CABINET AGENDA

HARTLEPOOL
BOROUGH COUNCIL

Monday 3rd July 2006

at 9:00 a.m.

in Committee Room B

MEMBERS: CABINET:

The Mayor, Stuart Drummond

Councillors Hargreaves, Hill, Jackson, Payne, Tumilty and R Waller

1. **APOLOGIES FOR ABSENCE**

2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

3. **MINUTES**

    3.1   To receive the Record of Decision in respect of the meeting held on 19th June, 2006 (previously circulated)

4. **BUDGET AND POLICY FRAMEWORK**

    4.1   Community Strategy Review 2006 – *Head of Community Strategy*
    4.2   Annual Library Plan – *Director of Adult and Community Services*

5. **KEY DECISIONS**

    No items

6. **OTHER ITEMS REQUIRING DECISION**

    6.1   Corporate Plan 2005/2006 – Quarter 4 Progress Report – *Assistant Chief Executive*

7.   ITEMS FOR DISCUSSION

No items

8.   ITEMS FOR INFORMATION

No items

9.   REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

┌───┐
│ # CABINET REPORT   │
│ **3rd July 2006**   │
└───┘

Report of: The Head of Community Strategy

Subject: COMMUNITY STRATEGY REVIEW 2006

_____

SUMMARY

1. PURPOSE OF REPORT

To outline the process by which the current Community Strategy and associated Neighbourhood Renewal Strategy will be reviewed and a revised strategy produced by the end of March 2007.

2. SUMMARY OF CONTENTS

This report sets out a timetable for the review and identifies progress to date.

3. RELEVANCE TO CABINET

The Community Strategy provides the high level planning framework for service delivery in Hartlepool. The strategy forms part of the Council's Budget and Policy Framework.

4. TYPE OF DECISION

Budget and Policy Framework Item

5. DECISION MAKING ROUTE

Hartlepool Partnership, 7th April 2006
Regeneration & Liveability Portfolio, 21 April 2006
Cabinet, 3rd July 2006

The 1st draft of the revised Community Strategy will return as a key decision to Cabinet, Scrutiny Co-ordinating Committee and the Hartlepool Partnership in Autumn 2006

The final draft will be considered by Cabinet, Scrutiny Co-ordinating Committee, full Council and the Hartlepool Partnership in February/March 2007.

6.   DECISION REQUIRED

Cabinet is requested to note the report

Report of: The Head of Community Strategy

Subject: COMMUNITY STRATEGY REVIEW 2006

_____

1.   **PURPOSE OF REPORT**

1.   To outline the process by which the current Community Strategy and
       associated Neighbourhood Renewal Strategy will be reviewed and a revised
       strategy produced by the end of March 2007.

2.   **BACKGROUND**

1.   The Local Government Act 2000 introduced Local Strategic Partnerships
       (LSPs) and Community Strategies. Local Strategic Partnerships were set up
       as bodies that brought together, at a local level, the different parts of the
       public sector as well as the private, business, community and voluntary
       sectors so that different initiatives and services support each other and work
       together. The Hartlepool Partnership is the Borough's LSP. Information on
       the Hartlepool Partnership can be found on the website
       www.hartlepoolpartnership.co.uk

2.   LSPs were given the core task of preparing and implementing a Community
       Strategy for the area. The Community Strategy was defined by government
       as a Strategy to promote or improve the economic, social and environmental
       well-being of the area.

3.   Local Strategic Partnerships in receipt of Neighbourhood Renewal Fund,
       including Hartlepool, were required to prepare a Local Neighbourhood
       Renewal Strategy that reduced inequalities in the most disadvantaged areas
       and help to tackle social and economic exclusion.

4.   In May 2001 the Partnership published a draft Community Strategy and
       following a period of consultation events and activities that took place
       between May-December 2001, a final Community Strategy was agreed in
       April 2002. Hartlepool's Neighbourhood Renewal Strategy was prepared as
       part of the Community Strategy and also published in 2002. The Strategy set
       out a timetable for a full review within 5 years.

3.   **FINANCIAL IMPLICATIONS**

1.   There are no direct financial implications from carrying out the review, however this will represent a significant additional workload for the Community Strategy Division who are already dealing with the additional requirements of the Local Area Agreement.

4.   **REVIEW TIMETABLE**

1.   The review will take place in three phases. Phase 1 runs from the launch on 5th May until late summer, and will focus on reviewing the current Strategy and preparing the draft new Strategy. Phase 2, will run from September to December and focus on consultation on the draft new Strategy. Phase 3 will run from January to March 07 and will focus on the formal adoption of the new Strategy.

2.   To facilitate a range of engagement in the review, a toolkit has been produced that provides information and materials to enable groups, partnerships and organisations to take part. The toolkit is available in electronic and paper format and available on the Partnership's website www.hartlepoolpartnership.co.uk

3.   Residents have been encouraged to engage in the review and information has been sent to all households. The Community Strategy Review has been included in the recent Viewpoint 1000 citizen panel and outline feedback will be available shortly. The Council's new online e-consultation initiative *Your town your say* recently launched with the Community Strategy Review as its first consultation.

5   **NEIGHBOURHOOD RENWAL STRATEGY REVIEW 2006**

1.   Although the current Neighbourhood Renewal Strategy is part of the current Community Strategy it is published as a separate 70 page document. The Neighbourhood Renewal Strategy sets out the intention to prepare Neighbourhood Action Plans (NAPs) in the Borough's priority Neighbourhoods and provides a policy framework for this development.

2.   As these NAPs are now in place they provide a more detailed policy framework for improvements in the disadvantaged neighbourhoods than was available in 2002. As a result it is proposed to include Neighbourhood Renewal objectives alongside Community Strategy objectives in one document.

3.   The Neighbourhood Renewal Strategy also sets out the boundaries of the disadvantaged neighbourhoods – and these will be reconsidered as part of the review. Neighbourhood Renewal is about narrowing the gap between conditions in the disadvantaged communities and the rest of the town. It is therefore important that the Neighbourhood Renewal Area is kept as tightly defined as possible, does not include more than half the town's population and is based upon the statistical level of disadvantage.

4.   It is unlikely that there will be wholesale changes to the current boundaries of the seven disadvantaged neighbourhoods given the findings of the most recent Index of Deprivation (2004) but there is the opportunity for Members to highlight any areas that they think may warrant inclusion within the Neighbourhood Renewal Strategy. Any additional areas forwarded will be assessed by the Tees Valley Joint Strategy Unit (TVJSU) and recommendations made back to the Hartlepool Partnership and the Council's Cabinet.

6.   RECOMMENDATIONS

1.   Cabinet is requested to note the proposals for the Community Strategy review.

CABINET REPORT

3rd July 2005

Report of: Director of Adult and Community Services

Subject: ANNUAL LIBRARY PLAN

_____

SUMMARY

1.   **PURPOSE OF REPORT**

       To consider the draft Annual Library Plan for consultation.

2.   **SUMMARY OF CONTENTS**

       The previous year marked a number of significant staff changes for the
       library service. Nevertheless latest published figures indicate that Hartlepool
       Libraries remain among the top performers in the country. The plan
       describes how the Library Service identifies its role in delivery of the
       Council's corporate objectives and how it will continue to work towards
       fulfilling the DCMS ten year plan, 'Framework for the Future'.

3.   **RELEVANCE TO CABINET**

       The Annual Library Plan is part of the Budget and Policy Framework
       proposed by the Executive Cabinet for approval by Council.

