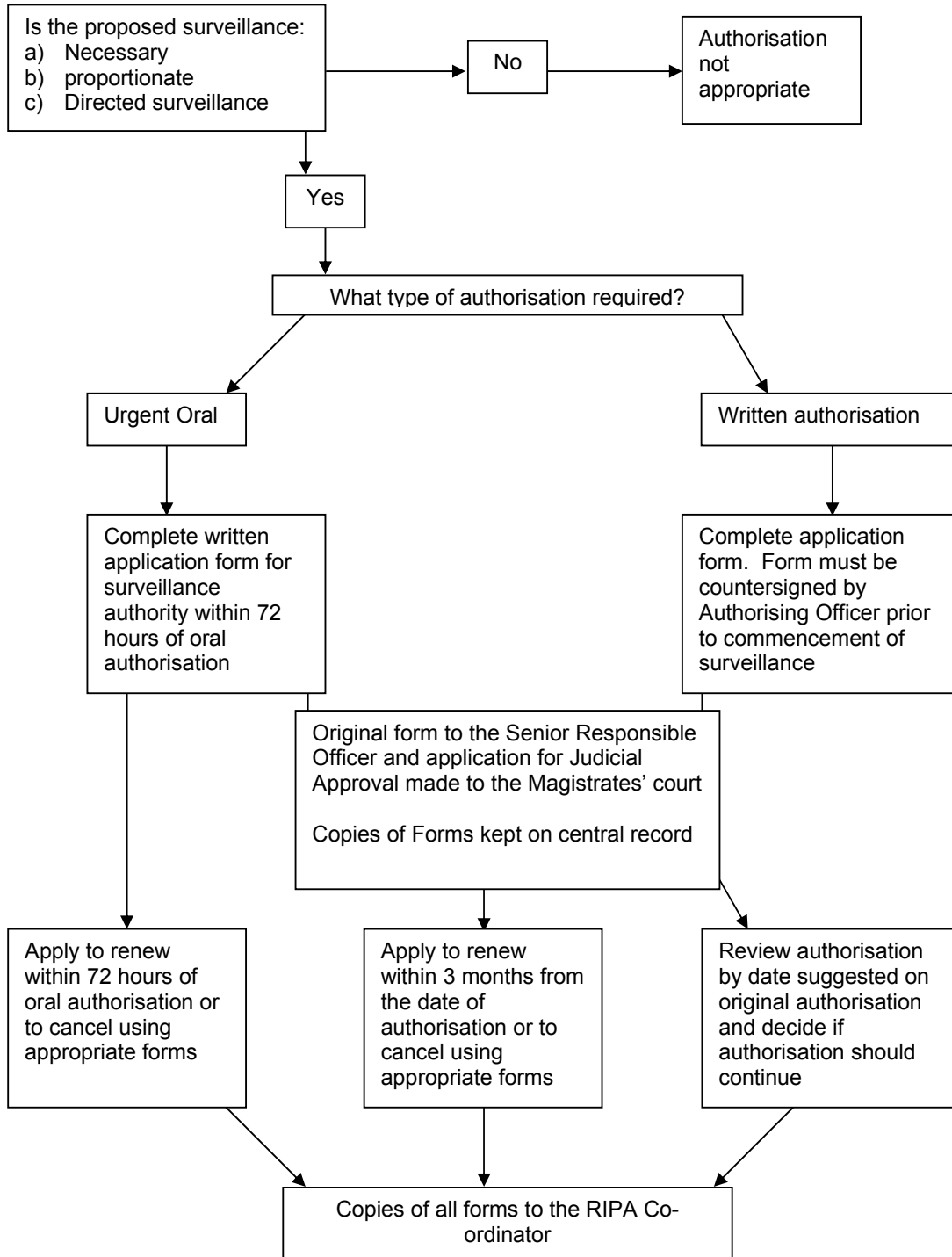
### APPENDIX 1A

#### Do you need a RIPA authorisation?

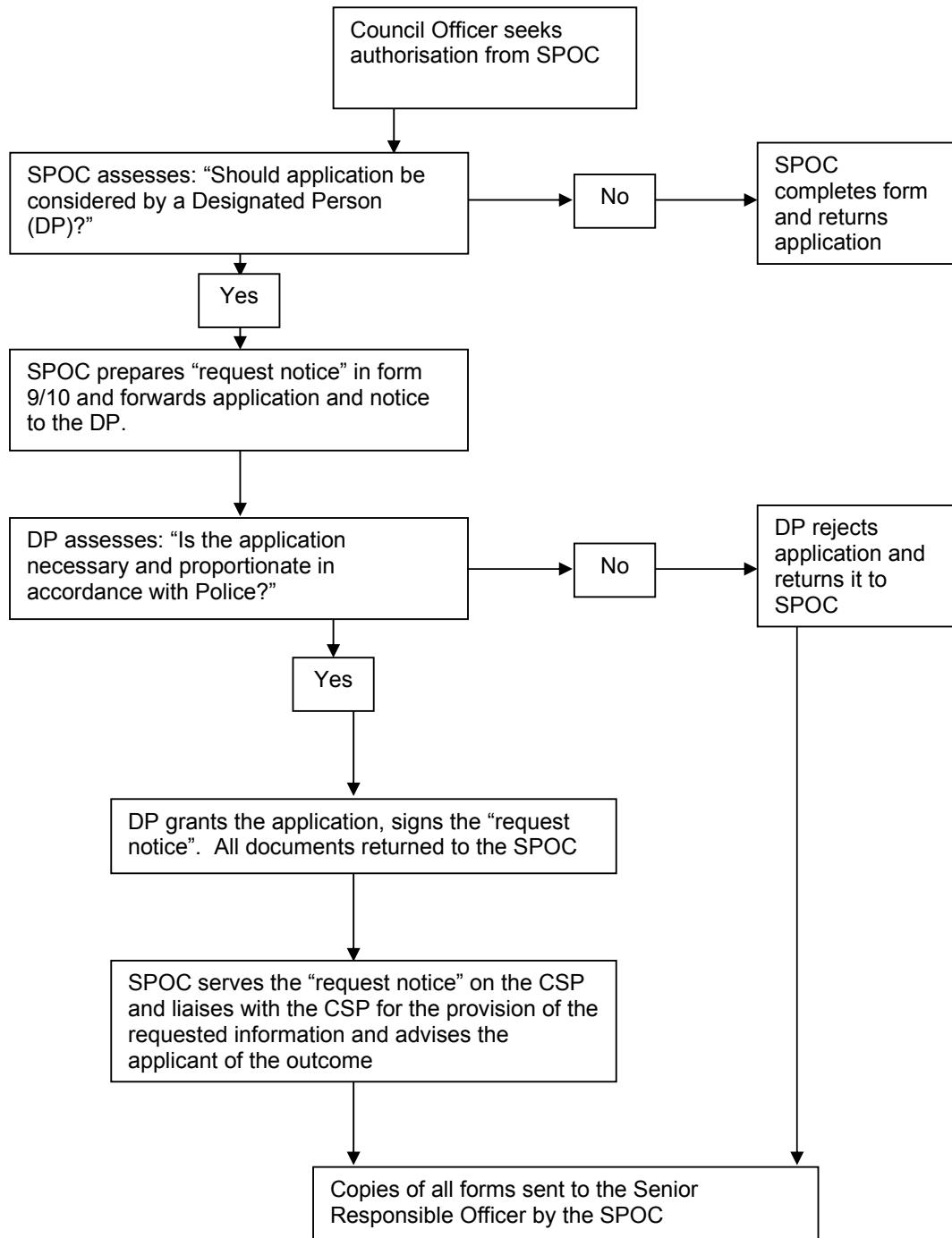


### APPENDIX 1B

#### RIPA Authorisation Process for Directed Surveillance

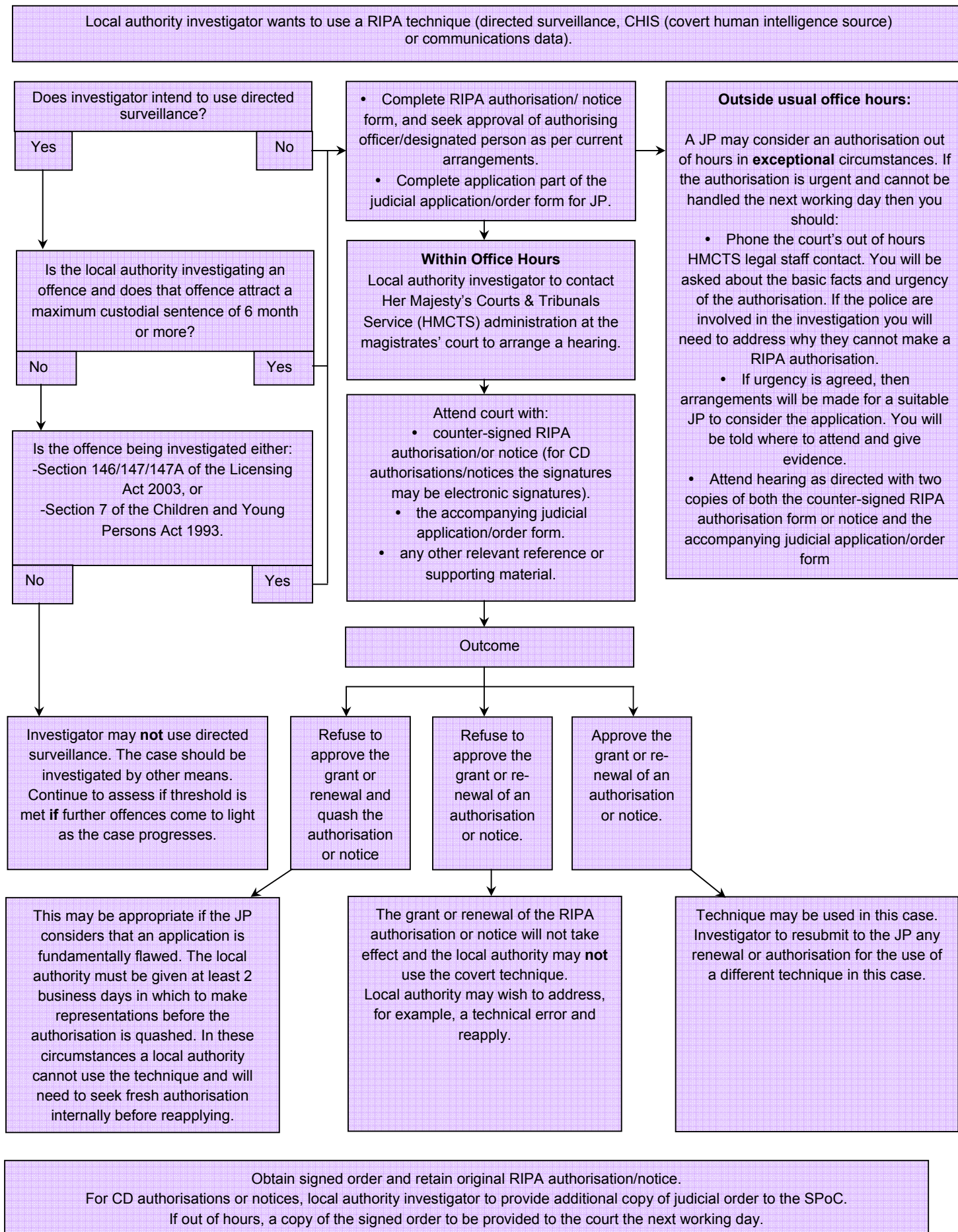


### APPENDIX 1 C – ACQUISITION OF COMMUNICATIONS DATA



## 2.1 Appendix 2

### APPENDIX 1D – JUDICIAL APPROVAL PROCEDURE



### APPENDIX 2

#### List of Authorising Officers

1. **For standard or urgent oral authorisations:**

Where it is not likely that confidential information will be acquired

- Chief Executive
- Assistant Chief Executive Senior
- Responsible Officer
- Director of Regeneration and Neighbourhood Services
- Director of Child and Adult Services

2. **For authorisations where it is likely that confidential information will be acquired or where using a CHIS who is a juvenile (under 16) or a vulnerable individual**

- Head of Paid Service

In the absence:

- Senior Responsible Officer/Chief Solicitor (exceptional circumstances)



### Appendix 3

#### **List of Designated Persons**

Designated Persons consider applications for access to communications data.

The Council's Designated Persons are as follows:

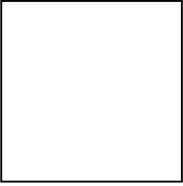
- Chief Executive
- Assistant Chief Executive
- Senior Responsible Officer
- Director of Regeneration and Neighbourhood Services
- Director of Child and Adult Services

#### **List of SPOCs**

SPOCs receive and manage applications for access to communications data as well as liaising with communications service providers for the provision of information.

The Council's SPOCs are as follows:

- Legal Services Manager



**2.1 Appendix 2**

**APPENDIX 4 - FORMS**

## **FINANCE & CORPORATE SERVICES PORTFOLIO**

Report to Portfolio Holder  
21<sup>st</sup> November 2012



**Report of:** Organisational Development Manager

**Subject:** SINGLE STATUS AGREEMENT APPEALS

---

### **1. TYPE OF DECISION/APPLICABLE CATEGORY**

Non Key Decision.

### **2. PURPOSE OF REPORT**

- 2.1 To obtain ratification of Appeals Panel outcomes in respect of appeals arising from the implementation of the Single Status Agreement.

### **3. BACKGROUND**

- 3.1 The Single Status Agreement was formally agreed in May 2010 and implemented with effect from 1 April 2007. The Appeals Procedure for appeals submitted in relation to the implementation of the Single Status Agreement (i.e. between 1 April 2007 and 30 June 2012) was originally agreed at the Performance Portfolio Holder meeting on 27 June 2008. This has been reviewed in the light of experience of operating it for High Priority Appeals and a revised Appeals Procedure has been implemented following Performance Portfolio ratification.

- 3.2 The revised procedure provides:

- “The Executive Member with responsibility for Workforce Services will be regularly advised of appeals received and progress made in dealing with them” and;
- “All Appeal Panel outcomes must be ratified by the Executive Member with responsibility for Workforce Services or Governors (Governing Body, Pay Review Committee or Appeals Committee), as appropriate, prior to any changes being implemented.

- the Appeals Panel comprises 1 management representative, 1 trade union official and an independent chair”

3.3 Appeals are prioritised in accordance with the Single Status Agreement as detailed in Table 1.

**Table 1**

Priority	Type of Appeal
<b>High</b>	Appeals received from current employees who are continuing to receive protection at 1 July 2008/Appeals which do not need an Appeals Panel to meet/ Appeals from employees who leave the Council from areas where job losses are needed/ Appeals from employees who retire from the Council due to ill health and the Teesside Pension Fund Doctor (for LGPS members) or the Council's Occupational Health Advisor (for non LGPS members) has determined that they meet the Local Government Pension Fund Tier 3 Ill Health criteria
<b>Medium</b>	Appeals received from current employees who were receiving protection prior to 1 July 2008/Appeals received from current employees who do not gain initially
<b>Low</b>	Appeals received from current employees who gained initially
<b>Very Low</b>	Former employees

3.4 In order to ensure equality of treatment, as far as possible, the revised Appeals Procedure, as detailed in 3.1 above, made provision for employees whose high priority appeals were considered under the original Appeals Procedure to

- receive the same documentation (i.e. Directors comments on the appeal, including the sore-thumbed factors and any subsequent clarification provided to the Appeals Panel by the Director) as appellants whose appeals have been considered since April 2011
- challenge, clarify or expand upon information already provided by the Director or appellants but not provide new information in respect of appealed factors
- provide new evidence in respect of the sore thumb factors
- attend the Appeals Panel to present their case (in which case the Director or representative will also present their case to the Appeals Panel)

3.5 There is no obligation on appellants to do anything in respect of 3.4 a) - d) above. For example they may decide

- i) to do nothing
- ii) to receive the documentation and then not submit any additional information
- iii) to receive the documentation and submit additional written information and subsequently decide not to proceed at any time up to the day before the Appeals Panel actually meeting to consider any additional information provided to them in writing and/or verbally and review the appeal outcome in light of the additional information provided.
- iv) to receive the documentation and submit additional written information and decide not to attend the Appeals Panel
- v) to receive the documentation and submit additional information and decide to attend the Appeals Panel.

- 3.6 The outstanding appeals have arisen
- following the implementation of the implementation of the Single Status Agreement and
  - following reviews of posts/restructures after the implementation of the Single Status Agreement

#### 4. CURRENT POSITION ON APPEALS ARISING FROM THE IMPLEMENTATION OF THE SINGLE STATUS AGREEMENT

- 4.1 All appeals arising from the implementation of the Single Status Agreement have now had an initial outcome ratified.
- 4.2 The initial outcomes of Appeals ratified previously are detailed in Table 2.

**Table 2**

	Pay band increased on Appeal and Outcome Ratified (no. of appellants)	Pay band stayed the same on Appeal and Outcome Ratified (no. of appellants)	Pay band decreased on Appeal and Outcome Ratified (no. of appellants)
Chief Executive's	8 (12)	21 (36)	1 (1)
Child and Adults	12 (25)	37 (89)	6 (7)
Regeneration and Neighbourhoods	22 (29)	58 (73)	7 (11)
Schools	2 (4)	8 (8)	0 (0)
<b>Total</b>	<b>44 (70)</b>	<b>124 (206)</b>	<b>14 (19)</b>

- 4.3 As indicated in Section 2, appellants whose appeals were considered under the previous Appeals procedure are being given the opportunity to have their appeals reconsidered under the current Appeals Procedure. The current position is set out in Table 3 overleaf.

**Table 3**

	<b>No. of appeals (no. of appellants) who requested copies of the additional information submitted to the Appeals Panel</b>	<b>No. of appeals (no. of appellants) who have indicated they wish to have their appeals reconsidered by the Appeals Panel</b>
Priority 1	4 (6)	2 (2)
Priority 2	46 (93)	15 (28)
<b>Total</b>	<b>50 (99)</b>	<b>17 (30)</b>

- 4.4 A summary of previously ratified outcomes, of the Appeals Panels in respect of revisited appeals as detailed in 4.4 above is set out in Table 4.

**Table 4**

	<b>Pay band increased when appeal revisited and Outcome Ratified (no. of appellants)</b>	<b>Pay band stayed the same on Appeal and Outcome Ratified (no. of appellants)</b>	<b>Pay band decreased on Appeal and Outcome Ratified (no. of appellants)</b>
Chief Executive's	1 (1)	0 (0)	0 (0)
Child and Adults	2 (2)	3 (14)	0 (0)
Regeneration and Neighbourhoods	3 (4)	3 (3)	0 (0)
Schools	0 (0)	0 (0)	0 (0)
<b>Total</b>	<b>6 (7)</b>	<b>6 (17)</b>	<b>0 (0)</b>

In addition the pay band increased in Child & Adults in respect of an acting up role for one post and four employees.

## **5. PROGRESS ON APPEALS ARISING FROM THE IMPLEMENTATION OF THE SINGLE STATUS AGREEMENT**

- 5.1 In determining the appeal outcome, the Appeal Panels have considered the submissions made by the appellant as well as 'sore-thumbing' the original evaluation. This is essential to ensure the robustness of individual evaluations and the job evaluation scheme as a whole. Whilst there are three possible overall outcomes (pay band increases, pay band remains the same or pay band decreases), this

may mask changes to particular factor levels and/or ‘tidying up’ of evaluations which does not affect overall pay bands.

- 5.2 Since the last report the Appeals Panel has determined the outcome of revisited appeals which had originally been considered under the previous Appeals Procedure as set out in Table 5.

**Table 5**

	<b>Pay band increased when appeal revisited (no. of appellants)</b>	<b>Pay band stayed the same on Appeal (no. of appellants)</b>	<b>Pay band decreased on Appeal (no. of appellants)</b>
Chief Executive's	1 (1)	0 (0)	0 (0)
Child and Adults	1 (2)	0 (0)	0 (0)
Regeneration and Neighbourhoods	1 (1)	1 (1)	0 (0)
Schools	0 (0)	1 (1)	0 (0)
Total	3 (4)	2 (2)	0 (0)

- 5.3 In reconsidering the appeals, the Appeals Panel has only considered those factors potentially affected by any additional information presented to the Appeals Panel.
- 5.4 As indicated above, the Portfolio Holder is responsible for ratifying the outcomes in respect of Council employees whereas Governors are responsible for ratifying the outcomes in respect of school employees. Similarly, the Council is responsible for any changes in employee costs for Council employees whereas schools are responsible for any changes in employee costs for school employees.
- 5.5 Further details of the outcomes of individual appeals is included in the “Not for Publication” **Appendix A** attached to this report.

**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 1).**

- 5.7 The lower than expected cost of appeals has been reflected in the Medium Term Financial Strategy forecasts and now that the appeals arising from the implementation of the Single Status Agreement have all been processed these figures need to be updated to reflect the above outcomes. At this stage it is not expected that there will be any significant change from the current forecast.

## 6. APPEALS RECEIVED SUBSEQUENT TO THE IMPLEMENTATION OF THE SINGLE STATUS AGREEMENT

- 6.1 The appeals received subsequent to the implementation of the Single Status Agreement are detailed in Table 6.

**Table 6**

	Appeals received (no. of appellants)
Chief Executive's	2 (3)
Child and Adults	1 (3)
Regeneration and Neighbourhoods	3 (4)
Schools	2 (2)
Total	8 (12)

- 6.2 It is envisaged that the outstanding appeals will be considered by the Appeals Panel around Easter 2013.
- 6.3 The appeals procedure to be followed is similar to the procedure which applied in respect of appeals arising from the implementation of the Single Status Agreement, although the composition of the Appeals Panel changes. There will no longer being an independent chair and the Appeals Panel will comprise 2 management and 2 trade union members. Where, exceptionally, the Appeals Panel has a "Failure to Agree", the Regional Joint Secretaries will be requested to assist. If no agreement can subsequently be reached, the original match and pay band will apply.
- 6.4 The composition of the appeals panel was raised at Council through the Chief Executive's Business Report, following earlier consideration by the Constitution Committee (General Purposes Committee members also being invited to participate in those discussions). It was resolved by Council to refer this item back to the Constitution Committee for further consideration. It should be noted that any changes to the appeals procedure will require consultation with the trade unions and thereafter ratification by the Finance & Corporate Services Portfolio Holder.

## 7. RECOMMENDATIONS

- 7.1 The Portfolio Holder ratifies the Appeals Panel Outcomes in respect of Council employees (as detailed in the "Not for Publication" schedule attached to this report) and notes the situation in relation to appeals.



## **8. REASONS FOR RECOMMENDATIONS**

- 8.1 The Appeals Procedure is an integral part of the Single Status agreement and requires that the Executive Member with responsibility for Workforce Services be regularly advised of progress made in dealing with appeals received and ratifies the outcomes of Appeals Panels in respect of Council employees.

## **9. BACKGROUND PAPERS**

Cabinet report 23 December 2007.  
Cabinet report 27 May 2008.  
Performance Portfolio report 27 June 2008  
Performance Portfolio report 26 September 2008  
Performance Portfolio report 2 February 2009  
Performance Portfolio report 26 February 2009  
Performance Portfolio report 16 April 2009  
Finance and Performance Portfolio report 14 July 2009  
Finance and Performance Portfolio report 5 November 2009  
Finance and Performance Portfolio report 23 February 2010  
Finance and Performance Portfolio report 23 March 2010  
Finance and Performance Portfolio report 30 April 2010  
Finance and Performance Portfolio report 18 May 2010  
Cabinet report 16 August 2010  
Performance Portfolio report 26 October 2010  
Cabinet report 21 February 2011  
Performance Portfolio report 22 February 2011  
Performance Portfolio report 23 March 2011  
Performance Portfolio report 14 September 2011  
Performance Portfolio report 8 November 2011  
Performance Portfolio report 7 December 2011  
Performance Portfolio report 18 January 2012  
Performance Portfolio report 14 February 2012  
Performance Portfolio report 25 April 2012  
Finance and Corporate Services Portfolio report 15 August 2012  
Constitution Committee report 22 August 2012  
Council report 13 September 2012  
Constitution Committee report 4 October 2012

## **10. CONTACT OFFICER**

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## **FINANCE AND CORPORATE SERVICES PORTFOLIO**

Report To Portfolio Holder  
**21<sup>st</sup> November 2012**



**Report of:** Assistant Director (Resources)

**Subject:** LAND AT BELLE VUE WAY

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### **1. TYPE OF DECISION/APPLICABLE CATEGORY**

1.1 Non key.

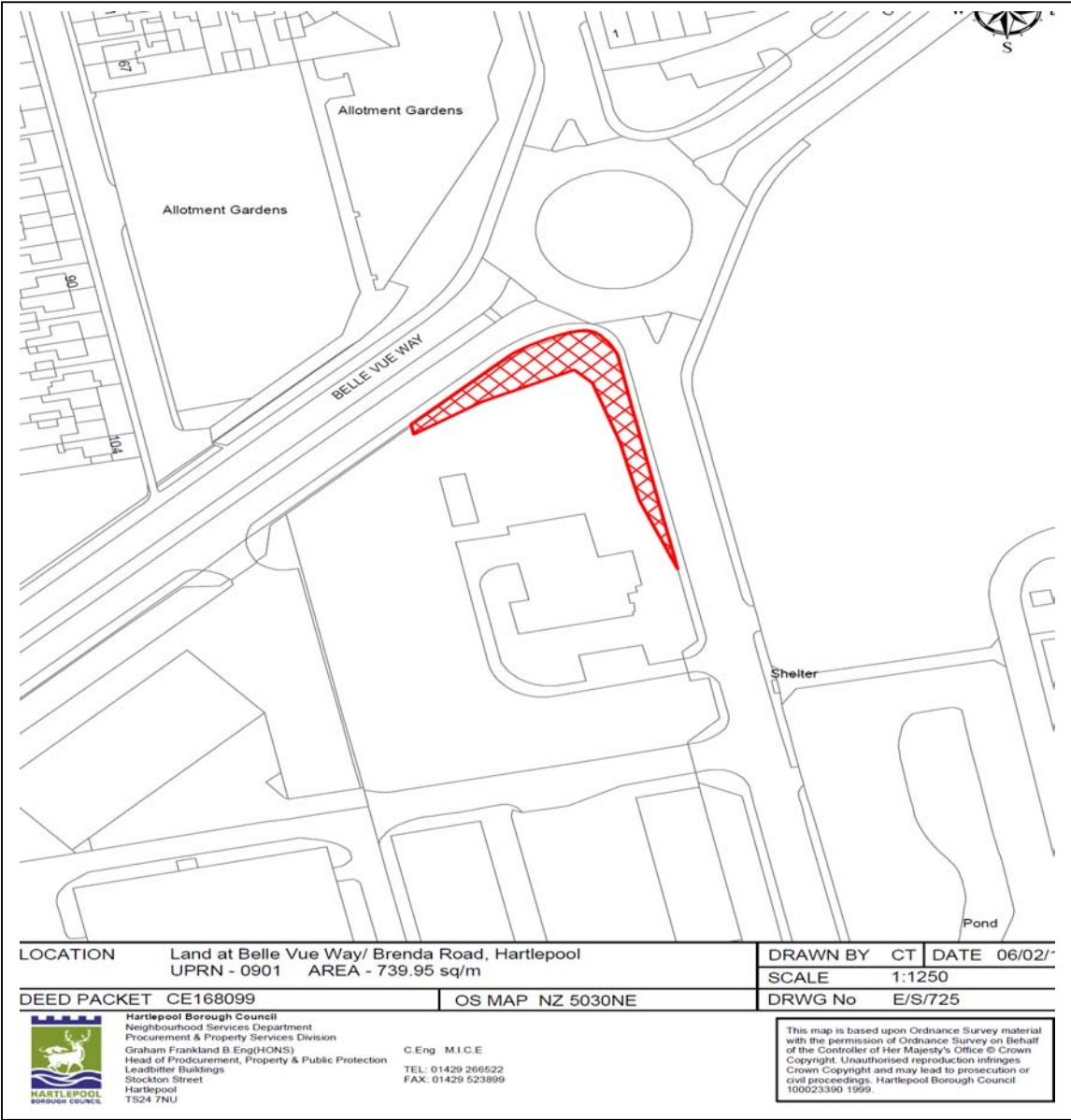
### **2. PURPOSE OF REPORT**

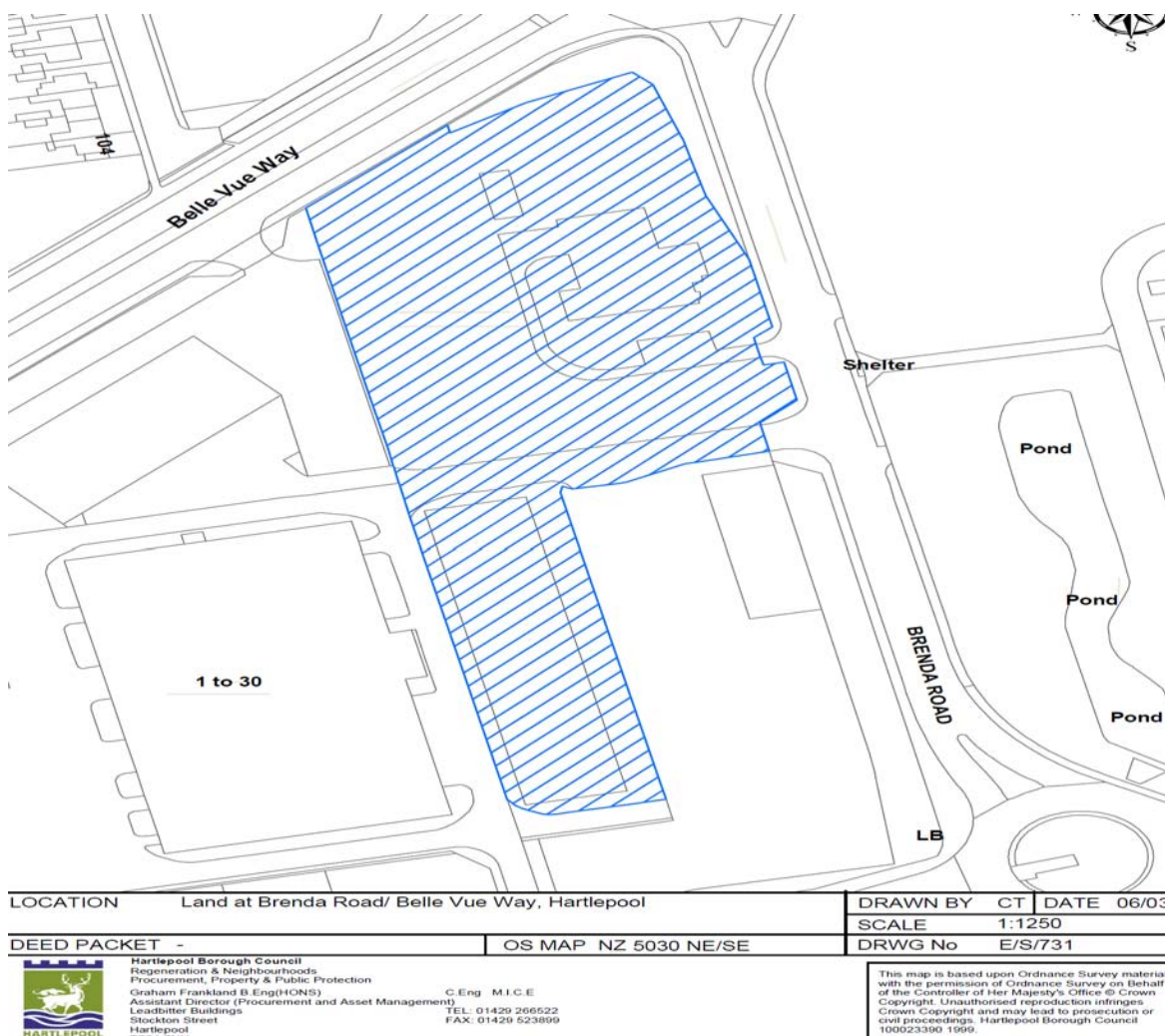
2.1 To report on an objection received in relation to the disposal of public open space on the corner of Belle Vue Way & Stockton Road

### **3. BACKGROUND**

- 3.1 In March 2012 Portfolio Holder consent was sought and given for the disposal of a small area of land at Belle Vue Way (subject to Planning Approval for a change of use) on the basis of a 10 year lease with a 5 year option to purchase. The land is shown cross hatched on **Plan A**.
- 3.2 The proposed tenant and potential purchaser is the owner of the adjoining land shown hatched on the plan at **Plan B** overleaf. The site has been disused for a considerable period and is in need of improving and the provision of a new boundary treatment to make the site more marketable. A financial grant has been agreed with the site owner to facilitate the improvement of the site. However the grant is subject to planning permission for the new boundary treatment being approved.