4.   **TYPE OF DECISION**

       Budget and Policy Framework Item

5.   **DECISION MAKING ROUTE**

       Cabinet 3rd July 2006

6.   **DECISION(S) REQUIRED**

       Approve the draft Annual Library Plan for consultation.

Report of: Director of Community Services

Subject: ANNUAL LIBRARY PLAN

_____

1.   **PURPOSE OF REPORT**

1.1   To consider the draft Annual Library Plan (**Appendix 1**) for consultation.

2.   **BACKGROUND**

2.1   In 2006 Hartlepool Borough Council produced the document 'Service Planning 2006/7 – a unified approach'. The Annual Library Plan incorporates these guidelines and identifies how library services link directly to the objectives of both the Adult & Community Services Departmental Plan and the Corporate Plan. The Plan also sets out how library services in Hartlepool are adapting and developing to meet the DCMS ten year forward plan for libraries, 'Framework for the Future'. In line with the guidelines of this document, Libraries in Hartlepool have increased capacity to develop services in the areas of lifelong learning, reader development, ICT and services to pre-school children.

2.2   The Library Impact Measures described in last year's plan and report are now formally collected as part of the CIPFA annual statistical return. However following discussion between MLA (Museums Libraries and Archives Council) and the Audit Commission, at this stage it is not proposed that they will be included in this year's CPA assessment.

3.   **ANNUAL LIBRARY PLAN**

3.1   The Annual Library Plan as part of the Budget and Policy framework of the Council is required to allow examination of the service and its development.

3.2   The plan for 2006/7 consists of the following parts:

- An introduction and summary of the major changes, achievements and performance of the library service during 2005/6.

- An illustration of the current library management structure and where libraries fit within Adult and Community Services.

- A description of how the library service is organised into six teams, or areas of responsibility in order to develop services in line with the requirements of 'Framework for the Future'

- A brief description of the key partnerships the library is involved with.

- An outline of the library performance management process and how it will be communicated internally and externally

- The priorities governing the Annual Library Plan 2006/7

- Action plan 2006/7 and performance targets

4. CONSULTATION

4.1 Consultation with the public and with stakeholders is part of the planning process. With the public this will be through the Neighbourhood Consultative Forum, and with stakeholders through circulating the draft plan with invitation to comment.

5. SECTION 17

5.1 Section 17 of the Crime and disorder Act 1988 requires local authorities and police authorities to consider the community safety implications of their activities.

5.2 As outlined in the Annual Library Plan, a DCMS requirement of libraries is support of citizenship. The ethos and basic principles of the library service demand responsible and civilised behaviour. A large number of library activities encourage the development of social skills and civil awareness, particularly among the young.

5.3 In cases where it is required the Library also works closely with other agencies including the Anti-Social Behaviour Team and the Police in order to limit anti-social behaviour and to prevent or detect crime.

6. DIVERSITY

6.1 Part of the Library Action Plan for 2006/7 includes a review of the vehicle delivered services. It is important that issues of diversity and the interests of people with particular needs are carefully considered within this review. A Diversity Impact Assessment form has been completed for this process and is included as an appendix to this report. **(Appendix 2)**

7. TIMETABLE

7.1 Subject to the agreement of Cabinet, consultation will take place throughout August, with the plan then being referred to the Adult Care and Community Services Scrutiny Panel. It will then be returned to Cabinet in September and onward for full Council approval in October 2006.

7.   **RECOMMENDATIONS**

Members of the Cabinet are requested to: -

i)   Approve the draft Annual Library Plan for consultation.

CONTACT OFFICER: Graham Jarritt, Borough Librarian

Background Papers

Framework for the Future, DCMS 2003
Annual Library Plan 2005-2006 Hartlepool Borough Libraries
Public Library Service Standards - DCMS Oct 2004

Annual Library Plan 2006/07

DRAFT

Contents

Introduction

The Public Libraries and Museums Act 1964 requires the 149 first tier English local authorities to provide "comprehensive and efficient" public library services.

The Act requires library authorities to provide access for people who live, work or study in their area to borrow or refer to books, printed material and pictures in line with their needs and requirements, free of charge. Since 1964 the development of new media formats, most notably in the areas of ICT, means that electronic media and internet access are now interpreted as part of library provision alongside printed materials. Also the role of the library as provider of community space for a wide variety of public purposes is seen as a key purpose of a public library service.

The terms 'comprehensive and efficient' are not quantified in the Act. However the ten Public Library Service Standards (BVPI 220), against which all services are annually measured are the means used to provide a definition. They are a set of targets across core provision areas. They are not based in statute and failure to meet one or more of the standards does not necessarily signify a breach of the 1964 Act. However, failure to comply with the standards has an impact upon the Comprehensive Performance Assessment (CPA) of the local authority.

Previously authorities were required to submit an Annual Library Plan to DCMS for assessment. This is no longer a requirement. However the submission of the Annual Library Plan to Council, and the public and stakeholder consultation included in this process ensures that approval of library services in Hartlepool is embedded in the local democratic process and is measured against the Council's constitutional principles of decision-making. It provides Members and public with opportunity to examine, review and influence how the library sets priorities and delivers services.

Overview 2005/6

Staffing

April 2005 saw the arrival of Jane Aiken as Reference Services Officer. The post had been vacant since the sudden death of Mary Hoban, the fondly remembered former Reference Officer in August 2004. Jane is a valuable addition to our staff with a background in both academic and public libraries and also in education. Susan Atkinson, who had contributed significantly as Borough Librarian since taking office in 2001, moved on from that post at the end of August to return to university. The following month Ann Russell, Senior Library Manager and Training Officer retired.

Graham Jarritt was appointed Borough Librarian in October and in January 2006 Chris Rogers, formerly of Hartlepool College of Further Education was appointed ICT Officer. This is the first time Hartlepool Libraries have appointed a professionally qualified ICT officer and this is a reflection of the expanding role ICT is playing in library service provision. A staffing re-structure to commence in April 2006 was produced to reflect the changing pattern of demand for services. The Reference Officer's role is expanded to include responsibility for developing lifelong learning provision. The appointment of a dedicated ICT officer means that Denise Sparrowhawk, who had previously been responsible for stock selection and for ICT, is now Stock and Reader Development Officer. Reader development is now identified by DCMS as one of the three core services required of a modern library service. Phyl Rafferty and Jayne Halliday take on senior posts supervising service development, staffing and staff development in all branches.

Following significant achievements, notably in development of Bookstart provision and also integrating library services with those of the Early Years Partnership, the responsibilities of Gill Slimings, Children and Young Persons' Officer are expanded. In 2006 Gill will also be coordinating the staging of the the Northern Childrens' Book Festival Gala Day in Hartlepool. It is the largest European literary festival for young people and this will be the first time it has been held in Hartlepool.

Performance and achievements

The principal measure for libraries is BVPI 220, performance against the 10 Public Library Standards. The most recently published performance indicators show that none of the 149 authorities in England meet all 10 standards, but Hartlepool is one of only eleven top authorities who met 9 of them, maintaining Hartlepool's strong national reputation. Also the Home Library service met its substantially expanded targets within LPSA1 and has received a valuable reward grant.