PLAN A



**PLAN B**

- 3.3 The land is currently grassed and extends to 740 square metres. Prior to any disposal of Public Open Space land, there is a requirement to advertise the disposal to invite objections from interested parties and members of the general public.
- 3.4 Following the advertisement of the proposed disposal one objection was received by way of a letter. Extracts from the letter detailing the objections are included below:-

Letter – Reasons for objections

1. The land in question would appear to constitute incidental open space and as such policy GN6 (Protection of Incidental Open Space) of the adopted Hartlepool Local Plan would be material to the determination of such an application. As the policy seeks to strictly control the loss of such areas except where:-
  - It can be demonstrated that the area of open space is detrimental to the amenities of adjoining or nearby properties, and it is too small or difficult to maintain to a satisfactory standard, or
  - A proposed development has special locational requirements and there is no other appropriate site in the vicinity. This application does not fulfil any of these exceptions.
2. This land used to have a 2 metre buffer of bushes and shrubs to hide small enterprise zones, over the last 10 years this has now eroded, either willingly with planners or illegally by enterprise holders and builders such as Travis Perkins, Yuills etc.
3. When this site was a school and fenced, it was left to rot by the Council and the main route to Hartlepool became an eyesore along with Travis Perkins piling up bricks and advertising signs, at least Yuills fenced and shrubbed open space taken by moving fencing out South on Belle Vue Way.
4. The proposed purchaser of the said land want this land up to the new cycle path to place cars on the front, this being a major road, junction, roundabout which is very busy at most times of the day..... agreeing to this would be an accident waiting to happen i.e. would encourage people to look at car prices whilst approaching the junction in a 40 mph (Belle Vue Way) speed limit which increases to 50 mph (Brenda Road) speed limit, plus there are restricted views at both junctions which are give way only, both dual carriageway.
5. I feel that your planning department have given preference to businesses who are willing to pay high amounts of money to enable them to bypass local planning policy, yet as a prospective purchaser of similar type of land, which was required for 'special locational requirements', I was still refused permission to purchase or adopt 12 Sq meters, which leaves me wondering, do some people get given preferential treatment?
- 3.5 The various points made in the letter are largely related to planning considerations rather than the proposed transfer of land and these will need to be addressed as part of the planning process. Any lease/sale of the land is subject to the purchaser obtaining planning approval and addressing the objections raised. However it is appropriate to comment on the points raised by the objector as follows:

Para 1 - Planning Policy GN6 does state that the loss of areas of open space will be resisted except in the circumstances outlined in the letter. If the land is transferred, it will be incorporated into the rest of the development site but any change of use or other development of the land will be subject to a planning application and will therefore be subject to the usual planning process.

Para 2 - The land being sold is mainly grass. There are bushes on the development site, but it is not clear whether these were ever intended as a visual buffer.

Para 3 - The development site has never been used as a school. There have been no other sales of public open space land adjoining Belle Vue Way south of the site.

Para 4 - The use of the land is subject to planning permission being obtained. Any safety requirements will be addressed as part of the application process.

Para 5 The proposed disposal is not a planning matter and the planning department is not involved. The fact that the objector was unsuccessful in trying to acquire other open space land is not relevant as individual requests are considered on their individual merits.

- 3.6 Whilst the proposed disposal does involve the loss of some public open space land, there is a benefit in relation to achieving improvement to the development site, and public use of the subject land is very limited.

#### **4. FINANCIAL AND RISK CONSIDERATIONS**

- 4.1 The terms of the proposed disposal were agreed at the Finance and Procurement Portfolio Holder meeting of 30<sup>th</sup> March 2012.

#### **5. ASSET MANAGEMENT CONSIDERATIONS**

- 5.1 The attention of the Portfolio Holder is drawn to the Asset Management element of the Business Transformation programme. The decision by Cabinet in January 2009 requires a commercial, proactive approach to be taken on Asset Management issues, the proceeds of this transaction being a contribution to the Medium Term Financial Strategy.
- 5.2 The decision to adopt a commercial approach to asset management requires the Council to realise the full value of any properties or property rights that it disposes of.

#### **6. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 6.1 There are no equality or diversity implications.

**7. SECTION 17 OF THE CRIME AND DISORDER ACT 1998  
CONSIDERATIONS**

- 7.1 There are currently no implications under Section 17. Planning approval will consider any further implications.

**8. RECOMMENDATIONS**

- 8.1 The views of Portfolio Holder are sought in relation to the proposed disposal and the objections raised.

**9. BACKGROUND PAPERS**

- 9.1 Report to Finance and Procurement Portfolio on the 30.3.2012.

**10. CONTACT OFFICER**

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## **FINANCE AND CORPORATE SERVICES PORTFOLIO**

Report To Portfolio Holder  
21st November 2012



**Report of:** Assistant Chief Executive

**Subject:** 38<sup>TH</sup> PHASE OF VIEWPOINT – CITIZEN'S PANEL  
RESULTS

### **1. TYPE OF DECISION**

1.1 None – for information only

### **2. PURPOSE OF REPORT**

- 2.1 To provide an explanation of why the topics included in Viewpoint 38 were included, and what departments plan to do with the results.
- 2.2 To inform the Portfolio Holder of the results from the 38<sup>th</sup> phase of Viewpoint that was distributed to panel members in June 2012.
- 2.3 To inform the Portfolio Holder of feedback from previous phases of Viewpoint.

### **3. BACKGROUND**

- 3.1 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.
- 3.2 Each phase of Viewpoint covers various topics and within this phase there were questions on:
  - Emergency Planning
  - Central Library
  - Green Spaces
  - Communication and Consultation



- 3.3 Viewpoint 38 was sent in June 2012 to all 1,414 active members of the panel. A response rate of 73 per cent was achieved with 1019 questionnaires being returned.
- 3.4 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.
- 3.5 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.
- 3.6 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on 160 topics (up to and including VP38). 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 try to refresh a third of our panel annually, theoretically we should have a new panel every three years, and therefore Viewpoint members will not be answering questions they have already answered.
- 3.7 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 1 for the breakdown of departmental use of Viewpoint.

**Table 1: Use of Viewpoint by departments – number of topics covered up to and including Viewpoint 38**

	%	(No.)
Regeneration & Neighbourhoods	52	(83)
Child & Adult Services	25	(40)
Chief Executive's Department	20	(32)
External agencies	3	(5)
<b>(N=160)</b>		

#### **4. VIEWPOINT – MOVING FORWARD IN 2012**

- 4.1 The Viewpoint panel was refreshed before Viewpoint 38 went in the field in June 2012. We wrote out to 5,200 Hartlepool residents, about 1000 of which were Hartlepool residents who had just turned 18. We received about 220 returns, all of which were included on the panel, and a similar number

removed. This is one of the lowest response rates we have had to a recruitment survey, and we will be looking at ways to increase this response in future recruitment drives.

- 4.2 In line with the Ward boundary change, and reduction from three to two neighbourhoods, all Viewpoint survey results will be weighted and reported by Hartlepool's two new neighbourhoods: North & Coastal and South & Central from Viewpoint 38 onwards.
- 4.3 From Viewpoint 37 onwards, Viewpoint surveys will be analysed and weighted by new age groups, which are in-line with those used by other Tees Valley citizen panels. These new age groups will aid future partnership working and income generation opportunities.
- 4.4 As a cost saving mechanism, we will be moving forward with a rolling recruitment programme, allowing Hartlepool residents to join the panel throughout the year via recruitment mechanisms such as leaflets and posters left in public buildings, online recruitment, regular Hartbeat articles, and the use of QR codes on publications.
- 4.5 This form of self-selection for the Viewpoint panel is free, allowing us to regularly top up the panel, and extend the gap between full postal refreshes. It is also in line with how other Councils in the Tees valley are moving forward with their panel recruitment.

## **5. WHY TOPICS WERE INCLUDED IN VIEWPOINT 38**

- 5.1 Emergency Planning - Contact Officer: Robin Beach, Emergency Planning Officer, Emergency Planning, Neighbourhood Services Department
- 5.2 The Emergency Planning Unit used Viewpoint in 2009 to get feedback on the Emergency Planning Unit and information leaflet. The Emergency Planning leaflet was distributed to every household in Cleveland at that time.
- 5.3 The Emergency Planning Unit wanted to monitor perception and awareness of the Unit, to see if anything had changed since 2009, including the perceived risks for the Hartlepool area.
- 5.4 They also wanted to explore whether there was a market for Emergency Planning social media sites, and whether that was something the Unit would need to invest in.
- 5.5 In addition, they wanted to find out where people would go in the event of an emergency – to help them plan the expected number of Hartlepool residents that would rely on the Councils to accommodate them.
- 5.6 The Unit is now undertaking a lot of work which will focus on Community Resilience, and will be using some of the findings from the survey to direct

them in what aspects of Emergency Planning they will be leading on in these coming months.

- 5.7 Central Library - Contact Officer: Kay Tranter, Innovation & Development Manager, Libraries – Resource and Development, Child and Adults Department
- 5.8 The Library service reduced its opening hours at the Central Library in April 2011. Viewpoint was used to gauge public opinion on satisfaction with the current opening hours, and establish public interest in alternative opening hours, including opening between Christmas and New Year, 2012.
- 5.9 The results from this will be used as part of a service review into library opening hours, including for the 2012 Christmas period.
- 5.10 In addition, the Central Library held its first 'Literature Festival' in October 2012. The Viewpoint survey was used to provide an indication of public interest in attending literary events, and how best to promote them. The information will feed into the future programming and marketing of the Literacy Event.
- 5.11 Green Spaces - Contact Officer: Adele Wilson, Community Regeneration & Development Coordinator, Neighbourhood Management, Regeneration and Neighbourhoods Department.
- 5.12 In conjunction with Parks and Countryside, the Community Regeneration and Development Team are working on developing a number of small to medium scale green space regeneration projects including:
  - Central Park;
  - Clavering Park;
  - Family Wood;
  - Golden Flatts;
  - Seaton Common and Dunes;
  - Seaton Park; and
  - Stranton Cemetery.
- 5.13 With the uncertainty of the bi-annual Ipsos MORI Household Survey which has been conducted on a neighbourhood level since 2002, up to date and localised perception information has been difficult to source. This is particularly crucial to support applications for external funding, and information sought included the following:
  - Awareness of the green spaces;
  - Usage levels of spaces identified;
  - Satisfaction levels; and
  - What would encourage further usage of green spaces?
- 5.14 In addition to supporting external funding bids, the information gathered through Viewpoint will also be influential in the development of the projects,

including the shaping of communications plans to raise awareness of the schemes and using community feedback to make amendments to existing plans.

- 5.15 Consultation and Communication - Contact Officer: Catherine Frank, Performance & Partnerships Manager, Corporate Strategy, Chief Executives Department
- 5.16 The Performance and Partnership Team have established the Hartlepool Online Panel, (H.O.P) which is a collection of Hartlepool residents email addresses who have previously agreed to take part in Council consultations. Emails will be sent out to the H.O.P on the first Friday of every month, letting them know what online consultations are available for them to fill out. It is intended that only people who have signed up to the H.O.P will be contacted and it will be up to H.O.P members to choose what online surveys they want to complete. H.O.P members can choose to stop the emails at any time. Viewpoint members were asked if they wanted to sign up to the H.O.P, and 296 Viewpoint members said they did. These members have been added to the H.O.P database.
- 5.17 The Performance and Partnership Team also wanted to know if Viewpoint members would be interested in receiving a text reminder service for their Viewpoint surveys. It is envisaged that members who sign up to this service will receive a text reminder to prompt them to complete and return their Viewpoint survey, if they have not already done so by the original deadline. Those members who still do not return their surveys will be sent a reminder survey in the post as usual. The text reminder scheme will cost 3p per text sent, but will save 28p in postage costs. A fifth (21%) of Viewpoint members said they would be interested in signing up to this scheme, which equates to 179 Viewpoint members. Based on this, the Performance and Partnership Team will liaise with Corporate ICT about using the corporate text service. In the next Viewpoint survey, Viewpoint members will be asked to provide their mobile numbers if they wish to formally sign up to this scheme. It is hoped that as the scheme becomes more established, then more Viewpoint members will sign up to the scheme.

## **6. KEY FINDINGS FROM VIEWPOINT 38**

### **Emergency Planning Unit**

- 6.1 First of all, we asked Viewpoint members to tell us if they had heard of the Emergency Planning Unit, and two out of five members (38%) said they had. Results obtained in 2012 are similar to those obtained in 2008. Viewpoint members aged between 45-64 years were more likely to say they had heard of the Emergency Planning Unit (46%). Viewpoint members aged between 18-24 years were more likely to say they have not heard of the Emergency Planning Unit (70%).

- 6.2 Two out of five Viewpoint members told us they were aware that all Local Authorities have Emergency Planning Officers, and three out of five said they were not aware. Results in 2012 are similar to those obtained in 2008. Again, members aged between 45-64 were more likely to say they are aware (47%), and people aged between 18-24 were more likely to say they were not aware (63%).
- 6.3 When asked how Viewpoint members would like to receive information from the Emergency Planning Unit, two thirds (64%) of members said through leaflets delivered to their home. Over half (53%) of respondents said through the Councils Hartbeat magazine, and four out of ten (42%) members said through the Hartlepool Mail. Viewpoint members aged under 45 years old were more likely to say they would like to receive information through social media sites. Also, women were more likely to say they would like to receive this information through Hartbeat.
- 6.4 When asked what information Viewpoint members would like to receive about Emergency Planning, nine out of ten (88%) members said they would want contact numbers, three quarters (74%) said emergency services information, and a further seven out of ten (70%) said information about gas leaks, or chemical emergency procedures. Viewpoint members from the North & Coastal neighbourhood were more likely to say they would like to receive information about flooding. And younger Viewpoint members (aged between 18 – 24 years) were more likely to want to receive information on first aid (80%).
- 6.5 The Emergency Planning Unit was thinking about setting up some social media sites, to communicate with residents in Cleveland. One in five Viewpoint members said they would follow the Unit through such sites, and fifteen percent were undecided. Viewpoint members under 45 years old were more likely to say they would be interested in social media sites.
- 6.6 We wanted to know if Viewpoint members knew the Emergency Planning Unit produced the Cleveland Community Risk Register, and only 12% said they were. Viewpoint members aged between 45 and 64 years were more likely to know this document existed (17%). Half of those who were aware of the document said they are aware because their job requires it (50%).
- 6.7 The majority (81%) of Viewpoint members thought the Emergency Planning Unit should produce a risk register for Hartlepool, which details the potential risks that could affect just Hartlepool. Viewpoint members aged 65 years and over were more likely to think this (89%).
- 6.8 Viewpoint members in 2012, as in 2008, thought that chemical accident / pollution, and nuclear accidents / pollution were high risks for the Hartlepool area.
- 6.9 If an emergency were to affect Viewpoint members' local area, they would like to be kept informed through television (86%), by radio (67%), and through newspapers (46%). A fifth (20%) of Viewpoint members said they would like to

be kept informed through Social Media sites. Viewpoint members aged between 18 and 44 were more likely to say they would like to be kept informed via social media sites (38% for members aged 18 – 24, and 32% for members aged 25 – 44).

- 6.10 We wanted to know where people would initially think of to go if they had to leave their property because of an emergency. We asked Viewpoint members to tell us where they would go if they had to leave their property but could go somewhere else in Hartlepool, and also where they would go if they had to leave the Hartlepool area. The majority of Viewpoint members said they would stay with friends in both cases. Viewpoint members aged 65 years and over were more likely to say they would rely on the Local Authority to provide basic accommodation.

### **Central Library**

- 6.11 Just under half (48%) of Viewpoint members had visited the Central Library in the last 12 months. Viewpoint members aged 65 years and over were more likely to have used the Central Library in the last 12 months (58%), as were women (55%), and Viewpoint members from the South & Central neighbourhood (51%).
- 6.12 The majority (55%) of Viewpoint members told us they are happy with the current opening times. Prominent users (female, aged over 65 years and from South and Central neighbourhood) were more likely to say they were happy with the current library opening hours.
- 6.13 When asked if members would use the library if they opened earlier or later one day a week, only a small proportion of Viewpoint members said they would (14%). A further third (26 – 33%) said they might. Younger Viewpoint members (aged 18 – 24) were more likely to say they would use the library later in the evening, and older members (aged 65 years and over) were more likely to say they would use the library earlier in the morning.
- 6.14 Viewpoint members were asked if they would use the Central Library if it stayed open for a limited Christmas service. Viewpoint members were told that this limited service was between 10am and 2pm on 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup>, and 31<sup>st</sup> December. Only thirteen percent of Viewpoint members said they would use the library if it stayed open for this limited Christmas service, and a quarter of respondents said they were not sure.
- 6.15 A quarter of members said they would attend an event at the Literature Festival and a third said they were not sure (32%). Female Viewpoint members were more likely to say they would attend an event at the literature festival.
- 6.16 Viewpoint members were asked to tell us which types of activities they would be interested in, and two thirds (64%) of respondents said 'meet the author' type events. Four out of ten members (42%) said they would be interested in children's crafts and story telling. Younger Viewpoint members aged between

18 and 24 were more likely to say they would attend a 'meet the author' event (86%), creative writing workshops (37%), poetry events (38%), and song writing events (13%). Viewpoint members aged between 25 and 44 were more interested in children's crafts and story telling (61%).

- 6.17 Viewpoint members were asked to tell us how they would like to find out about Literature Celebration events, and the majority of members said through Hartbeat (68%), and the Hartlepool Mail (63%).

### **Green Spaces in Hartlepool**

- 6.18 We asked Viewpoint members if they were aware of various green spaces, and if so if they had used them. We asked about the green space overall, and also about the different facilities at this green space. Viewpoint members were more likely to say they were aware of, and have used Seaton Common and Dunes (61%), and Stranton Cemetery (46%). Viewpoint members were more likely to say they were aware of, but have not used Central Park (50%), Clavering Park (50%), Seaton Park (46%), and the Family Wood (41%). Viewpoint members told us they were not aware of Golden Flatts (58%).
- 6.19 We then asked Viewpoint members to tell us on average how often they had visited the various green spaces. The majority of Viewpoint members (between 40% and 93%) had never visited these green spaces or visited in the last year. Viewpoint members were more likely to have visited Seaton Common and Dunes, and least likely to have visited Golden Flatts.
- 6.20 Next, we asked Viewpoint members when they are more likely to visit these green spaces. The majority of Viewpoint members (between 30% and 76%) told us they have never visited these areas. Viewpoint members were more likely to say they visit Seaton Common and Dunes any time of the week (18%, for weekends during the day, 13% for weekday evenings, and 39% for weekends). Viewpoint members were also more likely to visit Stranton Cemetery weekdays, during the day (22%) and on weekends (27%), and Seaton Park at weekend evenings (12%) or weekends (32%).
- 6.21 Next, we asked Viewpoint members to tell us how satisfied or dissatisfied they are with these green spaces. Again, the majority of Viewpoint members told us they had not used these green spaces or they did not know how satisfied they are (between 32% - 80%). In line with the proportion of Viewpoint members who use these sites, members were more likely to say they were satisfied with Seaton Common and Dunes (48%) and Stranton Cemetery (44%). However, only a very small proportion of members (between 1% and 3%) said they were dissatisfied with any of these spaces.

### **Communication and Consultation**

- 6.22 We told Viewpoint members about the Council's new Hartlepool Online Panel (H.O.P), which is an email sent out to Hartlepool residents once a month, letting them know what consultations are available for them to fill out online. We will only email people who have signed up to the H.O.P and it will be up to

H.O.P members to choose which online surveys they choose to complete. Also, people can choose to stop the emails at any time. To trial the H.O.P, we wanted to know if Viewpoint members wanted to sign up to it, and 296 Viewpoint members said they did.

- 6.23 Next, we asked Viewpoint members if they would be interested in receiving a text reminder instead of a paper reminder to help us reduce the costs of the Viewpoint panel further, and 21% of members said they would. This equates to 179 Viewpoint members.

## **7. FEEDBACK FROM PREVIOUS VIEWPOINT SURVEYS**

- 7.1 One of the main aims of the Viewpoint panel is to provide service departments with useable information to assist in service development and delivery. The Corporate Strategy Division has collected feedback from departments on how Viewpoint results have been used and how they have influenced service provision. This information will be fed back to Viewpoint members to keep them up to date on how their contribution is being used.
- 7.2 The feedback provided in this report is from topics covered in:
- Shopping in Hartlepool, Viewpoint 34
  - Summerhill, Viewpoint 36
  - Domestic Violence, Viewpoint 36
- 7.3 All feedback is included in the newsletter that will accompany Viewpoint 39, which will be mailed out in November 2012, and has also been uploaded on the Council's website.

### **Shopping in Hartlepool, Viewpoint 34, October 2010**

- 7.4 In October 2010, we asked for Viewpoint members thoughts on shopping in Hartlepool. Through the survey we were able to ascertain that Viewpoint members did not think there was a good range of shops in Hartlepool.
- 7.5 The Economic and Regeneration Team wanted to let Viewpoint members know how the Town Centre is a priority for the Council. Retail in the town has been severely affected by the current economic downturn and the lack of consumer spending power. This is not a unique problem for Hartlepool and is an issue for towns throughout the country. There are, however, a number of actions and projects that they are proposing to improve the town centre.
- 7.6 The Council has been given £100k from the government through the High Street Innovation Fund to spend on projects that address empty shops on the High Street. A working group has been established from the Economic Regeneration Forum who are developing projects for the funding.
- 7.7 They are developing a "Grow Your Own Retailers" project to provide the opportunity for people to start retail businesses with a package of dedicated



support using six stalls within the Market Hall at Middleton Grange Shopping Centre. People often need an opportunity to trade and try their ideas before moving onto larger more expensive premises. The idea of the project is to promote and support the growth of local retailers. The project was approved by the Regeneration and Neighbourhoods Portfolio Holder on 28<sup>th</sup> September. Currently, five retailers have started the pre-trading training programme, and they will start trading in the Market Hall early November.

- 7.8 The feasibility of holding specialist markets and events in the town centre is currently being explored. There is a growing selection of specialist markets such as craft, food and continental markets which can improve the retail offer, add vibrancy to the town centre and attract additional consumers. The rationale behind the project is that increasing footfall, momentum and interest in the town centre will make it easier to attract retailers who can add to the offer of the town centre. It will also provide a reason for people to visit and use the town centre.
- 7.9 The working group have identified that there is a lack of signage directing visitors to the town centre car parks. A plan to improve the signage has therefore been developed.
- 7.10 The team is also proposing to develop a Retail Revival Strategy which will provide a comprehensive strategy and action plan to improve retail opportunities in the town. The strategy will be developed from comprehensive survey work from residents, businesses and town centre users and specialist retail analysis. Ways to reduce the leakage of retail spend out of the town will also be explored. The strategy will have a short, medium and long term action plan together with a long term vision for the town centre so that investment can be most effectively targeted at measures that have the most impact.

### **Summerhill, Viewpoint 36, October 2011**

- 7.11 Viewpoint members said they wanted to see improvements made to the play facilities, the toilets, and the dog fouling problem at Summerhill. As a result, Summerhill secured grants to add new elements to the junior play area; they now check and clean the toilets more regularly; and have put up more signage to alert visitors that dog fouling is not allowed, and provided bins and bags around the site for dog dirt, and bags from the Visitors Centre.
- 7.12 In addition, Viewpoint members said they would like to see more events and activities take place at Summerhill. As a result, Summerhill have done the following:
- Pilot car boot sales through the summer.
  - Held open air theatre productions throughout 2012, which have been sold out.
  - Booked dog shows, which have had a lot of interest.
  - Staged an allotment show.
  - Installed a new Emerge Gallery inside the Visitors Centre in conjunction with the Cultural Services section, with a rolling programme of exhibits.

- 7.13 Summerhill also wanted to feedback to Viewpoint members some other improvements they have made, as a result of the survey. Including:
- Promoting more volunteering opportunities and using the new volunteer Hartlepool website.
  - Increasing marketing and publicity, especially through the Hartlepool Mail.
  - New cafe at the Visitors Centre, which also runs cup cake decorating courses.

### **Domestic Violence, Viewpoint 36, October 2011**

- 7.14 In October 2011, we asked Viewpoint members some questions about awareness of domestic violence and abuse. The results from this Viewpoint survey was used to inform the strategy and action plan for dealing with domestic violence and abuse in Hartlepool. The overarching aim of the strategy is to break the cycle of domestic violence in Hartlepool, leading to improved outcomes for everyone affected by this issue’.
- 7.15 Just under half of Viewpoint members told us they did not know how much of a problem domestic violence is in Hartlepool. As a result, the Community Safety team has added an objective to their strategy, to increase public understanding of domestic violence and abuse including honour based violence (HBV) & forced marriage (FM) by delivering focused awareness raising initiatives.
- 7.16 The Community Safety Team has been working hard over the past few years to raise public understanding that men too can be victims of domestic violence. Reassuringly, Viewpoint members acknowledged this, and agreed that male victims are entitled to services in the same way that women are.
- 7.17 Viewpoint members also felt that children could be the main victims of domestic violence. The Council’s Children’s Services are strengthening its focus on the early identification of domestic violence in families where there are children present. A Specialist Domestic Violence Advisor has been placed in each of the early Intervention Locality Teams. The aim is that through early identification the number of incidents of domestic violence can be reduced, thus reducing the risk to children and increase their safety.
- 7.18 The Viewpoint survey showed that there was a lack of knowledge on where to go to seek help. Therefore, the action plan has identified a need to develop a directory of services, focusing on telephone access, which 80% of Viewpoint members told us they would prefer.

## **8. RECOMMENDATIONS**

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

**9. REASONS FOR RECOMMENDATIONS**

- 9.1 The report is for information only therefore the Portfolio Holder is only requested to note the results of Viewpoint 38 and the feedback from previous surveys.

**10. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE**

Appendix 1 – Viewpoint 38 Full Results Report

Appendix 2 – Viewpoint 38 Newsletter

**11. BACKGROUND PAPERS**

None

**12. CONTACT OFFICER**

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## **Corporate Strategy**



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

**Lisa Anderson  
October 2012**

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## 1. Introduction

- 1.1 This report details results from the June 2012 survey. The specific topic areas covered in this survey were:
- Emergency Planning
  - Central Library
  - Green Spaces
  - Communication and Consultation
- 1.2 In June 2012, a questionnaire was distributed by post and via the council's e-consultation system to all 1,414 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.

### Response rates

- 1.4 The response rate was 73% (1019 returns). A small number of cases were excluded from the sample (including Viewpoint members who had moved out of the area or those who requested to be removed from the panel) (Table 1.1).

**Table 1.1 Response rates**

	Number of cases
Total sample	1414
Excluded cases	14
Total possible sample	1400
<b>Completed questionnaires</b>	<b>1019</b>
No response	385
<b>Response rate</b>	<b>73%</b>

### Viewpoint – Moving forward in 2012

- 1.5 The Viewpoint panel was refreshed before Viewpoint 38 went in the field in June 2012. We wrote out to 5,200 Hartlepool residents, about 1000 of which were Hartlepool residents who had just turned 18. We received about 220 returns, all of which were included on the panel, and a similar number removed. This is one of the lowest response rates we have had to a recruitment survey, and we will be looking at ways to increase this response in future recruitment drives.
- 1.6 In between recruitment surveys, and as a cost saving mechanism, we will be moving forward with a rolling recruitment programme, allowing Hartlepool residents to join the panel throughout the year via recruitment mechanisms such as leaflets

and posters left in public buildings, online recruitment, regular Hartbeat articles, and the use of QR codes on publications.