Other achievements of note have been the introduction of the updated library online services, Talis Prism, which provides a more user friendly online access to the catalogue, to book reservation, renewals and to posting information enquiries online to the Reference and Information section. Additionally online resources such as the Xrefer online reference database, the Encyclopaedia Britannica or the EBSCO journal article database, all services to which the library subscribes, are now available free of charge to all members of Hartlepool's libraries online from home, (or indeed from any internet connection). Previously these services could only be accessed from computers inside the library. Current technology now allows the bar-code number of a Hartlepool library ticket to be recognised and to act as a password. These ICT developments represent an important step. Remote, or virtual visits to library services will become a performance indicator in the future.

However progress has not been restricted to computer based services. Family Learning Week in October saw an exciting programme organised at the Central Library. Called 'Einstein in the Library', it commemorated the hundredth anniversary of the publication of the General Theory of Relativity and was organised in partnership with Hartlepool College of Further Education and the Institute of Physics. Events were held for schools during the week, and culminated at the week-end with two very popular family learning days. It represented a significant development in approach to lifelong learning for the library to find itself promoting natural science rather than arts and humanities focussed events. This programme, as well as making science and physics fun and accessible is also an attempt to contribute to addressing concerns about the decline in interest in physics as a school and Higher Education subject. A similar event is proposed for 2006.

More traditionally, The Foggy Furze Writers Group produced an excellent compilation of short stories and poems by local writers, entitled 'First Impressions'. In partnership with museums 'Their Past Your Future' combined WW2 history with work by young people looking at the past, the present and the future and reflecting on the many issues of war and conflict. Throughout the year a number of projects were held with young people and included groups in a number of libraries writing a radio play which addressed the theme of bullying and also another play conceived, written and illustrated by a group of looked after children

The Bibliograhic Services Section of the Library, and the Vehicle Delivered Services moved in November from Cromwell Street to their new offices and working area at the Carnegie Building, Northgate. Also worthy of note, the lighting system at the Central Library which had gone well past its sell by date and was causing many problems, including financial ones, was replaced through Neighbourhood Sevices with a new system which uses considerably less energy and provides much better lighting.

Finally, in January we were informed by John Mennear, the Assistant Director of Community Services, that the Culture Minister, David Lammy, wished to see an example of work with 'hard to reach' groups whilst visiting the region, and had been directed to a project which had involved Hartlepool Libraries, Hartlepool Museum Service and Stonham Housing Trust. The result was a visit by the Minister to the Central Library and the opportunity for a number of members of staff to discuss their particular areas of work with him.
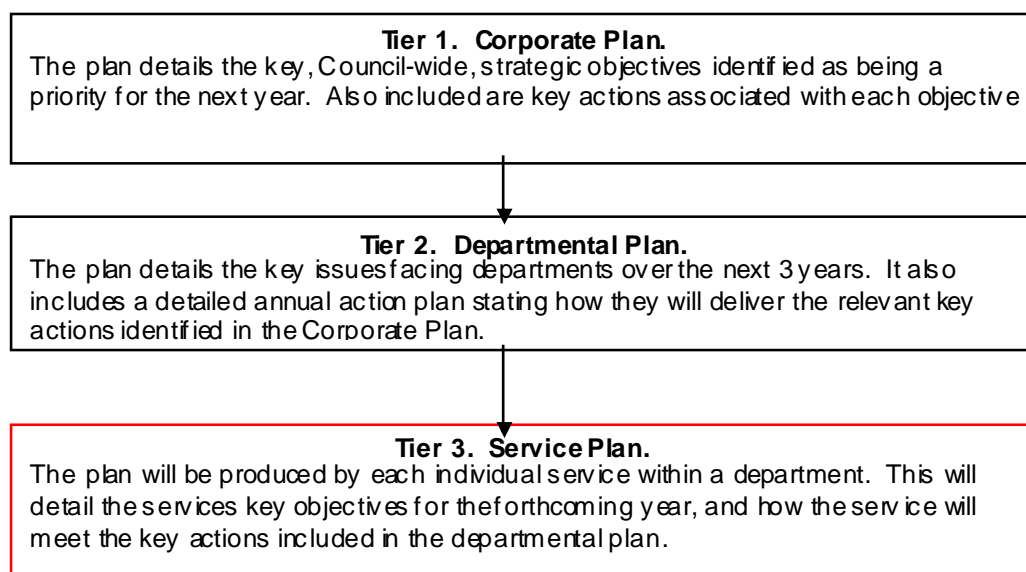

Culture Minister David Lammy (second from right) with (l to r) Penny Wilkinson Chief Executive, Museums Libraries and Archives Council North East, David Lammy's Private Secretary, John Mennear, Assistant Director (Community Services), Nicola Bailey, Director of Adult and Community Services, Graham Jarritt, Borough Librarian, Hartlepool Central Library – 27th January 20006.

Library Service Plan 2006/7

This section of the Annual Library Plan is the Library Service Plan for 2006/07 and forms part of the Council's overall Service Planning arrangements. The plan details the key priorities and issues facing the Library service over the next year, and includes a detailed action plan showing how these priorities will be delivered.

The plan details how the Library Service will meet the Council's key priorities as stated in the Corporate Plan and the Adult and Community Department's key priorities as stated in the Adult and Community Departmental Plan 2006/07-2008/98.

This plan should be looked at in conjunction with both the Council's Corporate Plan, and the Adult and Community Departmental Plan, that together form part of the Council's overall Service Planning Arrangements. Figure 1, below, demonstrates how the plans are linked: -

Tier 1. Corporate Plan.
The plan details the key, Council-wide, strategic objectives identified as being a priority for the next year. Also included are key actions associated with each objective

Tier 2. Departmental Plan.
The plan details the key issues facing departments over the next 3 years. It also includes a detailed annual action plan stating how they will deliver the relevant key actions identified in the Corporate Plan.