- 1.7 This form of self-selection for the Viewpoint panel is free, allowing us to regularly top up the panel, and extend the gap between full postal refreshes. It is also in line with how other Councils in the Tees valley are moving forward with their panel recruitment.
- 1.8 In line with the Ward boundary change, and reduction from three to two neighbourhoods, all Viewpoint survey results will be weighted and reported by Hartlepool's two new neighbourhoods: North & Coastal and South & Central from Viewpoint 38 onwards.
- 1.9 From Viewpoint 37 onwards, Viewpoint surveys will be analysed and weighted by new age groups, which are in-line with those used by other Tees Valley citizen panels. These new age groups will aid future partnership working and income generation opportunities.

## 2. Key findings

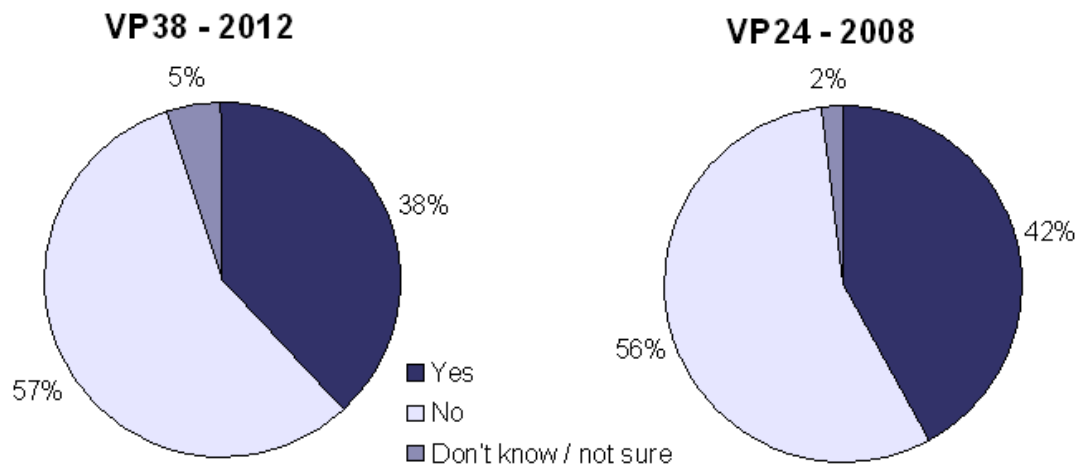
- 2.1 What will follow will be an analysis of each question included in Viewpoint 38, including commentary on any noticeable differences between age, gender and location demographics. Also, if questions have been included in previous Viewpoint surveys, a comparison will be provided between the datasets. This analysis excludes open ended questions. Departments were provided with a full list of open ended comments to their questions, and were given the opportunity to chose additional demographics for their questions to be analysed by. For Viewpoint 38, no additional demographics were chosen.

### Emergency Planning Unit

- 2.2 Viewpoint members were told how the Cleveland Emergency Planning Unit provides an emergency planning service to the four Local Authorities in the former Cleveland area. Their role is to ensure that Local Authorities are prepared to respond to emergencies and to support the emergency services and the community. We wanted to find out if Viewpoint members were aware of Emergency Planning Units and what they thought the main hazards and risks are for the Hartlepool area.

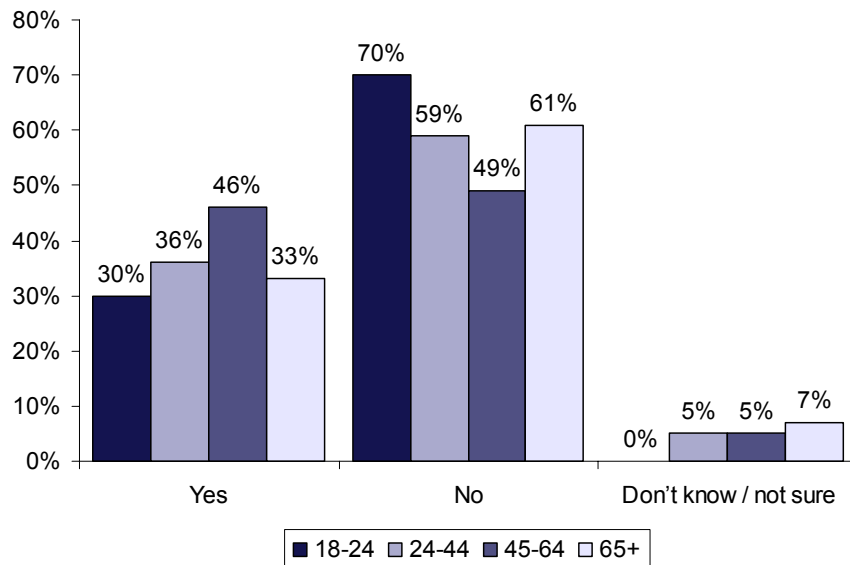
#### Q1. Before receiving this survey, had you heard of the Emergency Planning Unit? N=1000

- 2.3 First of all, we asked Viewpoint members to tell us if they had heard of the Emergency Planning Unit, and two out of five members (38%) said they had. However, three out of five (57%) members said they hadn't heard of the Emergency planning unit. We can see that results from 2012 are similar to those in 2008.



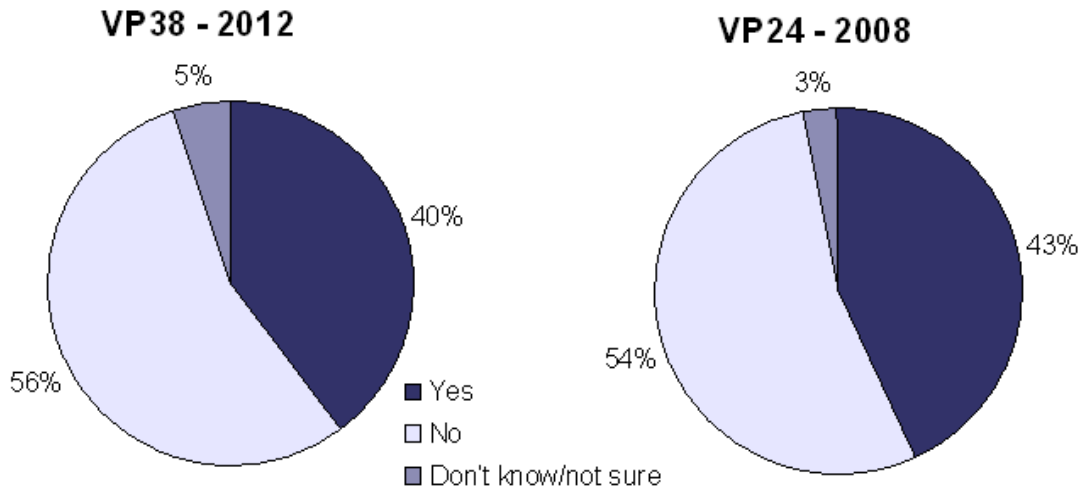


- 2.4 When looking at the detailed results, we can see that Viewpoint members aged between 45 and 64 years were more likely to say they had heard of the Emergency Planning Unit (46%). Viewpoint members aged between 18 and 24 years were more likely to say they have not heard of the Emergency Planning Unit (70%).

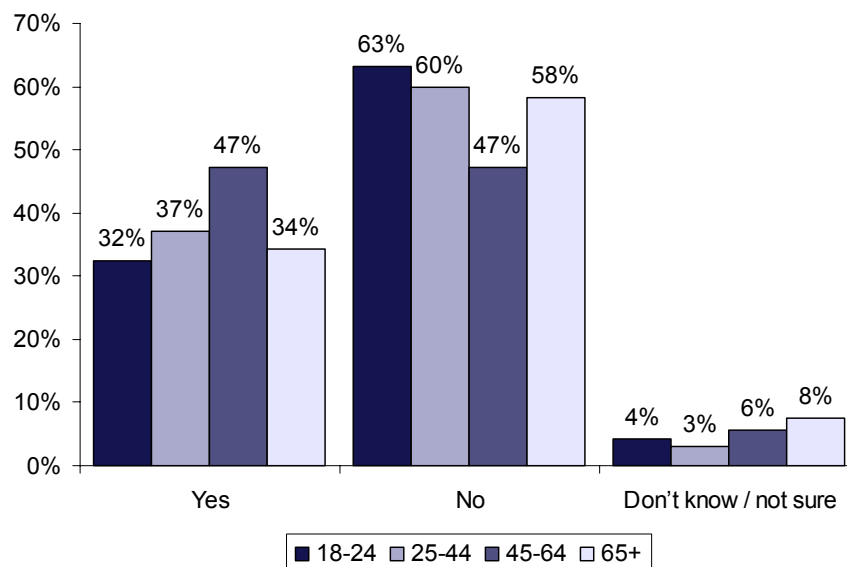


**Q2. Were you aware that all Local Authorities have Emergency Planning Officers? N=998**

- 2.5 Next, we asked Viewpoint members if they were aware that all Local Authorities have Emergency Planning Officers. Similar to question 1, two out of five Viewpoint members told us they were aware that all Local Authorities have Emergency Planning Officers, and three out of five said they were not aware. Results in 2012 are similar to those obtained in 2008.

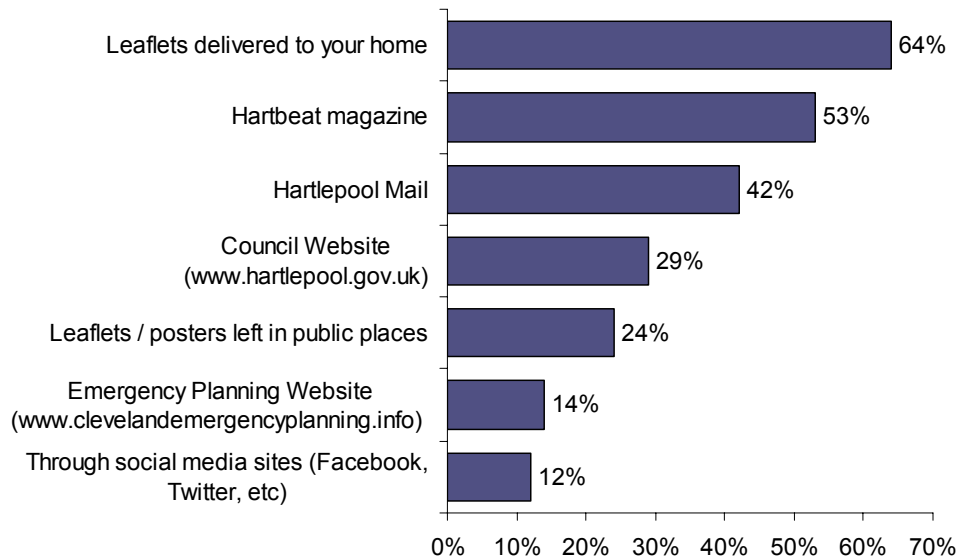


- 2.6 Again, members aged between 45 and 64 were more likely to say they are aware that all Local Authorities have Emergency Planning Officers (47%), and people aged between 18 and 24 were more likely to say they were not aware (63%).



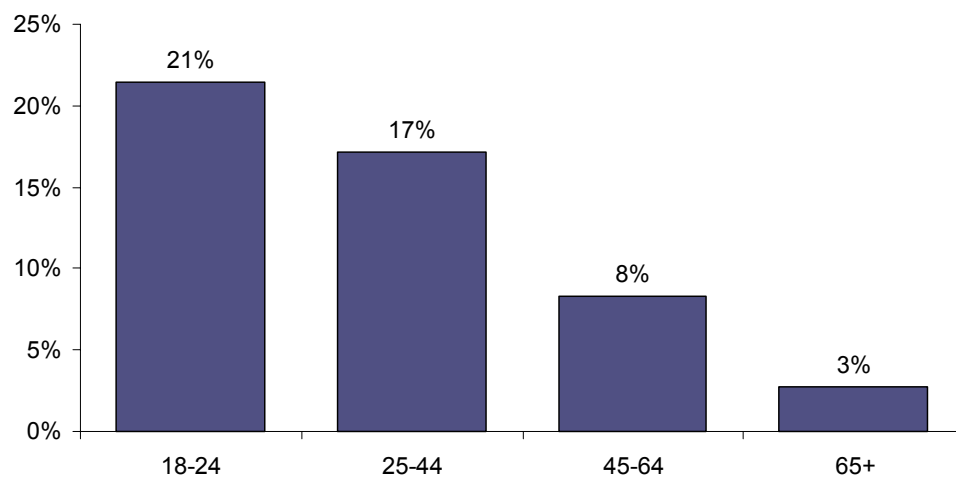
### Q3. How would you like to receive information from the Emergency Planning Unit? N=979

- 2.7 Viewpoint members were told how the Cleveland Emergency Planning Unit produces lots of information about a range of hazards in our community, including what to do in the event of an incident. We wanted to know how Viewpoint members would like to receive information from the Emergency Planning Unit, and two thirds (64%) of members said through leaflets delivered to their home. Over half (53%) of respondents said through the Councils Hartbeat magazine, and four out of ten (42%) members said through the Hartlepool Mail.



- 2.8 Viewpoint members aged 44 years and under, were more likely to say they would like to receive information through social media sites, compared to members aged over 45 years.

#### Through social media sites

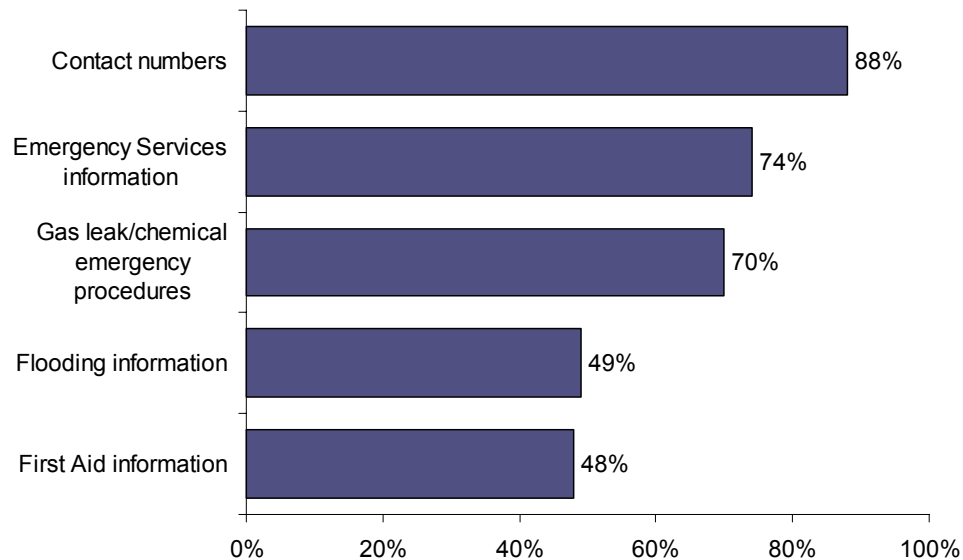


- 2.9 In addition, female Viewpoint members were more likely to say they would like to receive this information through the Hartbeat magazine than male Viewpoint members (59% and 46% respectively).

**Q4. What information would you like to receive about Emergency Planning?**

N=972

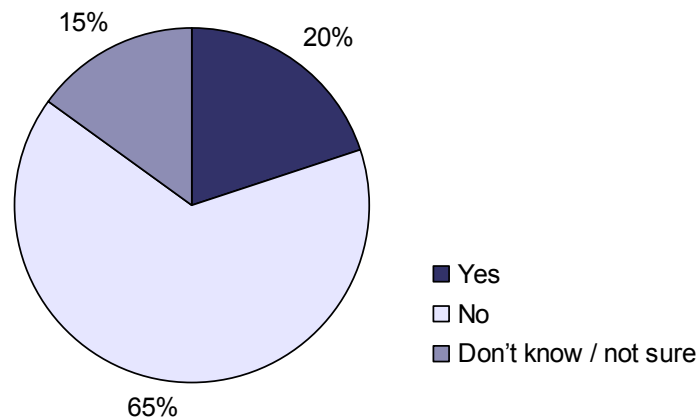
- 2.10 We wanted to know what type of information Viewpoint members would like to receive about Emergency Planning. Nine out of ten (88%) members said they would want contact numbers, three quarters (74%) of members would like to see emergency services information, and a further seven out of ten (70%) would like to see information about gas leaks, or chemical emergency procedures.



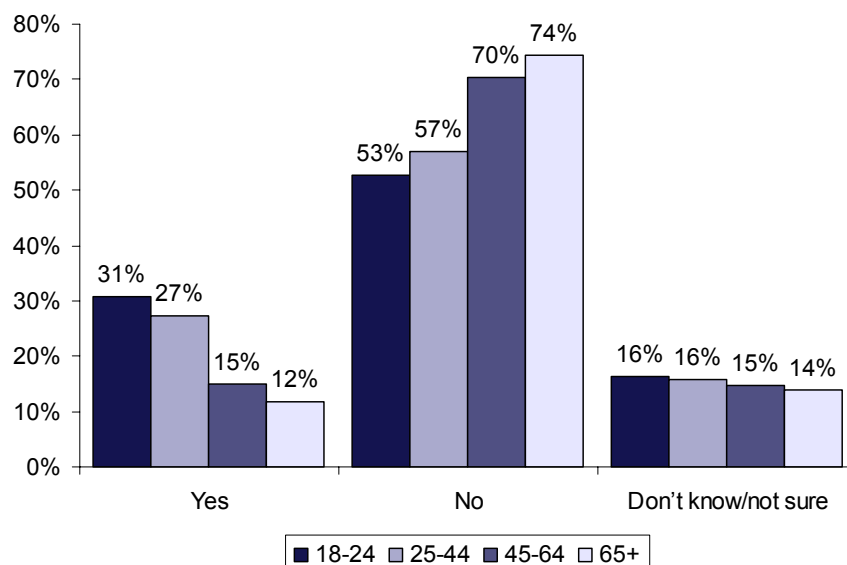
- 2.11 Viewpoint members from the North & Coastal neighbourhood were more likely to say they would like to receive information about flooding (55%) than Viewpoint members from South & Central neighbourhood (45%).
- 2.12 Also, younger Viewpoint members (aged between 18 – 24 years) were more likely to want to receive information on first aid (80%) than members from other age groups (between 40% and 49%)

**Q5. Do you think you would follow the Cleveland Emergency Planning Units through social media sites? N=987**

- 2.13 Viewpoint members were told how the Cleveland Emergency Planning Unit was thinking about setting up some social media sites, such as Facebook, Myspace or Twitter, to communicate with residents in Cleveland. They wanted to know if Viewpoint members would follow them through these sites.
- 2.14 Two thirds of Viewpoint members (65%) said they would not follow Cleveland Emergency Planning Units through Social Media sites. However, one in five members (20%) said they would, and a further fifteen percent were undecided.

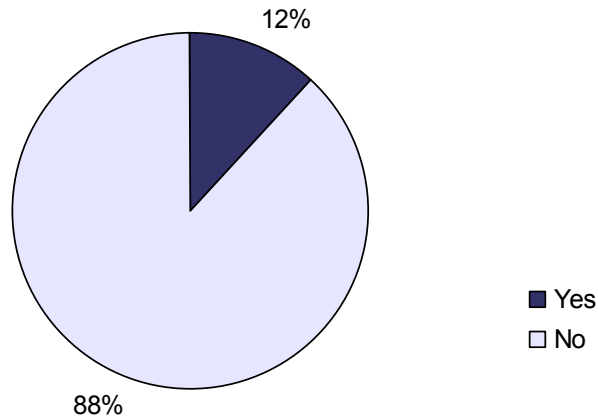


- 2.15 Again, Viewpoint members under the age of 44 years were more likely to say they would be interested in the use of social media sites, with 31% of members aged between 18 and 24 years, and 27% of members aged between 25 and 44 years saying they would follow the Emergency Planning Unit through social media sites.



**Q6. Did you know this document existed? N=994**

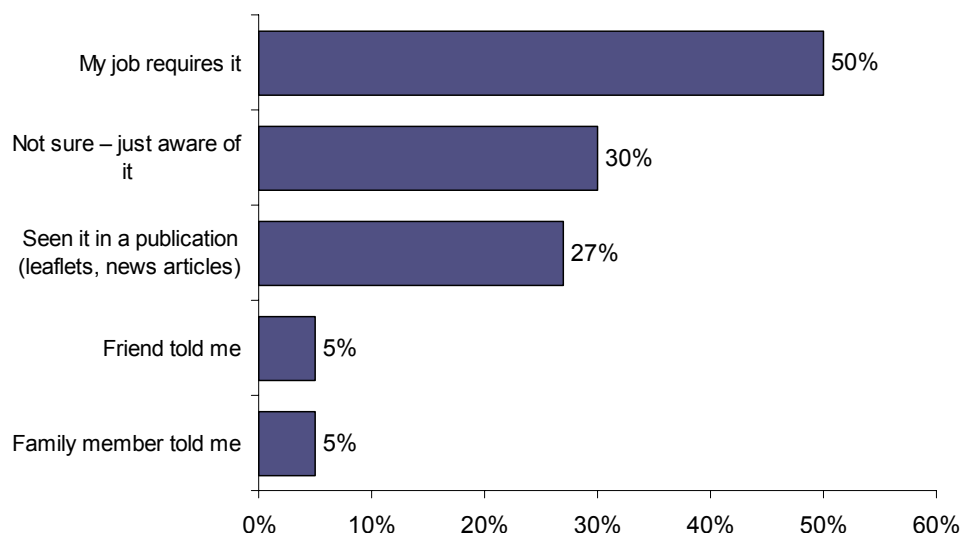
- 2.16 Viewpoint members were told how the Emergency Planning Unit helps to produce the Cleveland Community Risk Register. This register details the potential risks that could affect Cleveland as a whole, and is published on the emergency planning website. We wanted to know if Viewpoint members knew this document existed and only 12% said they were.



- 2.17 Viewpoint members aged between 45 and 64 years were more likely to know this document existed (17%) than members from other age groups (between 6% and 11%).
- 2.18 Also, male Viewpoint members were more likely to know this document existed (14%) than female Viewpoint members (10%).

**Q7. If yes, how do you know about this document? N=104**

- 2.19 The Viewpoint members who told us they had heard of the Cleveland Community Risk Register document were asked to tell us how they know about this document. Half of those who were aware of the document said they are aware because their job requires it (50%).

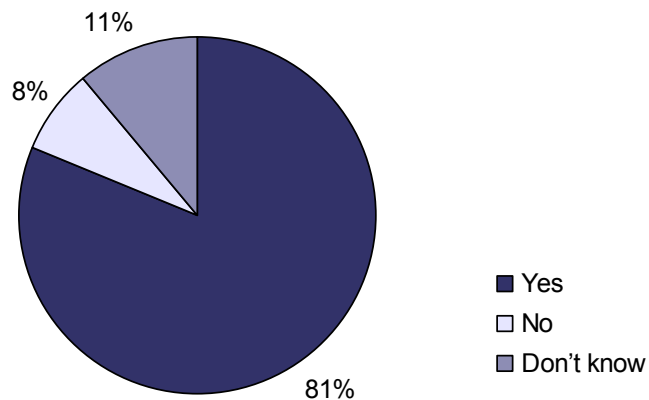


- 2.20 The number of responses to this question were too low to report on by the different demographic groups.

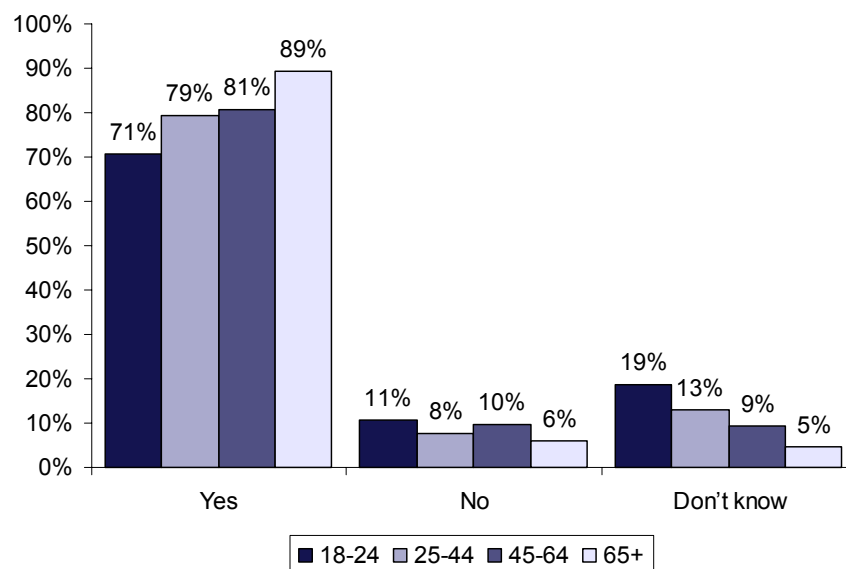


**Q8. Do you think the Emergency Planning Unit should produce a risk register for Hartlepool, which details the potential risks that could affect just Hartlepool? N=971**

- 2.21 Viewpoint members were told how there are some potential risks that don't affect all of Cleveland, but only affect Hartlepool, such as flooding. We wanted to know if Viewpoint members think the Emergency Planning Unit should produce a risk register for Hartlepool, which details the potential risks that could affect just Hartlepool. Four out of five Viewpoint members (81%) said they thought they should.

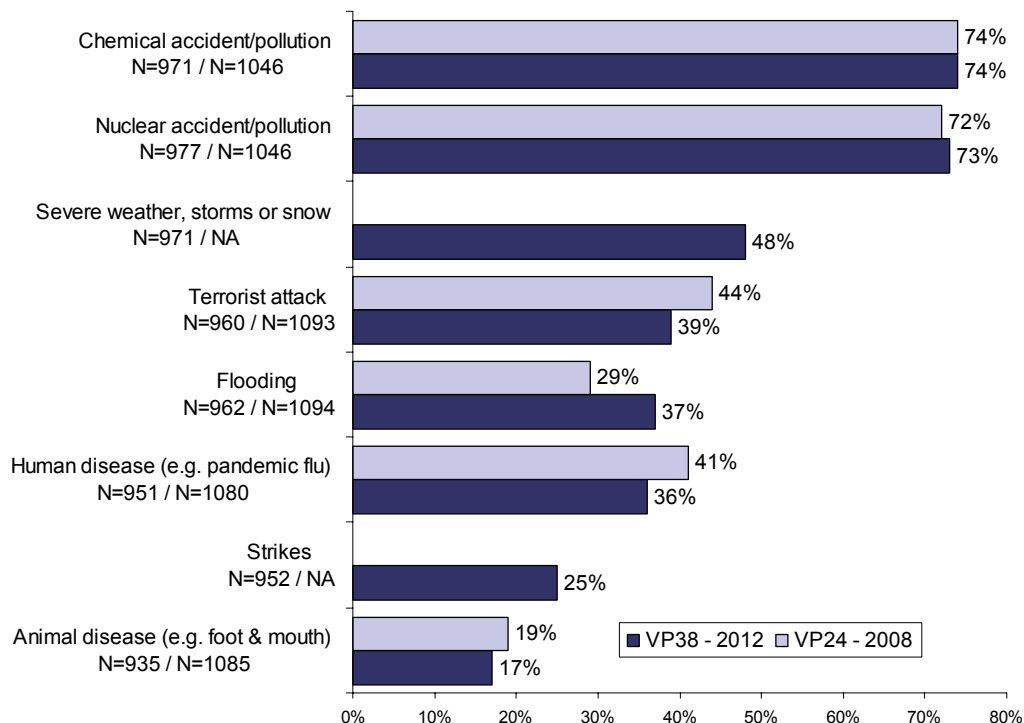


- 2.22 Older Viewpoint members (aged 65 years and over) were more likely to think the emergency Planning Unit should produce a risk register for Hartlepool, which just details the potential risks that could affect just Hartlepool (89%).



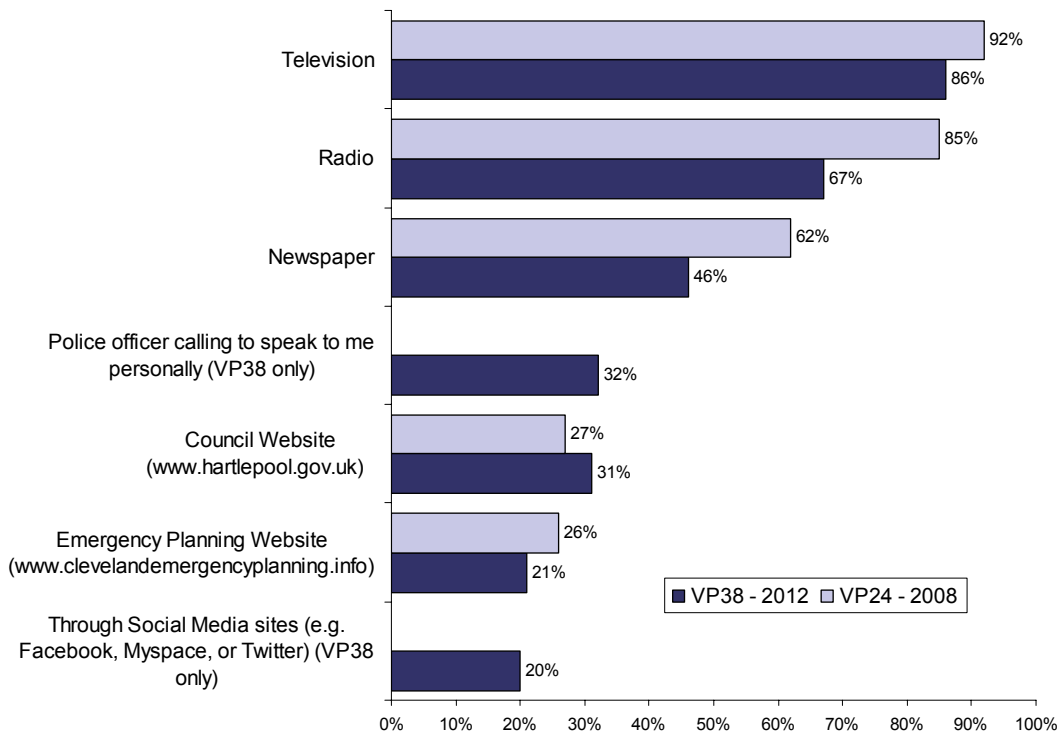
**Q9. Listed below are a number of areas of risk. We would like to know which of these you feel are high risks for Hartlepool and which you think are the low risks.**

- 2.23 We wanted to know which areas of risks Viewpoint members felt were high risks for Hartlepool, which were medium risks, and which were low risks for Hartlepool.
- 2.24 Viewpoint members in 2012, as in 2008, thought that chemical accident / pollution (74%, 74%), and nuclear accidents / pollution (72%, 73%) were high risks for the Hartlepool area. Animal disease was identified as a low risk in both 2012 and in 2008 (17%, 19%).



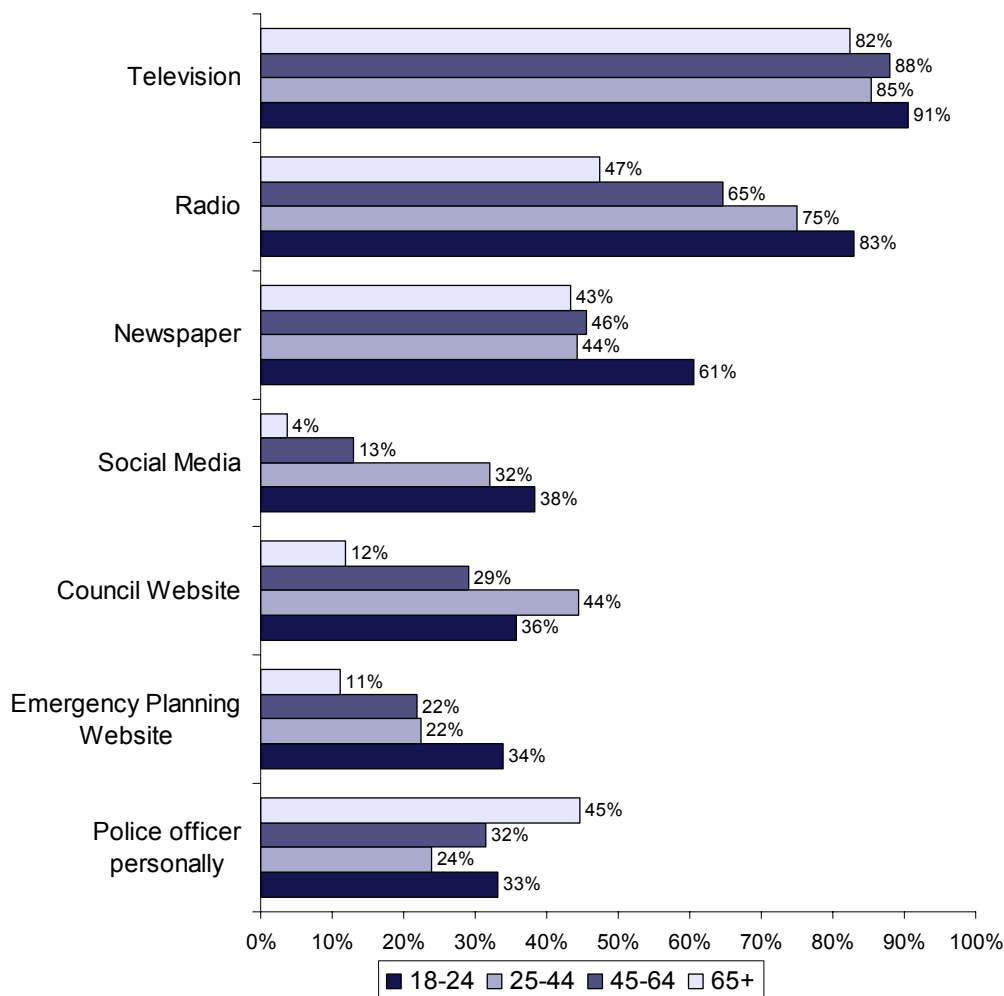
**Q10. If an emergency affects your area how would you like to be kept informed? N=984**

- 2.25 Viewpoint members were then asked to tell us how they would like to be kept informed if an emergency affects their area. In 2012, eighty-six percent of Viewpoint members said they would like to be kept informed through television; a slight reduction from ninety-two percent in 2008. Two thirds (67%) of responders said they would like to be kept informed via radio, which is a more noticeable reduction from 2008 figures (85%). And just under half (46%) of responders said they would like to be kept informed through newspapers, again, a noticeable reduction from 2008 figures (62%).



- 2.26 Male Viewpoint members were more likely to say they would like to find out information through the radio (70%) or through the Emergency Planning website (24%) than female Viewpoint members (63% and 18% respectively).

2.27 There was also a noticeable difference amongst different age groups. Younger Viewpoint members (aged 18-24) were more likely to say they would like to receive information through the radio (83%), through newspapers (61%) social media sites (38%) and the Emergency Planning website (34%) then older Viewpoint members (aged 65 years and over).



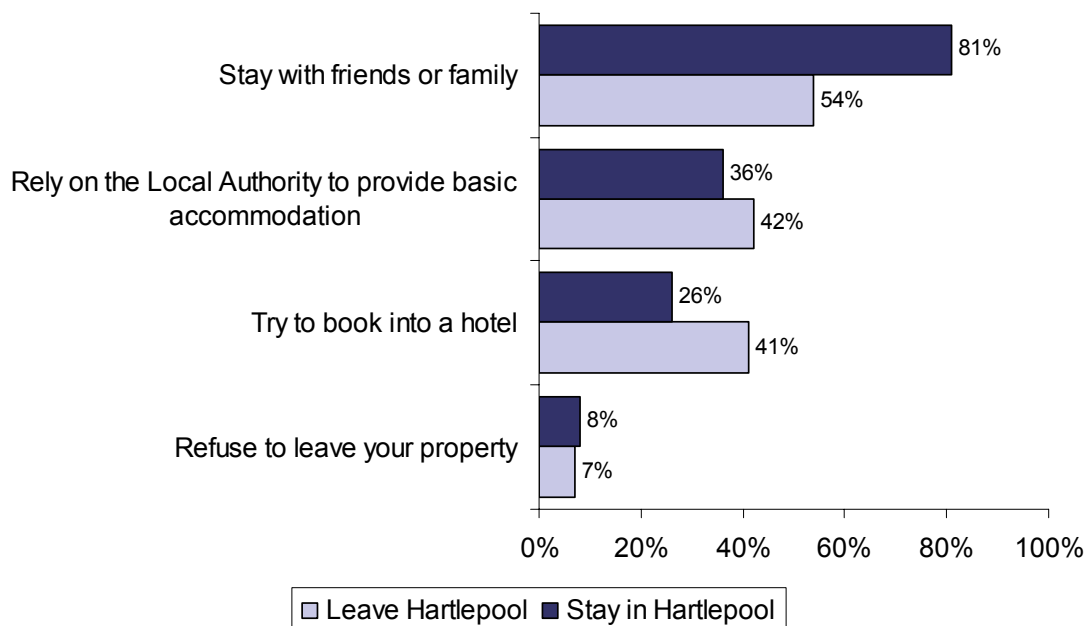
**Q11. First of all, if you were asked to leave your property during an emergency, but could go somewhere else within Hartlepool, which of the following places would you go to? N=980**

AND

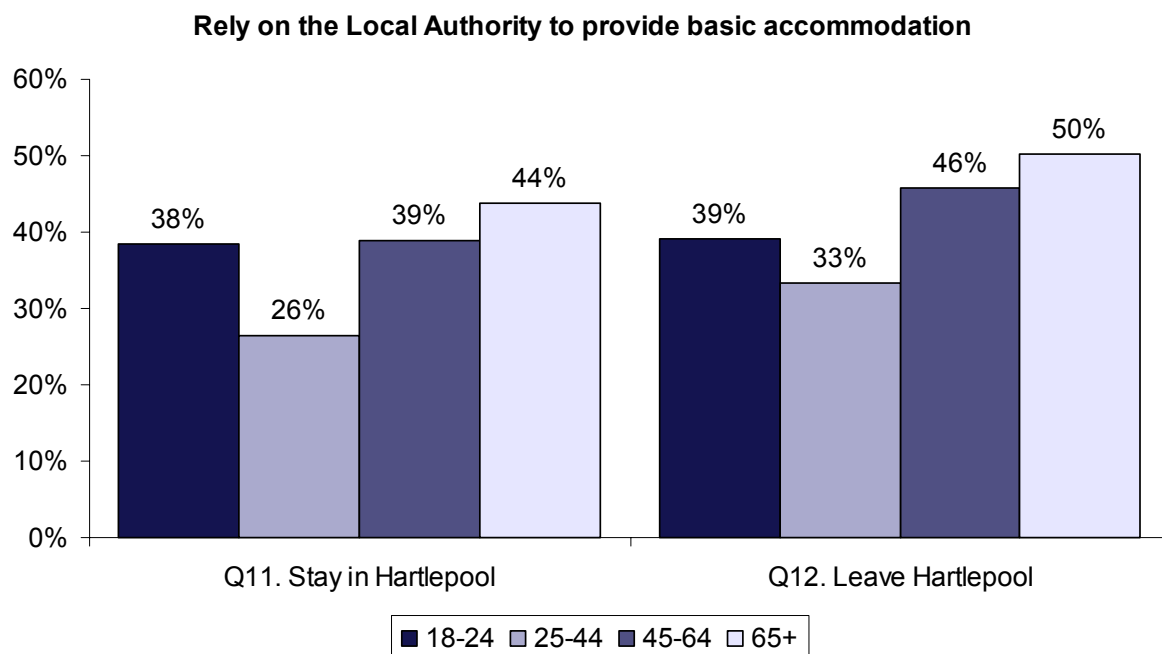
**Q12. Secondly, if you were asked to leave your property during an emergency, and had to leave the Hartlepool area, which of the following places would you go to? N=978**

2.28 We wanted to know where people would initially think of to go if they had to leave their property because of an emergency. We asked Viewpoint members to tell us where they would go if they had to leave their property but could go somewhere else in Hartlepool, and also where they would go if they had to leave the Hartlepool area.

2.29 The majority of Viewpoint members would stay with friends and family if they had to leave their home but stay somewhere in Hartlepool (81%) or leave the Hartlepool area (54%). Two out of five members (between 36% and 42%) would rely on the Local Authority to provide basic accommodation for them, regardless of if they had to stay in Hartlepool or leave the Hartlepool area.



- 2.30 When looking at the results for the proportion of Viewpoint members who would rely on the Local Authority to provide basic accommodation, by different age groups, we can see that Viewpoint members aged between 25 and 34 are less likely to say they would rely on the Local Authority (26% and 33%). Viewpoint members aged over 65 years, however, were more likely to say they would rely on the Local Authority to provide basic accommodation (between 44% and 50%).

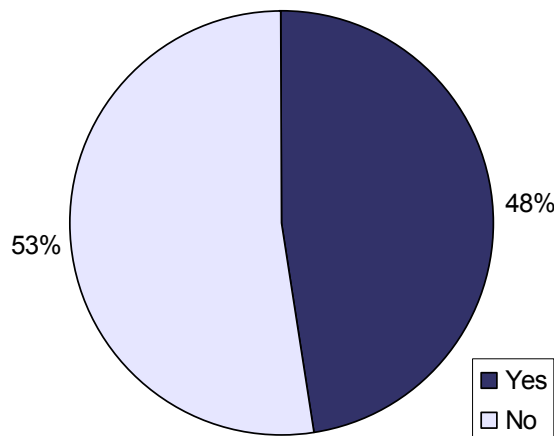


## Central Library

- 2.31 We wanted to know if Hartlepool residents have used the Central Library in the last year, if they are happy with the current opening hours, and if Viewpoint members would be encouraged to visit the library more if the opening hours were different. The Central Library also told Viewpoint members how they are celebrating their 21<sup>st</sup> birthday in 2012 with a programme of literature events and creative workshops, and they wanted to know if members thought they might attend they event, and if so, what kind of activity they would most interested in.

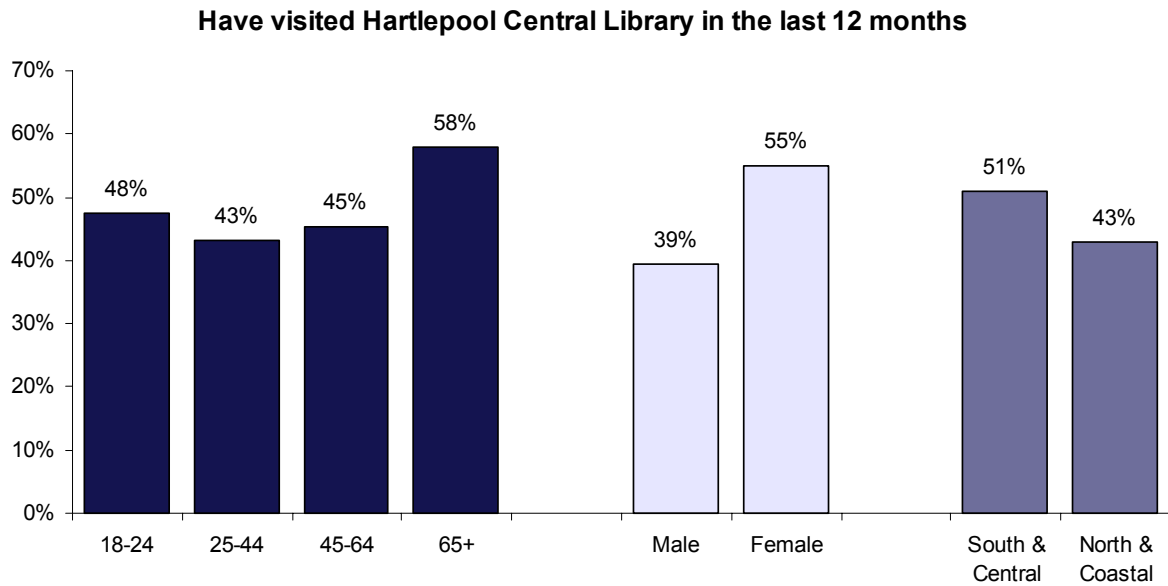
### Q14. Have you visited Hartlepool Central Library in the last 12 months? N=984

- 2.32 First of all, we wanted to know if Viewpoint members had visited the Hartlepool Central Library in the last 12 months, and just under half of Viewpoint members (48%) said they had.





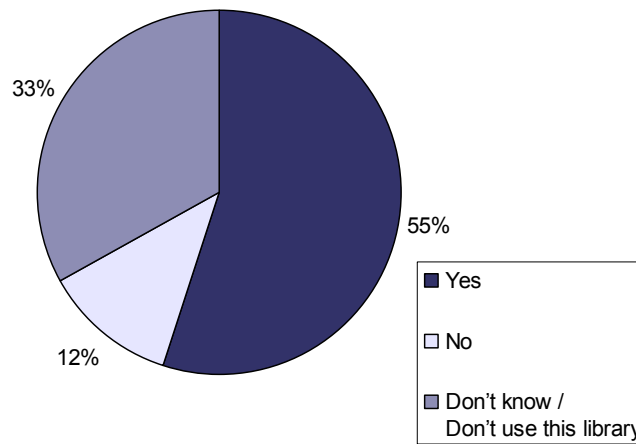
- 2.33 When looking at the detailed results, we can see that Viewpoint members aged 65 years and over were more likely to have used the Central Library in the last 12 months (58%), as were women (55%), and Viewpoint members from the South & Central neighbourhood (51%).



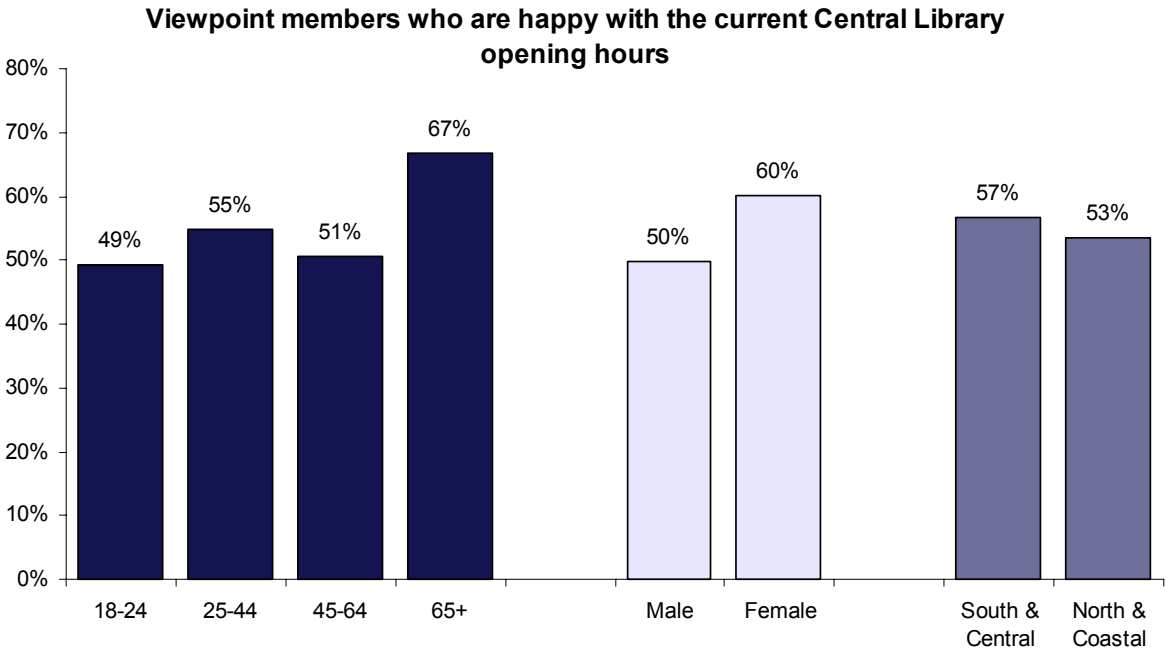
**Q15. Are you happy with the current Central Library opening hours? N=992**

2.34 Viewpoint members were told how as a result of financial pressures, the Council has changed the Central Library opening hours. We then told Viewpoint members what the Central Library current opening hours are, and asked them if they are happy with these opening times.

2.35 The majority (55%) of Viewpoint members told us they are happy with the current opening times. One in ten (12%) Viewpoint members told us they are not happy with these times. And a third of respondents said they don't know or do not use this library.

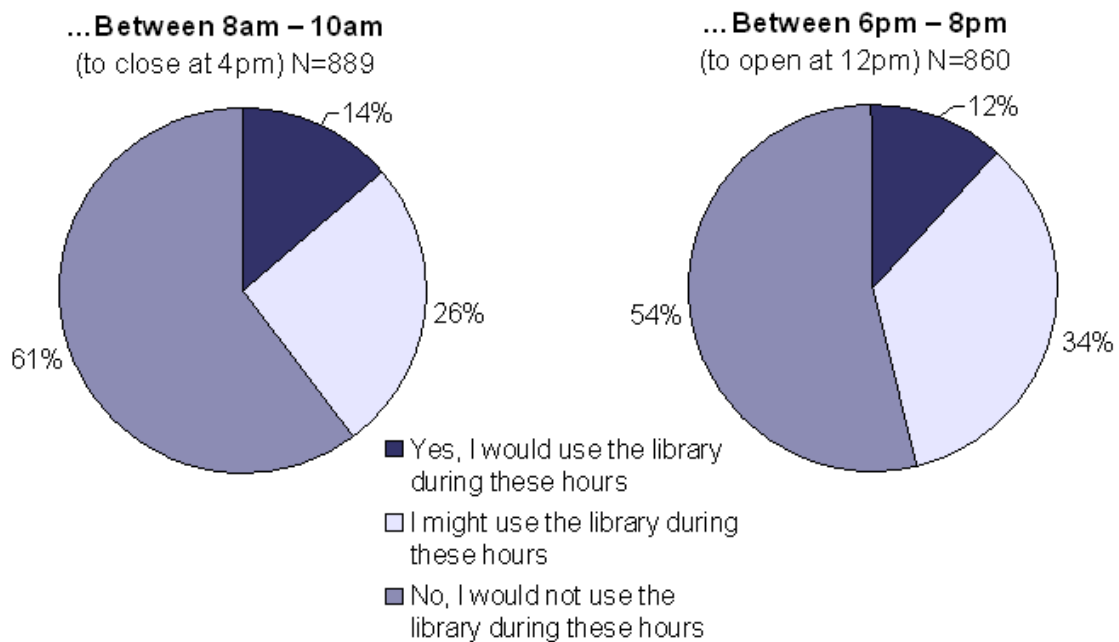


2.36 When looking at the detailed results we can see that Viewpoint members who were more likely to use the central library were also more likely to say they were happy with the current library opening hours (over 65 years – 67%, female – 60%, South & Central neighbourhood – 53%).

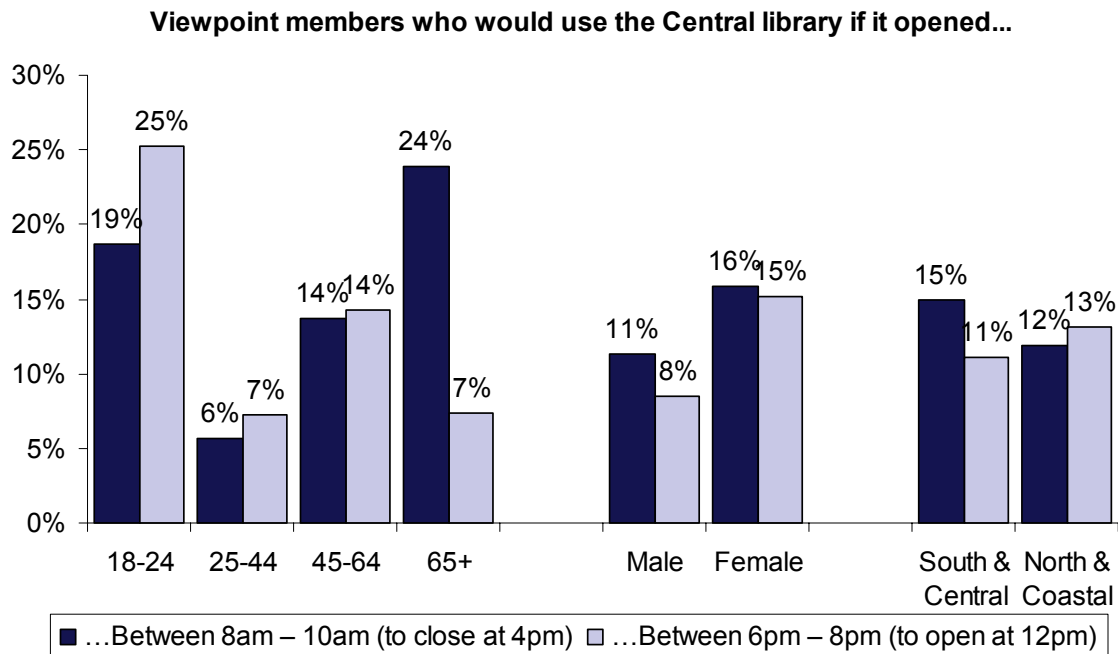


**Q16. Do you think you would use the Central Library if, on one day of the week, it opened...**

- 2.37 We wanted to make sure that the library is open at the times it is most needed. We explained to Viewpoint members how we are unable to re-open the Central Library on a Sunday or to change the weekend provision at this stage. We also explained how we are unable to increase the number of hours the library is open during the week. However, we told Viewpoint members that we are able to look at swapping the opening hours around during the week.
- 2.38 We asked Viewpoint members if they would consider using the Central library between 8am and 10am one day a week, or between 6pm and 8pm one day a week. A small proportion of Viewpoint members said they would use the library if it were open earlier in the morning (14%) or later in the evening (14%). Three out of ten Viewpoint members said they might use the library if it were opened earlier in the morning (26%) or later in the evening (33%). However, six out of ten Viewpoint members said they would not use the library at these additional times (between 54% and 61%).



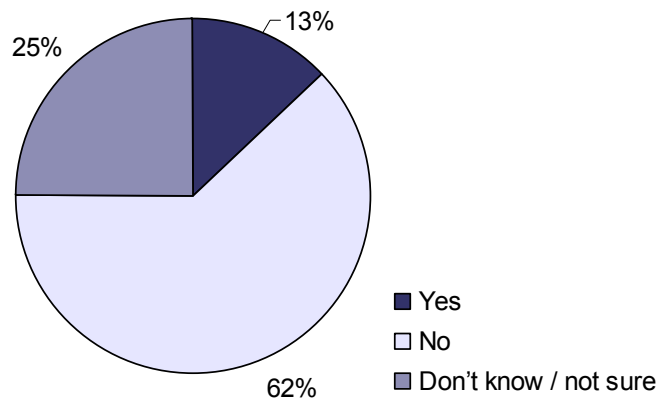
- 2.39 Looking at the detailed results we can see that Viewpoint members aged between 18 and 24 years were more likely to say they would use the Central Library if it were open between 6pm and 8pm (25%). Older Viewpoint members aged 65 years and over would use the library if it were open earlier in the morning between 8am and 10am (24%).



**Q17. Would you use the Central Library if it opened for a limited service this Christmas? N=988**

Christmas Opening Hours

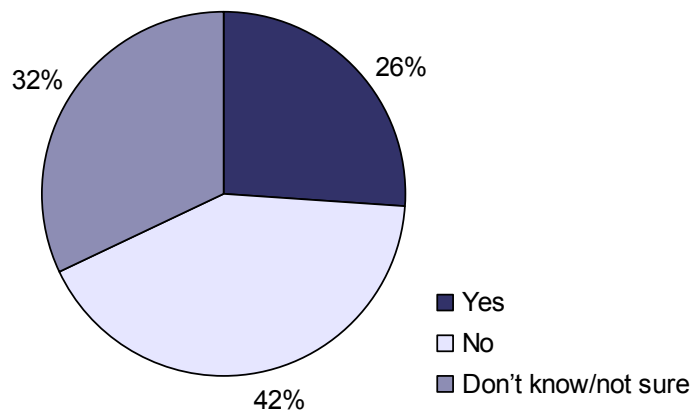
- 2.40 We told Viewpoint members how in 2010 and 2011 the Central Library closed between Christmas and New Year. We wanted to know if Viewpoint members would use the library if they stayed open for a limited service during Christmas 2012, and explained that by limited service we mean between 10am and 2pm on the 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> & 31<sup>st</sup> December.
- 2.41 Only thirteen percent of Viewpoint members said they would use the library if it stayed open for this limited Christmas service. Two thirds (62%) of Viewpoint members said they wouldn't, and a quarter of respondents said they were not sure.



- 2.42 There were no real differences to report upon from the detailed results.

**Q18. Do you think you may attend an event at the Literature Festival? N=986**Literature Celebrations

- 2.43 Viewpoint members were told how the programme of literature celebrations will last for six weeks between 22<sup>nd</sup> October to 30<sup>th</sup> November, with activities and events taking place over this time at the Central Library and some branch libraries. Viewpoint members were also told that there will be a number of activities taking place, ranging from author visits and creative workshops to local history exhibitions and children's events.
- 2.44 We wanted to know if Viewpoint members would attend an event at the Literature Festival, and a quarter of members said they would (26%). Four out of ten members (42%) said they wouldn't, and a third said they were not sure (32%)

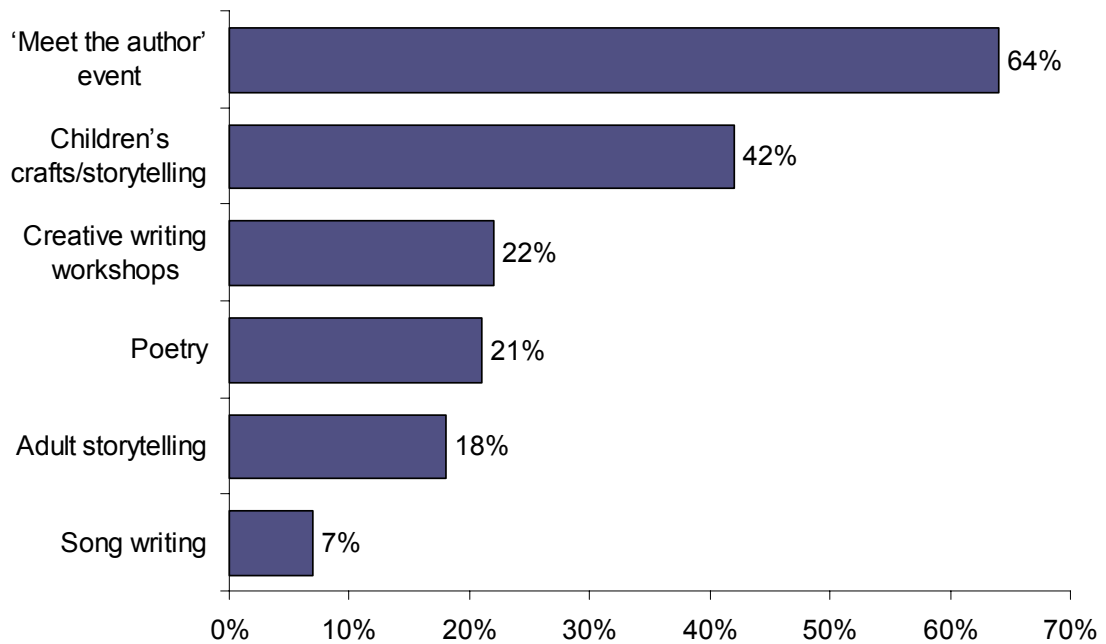


- 2.45 Female Viewpoint members were more likely to say they would attend an event at the literature festival than male Viewpoint members (31% and 21% respectively).