Tier 3. Service Plan.
The plan will be produced by each individual service within a department. This will detail the services key objectives for the forthcoming year, and how the service will meet the key actions included in the departmental plan.
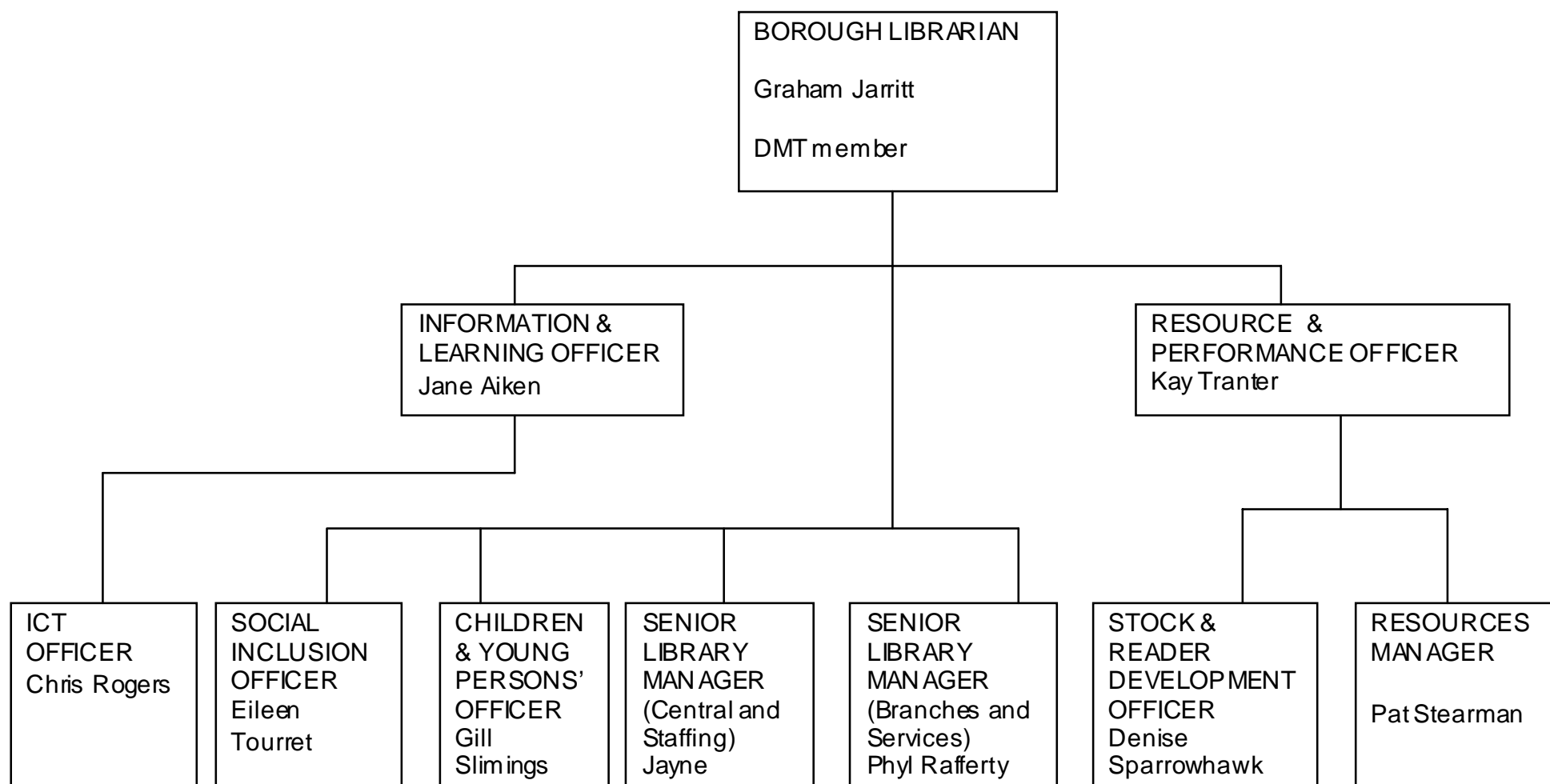
This approach ensures that any objective that appears in the Corporate Plan can be traced through the Departmental plan to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall objectives.
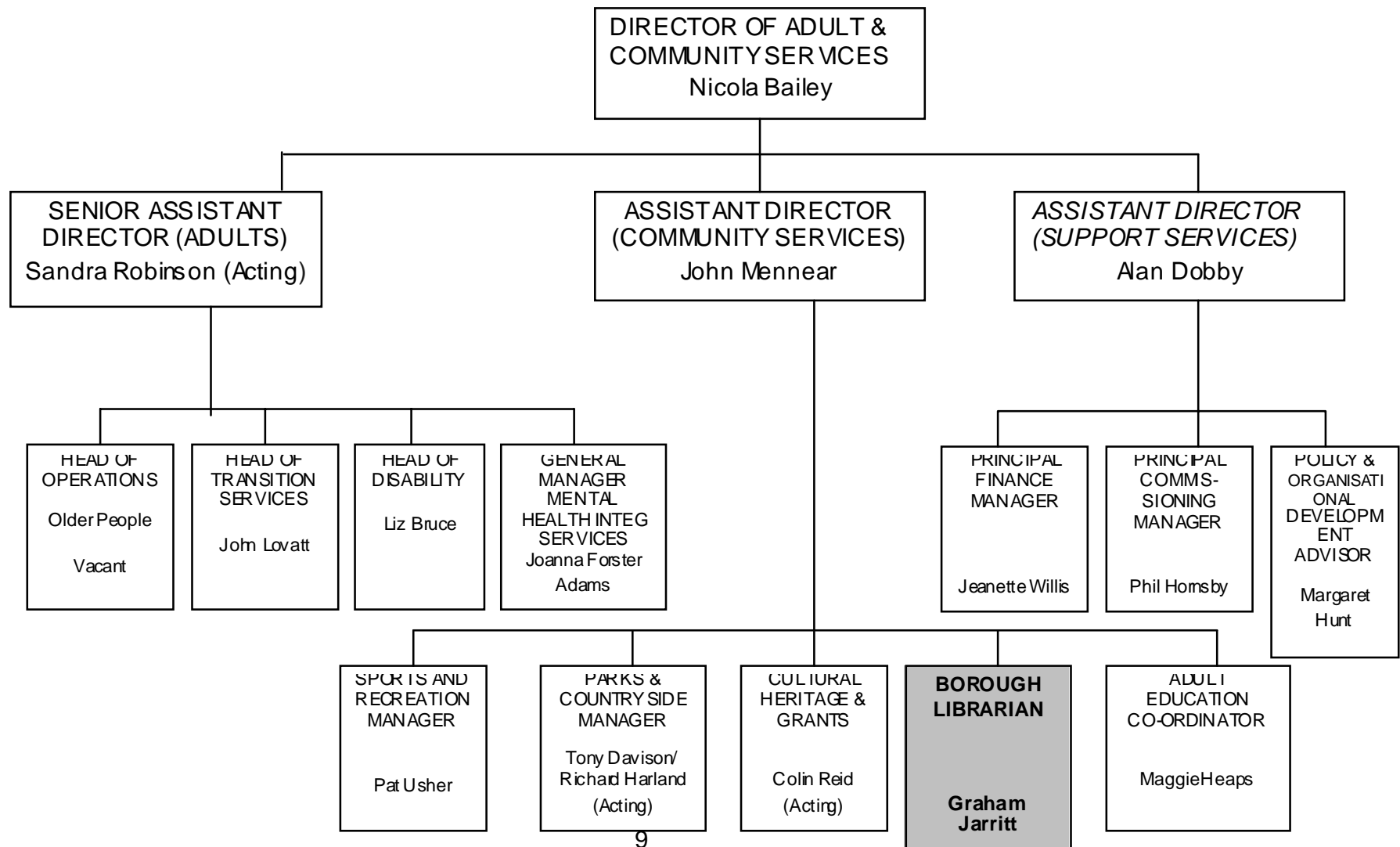
Service Structure

Contents

- The senior officer structure – DMT membership and management structure within the Library service

- Overview of departmental structure, and where the Library service sits in this structure.

- Individual service areas within the service.

- Links with other services/departments/organisations in providing joint/cross-cutting services

4.2

Library Service Senior Management Structure

```
                          ┌──────────────────────┐
                          │ BOROUGH LIBRARIAN    │
                          │                      │
                          │ Graham Jarritt       │
                          │                      │
                          │ DMT member           │
                          └──────────┬───────────┘
              ┌──────────────────────┴──────────────────────────┐
   ┌──────────────────────┐                          ┌──────────────────────┐
   │ INFORMATION &        │                          │ RESOURCE &           │
   │ LEARNING OFFICER     │                          │ PERFORMANCE OFFICER  │
   │ Jane Aiken           │                          │ Kay Tranter          │
   └──────────────────────┘                          └──────────────────────┘
```

ICT OFFICER Chris Rogers	SOCIAL INCLUSION OFFICER Eileen Tourret	CHILDREN & YOUNG PERSONS' OFFICER Gill Slimings	SENIOR LIBRARY MANAGER (Central and Staffing) Jayne	SENIOR LIBRARY MANAGER (Branches and Services) Phyl Rafferty	STOCK & READER DEVELOPMENT OFFICER Denise Sparrowhawk	RESOURCES MANAGER Pat Stearman

Where Libraries fit within Adult and Community Services Departmental Management

DIRECTOR OF ADULT & COMMUNITY SERVICES
Nicola Bailey

SENIOR ASSISTANT DIRECTOR (ADULTS)
Sandra Robinson (Acting)

ASSISTANT DIRECTOR (COMMUNITY SERVICES)
John Mennear

ASSISTANT DIRECTOR (SUPPORT SERVICES)
Alan Dobby

HEAD OF OPERATIONS
Older People
Vacant

HEAD OF TRANSITION SERVICES
John Lovatt

HEAD OF DISABILITY
Liz Bruce

GENERAL MANAGER MENTAL HEALTH INTEG SERVICES
Joanna Forster Adams

PRINCIPAL FINANCE MANAGER
Jeanette Willis

PRINCIPAL COMMS-SIONING MANAGER
Phil Hornsby

POLICY & ORGANISATIONAL DEVELOPMENT ADVISOR
Margaret Hunt

SPORTS AND RECREATION MANAGER
Pat Usher

PARKS & COUNTRYSIDE MANAGER
Tony Davison/ Richard Harland
(Acting)

CULTURAL HERITAGE & GRANTS
Colin Reid
(Acting)

BOROUGH LIBRARIAN

Graham Jarritt

ADULT EDUCATION CO-ORDINATOR
Maggie Heaps

Service areas within the Library Service

Framework for the Future, the ten year forward plan for UK public libraries was published in 2003. It sets the following 3 areas of activity at the heart of Libraries' modern mission:

- The promotion of reading and informal learning.

- Access to digital skills and services including E-Government

- Measures to tackle social exclusion, build community identity and develop citizenship.

To plan and organise service development and delivery the six areas in the diagram below represent the principal divisions of service and responsibility (teams). At the same time, it needs to be recognised that there is a considerable degree of overlap with service delivery involving the coordinated action of more than one team.
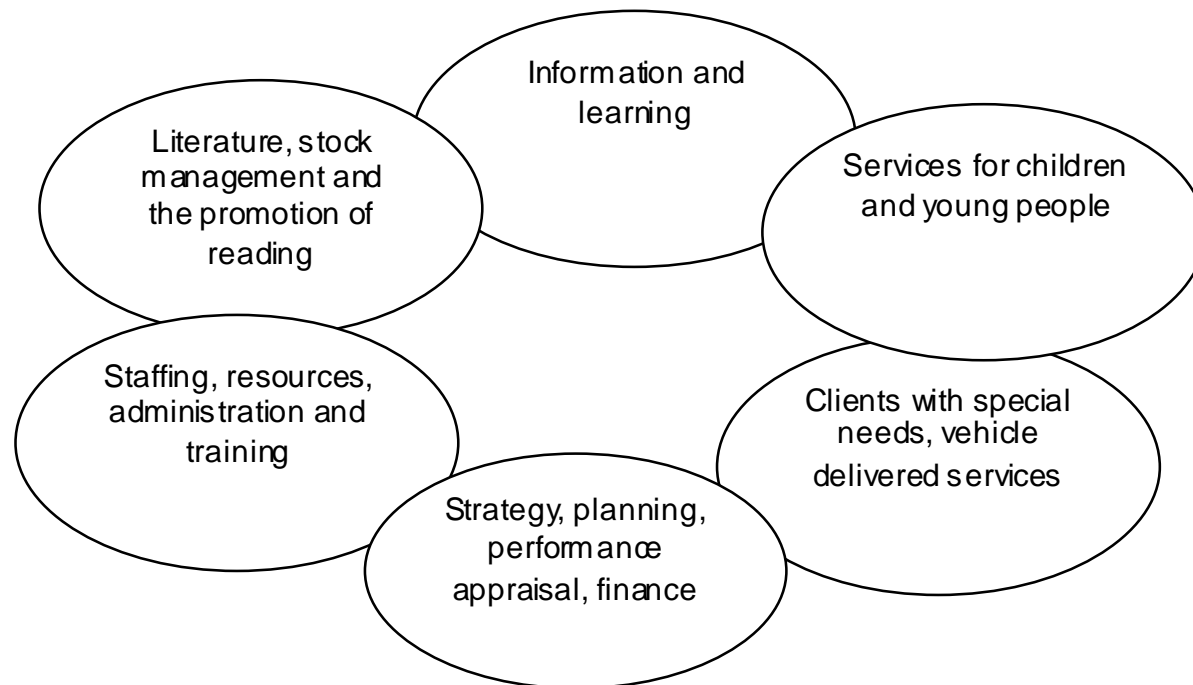
4.2

Service area	Officers
Literature, stock management and promotion of reading	Resource and Performance Officer, Stock and Reader development officer. Senior Library Manager (Branches and Services) Resources manager
Information and Learning	Information and learning officer ICT Manager
Services for children and young people	Children and Young Persons' Officer
Clients with special needs, vehicle delivered services	Social Inclusion Officer
Staffing, resources administration and training	Senior Library manager (Central and Staffing), Resource and Performance Officer, Borough Librarian
Strategy, planning, performance appraisal, finance	Borough Librarian, Resource and Performance officer

Links with other services and organisations

The Library Service in Hartlepool works in partnership with a number of organisations and Services. Sometimes these arrangements are short-lived and focus on a single project. Others become established in a more sustained manner. A description of the more sustained working links is outlined below.

Partnerships primarily for work with children and young people:

- The Early Years Partnership, Sure Start, Health Visitors.

Libraries work with these partners as coordinator of the Bookstart scheme, which supports reading development for pre-school children.

- The Childrens' Information Service

Following the success of partnership work with the Bookstart scheme the Childrems' Information Service has now re-located to the Central Library.

- The Youth Service

Due to the fact that a large number of young people use the libraries as drop in centres or meeting points, since 2004 the Youth Service has employed a youth worker to be based in the Central Library. This has led to young people engaging in a large number of positive activities including The Duke of Edinburgh's award scheme.

- New Deal For Communities

Again, to build positive action from the use of the libraries by many young people, New Deal for Communities provides funding for the Library Service to provide a varied programme of activities and sessions, every day throughout school holidays at Central Library. This has proved a very successful and cost effective arrangement. It is necessary to address how this work can be sustained when NDC funding ceases

- Schools and Nurseries

Libraries work with their local area schools, providing both a library lending service and also additional services such as library and information skills training and story times. Services are also provided to nurseries, who are now included in the third phase of the Bookstart Programme.

Partnerships and working links for services primarily for adults

- Adult Education Dept.

Libraries work with the Adult Education Service in a number of ways, as a provider of learning materials, as a venue for classes and as a partner for the development of joint educational projects. The recent Council re-structure has added impetus to joint working relations.

- Hartlepool College of Further Education

A partnership agreement exists between the Library and the College, which allows for staff work experience exchanges and promotes mutual usage of both resources.

- Inspire

This is a national library networking programme to enable learners to access any appropriate library collection, irrespective of the status of the learner or location of the materials. The local public library is the access point to this service, which enables the user to access hitherto inaccessible resources in, eg, an academic library.

- Tees, Esk and Wear Valley NHS Trust, MIND

The Library Service is working with these organisations to provide a specialist collection of books for helping people with mental health difficulties as part of a 'books on prescription' initiative.

- Museums, Archaelogy.