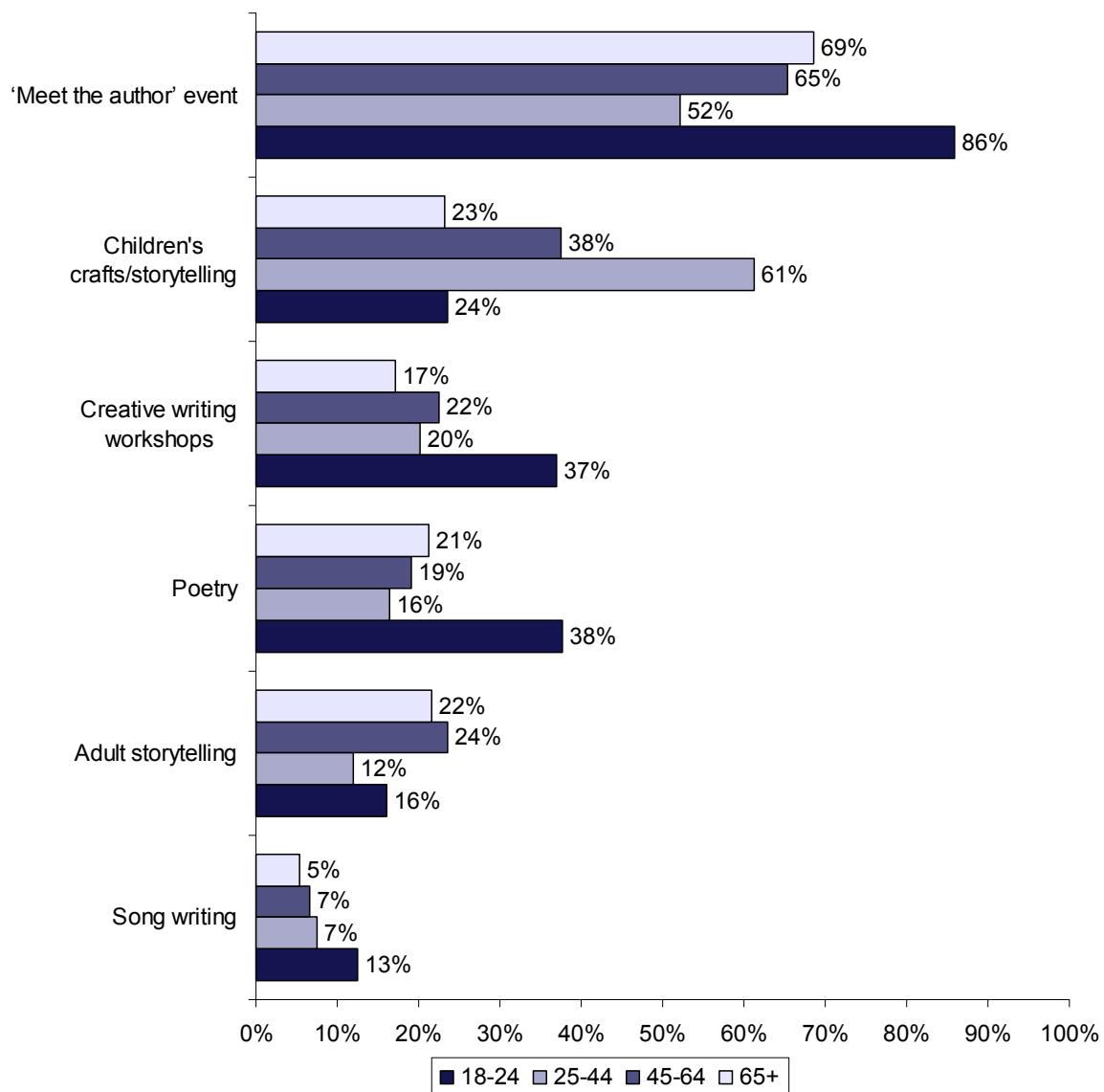


**Q19. If you think you may attend, which type of activity would you be interested in? N=496**

- 2.46 Viewpoint members were asked to tell us which types of activities they would be interested in, and two thirds (64%) of respondents said 'meet the author' type events. Four out of ten members (42%) said they would be interested in children's crafts and story telling.



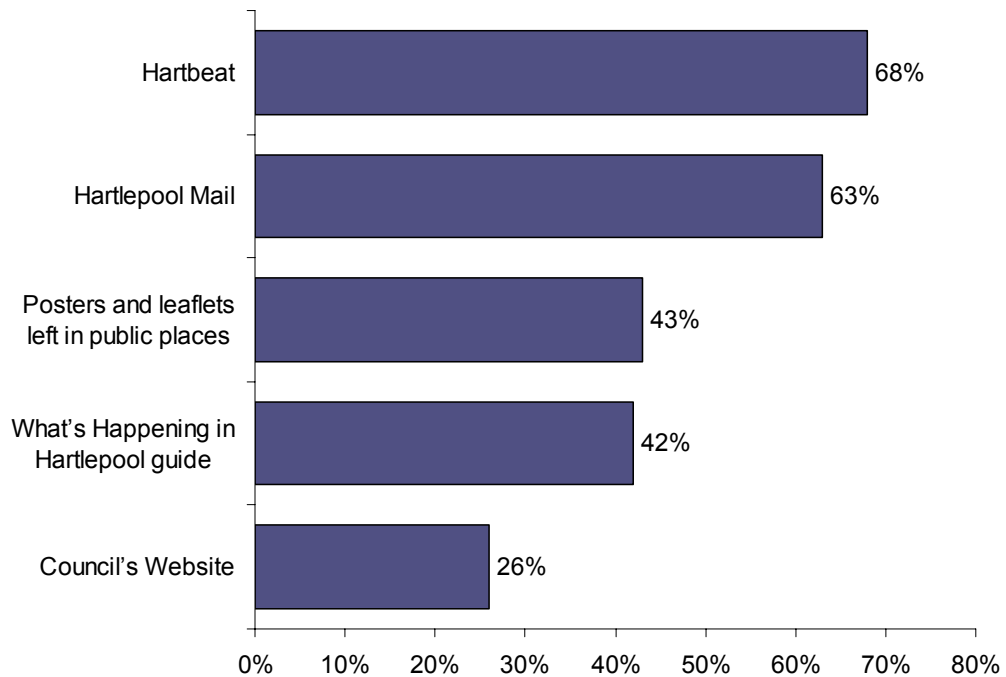
2.47 When looking at the detailed results, we can see there is a slight difference between the different age groups. For example, younger Viewpoint members aged between 18 and 24 were more likely to say they would attend a 'meet the author' event (86%), creative writing workshops (37%), poetry events (38%), and song writing events (13%). Viewpoint members aged between 25 and 44 were more interested in children's crafts and story telling (61%).



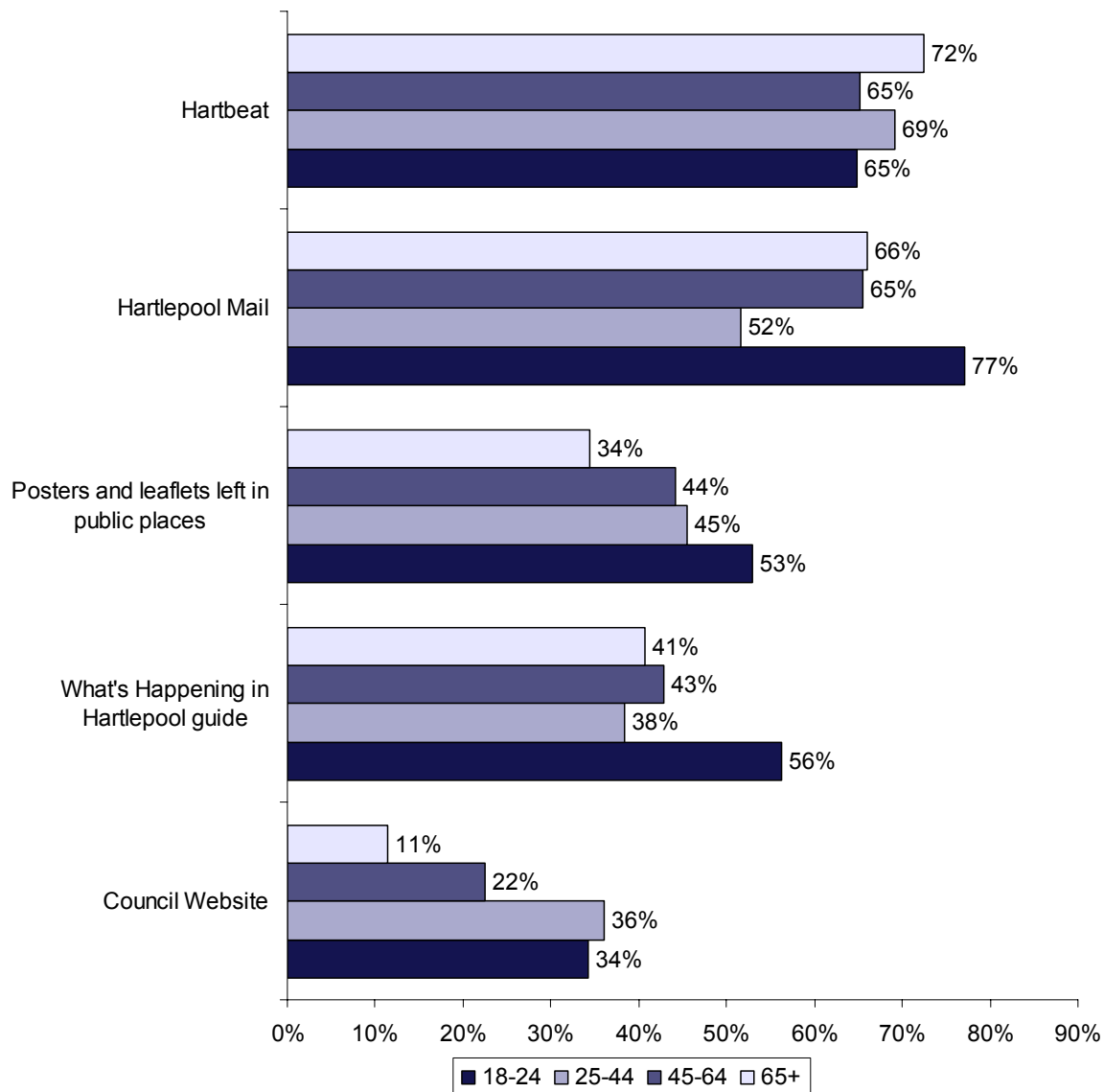
**Q20. How would you like to find out about Literature Celebration events?**

N=736

- 2.48 Viewpoint members were asked to tell us how they would like to find out about Literature Celebration events, and the majority of members said through Hartbeat (68%), and the Hartlepool Mail (63%)

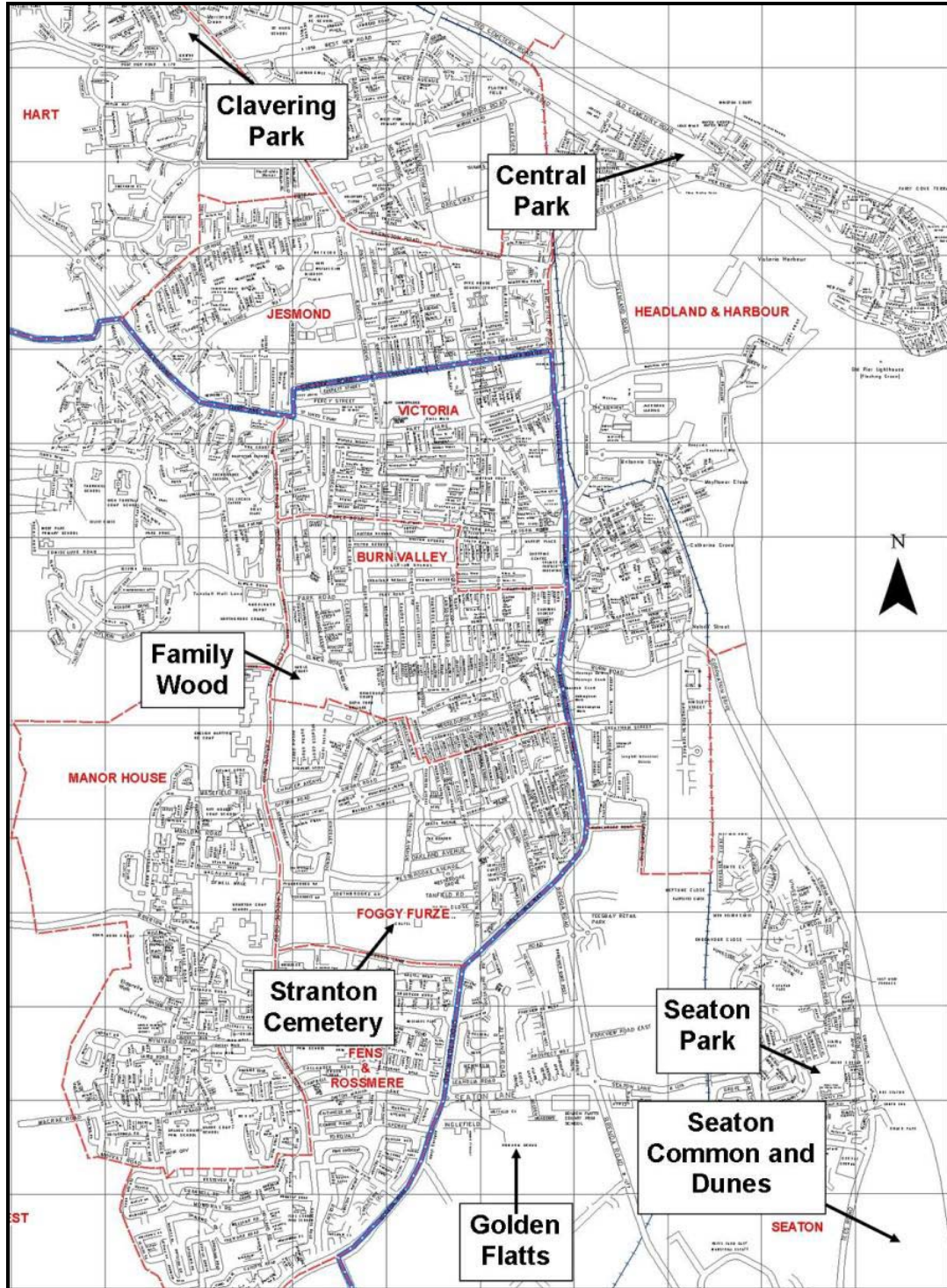


- 2.49 Younger Viewpoint members (aged between 18 and 24) were more likely to say they would like to find out about the Literature Celebrations events through the Hartlepool Mail (77%) and through Hartbeat (72%), and also through the 'What's Happening in Hartlepool' guide (56%). Older Viewpoint members are least likely to want to find out about the event through the Council's website (11%) or through posters and leaflets left in public places (34%).



## Green Spaces in Hartlepool

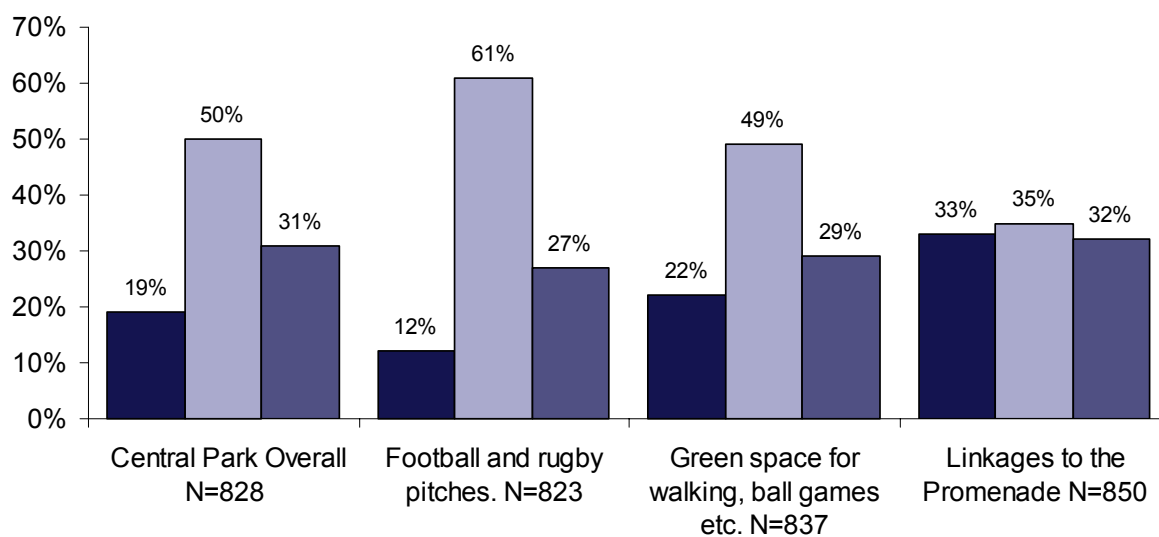
- 2.50 We wanted to find out if Viewpoint members had used various green spaces in Hartlepool, and if so, what they had used these spaces for. We asked Viewpoint members about some of the less well known green space areas in Hartlepool, and so included a map so people knew where the areas were we were asking about.



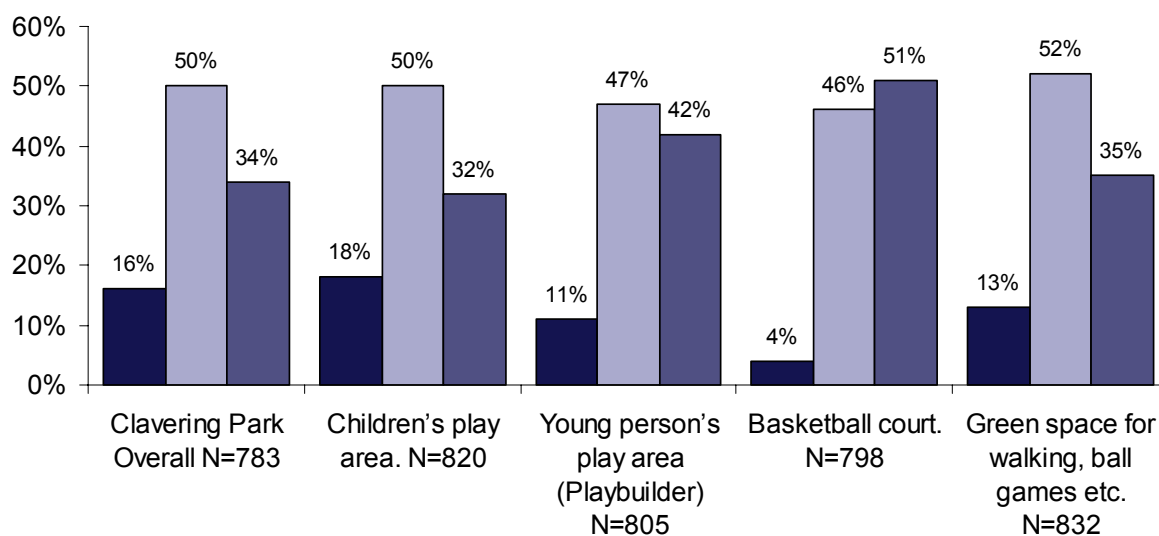
**Q21. We would like to know which of the following green spaces, AND facilities at these green spaces, you are aware of, and which you have used. For each of the green spaces and facilities listed below, please tell us which you are...**

- ... aware of, and have used in the past.
- ... aware of but have never used.
- ... not aware of.

- 2.51 We asked Viewpoint members if they were aware of various green spaces, and if so if they had used them. We asked about the green space overall, and also about the different facilities at this green space. Pages 32 to 35 have graphs showing results for each green space and their facilities.
- 2.52 Viewpoint members were more likely to say they were aware of, and have used Seaton Common and Dunes (61%), and Stranton Cemetery (46%).
- 2.53 Viewpoint members were more likely to say they were aware of, but have not used Central Park (50%), Clavering Park (50%), Seaton Park (46%), and the Family Wood (41%).
- 2.54 Viewpoint members told us they were not aware of Golden Flatts (58%).
- 2.55 Looking at the proportion of Viewpoint members who were aware of, and have used the green spaces overall, the detailed results show the following:
- Viewpoint members aged between 18 and 24 were least likely to be aware of and use Stranton Cemetery (33%, compared to between 45% and 49% for other age groups).
  - Viewpoint members aged between 25 and 44 years were more likely to be aware of and have used Seaton Park (46%, compared to between 31% and 36% for other age groups), Family Wood (42%, compared to 19%-32%, and Clavering Park (26%, compared to between 7%-13%)
  - Viewpoint members aged 65 years and over were less likely to be aware of and use Seaton Common and Dunes (52%, compared to between 58%-66%)
  - Viewpoint members from the North & Coastal neighbourhood were more likely to be aware of and use Clavering Park (26%, compared with South & Central)
  - Members from South & Central neighbourhood were more likely to be aware of and use Stranton Cemetery (55%, compared to 35% for North & Coastal) and Family Wood (44%, compared to 20% for North & Coastal).

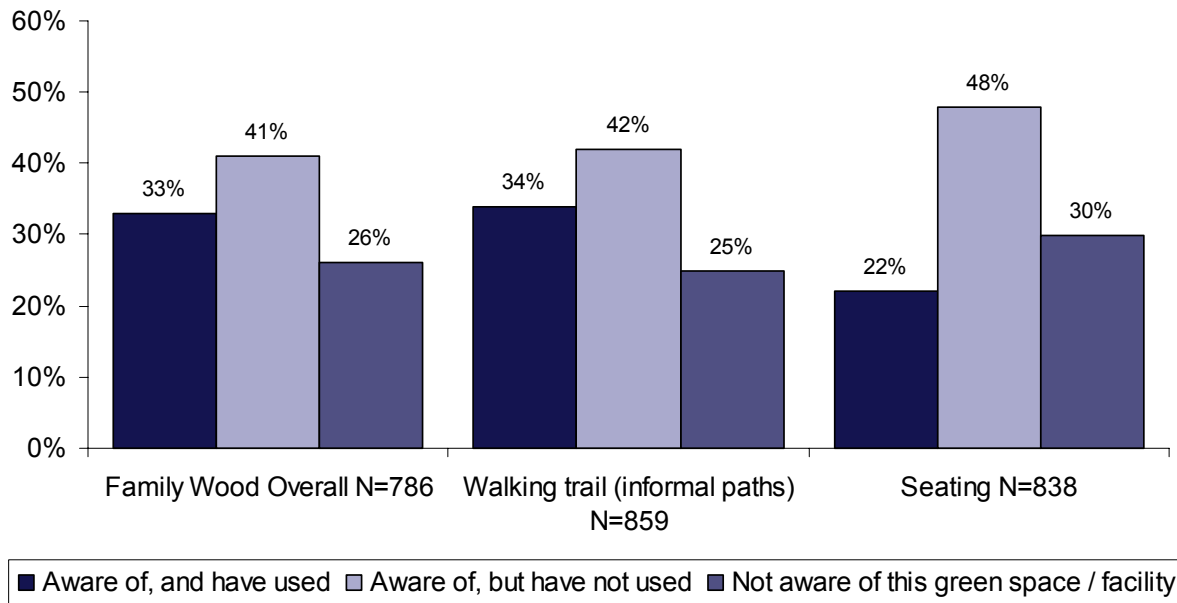
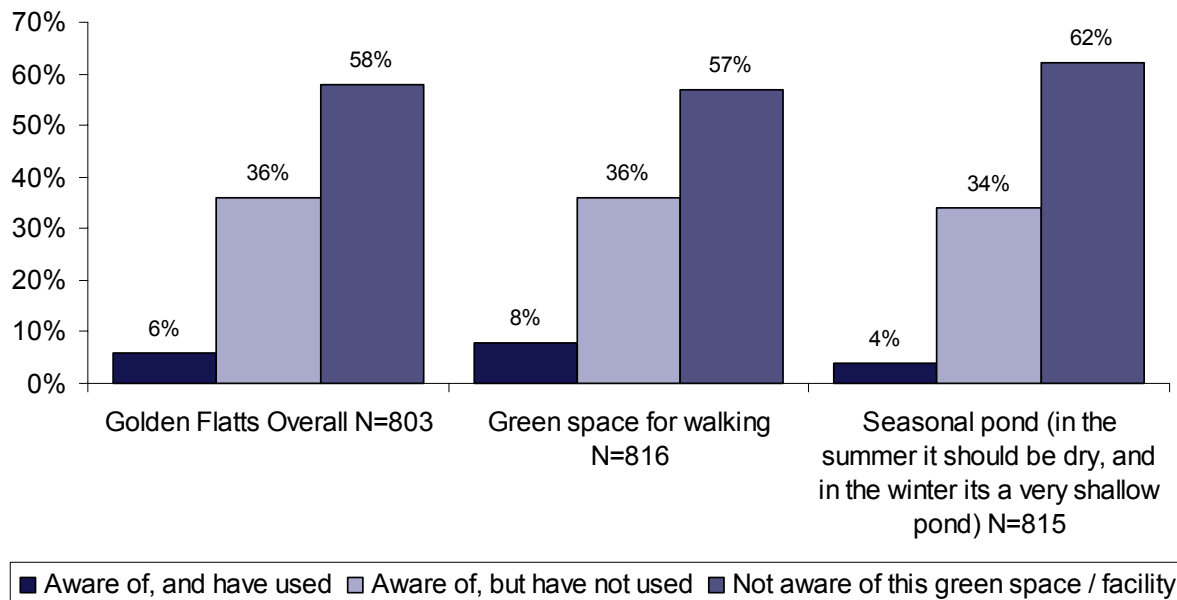
**Central Park**

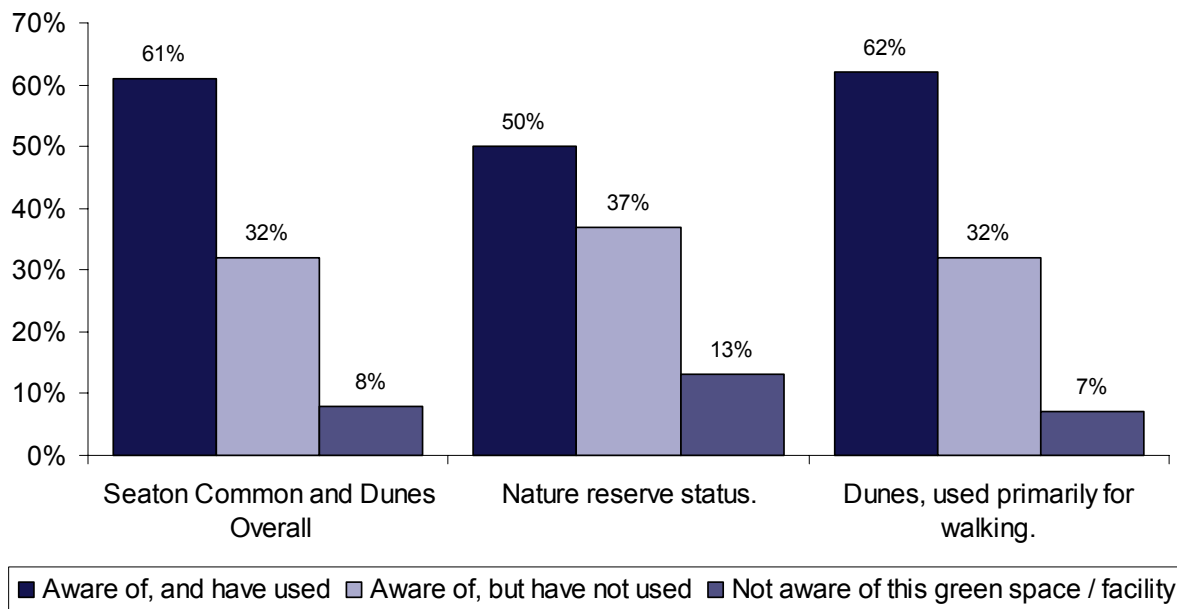
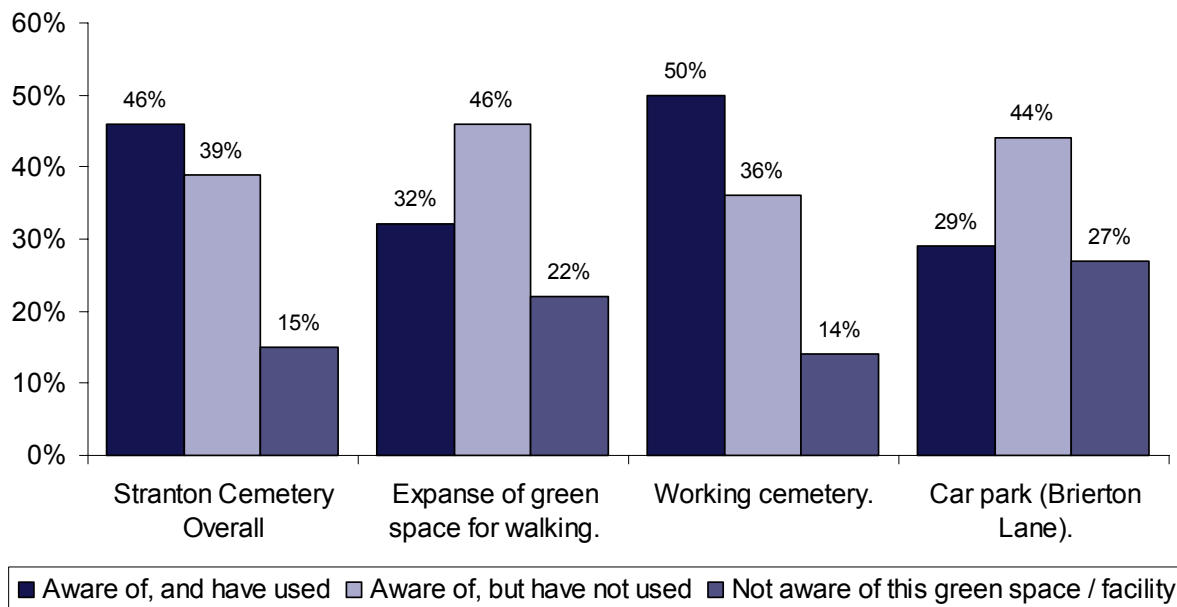
■ Aware of, and have used    ■ Aware of, but have not used    ■ Not aware of this green space / facility