These are services where there is often a link, which calls for joint working. Recent examples are the "Their Past, Your Future" WW2 events, The "Dig, Dive and Discover" project and the Port Cities digitisation project.

Professional Links

National guidance and management of public libraries operates through the Department of Culture, Media and Sport, (DCMS), which is the responsible Government Department, and the Museums, Libraries and Archives Council (MLA), which is the national development agency.

Consultation and information relating to national policy is managed substantially at a regional level. MLA North East is the regional section of the MLA. There are also a number of regional library specialist bodies which come under the overall management of Northern Chief Librarians, examples being the Northern Training Group, YEL (young people and education), and Reading North (literature and reading development). Hartlepool Libraries work closely with the other libraries in the Northern region and it is often that projects involve more than one authority, as is the case with the current Tees Valley Voices writing project, which involves libraries and adult education departments across the five Tees Valley Authorities, and the Northern Children's Book Festival which operates across virtually the whole region.

Performance Management

- **Monitoring and Reporting**
  The action plan detailing how the Library service will meet it's main objectives for the forthcoming year will be monitored constantly, reported regularly and reported to Departmental Management Team on a quarterly basis.

  Throughout the year, in certain circumstances, it may become necessary to either remove or amend an objective or specific action from the action plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments to the plan will only be made with full agreement of DMT.

- **Reviewing the Plan**
  As previously explained the action plan will be constantly monitored and reviewed, with any proposed changes being presented to DMT for agreement.

- **Communication**

External communication

Annual public consultation for libraries in Hartlepool will take place during August 2006. This will take place at Neighbourhood Forum Meetings, through the distribution of the Annual Library Plan with invitation to comment to stakeholders and the publication of information in library service points. Performance will be communicated through this process.

Internal communication

Internal communication includes communication within the library service, and communication within the Adult and Community Services directorate.

There are three levels of staff meeting within the library service

- Library section heads' meeting.

This is held fortnightly and is attended by library senior managers.

- Service team meeting.

This meeting is held monthly and is the business meeting for all Library service point managers. It is also attended by some of the senior managers, especially when their service area is an agenda item.

- Service unit meetings:

These are monthly update meetings chaired by the service unit manager with service unit staff. The service units in the library are the six single branch libraries, the central library, vehicle delivered services and bibliographic/resource services. In the case of the

individual branches it has historically been difficult to involve all staff in a single meeting, and communication between manager and staff has tended to be a series of individual contacts. The appointment of the new post of Senior Library Manager, (Branches and Services) means it will be possible to examine if there are improved ways of organising regular meetings with branch front-line staff.

Quarterly updates on performance management will be communicated through the meetings described above. A bi-monthly staff newsletter will also communicate library performance to staff.

Communication within the directorate.

- Community Services section heads meeting

This meeting is held fortnightly. This meeting allows all service heads within the section to review performance and discuss issues relating to performance management regularly.

- Departmental Management Team (DMT) meeting

Chaired by the Director of Adult and Community Services, this meeting is held fortnightly. Quarterly review of performance is a formal aspect of these meetings' agenda and purpose.

- Line Manager review.

Monthly meetings are held between the Borough Librarian and the Assistant Director of Community Services. Review and updates with regard to performance are part of these meetings purpose

Priorities

The following section details the priorities for the library service 2006/7 indicating initially how these relate to a) Corporate priorities, b) Departmental priorities.

The main priorities for the library service 2006/7 are described below, with some explanation and background. Following this the detail of how these priorities will be achieved is set out in the Action Plan. This sets out library service objectives and actions, provides relevant milestones and identifies responsible officers.

Section one – direct links to Corporate Plan

The Departmental Actions relating to the Library Service and linking directly to the Corporate Plan are

- Provide Knowledge, information and contact points for the community

This action links to Corporate Plan objective LAA29; " Enrich people's lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport".

- To increase opportunities for participation in a wide range of cultural and leisure activity

This action links to Corporate Plan objective LAA 30; "Cultural and Leisure Services, including libraries, better meet the needs of the community, especially disadvantaged areas"

- Increase participation from priority groups

This action links to Corporate Plan objective; "Increase provision of high quality learning and skills opportunities that drive economic competitiveness, include participation of adults in learning and build social justice".

Section two – direct links to Adult & Community Services Departmental Plan

Libraries are given responsibility for 4 actions within Adult and Community Services' Departmental Plan;

- " To provide cultural and literary services in libraries and other venues for adults, young people and for families." (LAA29)

- "Review current vehicle delivered library services and develop plan for delivering sustainable services" (LAA30)

- "To provide library services targeted towards hard to reach groups and individuals" (LAA30)

- "To explore opportunities for benefiting library service users and services through partnership work with adult services"

In the Departmental Plan this fourth action is linked to the Corporate Plan objective; "Increase provision of high quality learning and skills opportunities that drive economic competitiveness, include participation of adults in learning and build social justice". This emphasises the scope for a close working relationship between Libraries and the Adult Education Service, and it is the case that the two services are developing a number of areas of partnership working. However it is also meaningful to link this action to Corporate Plan objectives LAA 12 Mental Well-being; "To promote a positive approach to the mental well-being of Hartlepool residents", and LAA13 Access to Services – "to support easier access to services which are integrated and tailored to individual need" as Libraries also plan to explore opportunities for working in partnership with sections of Adult Services in these areas.

The Adult and Community Services Department guiding vision is:

"To encourage comprehensive and collaborative links across a wide number of services and agencies – thus providing greater opportunities for people to learn; to be able to better access relevant vocational, cultural and leisure activities; and for care to be delivered in responsive, person centred ways"

The Departmental Plan also includes as a priority:

"Implementing the Framework for the Future of the Libraries."

Framework for the Future is the 10 year forward plan for public libraries published by DCMS in 2003. It identifies the following three key roles for library services:

- Promotion of reading and informal learning

- Providing access to digital skills and services including E-Government

- Measures to tackle social inclusion, build community identity and develop citizenship

Section 3 – Library Service Plan priorities

Library priorities are governed by the expressed needs and requirements of the people of Hartlepool, the Corporate and Departmental plans of the Council, national guidelines and plans produced by DCMS and MLA, and the capacity of the Library management and staff.

Change is a significant influence on Library service thinking in producing the 2006/7 service plan. Over the previous nine months there has been a change of Borough Librarian and a staffing re-structure. Only two members of the senior management team have been in their current job for longer than one year. Libraries have also moved to the new Adult and Community Services Directorate. Alongside these structural changes,

implementation of the 10 year Framework for the Future forward plan involves ongoing change and development to what services are delivered.

The creation of the six teams (p 6) represents the way the library management sees its priorities for service development and delivery. Within each team area it is possible to examine current performance, to identify opportunities, to explore difficulties and improve practices.

Library Service Priorities for 2006/7 are:

- To consolidate, and where achievable, improve performance in the core public library services that contribute to Performance Management indicators.

- To support and develop services in the development areas identified in Framework for the Future:
  - Promotion of reading and literature
  - Lifelong learning
  - Development of ICT based services
  - Provision of services that promote social inclusion and support citizenship

- To improve communication, strategic awareness, teamwork, capability and capacity among staff.

- To develop partnership working where it is advantageous to developing better services and/or improving efficiency.

- To consult with the public and stakeholders to assess quality of services and scope for improvement.