**Clavering Park Overall**

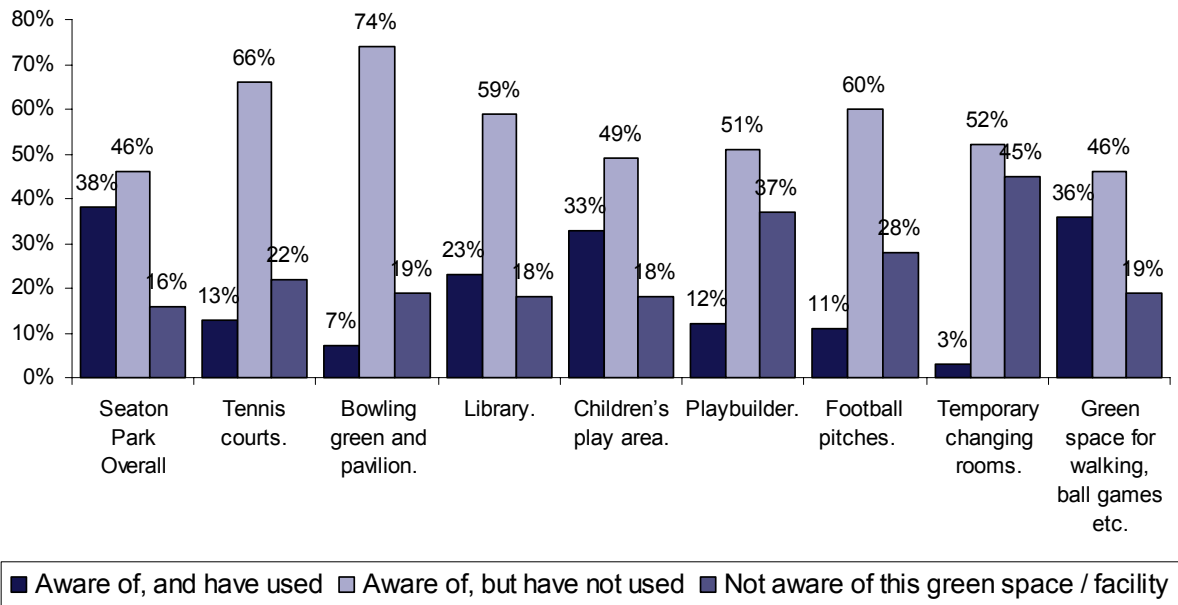
■ Aware of, and have used    ■ Aware of, but have not used    ■ Not aware of this green space / facility



**Family Wood Overall****Golden Flatts Overall**

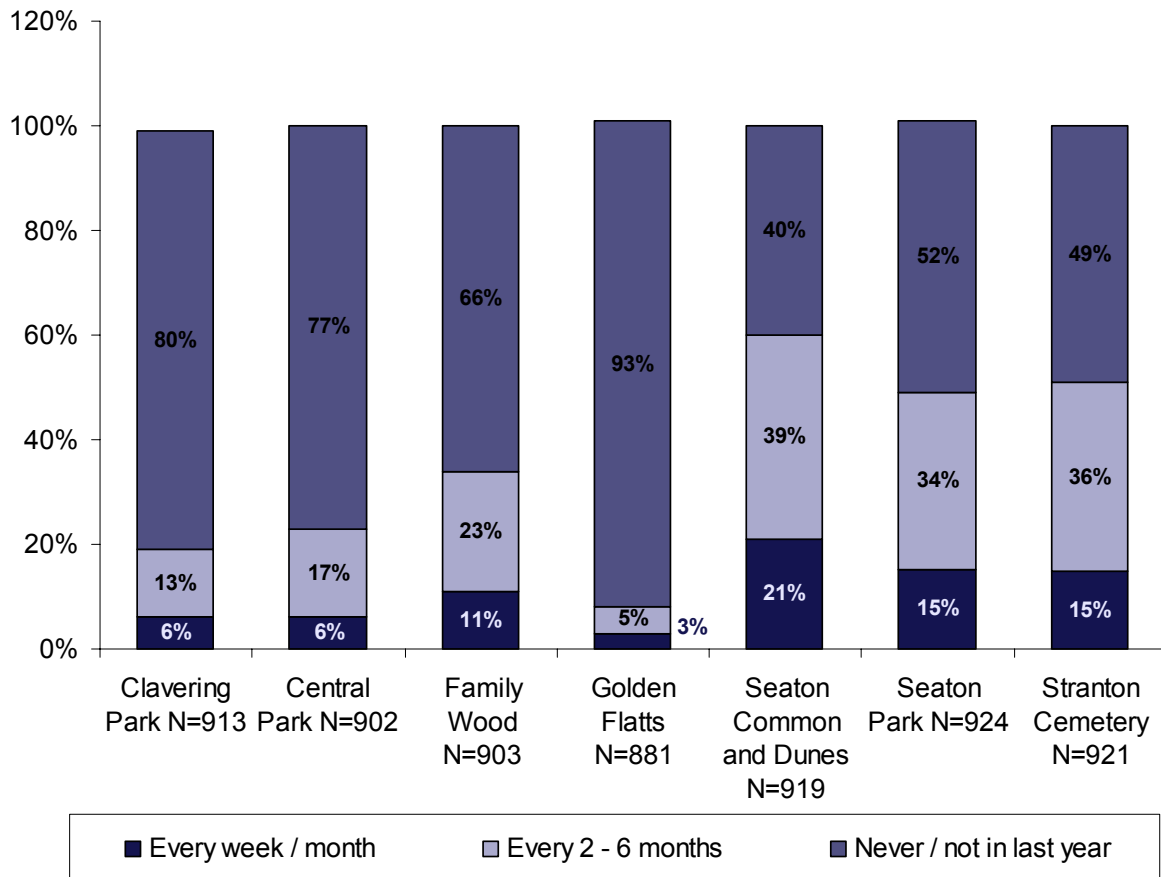
**Seaton Common and Dunes Overall****Stranton Cemetery Overall**

## Seaton Park Overall



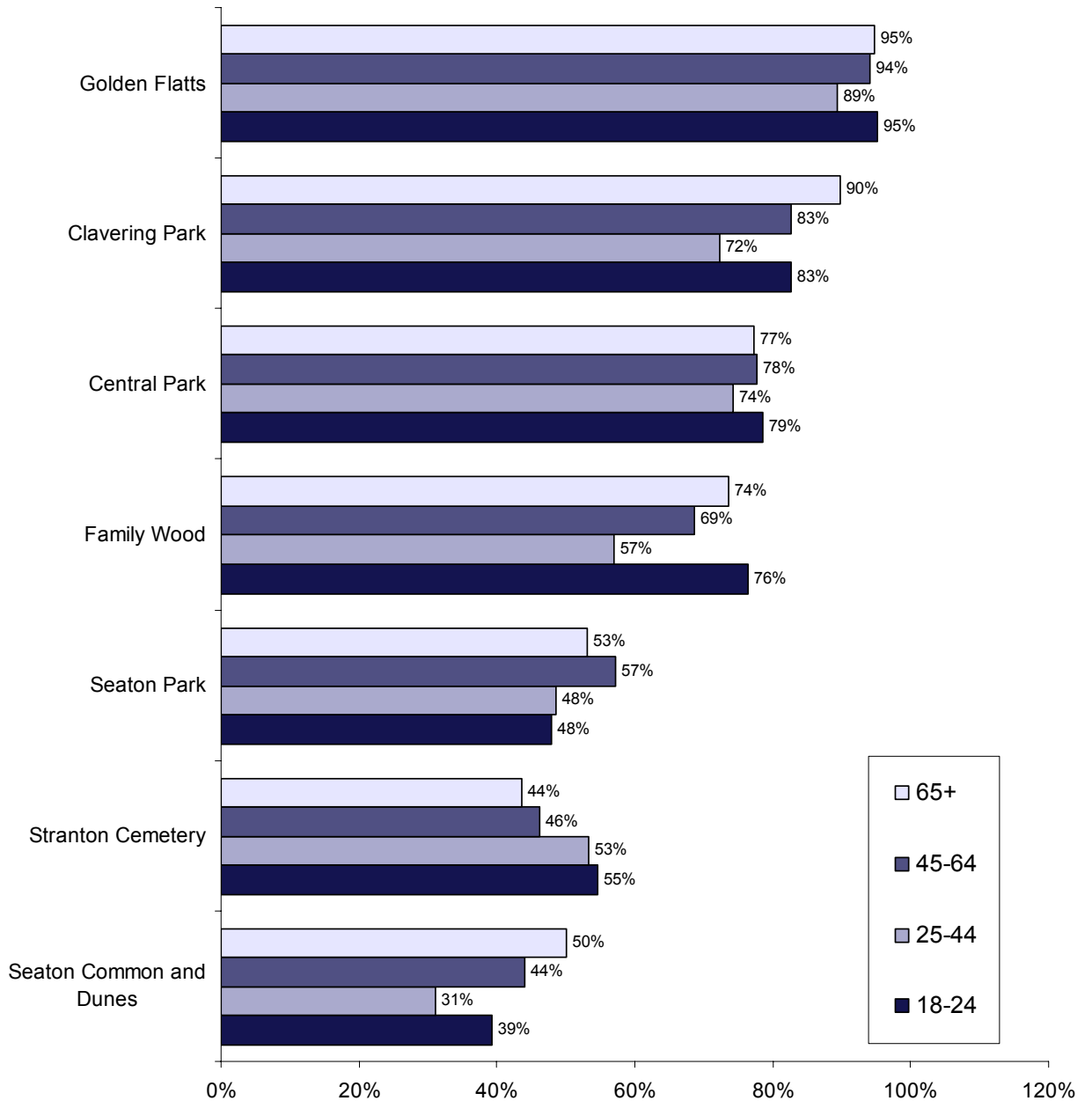
**Q22. Thinking about the last 12 months, can you tell us, on average, how often you have visited these green spaces?**

- 2.56 We then asked Viewpoint members to tell us on average how often they had visited the various green spaces. The majority of Viewpoint members (between 40% and 93%) had never visited these green spaces or visited in the last year. Viewpoint members were more likely to have visited Seaton Common and Dunes, and least likely to have visited Golden Flatts.



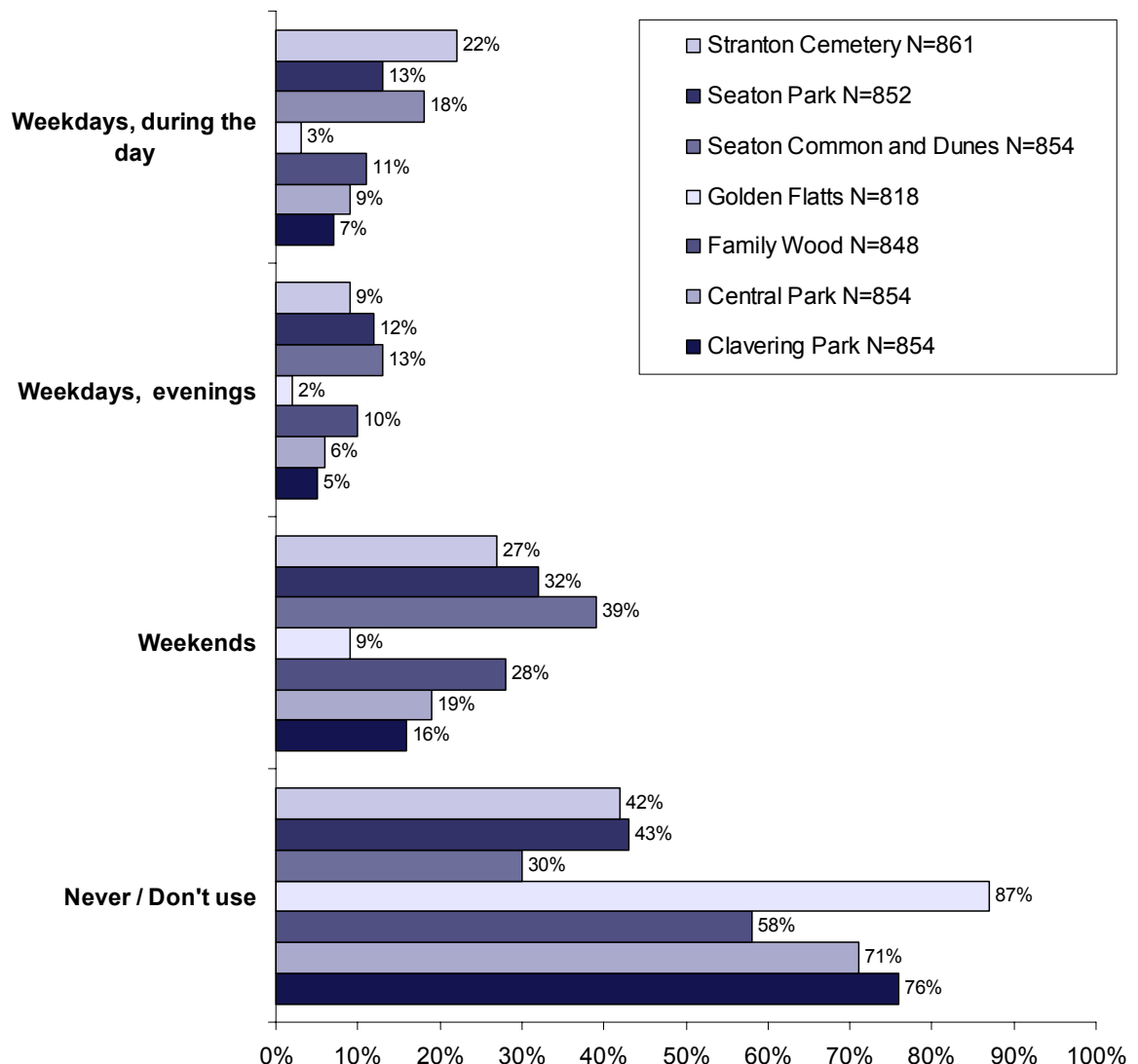
- 2.57 Because of the low numbers involved, we can only look at the detailed results by Viewpoint members who said they have never used these green sites, or have not used them in the last year.
- 2.58 Viewpoint members from the South & Central neighbourhood were more likely to say they have never visited, or visited in the last year Clavering Park (90%) and Seaton Park (57%), compared to members from the North & Coastal neighbourhood (68% and 46% respectively).
- 2.59 Viewpoint members from the North & Coastal neighbourhood were more likely to say they have never visited, or visited in the last year, Family Wood (81%) and Stranton Cemetery (57%), compared to members from the South & Central neighbourhood (55% and 44% respectively)

2.60 When looking at the detailed statistics for age groups, we can see that Viewpoint members aged between 25 and 44 years were less likely to say they never visit Clavering Park (72%), the Family Wood (57%), and Seaton Common and Dunes (31%) than Viewpoint members from other age groups.



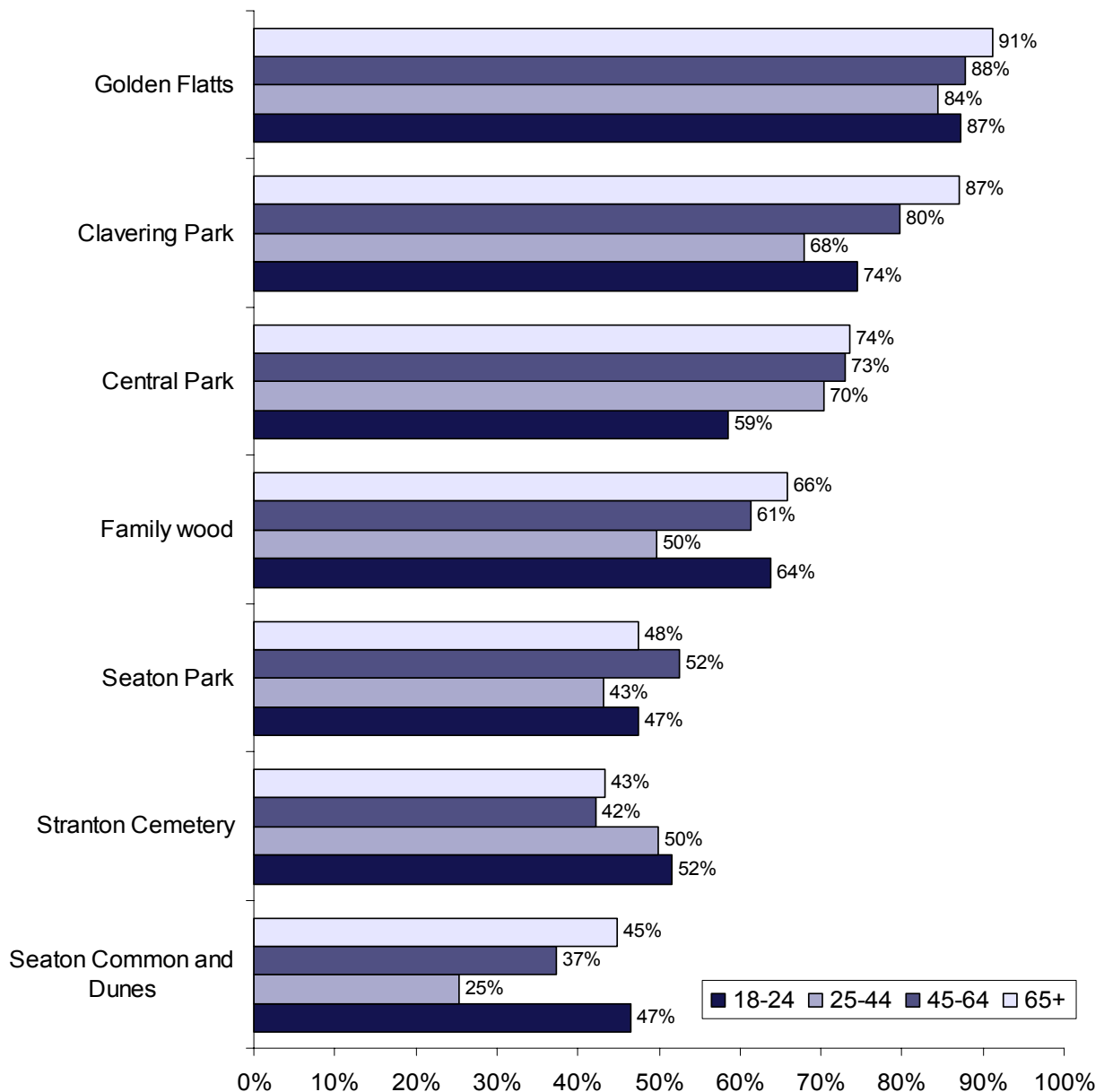
### Q23. When are you more likely to visit these green spaces?

- 2.61 Next, we asked Viewpoint members when they are more likely to visit these green space. The majority of Viewpoint members (between 30% and 76%) told us they have never visited these areas.
- 2.62 Viewpoint members were more likely to say they visit Seaton Common and Dunes any time of the week (18%, for weekends during the day, 13% for weekday evenings, and 39% for weekends).
- 2.63 Viewpoint members were also more likely to visit Stranton Cemetery weekdays, during the day (22%) and on weekends (27%), and Seaton Park at weekend evenings (12%) or weekends (32%).



- 2.64 Again, because of the low numbers involved, we can only look at the detailed results by Viewpoint members who said they have never used these green sites.
- 2.65 Women were more likely than men to say they have never used, or used in the past year, Central Park (75%, compared to 66%) or Clavering Park (80%, compared to 72%).

- 2.66 Viewpoint members from the North & Coastal neighbourhood were more likely to say they have never used Family wood (70%) or Stranton Cemetery (53%) compared to members from the South & Central neighbourhood (50% and 41% respectively).
- 2.67 Viewpoint members from the South & Central neighbourhood were more likely to say they have never used Clavering Park (87%), Seaton Park (53%), or Central Park (74%) compared to members from the North & Coastal neighbourhood (62%, 41%, and 66% respectively)
- 2.68 When looking at the detailed age statistics, we can see that older Viewpoint members (aged 65 years and over) were more likely to say they have never used Golden Flatts (91%), Clavering Park (87%), Central Park (74%), or Family Wood (66%). Younger Viewpoint members were more likely to say they have never used Stranton Cemetery (52%) and Seaton Common and Dunes (47%).

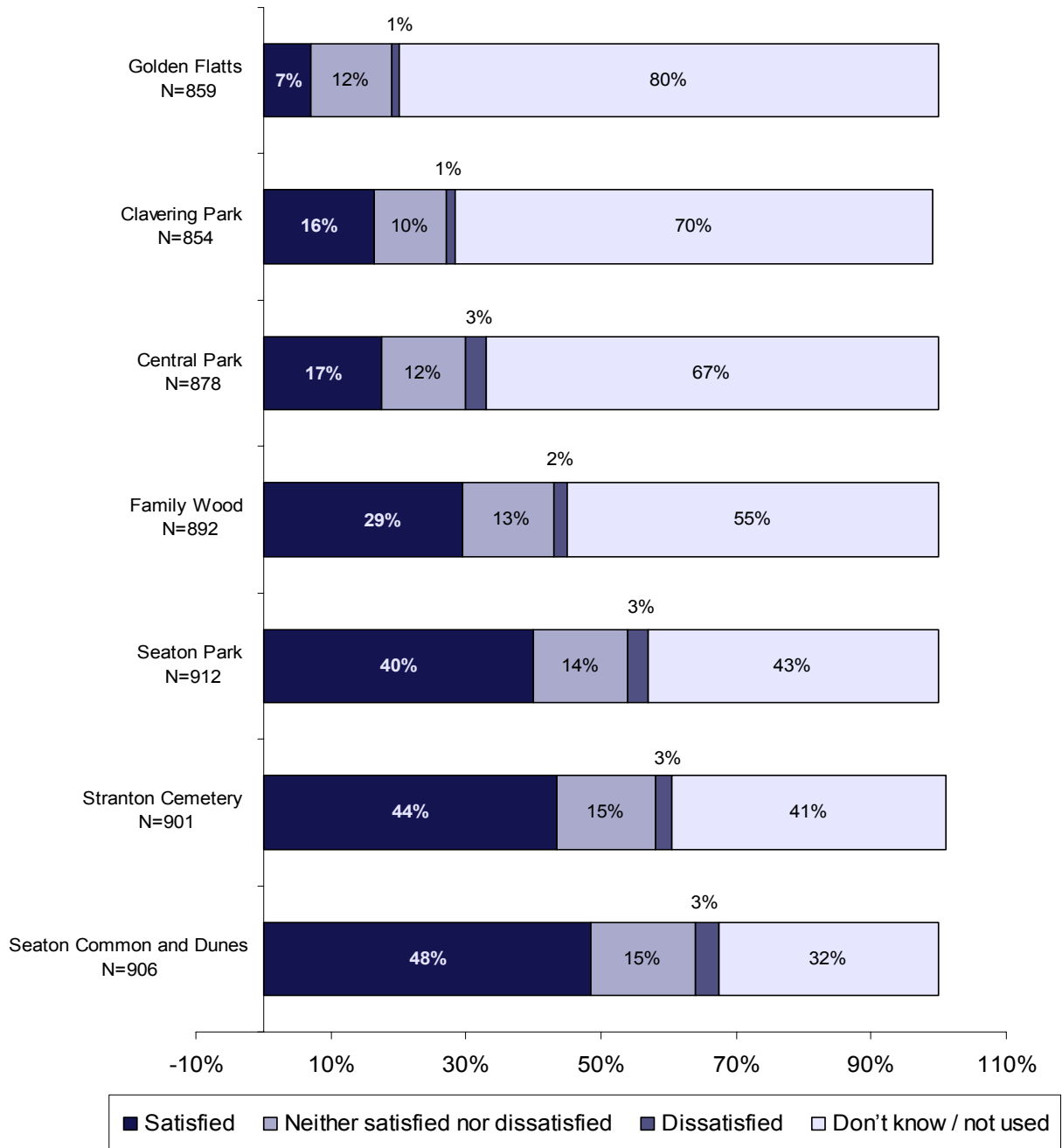


#### Q24. How satisfied or dissatisfied are you with these green spaces?

2.69 Next, we asked Viewpoint members to tell us how satisfied or dissatisfied they are with these green spaces. Again, the majority of Viewpoint members told us they had not used these green spaces or they did not know how satisfied they are (between 32% - 80%).

2.70 In line with the proportion of Viewpoint members who use these sites, members were more likely to say they were satisfied with Seaton Common and Dunes (48%) and Stranton Cemetery (44%). However, only a very small proportion of members (between 1% and 3%) said they were dissatisfied with any of these spaces.





## Communication and Consultation

### Hartlepool Online Panel (H.O.P)

- 2.71 We told Viewpoint members how the Council regularly consults with Hartlepool residents about a range of topics, through a variety of mechanisms, including online consultations. We thought it would be good idea to email out to Hartlepool residents, letting them know what consultations are available for them to fill out online. This would be called the Hartlepool Online Panel (Or H.O.P for short). We will only contact people who have signed up to the H.O.P and it will be up to H.O.P

members to choose what online surveys they feel like filling out. We told Viewpoint members how we plan to send out emails once a month, and people can choose to stop the emails at any time.

**Q25. Before we invite Hartlepool residents to take part in H.O.P, we wanted to test it with Viewpoint members first. If you would be interested in helping us test the H.O.P, please write in your email in the space below:**

- 2.72 To trial the H.O.P, we wanted to know if Viewpoint members wanted to sign up to it, and 296 Viewpoint members said they did.

Text Reminders for Viewpoint surveys

- 2.73 We told Viewpoint members how Viewpoint is one of the Councils most cost effective methods to consult with Hartlepool residents, and that over the past few years we have reduced the cost of Viewpoint significantly through a number of different mechanisms.
- 2.74 Another idea we had to reduce the cost of postage for Viewpoint reminder letters, was to send out a text reminder instead.

**Q26. Would you be interested in receiving a text reminder for your Viewpoint survey?**

- 2.75 We asked Viewpoint members if they would be interested in receiving a text reminder instead of a paper reminder, and 21% of members said they would. This equates to 179 Viewpoint members.

## 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 2012 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 2012. 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 may not match the total number of surveys returned. 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.)
Neighborhood	South & Central	56	(572)	57	(582)
	North & Coastal	44	(444)	43	(435)
Gender of respondent	Male	49	(496)	48	(485)
	Female	51	(520)	52	(532)
Age of respondent	18 - 24	12	(120)	4	(41)
	25 - 44	32	(328)	18	(180)
	45 - 64	35	(355)	45	(457)
	Total 65+	21	(212)	33	(338)
	<b>Total</b>	<b>100</b>	<b>(1019)</b>	<b>100</b>	<b>(1019)</b>

## Appendix 3:      **Headline Results**

### **Emergency Planning**

The Cleveland Emergency Planning Unit provides an emergency planning service to the four Local Authorities in the former Cleveland area. Their role is to ensure that Local Authorities are prepared to respond to emergencies and to support the emergency services and the community. We would like to find out if you are aware of Emergency Planning Units and what you think are the main hazards and risks for the Hartlepool area.

**If you would like any further information on this topic please contact Robin Beach on (01642) 232442 or via email [robin.beach@hartlepool.gov.uk](mailto:robin.beach@hartlepool.gov.uk)**

**1. Before receiving this survey, had you heard of the Emergency Planning Unit? N=1000**

Yes 38%

No 57%

Don't know/not sure 5%

**2. Were you aware that all Local Authorities have Emergency Planning Officers? N=998**

Yes 40%

No 56%

Don't know/not sure 5%

The Cleveland Emergency Planning Unit produces lots of information about a range of hazards in our community, including what to do in the event of an incident.

**3. How would you like to receive information from the Emergency Planning Unit? Please tick all that apply N=979**

Leaflets delivered to your home 64%

Leaflets / posters left in public places 24%

Council Website ([www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)) 29%

Emergency Planning Website  
([www.clevelandemergencyplanning.info](http://www.clevelandemergencyplanning.info)) 14%

Hartbeat magazine 53%

Hartlepool Mail 42%

Through social media sites (Facebook, Twitter, etc) 12%

Other (Please specify below)

37 comments

**4. What information would you like to receive about Emergency Planning?** Please tick all that apply N=972

Contact numbers	88%
Gas leak/chemical emergency procedures	70%
Flooding information	49%
First Aid information	48%
Emergency Services information	74%
Other (Please specify below)	

34 comments

The Cleveland Emergency Planning Unit is thinking about setting up some social media sites, such as Facebook, Myspace or Twitter to communicate with residents in Cleveland.

**5. Do you think you would follow the Cleveland Emergency Planning Units through social media sites?** N=987

Yes	20%
No	65%
Don't know/not sure	15%

The Emergency Planning Unit helps to produce the Cleveland Community Risk Register. This register details the potential risks that could affect Cleveland as a whole. The register is published on the emergency planning website.

**6. Did you know this document existed?** N=994

Yes	12%	Go to Q7
No	88%	Go to Q8

**7. If yes, how do you know about this document?** Please tick all that apply N=104

My job requires it	50%
Family member told me	5%
Friend told me	5%
Seen it in a publication (leaflets, news articles)	27%
Not sure – just aware of it	30%
Other (Please specify below)	



25 Comments

There are some potential risks that don't affect all of Cleveland, but only affect Hartlepool, such as flooding.

8. Do you think the Emergency Planning Unit should produce a risk register for Hartlepool, which details the potential risks that could affect just Hartlepool? N=971

Yes 81%

No 8%

Don't know 11%

9. Listed below are a number of areas of risk. We would like to know which of these you feel are high risks for Hartlepool and which you think are the low risks.  
(Please tick one box on each line)

	High risk	Medium risk	Low risk	Don't know	Overall score
<b>a) Flooding</b> N=962	16%	38%	42%	4%	37%
<b>b) Human disease (e.g. pandemic flu)</b> N=951	12%	41%	41%	6%	36%
<b>c) Animal disease (e.g. foot &amp; mouth)</b> N=935	5%	22%	67%	6%	17%
<b>d) Terrorist attack</b> N=960	24%	27%	44%	5%	39%
<b>e) Chemical accident/pollution</b> N=971	53%	36%	8%	3%	74%
<b>f) Nuclear accident/pollution</b> N=977	58%	25%	13%	4%	73%
<b>g) Severe weather, storms or snow</b> N=971	19%	53%	25%	3%	48%
<b>h) Strikes</b> N=952	9%	33%	48%	11%	25%

10. If an emergency affects your area how would you like to be kept informed? N=984

Television 86%

Radio 67%

Newspaper 46%

Through Social Media sites (e.g. Facebook, Myspace, or 20%

Twitter)

Council Website ([www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)) 31%

Emergency Planning Website 21%  
([www.clevelandemergencyplanning.info](http://www.clevelandemergencyplanning.info))

Police officer calling to speak to me personally 32%

Other (Please specify below)

31 Comments

We would like to know where people would initially think of to go if they had to leave their property because of an emergency.