Library Service Action Plan 2006/07

Corporate Plan LAA29 Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	To provide cultural and literary services in libraries and other venues for adults, young people and for families.	Take part in Northern Children's Book Festival, delivering author visits to local schools and hosting Gala Day.	Nov 2006	CYPO	BVPI 220 PLSS 8
		To deliver a customer focussed library stock in which cost, supply times and management are monitored and adapted to optimise efficiency and customer satisfaction.	Mar 2007	RDO	BVPI 220, 119 PLSS 5, 7, 9
		To ensure that the data underpinning the library management systems is accurate, enabling the management of stock and catalogues to operate and support service delivery.	Mar 2007	RDO	BVPI 220 PLSS 5
		To host events which add value to and enhance enjoyment of literature.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 6, 7, 8
		Coordinate and deliver the Bookstart scheme.	Mar 2007	CYPO	BVPI 220

		To support the personal, cultural, social and educational development of children by providing an inclusive, friendly and secure library environment, appropriate resources and targeted services.	Mar 2007	CYPO	BVPI 220 PLSS 6, 7, 8
		To provide appropriate training and development for all staff.	Mar 2007	BL	
		Develop and extend the network of reading and writers' groups across Hartlepool.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 7
		To establish targets for visitor numbers and issues in all service points	July 2006	SLM(B/S) & (C/S)	BVPI 220 PLSS 6
		To monitor reservation satisfaction timescales and take appropriate action to ensure targets are met	July 2006	SLM(B/S) & (C/S)	BVPI 220 PLSS 5
		Ensure that Reference and Information services are relevant and available to all.	Mar 2007	ILO	BVPI 220 PLSS 3, 4, 9
		Ensure all sections of the library work in partnership with other organisations as appropriate.	Mar 2007	BL	
		Participate in Summer Reading Challenge and it's promotion and evaluation.	Sept 2006	CYPO	BVPI 220 PLSS 6, 8

		To maximise the use of stock through a variety of promotional activities and presentation methods, linking with local, regional and national initiatives.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 7, 8
		Establish working relations with voluntary sector organisations in at least one area to explore partnership service delivery and produce feasibility study.	Mar 2007	BL	
		To deliver service plan whilst ensuring suitable measures are in place to regularly monitor and review the budget.	Mar 2007	BL/RDO	
		To ensure effectiveness and quality of services is monitored appropriately.	Mar 2007	BL/RDO	BVPI 220

Corporate Plan LAA30 Cultural and Leisure Services better meet the needs of the community, especially disadvantaged areas.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Review current vehicle delivered library services and develop plan for delivering sustainable services.	To review current vehicle service delivery in consultation with vehicle service staff	July 2006	SIC/BL	LIPCS 12a
		To draw up a costed draft proposal for re-organisation of vehicle services including providing expanded Home Library service in mainstream budget	Sept 2006		BVPI 220 PLSS 1
		To plan for public consultation on any potential changes to vehicle service delivery	Sept 2006		BVPI 220 PLSS 7
	To provide Library services targeted towards hard to reach groups and individuals.	Continue to deliver services inclusively and seek funding for value added projects.	March 2007	CYPO	BVPI 220 PLSS 6, 8
		To work with Adult Ed and other Skills for life providers to create opportunities for learning and development of literacy skills.	March 2007	SRDO	
		To work with members of DMT to explore scope for partnership working in delivery of services to people with special needs.	Mar 2007	BL	

22

	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Promote archaeology by education at all levels and to increase public awareness of and interest in the archaeology of the area	Work in partnership with Tees Archaeology to promote awareness and increase participation.	Mar 2007	ILO	BVPI 220 PLSS 6, 7

Corporate Plan - Increase the participation of adults in learning.

Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Increase the participation of adults in learning particularly amongst priority groups.	To position the Library Service to maximise the opportunities for promoting learning to adults including priority groups.	Mar 2007	ILO	BVPI 220 PLSS 6, 7
	To explore opportunities for benefiting library service users and services through partnership work with adult services.	To build and strengthen partnership working practices with relevant Adult Education staff and to develop a joint programme of learning provision to maximise the impact of informal and formal learning.	Mar 2007	ILO/SRDO	BVPI 220 PLSS 6, 7

Corporate Plan LAA11 To support vulnerable adults to exercise choice and control and to retain dignity in all aspects of their life.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Increasing the number of people with a disability accessing further education, leisure, sports and recreation opportunities.	To investigate the use of new formats for library and information materials and how this may impact on access issues.	Mar 2007	SIO	BVPI 220 PLSS 6, 7

Corporate Plan LAA12 Mental Well-being – To promote a positive approach to the mental well-being of Hartlepool residents.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Community Services to contribute to the preventative mental well-being agenda by ensuring services are easily accessible to vulnerable groups.	To develop partnership working with relevant partners, notably Adult and Community Services, Tees Esk and Wear Valley Health Trust and MIND to develop services to contribute to the preventative mental well-being agenda	Mar 2007	BL	BVPI 220 PLSS 6, 7

Corporate Plan LAA13 Access to Services – to support easier access to services, which are integrated and tailored to individual need.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	To ensure compliance with the Council's Diversity and Equality policies and provide equal opportunities in service provision. **To ensure community, cultural and recreation facilities and services are compliant with the DDA.**	To deliver service plan objectives whilst ensuring suitable measures plans, actions and officer responsibilities are in place to meet health and safety, accessibility, diversity and well-being requirements and standards.	Mar 2007	BL	
Corporate Plan LAA35 Strengthening communities – encourage freedom from discrimination and harassment. (CS SC8)					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Improve public information across Adult and Community Services by increasing the % in accessible formats	Develop online services available from the library and carry out a programme to promote and educate the public in what is available and how to make best use of the ICT resources.	Mar 2007	ICTO	BVPI 220 PLSS 3, 4

Corporate Plan – improved access to and understanding of the public					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Implement IT/IS improvement plan for Adult and Community Services dept	Ensure that the library ICT infrastructure is robust, and works efficiently and that it is developed in line with technological progress, and the requirements of the council ICT strategy and departmental ICT improvement plan to support the needs of the Library Service and its customers.	Mar 2007	ICTO	BVPI 220 PLSS 3, 4

Performance Indicators

The action plan detailed a number of Performance Indicators that will be used to measure the successful implementation of the actions. Those indicators are included in more detail in the table below. For those indicators that are only collected on an annual basis please indicate so in the 'Quarter 1 Target' Column.

Ref	Definition	Outturn 2005/06	Target 2006/07	Quarter 1 Target	Quarter 2 Target	Quarter 3 Target	Quarter 4 Target
BVPI 220	Performance against the ten Public Library Standards	3	4	annual			
LPICS 12a	No Hsbound ppl rec home library service once evry 3 weeks	508	505	annual			

Appendix 2

Diversity Impact Assessment

Policy or function being assessed: Review of Vehicle Delivered Library Services		
Department: Adult and Community		Responsible Officer: Graham Jarritt
Start Date: June 21st 2006		Completion Date: October 31st 2006
Date Forwarded to Diversity Officer: June 21st 2006		

Process	Action
Available data & research considered (E.g. Census data, Labour Force Surveys, BVPI Survey 2000, WEA research, Best Value thematic findings etc.)	Usage/issue statistics for Mobile Library, Bookbus and Home Library Service indicate current and changing trends of usage IPF Public Library User Survey (PLUS) 2003 findings. This is the national survey, quantitative and qualitative used in BVPI and CPA assessment and contains user views of service Mobile Library Village survey 2004. This HBC survey gives indication of how services to villages within Hartlepool may be developed Qualitative interviews with current staff give insight into how service may be adapted and how different options might affect users. These have been used to draw up an overall picture of use of Mobile and Bookbus library services at present, and how the main change options would affect current users.
Assessment of impact (e.g. Is there a differential impact on any group? Is the differential impact an adverse one? Is the policy directly or indirectly discriminatory? Is the policy intended to increase equality of opportunity by permitting positive action? Is it lawful?)	Vehicle delivered library services are designed to meet the needs of people who for a variety of reasons are not adequately served by static branch services. Usual reasons are distance of home from a static branch or health and physical limitations to mobility of the individual user. Nevertheless in recent years there have been lifestyle changes to how people suffering health problems and restrictions to mobility manage. There has been greater emphasis on people living at home rather than in care. Reviewing the vehicle delivered services should be seen as a positive step whereby available resources are targeted to where they are most needed.