- 11. First of all, if you were asked to leave your property during an emergency, but could go somewhere else within Hartlepool, which of the following places would you go to? Please tick all that apply N=980**

Stay with friends or family 81%

Try to book into a hotel 26%

Refuse to leave your property 8%

Rely on the Local Authority to provide basic accommodation 36%

Other (Please Specify below)

29 Comments

- 12. Secondly, if you were asked to leave your property during an emergency, and had to leave the Hartlepool area, which of the following places would you go to? N=978**

Stay with friends or family 54%

Try to book into a hotel 41%

Refuse to leave your property 7%

Rely on the Local Authority to provide basic accommodation 42%

Other (Please specify below)

23 Comments

- 13. Do you have any other comments you would like to ask about Emergency Planning? If so, please use the space below to tell us about them:**

75 comments

## Central Library

We would like to know if Hartlepool residents have used the Central Library in the last year, are happy with the current opening hours and if Viewpoint members would be encouraged to visit the library more if the opening hours were different. The Central Library is also celebrating its 21<sup>st</sup> birthday in 2012 with a programme of literature events and creative workshops and we would like know if you think you might attend and if so what kind of activity you are most interested in.

**If you would like any further information on this topic please contact Central Library on (01429) 272905 or via email [infodesk@hartlepool.gov.uk](mailto:infodesk@hartlepool.gov.uk)**

### 14. Have you visited Hartlepool Central Library in the last 12 months? N=984

Yes 48%

No 53%

Don't know \*

#### \* Excluded

As a result of recent financial pressures, we have had to change our library opening hours. The current opening times at the Central Library are:

Monday – Friday	-	10am – 6pm
Saturday	-	10am – 2pm
Sunday	-	Closed

### 15. Are you happy with the current Central Library opening hours? N=992

Yes 55%

No 12%

Don't know / Don't use this library 33%

We want to make sure that the library is open at the times it is most needed. Unfortunately, we are unable to re-open the Central Library on a Sunday or to change the weekend provision at this stage. We are also unable to increase the number of hours the library is open during the week. However, we are able to look at swapping the opening hours around during the week.

### 16. Do you think you would use the Central Library if, on one day of the week, it opened... Please tick one box on each row

	Yes, I would use the library during these hours	I might use the library during these hours	No, I would not use the library during these hours
...Between 8am – 10am (to close at 4pm) N=889	14%	26%	61%
...Between 6pm – 8pm (to open at 12pm) N=860	12%	34%	54%

Christmas Opening Hours

In 2010 and 2011 the Central Library closed between Christmas and New Year. We want to know if you would use the library if we stayed open for a limited service during Christmas 2012. By limited service we mean between **10am and 2pm** on the **27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> & 31<sup>st</sup> December**.

**17. Would you use the Central Library if it opened for a limited service this Christmas? N=988**

Yes	No	Don't know/not sure
13%	62%	25%

Literature Celebrations

The programme of literature celebrations lasts for six weeks between 22<sup>nd</sup> October to 30<sup>th</sup> November, with activities and events taking place over this time at the Central Library and some branch libraries. There will be a number of activities taking place, ranging from author visits and creative workshops to local history exhibitions and children's events.

**18. Do you think you may attend an event at the Literature Festival? N=986**

Yes	No	Don't know/not sure
26%	42%	32%

**19. If you think you may attend, which type of activity would you be interested in? Please tick all that apply N=496**

'Meet the author' event	64%
Creative writing workshops	22%
Song writing	7%
Children's crafts/storytelling	42%
Adult storytelling	18%
Poetry	21%

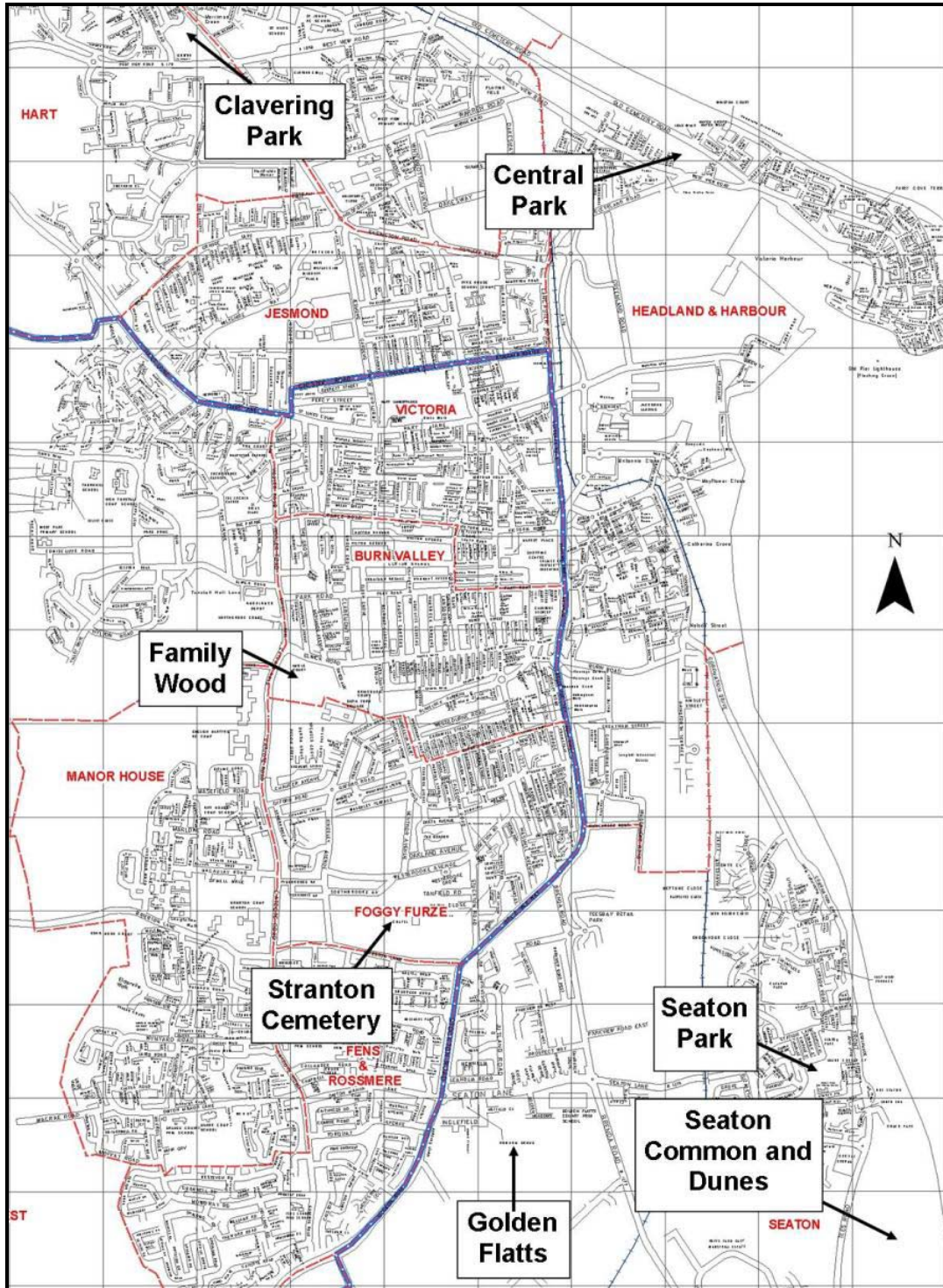
**20. How would you like to find out about Literature Celebration events? Please tick all that apply N=736**

Hartlepool Mail	63%
Hartbeat	68%
Council's Website	26%
What's Happening in Hartlepool guide	42%
Posters and leaflets left in public places	43%
Other (Please specify below)	

45 Comments
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## Green spaces in Hartlepool

We would like to find out if Viewpoint members have used various green spaces in Hartlepool. If so, we would like to know what you have used them for, and if not, what would encourage you to use these spaces more in the future. To help you know which spaces we are asking you about, we have included them on the map below:



21. We would like to know which of the following green spaces, **AND** facilities at these green spaces, you are aware of, and which you have used. For each of the green spaces and facilities listed below, please tell us which you are...

- ... aware of, and have used in the past.
- ... aware of but have never used.
- ... not aware of.

Please tick one box on **each** row

Aware of, and have used	Aware of, but have not used	Not aware of this green space / facility
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<b>N=828 Central Park Overall</b>	<b>19%</b>	<b>50%</b>	<b>31%</b>
N=823 Football and rugby pitches.	12%	61%	27%
N=837 Green space for walking, ball games etc.	22%	49%	29%
N=850 Linkages to the Promenade	33%	35%	32%

<b>N=783 Clavering Park Overall</b>	<b>16%</b>	<b>50%</b>	<b>34%</b>
N=820 Children's play area.	18%	50%	32%
N=805 Young person's play area (Playbuilder)	11%	47%	42%
N=798 Basketball court.	4%	46%	51%
N=832 Green space for walking, ball games etc.	13%	52%	35%

<b>N=786 Family Wood Overall</b>	<b>33%</b>	<b>41%</b>	<b>26%</b>
N=859 Walking trail (informal paths)	34%	42%	25%
N=838 Seating	22%	48%	30%

<b>N=803 Golden Flatts Overall</b>	<b>6%</b>	<b>36%</b>	<b>58%</b>
N=816 Green space for walking	8%	36%	57%
N=815 Seasonal pond (in the summer it should be dry, and in the winter its a very shallow pond)	4%	34%	62%

<b>N=801 Seaton Common and Dunes Overall</b>	<b>61%</b>	<b>32%</b>	<b>8%</b>
N=872 Nature reserve status.	50%	37%	13%



N=888	Dunes, used primarily for walking.	62%	32%	7%
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<b>N= 784 Stranton Cemetery Overall</b>		<b>46%</b>	<b>39%</b>	<b>15%</b>
N=859	Expanse of green space for walking.	32%	46%	22%
N=875	Working cemetery.	50%	36%	14%
N=859	Car park (Brierton Lane).	29%	44%	27%

Please tick one box on each row

Aware of,  
and have  
used

Aware of,  
but have  
not used

Not aware of  
this green  
space / facility

<b>N=806 Seaton Park Overall</b>	<b>38%</b>	<b>46%</b>	<b>16%</b>
N=865 Tennis courts.	13%	66%	22%
N=862 Bowling green and pavilion.	7%	74%	19%
N=869 Library.	23%	59%	18%
N=882 Children's play area.	33%	49%	18%
N=863 Playbuilder.	12%	51%	37%
N=868 Football pitches.	11%	60%	28%
N=860 Temporary changing rooms.	3%	52%	45%
N=883 Green space for walking, ball games etc.	36%	46%	19%

**22. Thinking about the last 12 months, can you tell us, on average, how often you have visited these green spaces?**

	Every week	Every month	Every couple of months	A couple times a year	Never / not used in last 12 months
Clavering Park N=913	3%	3%	4%	9%	80%
Central Park N=902	4%	2%	5%	12%	77%
Family Wood N=903	5%	6%	8%	15%	66%
Golden Flatts N=881	1%	2%	2%	3%	93%
Seaton Common and Dunes N=919	9%	12%	15%	24%	40%
Seaton Park N=924	8%	7%	15%	19%	52%
Stranton Cemetery N=921	6%	9%	13%	23%	49%

**23. When are you more likely to visit these green spaces? (Tick all that apply)**

	Weekdays, during the day	Weekdays, evenings	Weekends	Never / Don't use
Clavering Park N=854	7%	5%	16%	76%
Central Park N=854	9%	6%	19%	71%

Family Wood N=848	11%	10%	28%	58%
Golden Flatts N=818	3%	2%	9%	87%
Seaton Common and Dunes N=854	18%	13%	39%	30%
Seaton Park N=852	13%	12%	32%	43%
Stranton Cemetery N=861	22%	9%	27%	42%

**24. How satisfied or dissatisfied are you with these green spaces?** Please tick one box on each row.

	Very satisfied	Fairly satisfied	satisfied or dissatisfie	Fairly dissatisfie	Very dissatisfie	Don't know / not used	Satisfied	Dissatisfi ed
Clavering Park N=854	5%	13%	10%	1%	1%	70%	16%	1%
Central Park N=878	4%	13%	12%	2%	2%	67%	17%	3%
Family Wood N=892	8%	22%	13%	2%	1%	55%	29%	2%
Golden Flatts N=859	2%	5%	12%	1%	1%	80%	7%	1%
Seaton Common and Dunes N=906	15%	34%	15%	3%	1%	32%	48%	3%
Seaton Park N=912	12%	28%	14%	3%	1%	43%	40%	3%
Stranton Cemetery N=901	14%	27%	15%	2%	1%	41%	44%	3%

**25. What would encourage you to use these green spaces, or use them more often?** Please write in below

**Clavering Park** 204 comments

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**Central Park** 182 comments

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**Family Wood** 192 comments

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**Golden Flatts** 154 comments

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**Seaton Common and Dunes** 210 comments

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**Seaton Park** 191 comments

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**Stranton Cemetery** 172 comments

If you would like any further information on this topic please contact Adele Wilson on (01429) 01429 523703 or via email [adele.wilson@hartlepool.gov.uk](mailto:adele.wilson@hartlepool.gov.uk)

## Communication and Consultation

### Hartlepool Online Panel (H.O.P)

The Council regularly consults with Hartlepool residents about a range of topics. Viewpoint is just one of the mechanisms we use. We also have a range of surveys which Hartlepool residents can fill out online.

We thought it would be good idea to email out to Hartlepool residents, letting them know what consultations are available for them to fill out online. We will only contact people who have signed up to the Hartlepool Online Panel (or H.O.P for short), and it will be up to H.O.P members to choose what online surveys they feel like filling out. We plan to send out emails once a month, and people can choose to stop the emails at any time.

Please note – this will not affect your being part of Viewpoint.

**26. Before we invite Hartlepool residents to take part in H.O.P, we wanted to test it with Viewpoint members first. If you would be interested in helping us test the H.O.P, please write in your email in the space below:**

Email address: 296 email addresses

### Text Reminders for Viewpoint surveys

Viewpoint is one of the Councils most cost effective methods to consult with Hartlepool residents. Over the past few years we have reduced the cost of Viewpoint significantly by increasing online responses, printing surveys on thinner paper and in black and white, reducing the size of the envelopes we use, and removing the logo from them.

We are now looking into the possibility of sending a text reminder to Viewpoint members who have not filled out their survey within the first four weeks; this would help reduce postage costs. We would like to know if Viewpoint members would be interested in this service.

**27. Would you be interested in receiving a text reminder for your Viewpoint survey?**

Yes 21%

No 73%

Don't know/not sure 6%

**Thank you for completing this round of Viewpoint.**

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. Hartlepool Borough Council is the Data Controller for the purposes of the Data Protection Act.

## Appendix 4: Crosstabulation by age, gender and location

\* All values below 5 (excluding 0), but have been shaded for data protection issues

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
1. Before receiving this survey, had you heard of the Emergency Planning Unit?	Yes	35	30%	118	36%	161	46%	68	33%	195	40%	186	36%	225	40%	157	36%
	No	82	70%	192	59%	170	49%	125	61%	273	56%	296	58%	311	55%	258	60%
	Don't know/not sure	0	0%	17	5%	19	5%	14	7%	18	4%	32	6%	31	5%	18	4%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
2. Were you aware that all Local Authorities have Emergency Planning Officers?	Yes	38	32%	121	37%	165	47%	71	34%	203	42%	191	37%	227	40%	167	39%
	No	73	63%	195	60%	165	47%	120	58%	260	54%	294	57%	309	55%	244	57%
	Don't know/not sure			10	3%	20	6%	15	8%	22	4%	28	5%	29	5%	21	5%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
3. How would you like to receive information from the Emergency Planning Unit	Leaflets delivered to your home	53	45%	213	67%	230	67%	129	64%	293	62%	331	65%	357	64%	268	63%
	Leaflets / posters left in public places	36	31%	69	22%	78	23%	49	24%	119	25%	114	22%	123	22%	110	26%
	Council website	37	32%	118	37%	102	30%	26	13%	142	30%	141	28%	152	27%	131	31%
	Emergency planning website	26	23%	50	16%	55	16%	9	4%	79	17%	61	12%	81	15%	59	14%
	Hartbeat magazine	68	59%	144	45%	184	54%	123	60%	219	46%	300	59%	311	56%	209	49%
	Hartlepool mail	67	57%	95	30%	150	44%	103	51%	198	42%	217	43%	241	43%	173	41%
	Through social media sites	25	21%	55	17%	28	8%	6	3%	59	13%	54	11%	65	12%	49	12%

Latest Viewpoint Survey

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
4. What information would you like to receive about Emergency planning?	Contact numbers	100	88%	278	88%	314	92%	166	82%	420	89%	438	87%	482	88%	375	89%
	Gas leak / chemical emergency procedures	81	71%	227	72%	240	71%	130	64%	314	67%	363	73%	377	69%	301	71%
	Flooding information	68	60%	160	51%	164	48%	87	43%	233	49%	246	49%	246	45%	233	55%
	First aid information	91	80%	153	49%	137	40%	83	41%	212	45%	252	50%	257	47%	207	49%
	Emergency services information	93	82%	224	71%	242	71%	158	78%	330	70%	386	77%	402	73%	315	75%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
5. Do you think you would follow the Cleveland Emergency Planning Units through social media sites?	Yes	35	31%	88	27%	52	15%	24	12%	98	21%	100	20%	102	18%	96	22%
	No	60	53%	183	57%	244	70%	153	74%	315	66%	324	64%	360	65%	280	65%
	Don't know/not sure	19	16%	51	16%	51	15%	29	14%	63	13%	86	17%	96	17%	54	12%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
6. Did you know this document existed?	Yes	6	6%	29	9%	59	17%	22	11%	67	14%	49	10%	73	13%	44	10%
	No	107	94%	295	91%	292	83%	183	89%	414	86%	464	90%	489	87%	389	90%

38<sup>th</sup> Viewpoint Survey

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
7. If yes, how do you know about this document?	My job requires it	0	0%	14	52%	26	50%			33	54%	8	20%	23	36%	18	47%
	Family member told me	0	0%	0	0%												
	Friend told me	0	0%														
	Seen it in a publication					10	19%	10	48%	12	20%	16	37%	22	35%		
	Not sure - just aware of it	0	0%	8	29%	14	27%	10	44%	14	23%	17	40%	20	31%	11	28%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
8. Do you think the Emergency Planning Unit should produce a risk register for Hartlepool, which details the potential risks that could affect just Hartlepool?	Yes	80	71%	248	79%	278	81%	179	89%	385	83%	400	79%	440	81%	346	80%
	No	12	11%	24	8%	34	10%	12	6%	44	9%	38	8%	46	8%	36	8%
	Don't know	21	19%	41	13%	32	9%	10	5%	37	8%	67	13%	56	10%	48	11%



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Q9		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
a) Flooding	High risk	16	15%	53	17%	57	18%	26	14%	79	17%	74	16%	69	13%	84	21%
	Medium risk	38	36%	116	38%	135	41%	75	41%	167	37%	197	42%	213	41%	151	37%
	Low risk	53	50%	137	45%	134	41%	83	45%	210	46%	196	42%	239	46%	167	42%
b) Human disease (e.g. pandemic flu)	High risk	10	10%	33	11%	45	14%	22	13%	57	13%	54	12%	62	12%	49	13%
	Medium risk	35	35%	132	43%	134	43%	91	53%	185	42%	207	46%	225	44%	167	43%
	Low risk	57	56%	142	46%	134	43%	59	34%	200	45%	193	42%	224	44%	168	44%
c) Animal disease (e.g. foot & mouth)	High risk	0	0%	23	8%	19	6%	9	6%	30	7%	21	5%	25	5%	26	7%
	Medium risk	40	38%	65	22%	65	21%	38	22%	101	23%	107	24%	118	24%	90	23%
	Low risk	64	62%	213	71%	225	73%	121	72%	304	70%	319	71%	352	71%	272	70%
d) Terrorist attack	High risk	16	15%	92	30%	90	27%	33	19%	104	23%	126	27%	130	25%	100	25%
	Medium risk	27	26%	94	31%	92	28%	47	26%	122	27%	139	30%	140	27%	121	30%
	Low risk	63	60%	118	39%	147	45%	97	55%	223	50%	201	43%	248	48%	177	44%
e) Chemical accident/pollution	High risk	39	38%	182	58%	204	61%	92	48%	226	49%	291	61%	283	53%	234	57%
	Medium risk	41	39%	115	37%	108	32%	86	45%	194	42%	155	32%	207	39%	142	35%
	Low risk	24	23%	16	5%	21	6%	15	8%	42	9%	33	7%	41	8%	35	8%
f) Nuclear accident/pollution	High risk	46	46%	204	65%	213	64%	105	54%	245	53%	322	67%	307	58%	259	64%
	Medium risk	36	36%	77	24%	77	23%	57	29%	132	29%	115	24%	147	28%	100	25%
	Low risk	18	18%	34	11%	42	13%	33	17%	83	18%	43	9%	79	15%	48	12%
g) Severe weather, storms or snow	High risk	20	18%	60	19%	69	21%	34	18%	90	20%	93	19%	89	17%	94	23%
	Medium risk	49	45%	159	51%	190	58%	116	60%	230	51%	284	59%	293	55%	220	54%
	Low risk	41	37%	90	29%	67	21%	43	22%	135	30%	106	22%	149	28%	92	23%
h) Strikes	High risk	19	17%	45	16%	10	3%	9	5%	37	9%	46	11%	49	10%	33	9%
	Medium risk	44	41%	98	35%	109	37%	65	39%	134	32%	183	42%	171	35%	146	40%
	Low risk	45	42%	137	49%	179	60%	93	56%	249	59%	204	47%	268	55%	186	51%

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		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
10. If an emergency affects your area how would you like to be kept informed?	Television	103	91%	272	85%	305	88%	169	82%	403	85%	446	87%	476	86%	373	87%
	Radio	94	83%	239	75%	224	65%	97	47%	331	70%	324	63%	371	67%	283	66%
	Newspaper	69	61%	141	44%	158	46%	89	43%	207	44%	249	49%	267	48%	189	44%
	Social Media	43	38%	102	32%	45	13%	8	4%	104	22%	94	18%	111	20%	88	20%
	Council Website	41	36%	141	44%	100	29%	24	12%	147	31%	159	31%	176	32%	130	30%
	Emergency Planning Website	38	34%	71	22%	76	22%	23	11%	114	24%	95	18%	118	21%	91	21%
	Police officer personally	38	33%	76	24%	109	32%	91	45%	151	32%	163	32%	183	33%	131	31%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
11. First of all, if you were asked to leave your property during an emergency, but could go somewhere else within Hartlepool, which of the following places would you go to?	Stay with friends or family	92	83%	284	88%	268	78%	146	72%	368	79%	421	82%	444	81%	345	80%
	Try to book into a hotel	27	24%	72	22%	105	30%	51	25%	105	22%	149	29%	125	23%	129	30%
	Refuse to leave your property	16	14%	18	6%	29	8%	16	8%	53	11%	27	5%	44	8%	36	8%
	Rely on the Local Authority to provide basic accommodation	43	38%	85	26%	134	39%	88	44%	174	37%	176	34%	190	34%	160	37%

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		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
12. Secondly, if you were asked to leave your property during an emergency, and had to leave the Hartlepool area, which of the following places would you go to?	Stay with friends or family	60	52%	173	54%	183	54%	109	54%	251	54%	273	54%	298	54%	226	53%
	Try to book into a hotel	52	45%	162	50%	130	38%	58	29%	182	39%	220	43%	215	39%	188	44%
	Refuse to leave your property	11	10%	14	4%	23	7%	16	8%	38	8%	26	5%	36	6%	28	7%
	Rely on the Local Authority to provide basic accommodation	44	39%	107	33%	156	46%	102	50%	191	41%	218	43%	236	43%	173	41%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
14. Have you visited Hartlepool Central Library in the last 12 months?	Yes	54	48%	138	43%	157	45%	119	58%	187	39%	280	55%	284	51%	183	43%
	No	60	52%	182	57%	189	55%	86	42%	288	61%	229	45%	273	49%	243	57%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
15. Are you happy with the current Central Library opening hours?	Yes	56	49%	177	55%	178	51%	137	67%	237	50%	310	60%	316	57%	232	53%
	No	21	18%	33	10%	47	13%	14	7%	50	11%	64	12%	68	12%	46	11%
	Don't know / Don't use this library	37	32%	112	35%	127	36%	54	27%	189	40%	141	27%	175	31%	156	36%

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Q16		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
...Between 8am – 10am (to close at 4pm)  ...Between 6pm – 8pm (to open at 12pm)	Yes, I would use the library during these hours	19	19%	17	6%	41	14%	43	24%	49	11%	72	16%	75	15%	46	12%
	I might use the library during these hours	29	29%	77	26%	72	24%	48	26%	118	27%	108	24%	139	28%	87	23%
	No, I would not use the library during these hours	54	53%	209	69%	190	63%	90	50%	267	62%	275	60%	288	57%	254	66%
	Yes, I would use the library during these hours	25	25%	22	7%	45	14%	11	7%	35	8%	68	15%	55	11%	48	13%
	I might use the library during these hours	39	39%	130	43%	89	28%	35	24%	148	36%	145	32%	188	38%	105	29%
	No, I would not use the library during these hours	36	36%	150	50%	180	57%	99	69%	230	56%	235	52%	250	51%	215	58%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
17. Would you use the Central Library if it opened for a limited service this Christmas?	Yes	19	16%	28	9%	49	14%	29	14%	55	11%	69	14%	74	13%	50	12%
	No	59	52%	208	65%	214	61%	133	65%	313	65%	302	59%	343	62%	271	63%
	Don't know/not sure	36	32%	85	27%	86	25%	42	21%	110	23%	140	27%	140	25%	110	26%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
18. Do you think you may attend an event at the Literature Festival?	Yes	26	24%	82	25%	89	26%	59	29%	100	21%	157	31%	150	27%	107	25%
	No	43	39%	130	40%	153	44%	89	44%	229	48%	186	36%	229	41%	185	43%
	Don't know/not sure	40	37%	112	35%	105	30%	56	28%	145	31%	170	33%	180	32%	135	32%

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		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
19. If you think you may attend, which type of activity would you be interested in?	'Meet the author' event	43	86%	91	52%	111	65%	69	69%	132	62%	183	64%	179	62%	136	65%
	Creative writing workshops	19	37%	35	20%	38	22%	17	17%	43	21%	66	23%	56	19%	54	26%
	Song writing	6	13%	13	7%	11	7%			21	10%	16	5%	20	7%	16	8%
	Children's crafts/storytelling	12	24%	107	61%	64	38%	23	23%	77	37%	129	45%	127	44%	79	38%
	Adult storytelling	8	16%	21	12%	40	24%	22	22%	35	17%	56	20%	51	18%	41	19%
	Poetry	19	38%	29	16%	33	19%	21	21%	43	20%	59	21%	55	19%	46	22%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
20. How would you like to find out about Literature Celebration events?	Hartlepool Mail	60	77%	119	52%	173	65%	108	66%	201	62%	259	63%	260	62%	200	63%
	Hartbeat	50	65%	160	69%	173	65%	118	72%	202	63%	299	72%	293	70%	207	65%
	Council Website	26	34%	83	36%	60	22%	19	11%	97	30%	91	22%	116	28%	71	23%
	What's Happening in Hartlepool guide	44	56%	89	38%	113	43%	66	41%	132	41%	180	44%	179	43%	133	42%
	Posters and leaflets left in public places	41	53%	105	45%	117	44%	56	34%	128	40%	192	46%	191	46%	128	40%

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Q21		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Central Park Overall	Aware of, and have used	17	18%	58	20%	48	16%	35	23%	89	22%	69	16%	78	17%	79	22%
	Aware of, but have not used	43	45%	128	44%	165	56%	79	53%	195	48%	221	52%	233	50%	183	51%
	Not aware of this green space / facility	35	36%	103	36%	81	28%	35	24%	119	30%	135	32%	155	33%	100	28%
Football and rugby pitches.	Aware of, and have used	11	12%	29	10%	39	13%	18	13%	61	15%	36	9%	47	10%	50	14%
	Aware of, but have not used	49	51%	171	58%	187	63%	95	69%	233	58%	269	63%	285	60%	217	62%
	Not aware of this green space / facility	35	37%	96	32%	70	24%	25	18%	106	26%	119	28%	143	30%	82	24%
Green space for walking, ball games etc.	Aware of, and have used	23	24%	56	19%	68	22%	37	26%	86	21%	98	23%	95	20%	89	25%
	Aware of, but have not used	33	35%	138	47%	162	53%	79	55%	206	51%	206	47%	240	50%	172	48%
	Not aware of this green space / facility	38	41%	102	34%	74	24%	27	19%	111	28%	130	30%	144	30%	97	27%
Linkages to the Promenade	Aware of, and have used	22	23%	91	30%	104	34%	62	41%	136	33%	142	32%	137	28%	141	39%
	Aware of, but have not used	26	28%	92	31%	120	39%	59	39%	137	34%	161	36%	176	36%	122	33%
	Not aware of this green space / facility	47	50%	116	39%	82	27%	30	20%	134	33%	140	32%	173	36%	102	28%
Clavering Park Overall	Aware of, and have used	11	13%	73	26%	32	11%	9	7%	65	17%	60	15%	36	8%	89	26%
	Aware of, but have not used	38	45%	120	42%	156	55%	81	62%	184	48%	210	53%	236	53%	158	47%
	Not aware of this green space / facility	35	42%	89	32%	97	34%	42	32%	135	35%	129	32%	171	39%	92	27%

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Q21 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Children's play area.	Aware of, and have used	11	13%	77	26%	43	14%	13	10%	72	19%	73	17%	46	10%	100	29%
	Aware of, but have not used	36	42%	132	45%	167	55%	78	58%	189	49%	224	51%	245	52%	168	48%
	Not aware of this green space / facility	38	45%	87	29%	95	31%	42	31%	121	32%	141	32%	182	39%	80	23%
Young person's play area (Playbuilder)	Aware of, and have used	7	8%	53	18%	21	7%	6	5%	41	11%	45	11%	27	6%	60	18%
	Aware of, but have not used	39	43%	116	39%	149	51%	73	58%	190	50%	188	44%	209	45%	168	49%
	Not aware of this green space / facility	44	49%	127	43%	122	42%	48	38%	148	39%	193	45%	228	49%	113	33%
Basketball court.	Aware of, and have used			19	6%	7	2%			14	4%	14	3%			23	7%
	Aware of, but have not used	36	40%	135	45%	132	46%	63	50%	184	49%	180	43%	202	44%	163	48%
	Not aware of this green space / facility	50	57%	143	48%	149	52%	62	50%	177	47%	227	54%	254	55%	151	45%
Green space for walking, ball games etc.	Aware of, and have used	11	12%	52	17%	35	12%	13	10%	61	15%	51	12%	31	6%	81	23%
	Aware of, but have not used	37	41%	154	51%	159	52%	79	58%	206	52%	223	51%	249	53%	180	50%
	Not aware of this green space / facility	42	47%	94	31%	111	36%	44	32%	127	32%	164	37%	192	41%	99	27%
Family Wood Overall	Aware of, and have used	16	19%	121	42%	92	32%	32	25%	130	34%	131	33%	192	44%	69	20%
	Aware of, but have not used	29	36%	96	33%	129	45%	65	50%	148	38%	171	43%	175	40%	144	42%
	Not aware of this green space / facility	36	45%	71	25%	66	23%	33	25%	107	28%	98	25%	72	16%	134	39%

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Q21 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Walking trail (informal paths)	Aware of, and have used	26	28%	116	38%	105	34%	40	27%	142	35%	146	33%	215	43%	73	20%
	Aware of, but have not used	30	32%	111	36%	138	44%	79	54%	159	39%	199	44%	204	41%	154	43%
	Not aware of this green space / facility	36	39%	81	26%	68	22%	28	19%	109	27%	104	23%	82	16%	131	37%
Seating	Aware of, and have used	20	22%	68	23%	66	22%	29	21%	85	22%	98	22%	128	26%	55	16%
	Aware of, but have not used	32	35%	145	48%	151	50%	74	53%	185	47%	217	49%	245	50%	157	45%
	Not aware of this green space / facility	41	44%	88	29%	86	28%	37	26%	125	32%	127	29%	113	23%	139	40%
Golden Flatts Overall	Aware of, and have used	8	10%	23	8%	14	5%			29	7%	20	5%	30	7%	20	6%
	Aware of, but have not used	33	40%	79	28%	116	39%	58	42%	144	37%	142	35%	170	38%	116	33%
	Not aware of this green space / facility	41	49%	184	64%	166	56%	76	55%	219	56%	248	60%	249	55%	218	62%
Green space for walking	Aware of, and have used	14	16%	25	8%	15	5%	8	6%	28	7%	33	8%	40	9%	21	6%
	Aware of, but have not used	33	37%	87	29%	113	38%	58	43%	145	37%	146	34%	176	37%	114	33%
	Not aware of this green space / facility	41	46%	185	62%	169	57%	69	51%	218	56%	246	58%	255	54%	209	61%
Seasonal pond (in the summer it should be dry, and in the winter its a very shallow pond)	Aware of, and have used	9	11%	12	4%	8	3%			18	5%	16	4%	18	4%	16	5%
	Aware of, but have not used	32	36%	87	29%	107	36%	51	40%	133	34%	144	34%	168	36%	109	31%
	Not aware of this green space / facility	47	54%	200	67%	184	62%	73	56%	237	61%	267	62%	282	60%	222	64%



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Q21 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Seaton Common and Dunes Overall	Aware of, and have used	54	66%	191	66%	170	58%	72	52%	254	65%	232	57%	279	64%	207	57%
	Aware of, but have not used	23	28%	75	26%	101	34%	54	39%	110	28%	143	35%	129	29%	124	34%
	Not aware of this green space / facility			23	8%	23	8%	12	9%	28	7%	34	8%	29	7%	33	9%
Nature reserve status.	Aware of, and have used	40	40%	172	56%	152	48%	72	48%	216	52%	219	48%	264	53%	172	46%
	Aware of, but have not used	36	36%	93	30%	124	39%	68	45%	147	35%	173	38%	165	33%	155	41%
	Not aware of this green space / facility	24	24%	43	14%	39	12%	12	8%	54	13%	63	14%	67	14%	50	13%
Dunes, used primarily for walking.	Aware of, and have used	68	68%	205	67%	183	57%	90	56%	280	66%	267	58%	328	65%	219	57%
	Aware of, but have not used	27	27%	80	26%	115	36%	62	39%	118	28%	166	36%	148	29%	136	35%
	Not aware of this green space / facility			22	7%	23	7%	8	5%	27	6%	31	7%	28	5%	30	8%
Stranton Cemetery Overall	Aware of, and have used	27	33%	132	47%	142	49%	58	45%	170	44%	189	47%	238	55%	121	35%
	Aware of, but have not used	42	52%	99	35%	112	39%	55	42%	153	40%	155	39%	150	34%	158	45%
	Not aware of this green space / facility	13	16%	51	18%	36	12%	17	13%	60	16%	58	14%	48	11%	69	20%
Expanse of green space for walking.	Aware of, and have used	31	31%	82	27%	110	36%	50	34%	127	31%	146	33%	195	39%	79	22%
	Aware of, but have not used	48	48%	148	49%	131	43%	68	47%	194	47%	201	45%	218	44%	177	49%
	Not aware of this green space / facility	21	21%	74	24%	67	22%	28	19%	88	22%	102	23%	86	17%	104	29%

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Q21 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Working cemetery.	Aware of, and have used	42	42%	144	48%	171	53%	83	56%	197	48%	244	53%	271	54%	169	45%
	Aware of, but have not used	43	42%	112	37%	109	34%	50	33%	157	38%	156	34%	176	35%	137	37%
	Not aware of this green space / facility	16	16%	47	15%	43	13%	16	11%	59	14%	63	14%	54	11%	68	18%
Car park (Brierton Lane).	Aware of, and have used	22	23%	78	25%	101	33%	49	34%	109	27%	142	31%	159	32%	91	25%
	Aware of, but have not used	52	54%	148	48%	118	38%	60	41%	189	47%	189	42%	229	46%	150	42%
	Not aware of this green space / facility	22	23%	80	26%	91	29%	37	25%	107	26%	122	27%	110	22%	119	33%
Seaton Park Overall	Aware of, and have used	29	36%	131	46%	102	35%	46	31%	150	39%	158	38%	156	34%	152	43%
	Aware of, but have not used	38	47%	97	34%	157	54%	80	54%	174	45%	198	47%	225	49%	147	42%
	Not aware of this green space / facility	14	17%	57	20%	33	11%	22	15%	65	17%	61	15%	73	16%	53	15%
Tennis courts.	Aware of, and have used	23	22%	47	15%	26	8%	12	8%	48	12%	61	14%	43	9%	66	17%
	Aware of, but have not used	58	55%	181	59%	223	72%	105	72%	292	70%	275	61%	335	68%	231	62%
	Not aware of this green space / facility	24	23%	77	25%	61	20%	29	20%	77	18%	113	25%	112	23%	78	21%
Bowling green and pavilion.	Aware of, and have used			18	6%	16	5%	20	14%	31	7%	27	6%	32	6%	27	7%
	Aware of, but have not used	79	77%	212	70%	241	78%	106	71%	313	75%	325	74%	360	73%	279	75%
	Not aware of this green space / facility	20	19%	72	24%	51	17%	23	15%	75	18%	90	20%	98	20%	67	18%

Latest Viewpoint Survey

Q21 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Library.	Aware of, and have used	28	26%	63	21%	61	20%	51	33%	96	23%	107	24%	88	18%	115	31%
	Aware of, but have not used	57	54%	164	55%	203	65%	87	56%	246	58%	265	59%	317	64%	193	51%
	Not aware of this green space / facility	21	20%	72	24%	47	15%	16	10%	81	19%	75	17%	88	18%	68	18%
Children's play area.	Aware of, and have used	43	40%	125	41%	86	27%	39	26%	120	28%	172	38%	155	31%	137	36%
	Aware of, but have not used	51	47%	121	39%	176	55%	86	58%	226	53%	208	46%	245	49%	189	49%
	Not aware of this green space / facility	13	13%	61	20%	57	18%	25	17%	81	19%	75	16%	95	19%	61	16%
Playbuilder.	Aware of, and have used	11	11%	55	18%	25	8%	11	8%	37	9%	65	14%	50	10%	52	14%
	Aware of, but have not used	56	52%	137	45%	170	55%	81	57%	229	56%	214	48%	242	49%	202	54%
	Not aware of this green space / facility	40	37%	113	37%	114	37%	51	36%	146	35%	171	38%	198	40%	119	32%
Football pitches.	Aware of, and have used	18	17%	45	15%	26	8%	9	6%	58	14%	40	9%	52	10%	46	12%
	Aware of, but have not used	57	53%	167	55%	199	64%	101	69%	259	62%	265	59%	289	59%	236	63%
	Not aware of this green space / facility	32	30%	91	30%	86	28%	36	25%	103	25%	142	32%	151	31%	95	25%
Temporary changing rooms.	Aware of, and have used	0	0%	13	4%	9	3%			17	4%	8	2%	14	3%	10	3%
	Aware of, but have not used	50	47%	145	48%	165	54%	85	59%	228	55%	217	49%	244	50%	202	54%
	Not aware of this green space / facility	57	53%	145	48%	133	43%	56	39%	171	41%	219	49%	231	47%	160	43%

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Q21 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Green space for walking, ball games etc.	Aware of, and have used	45	42%	124	41%	93	30%	50	33%	144	34%	169	37%	157	32%	156	41%
	Aware of, but have not used	46	43%	121	39%	164	52%	73	48%	202	48%	202	44%	244	49%	160	42%
	Not aware of this green space / facility	16	15%	62	20%	59	19%	29	19%	76	18%	91	20%	98	20%	68	18%

Q22		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Clavering Park	Every week	0	0%	10	3%	11	3%			12	3%	12	3%			20	5%
	Every month			15	5%	10	3%			19	4%	12	3%	6	1%	26	6%
	Every couple of months			25	8%	12	4%			18	4%	22	5%	12	2%	28	7%
	A couple times a year	11	11%	38	12%	24	7%	11	7%	49	11%	35	7%	29	6%	55	14%
	Never / not used in last 12 months	85	83%	230	72%	272	83%	145	90%	342	78%	391	83%	464	90%	269	68%
Central Park	Every week	0	0%	13	4%	13	4%			16	4%	16	3%	12	2%	19	5%
	Every month					8	2%	6	4%	10	2%	12	3%	8	2%	13	3%
	Every couple of months			25	8%	11	3%	9	5%	26	6%	21	4%	26	5%	21	5%
	A couple times a year	17	17%	37	12%	41	13%	17	10%	65	15%	47	10%	64	13%	48	12%
	Never / not used in last 12 months	77	79%	232	74%	253	78%	128	77%	320	73%	370	80%	402	78%	288	74%
Family Wood	Every week	6	6%	25	8%	11	3%			21	5%	26	6%	44	9%		
	Every month			23	8%	19	6%	6	4%	25	6%	26	5%	42	8%	9	2%
	Every couple of months			32	10%	27	8%	12	7%	31	7%	42	9%	53	10%	20	5%
	A couple times a year	13	13%	53	17%	44	14%	21	13%	67	15%	65	14%	92	18%	39	10%
	Never / not used in last 12 months	79	76%	178	57%	223	69%	120	74%	287	66%	313	66%	286	55%	313	81%

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Q22 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Golden Flatts	Every week	0	0%	6	2%	0	0%							6	1%		
	Every month			8	3%					10	2%			10	2%		
	Every couple of months	0	0%			6	2%			8	2%					8	2%
	A couple times a year	0	0%	16	5%	12	4%			23	5%	7	2%	15	3%	15	4%
	Never / not used in last 12 months	93	95%	276	89%	299	94%	148	95%	377	89%	439	96%	465	93%	351	93%
Seaton Common and Dunes	Every week	13	13%	33	10%	27	8%	8	4%	39	9%	41	9%	41	8%	39	10%
	Every month	15	15%	50	16%	32	10%	14	8%	53	12%	58	12%	72	14%	39	10%
	Every couple of months			65	21%	44	13%	26	15%	63	14%	76	16%	83	16%	56	14%
	A couple times a year	27	28%	69	22%	83	25%	40	22%	119	27%	100	21%	124	24%	95	24%
	Never / not used in last 12 months	38	39%	97	31%	146	44%	88	50%	171	38%	199	42%	197	38%	173	43%
Seaton Park	Every week			28	9%	24	7%	15	9%	35	8%	37	8%	24	5%	48	12%
	Every month	11	11%	27	9%	16	5%	12	7%	37	8%	29	6%	35	7%	31	8%
	Every couple of months	18	17%	53	17%	36	11%	27	16%	60	13%	75	16%	72	14%	63	15%
	A couple times a year	22	21%	53	17%	65	20%	27	15%	83	18%	85	18%	92	18%	75	19%
	Never / not used in last 12 months	52	48%	152	48%	188	57%	92	53%	236	52%	248	52%	296	57%	188	46%
Stranton Cemetery	Every week			20	6%	18	5%	13	8%	24	6%	31	6%	38	7%	17	4%
	Every month	6	6%	25	8%	30	9%	19	11%	36	8%	44	9%	70	13%	11	3%
	Every couple of months	13	12%	41	13%	50	15%	18	11%	53	12%	69	14%	77	14%	45	12%
	A couple times a year	26	24%	59	19%	81	24%	46	27%	99	23%	112	23%	115	22%	96	25%
	Never / not used in last 12 months	58	55%	167	53%	153	46%	74	44%	227	52%	225	47%	233	44%	219	57%

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Q23		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Clavering Park	Weekdays, during the day	11	11%	19	6%	19	6%	11	7%	24	6%	36	8%	15	3%	45	12%
	Weekdays evenings	9	10%	17	6%	12	4%			26	6%	16	4%	10	2%	32	9%
	Weekends	11	11%	81	27%	40	13%	8	6%	81	20%	59	13%	39	8%	101	27%
	Never / Don't use	70	74%	205	68%	245	80%	132	87%	299	72%	353	80%	421	87%	231	62%
Central Park	Weekdays, during the day			16	5%	30	10%	22	15%	29	7%	44	10%	34	7%	38	10%
	Weekdays evenings	16	16%	17	6%	14	5%			28	7%	23	5%	27	6%	24	6%
	Weekends	22	23%	72	24%	54	18%	15	10%	95	23%	68	16%	77	16%	86	23%
	Never / Don't use	56	59%	210	70%	224	73%	112	74%	275	66%	327	75%	356	74%	246	66%
Family wood	Weekdays, during the day			23	7%	34	11%	35	23%	46	11%	50	11%	80	16%	17	5%
	Weekdays evenings			47	16%	27	9%	7	5%	39	10%	47	11%	71	15%	15	4%
	Weekends	24	28%	120	40%	77	25%	19	12%	117	29%	123	28%	146	30%	95	26%
	Never / Don't use	55	64%	150	50%	188	61%	102	66%	227	56%	267	60%	244	50%	250	70%
Golden Flatts	Weekdays, during the day					7	2%	7	5%	9	2%	12	3%	13	3%	9	2%
	Weekdays evenings	7	8%	6	2%					15	4%			8	2%	12	3%
	Weekends			39	14%	28	10%			45	11%	29	7%	36	8%	38	11%
	Never / Don't use	78	87%	241	84%	260	88%	135	91%	329	84%	385	90%	407	88%	306	86%
Seaton Common and Dunes	Weekdays, during the day	16	19%	41	14%	60	19%	60	37%	85	20%	92	21%	98	20%	79	21%
	Weekdays evenings	20	24%	62	21%	39	13%	9	6%	69	17%	61	14%	77	16%	53	14%
	Weekends	32	37%	190	64%	143	46%	31	19%	199	48%	197	45%	217	45%	179	48%
	Never / Don't use	40	47%	75	25%	116	37%	72	45%	139	33%	164	37%	162	34%	141	38%
Seaton Park	Weekdays, during the day	9	10%	28	9%	39	13%	51	31%	60	15%	67	15%	60	13%	67	18%
	Weekdays evenings	18	21%	47	16%	28	9%	17	10%	54	13%	55	12%	55	11%	54	14%
	Weekends	31	36%	133	45%	106	34%	33	20%	145	36%	158	36%	139	29%	164	44%
	Never / Don't use	40	47%	127	43%	162	52%	78	48%	195	48%	212	48%	254	53%	153	41%

Latest Viewpoint Survey

Q23 cont.		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Stranton Cemetery	Weekdays, during the day	17	19%	45	15%	84	27%	66	41%	93	23%	119	26%	146	29%	66	18%
	Weekdays evenings	13	14%	35	12%	27	9%	7	5%	47	12%	35	8%	62	13%	20	6%
	Weekends	24	26%	106	35%	100	32%	23	15%	116	28%	137	30%	149	30%	104	28%
	Never / Don't use	47	52%	149	50%	132	42%	69	43%	199	49%	198	44%	202	41%	195	53%

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Clavering Park	Very satisfied	7	7%	19	6%	14	4%	7	5%	19	4%	27	6%	14	3%	32	8%
	Fairly satisfied	9	9%	56	18%	32	10%	16	10%	64	15%	48	10%	32	6%	80	20%
	Neither satisfied nor dissatisfied			34	11%	37	11%	17	10%	56	13%	36	8%	47	9%	45	11%
	Fairly dissatisfied	0	0%	7	2%			0	0%			6	1%				
	Very dissatisfied									6	1%						
Central Park	Don't know / not used	74	77%	189	62%	239	74%	122	75%	284	66%	340	74%	396	80%	228	58%
	Very satisfied	7	7%	7	2%	11	4%	10	6%	14	3%	22	5%	22	4%	14	4%
	Fairly satisfied	16	16%	46	16%	32	10%	23	14%	62	14%	55	12%	57	11%	60	16%
	Neither satisfied nor dissatisfied			38	13%	42	13%	24	15%	65	15%	43	10%	59	12%	50	13%
	Fairly dissatisfied					9	3%			9	2%	7	2%	10	2%	6	2%
Family Wood	Very dissatisfied			6	2%					13	3%			10	2%		
	Don't know / not used	63	63%	199	67%	220	70%	104	64%	264	62%	322	71%	340	68%	247	65%
	Very satisfied	11	11%	28	9%	20	6%	12	7%	31	7%	40	9%	63	12%	9	2%
	Fairly satisfied			91	30%	70	22%	28	17%	106	25%	87	19%	139	27%	55	14%
	Neither satisfied nor dissatisfied	15	15%	38	12%	46	14%	20	12%	59	14%	60	13%	63	12%	56	15%
	Fairly dissatisfied	0	0%	6	2%	6	2%			7	2%	7	1%	14	3%		
	Very dissatisfied					0	0%					0	0%				
	Don't know / not used	66	66%	142	46%	181	56%	99	61%	222	51%	266	58%	229	45%	260	68%

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		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Golden Flatts	Very satisfied			9	3%	6	2%			10	2%	8	2%	14	3%		
	Fairly satisfied			15	5%	17	5%	10	6%	25	6%	18	4%	25	5%	18	5%
	Neither satisfied nor dissatisfied	9	10%	36	12%	35	11%	20	13%	60	14%	38	9%	49	10%	50	13%
	Fairly dissatisfied	0	0%														
	Very dissatisfied					0	0%			7	2%						
Seaton Common and Dunes	Don't know / not used	76	83%	230	77%	255	81%	122	79%	311	74%	373	84%	389	80%	294	79%
	Very satisfied	13	13%	42	14%	55	16%	27	16%	68	16%	68	15%	82	16%	55	14%
	Fairly satisfied	29	30%	125	41%	97	29%	54	32%	140	32%	166	35%	189	37%	117	30%
	Neither satisfied nor dissatisfied	16	17%	47	15%	55	17%	21	12%	74	17%	66	14%	81	16%	58	15%
	Fairly dissatisfied			13	4%	11	3%			15	3%	14	3%	9	2%	20	5%
Seaton Park	Very dissatisfied									6	1%					6	2%
	Don't know / not used	31	32%	77	25%	112	34%	66	39%	136	31%	151	32%	147	29%	139	35%
	Very satisfied	15	14%	36	12%	36	11%	25	15%	46	10%	66	14%	58	11%	54	14%
	Fairly satisfied	28	26%	93	30%	81	25%	51	30%	137	31%	117	25%	127	25%	126	32%
	Neither satisfied nor dissatisfied	15	14%	46	15%	47	14%	18	11%	57	13%	69	15%	77	15%	48	12%
Stranton Cemetery	Fairly dissatisfied			8	3%	9	3%			13	3%	9	2%	6	1%	16	4%
	Very dissatisfied			0	0%	0	0%										
	Don't know / not used	41	38%	126	41%	154	47%	70	42%	191	43%	201	43%	242	47%	149	38%
	Very satisfied	15	15%	29	10%	51	16%	31	19%	56	13%	69	15%	87	17%	39	10%
	Fairly satisfied	17	16%	82	27%	93	28%	52	31%	110	25%	134	29%	149	29%	95	25%
	Neither satisfied nor dissatisfied	16	16%	47	15%	51	16%	20	12%	72	17%	63	13%	85	16%	50	13%
	Fairly dissatisfied	0	0%	6	2%	6	2%			8	2%	8	2%	8	2%	8	2%
	Very dissatisfied									6	1%						
	Don't know / not used	52	51%	137	45%	124	38%	57	35%	181	42%	190	41%	186	36%	185	49%



# Latest Viewpoint Survey

		Age								Gender				Area			
		18-24		25-44		45-64		65+		Male		Female		South & Central		North & Coastal	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
27. Would you be interested in receiving a text reminder for your Viewpoint survey?	Yes	26	25%	58	20%	68	23%	27	15%	99	24%	80	18%	106	21%	73	19%
	No	70	66%	214	74%	211	70%	145	81%	294	70%	346	76%	361	73%	279	74%
	Don't know/not sure	10	9%	15	5%	24	8%	6	3%	25	6%	30	7%	28	6%	27	7%

## Domestic Violence—October 2011



The results from these questions were used to inform the strategy and action plan for dealing with domestic violence and abuse in Hartlepool. Based on what you told us, the strategy...

- Includes an objective to increase public understanding of domestic violence and abuse including honour based violence and forced marriage.
- Has identified the need to develop a directory of services, focusing on telephone access, which 80% of Viewpoint members told us they would prefer.
- Outlines how Children's Services are strengthening its focus on identifying domestic violence in families where there are children present. The aim is that through early identification, the number of incidents of domestic violence can be reduced, therefore reducing the risk to children and increasing their safety.

### Take part in other online consultations

Did you know there are other council consultations you can take part in online. To take part simply follow these steps...

**Step one:** Go to [www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)

**Step two:** Click on Your Town, Your Say in the left-hand menu.

**Step three:** Click to 'take part in current consultations'.

**Finally... Thank you for being part of Viewpoint ! Please complete and return your survey by 21st December 2012.**

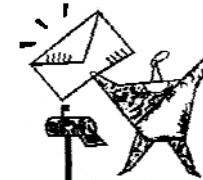


# Viewpoint

## Welcome to the Winter 2012 Viewpoint newsletter

I would like to say a big thank you for making the time and effort to complete and return Viewpoint 38, which was sent out in July 2012.

This survey received a fantastic **73%** response rate, with **1019** completed surveys returned.



### *This newsletter includes...*

#### ... a summary of Viewpoint 38

- ✓ Emergency Planning
- ✓ Central Library
- ✓ Green Spaces
- ✓ Communication & Consultation

#### ... feedback from past topics

- ✓ Shopping in Hartlepool
- ✓ Summerhill
- ✓ Domestic Violence

**Remember to complete your latest Viewpoint survey by 21st December**

Help us save money by completing your Viewpoint surveys online

I would like to say a big thank you to all Viewpoint members who regularly complete their Viewpoint surveys online. For every Viewpoint survey completed online, it saves us £1.50.

For Viewpoint 38, 308 Viewpoint members completed their survey online, saving us £462!

We manage to run Viewpoint on a very small budget, and we make sure that every penny counts! We are committed to hearing your views and feeding back your thoughts into the services the Council provides, for as little as possible.

If you would like to try filling out your surveys online, please contact me. My contact details are below.

Don't worry! If you don't get around to completing your survey online within the first couple of weeks, we will send you out a paper survey to fill out.

My contact information is...

Name: Lisa Anderson  
Phone: 01429 523041  
Email: lisa.anderson@hartlepool.gov.uk



For more information about Viewpoint, please go to: [www.hartlepool.gov.uk/info/10056/citizen\\_panels/258/viewpoint-citizens\\_panel](http://www.hartlepool.gov.uk/info/10056/citizen_panels/258/viewpoint-citizens_panel)

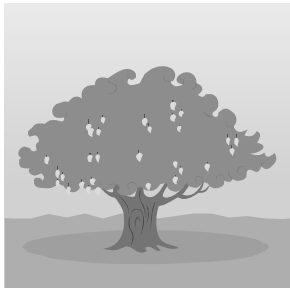
Summerhill

You said...	We did...
... you wanted us to improve the play facilities, the toilets, and the dog fouling problem.	... secure grants to add new elements to the junior play area; check and clean the toilets more regularly; and have put up more signage to alert visitors that dog fouling is not allowed, and provided bins and bags around the site, and bags from the Visitors Centre.

You said...	We did...
... you would like to see more events and activities take place	<ul style="list-style-type: none"><li>• Pilot car boot through the summer.</li><li>• Held open air theatre productions throughout 2012, which have been sold out.</li><li>• Booked dog shows, which have had a lot of interest</li><li>• Staged an allotment</li><li>• Installed a new Emerge Gallery inside the Visitors Centre in conjunction with the Cultural Services section, with a rolling programme of exhibits.</li></ul>

Other improvements made to Summerhill recently include:

- Promoting more volunteering opportunities and using the new volunteer Hartlepool website.
- Increasing marketing and publicity, especially through the Hartlepool Mail.
- And the new cafe at the Visitors Centre, which also runs cup cake decorating courses.



## You said... We did...

We've asked you questions about a lot of topics over the past couple of years and you may sometimes wonder what happens to the information you give us. The following section is to give you some feedback about how the council has used some of the Viewpoint findings.

### Shopping in Hartlepool

In October 2010, we asked you for your thoughts on shopping in Hartlepool. Through this survey, we learnt that Viewpoint members did not think there was a good range of shops in Hartlepool. The Council have identified a number of actions and projects to improve the town centre, including:



- Using a £100k High Streets Innovation Fund from the Government to address empty shops on the high street.
- Developing a 'Grow your own retailers' project, to provide people with the opportunity to start retail businesses with a package of dedicated support, using six stalls within the Market Hall at Middleton Grange Shopping Centre.
- Exploring the feasibility of holding specialist markets and events in the town centre, such as craft, food and continental markets.
- Improved and additional signage directing visitors to the town centre car parks.
- Developing a Retail Revival Strategy to improve retail opportunities in the town, and encourage people to shop in Hartlepool rather than go elsewhere.

## A Summary of Viewpoint 38

In **Viewpoint 38** we asked you about: Emergency Planning; the Central Library; Green Spaces; and Communication & Consultation. What will follow will be a summary of what you said.

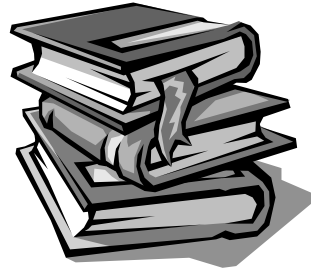
### Emergency Planning

- ✓ You told us you would like to find out about the emergency Planning Unit through leaflets delivered to your home, through the Hartbeat magazine, and through the Hartlepool Mail.
- ✓ You said you would like to receive information about useful contact numbers, Emergency Services, and Gas leak / chemical emergencies procedures.
- ✓ Eight out of ten of you said you thought the Emergency Planning Unit should produce a risk register for Hartlepool which details the potential risks that could affect just Hartlepool.
- ✓ You thought that chemical accident/pollution and nuclear accident/pollution are high risks for Hartlepool.
- ✓ If an emergency affects your area, you would like to be kept informed via television or radio.



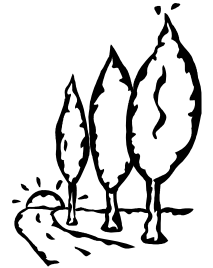
## Central Library

- ✓ Just under half of you (48%) had visited the Central Library in the last 12 months.
- ✓ Viewpoint members over the age of 65 years were more likely to have visited the library (50%) as were female Viewpoint members (55%).
- ✓ Over half (55%) of you were happy with the current opening hours of the Central library. Again, members over 65 years and female Viewpoint members were more likely to be happy (67% and 60%).
- ✓ We wanted to know if Viewpoint members would use the Central Library if it opened earlier or later in the day, and only about one in ten Viewpoint members said they would. The majority of you said you wouldn't.
- ✓ Next, we wanted to know if you would use the central library if it opened for a limited service this Christmas, but two thirds of you said you wouldn't.
- ✓ We told you about a programme of literature celebrations taking place between 22nd October—30th November, and wanted to know what type of activities you would be interested in seeing.
- ✓ You were more likely to say you would be interested in attending 'meet the author' events and children crafts/ storytelling events.



## Green Spaces in Hartlepool

- ✓ We wanted to know if you had used various green spaces in Hartlepool, and asked you about :
  - Central Park
  - Clavering Park
  - Family Wood
  - Golden Flatts
  - Seaton Common & Dunes
  - Seaton Park
  - Stranton Cemetery
- ✓ You were more likely to say you are aware of, and have used, Seaton Common & Dunes, and Stranton cemetery. Six out of ten members were not aware of Golden Flatts green space.



## Communication and Consultation

- ✓ We wanted to know if any Viewpoint members wanted to sign up to the new Hartlepool Online Panel (or H.O.P. for short) to receive a regular email letting them know about other consultations they can take part in,.
- ✓ Just under 300 Viewpoint members said they would like to join H.O.P, and I would like to say a huge thank you to these members for supporting this new panel. If anyone else would like to join, please feel free to contact me.
- ✓ Next, we wanted to know if you would be interested in receiving a text reminder for your Viewpoint survey, and a fifth said you would. This is something we are looking into further—so watch this space!