Measures which might mitigate any adverse impact or alternative policies that might better promote equal opportunities (e.g. How does each option further or hinder equality of opportunity? How does each option reinforce or challenge stereotypes? What are the consequences of not adopting an option more favourable to equality of opportunity?)	Careful assessment of what services are required, and how these can best be delivered is the primary aim of this review. The current use of two buses and one small home delivery vehicle does not necessarily represent the best choice of vehicles for meeting current need. For example, an option that needs exploring is the possible future use of a medium sized vehicle that could deliver a home service, but also offer services similar to a larger bus and suitable for some of the Bookbus stops. It may be possible also to challenge a stereotyping of: a) the person dependent on home visit compared to b) the person able to visit the library. Home services restrict independence to browse and select books or other materials. A delivery service may be sufficient for some who are able to get to the library but cannot carry books home
Consultation process (e.g. What methods of consultation will be used? Who is directly affected by the policy & how do we ensure they will be consulted? What information will be available to those consulted? What barriers exist to effective consultation and what can be done to overcome these barriers? What previous consultation exercises have been conducted and what did they reveal? What resources are needed?)	Consultation will take place through Neighbourhood Forums. Users will also be consulted on proposals for change. The current service users who are affected and are easily consulted. Also non-users are affected, though consultation with them is more difficult. In 2004 a postal survey of residents in Hart, Elwick and Greatham was carried out. This included users and non users and was administered independently of the library. This survey indicated that there may be scope to adjust the times of certain village services to improve the service. There will be a need for additional resources to administer any further non user surveys
Decision making process & outcome (e.g. who will make the decision, what information was considered, how was the decision making process structured, how will the decision making process be recorded?)	The library service will carry out the review and present findings, options and recommendations for the future operation of the vehicle services. This will be passed to the Assistant Director for Community Services who will decide which route the decision making process should take.
Publishing arrangements (e.g. what format will be used to ensure results are published in an accessible and comprehensive form? Will a draft report be made available first?)	The results of the review will be published in clear print. Versions with larger print or on cassette tape will be made available on request. The review will initially be a draft document.

CABINET REPORT

3rd July, 2006

Report of: Assistant Chief Executive

Subject: CORPORATE PLAN 2005/2006 – QUARTER 4
PROGRESS REPORT

SUMMARY

1. PURPOSE OF REPORT

1.1 To inform Cabinet of the progress made towards achieving the 2005/06
Corporate Plan service improvement priorities (SIPs) in order to provide timely
information

2. SUMMARY OF CONTENTS

2.1 The report describes progress towards achieving the service improvement
priorities using the traffic light system of Green, Amber and Red. The report
provides an overview of Council performance, with appendices 1 to 6 providing
more detailed information for each Portfolio Holder to consider.

2.2 The report does not include information on Performance Indicators included in
the 2005/06 Corporate Plan. A comprehensive report looking at all of the
Performance Indicators that the Council monitors is being prepared and will be
reported to Cabinet separately later this month.

2.3 In May 2006 the Mayor announced changes to the structure and membership of
the Cabinet, which included the re-organising of Portfolios. This report provides
an update up to and including 31 March 2006, and is therefore presented in the
old portfolio structure.

3. RELEVANCE TO CABINET

3.1 Cabinet has overall responsibility for the monitoring of the Council's Corporate
Plan.

4. TYPE OF DECISION

Non-Key

5. DECISION MAKING ROUTE

Cabinet 3rd July, 2006

6. DECISION(S) REQUIRED

Cabinet is asked to note the report and take any decisions necessary to address the performance risks identified.

Report of: Assistant Chief Executive

Subject: CORPORATE PLAN 2005/2006 – QUARTER 4
                        PROGRESS REPORT

---

1. PURPOSE OF REPORT

1.1 To inform Cabinet of the progress made towards achieving the Corporate Plan service improvement priorities for the period to 31st March, 2006.

2. BACKGROUND

2.1 Prior to the Quarter 2 monitoring report, performance information and revenue monitoring information were reported separately to Cabinet. As agreed at Cabinet on 22 August the information has been integrated to form one report that will allow Cabinet to consider performance and expenditure together. The first joint report was approved by Cabinet on 7 November 2005.

2.2 This will also address the requirements of the Comprehensive Performance Assessment (CPA), to be completed in 2006/07 which will, amongst other things, assess the extent to which the Council's "performance management is integrated with the management of resources (finance, people and IT), so that resources follow priorities whilst retaining the flexibility to move resources around to respond to performance issues".

2.3 However, year end performance and revenue monitoring reporting will be reported separately with the Revenue Monitoring report being reported to Cabinet on 14 August. This is due to the deadline for closing of accounts, and the need to still provide performance information that is timely so that Cabinet can make any decisions necessary to address any performance issues identified.

2.4 This report, and appendices 1-6 will look in detail at the performance and progress on the service improvement priorities identified in the 2005/06 Corporate Plan by Portfolio.

2.5 This report does not look at the Key Performance Indicators (KPIs) that were identified in the 2005/06 Corporate Plan. A full list of Performance Indicators, with outturn figures and 3 year targets is included in the Corporate Plan 2006/07 which was agreed by Council on 22 June. In addition a more detailed report analysing performance across the Council in 2006/07 will be prepared and presented to Cabinet later in July.

3. PERFORMANCE AND PROGRESS ON SERVICE IMPROVEMENT PRIORITIES

3.1 The Council identified 155 service improvement priorities (SIPs) for 2005/06 with specific milestones in the 2005/06 Corporate Plan.

3.2 It has been necessary to split a number of the SIPs as they were too complex to be maintained, and reported, as one overall priority. As a result there are now 173 SIPs.

3.3 A number of service improvement priorities relate directly to the negotiation of a Local Public Service Agreement (LPSA2) with the Government. During negotiations with Government Office North East the focus of a number of targets shifted slightly. As a result of this all actions relating to the LPSA2 are assessed as being Red, or 'below target', but are not included in the overall assessment of performance.

3.4 Overall performance is good with 85% of the SIPs judged to have met, or exceeded, target. Table 1 below summarise officers' views on progress as at 31 March 2006 for each Portfolio Holder's responsibilities.

Table 1 – Progress on Service Improvement Priorities

Portfolio	SIPs by Traffic Light					
	Red		Amber		Green	
	No.	%	No.	%	No.	%
Regeneration and Liveability	6	14%	2	5%	36	82%
Culture Housing and Transportation	1	4%	2	7%	24	89%
Children's Services	3	16%	1	5%	15	79%
Adult Services and Public Health	3	13%	0	-	21	88%
Finance	1	8%	1	8%	11	85%
Performance Management	4	9%	2	4%	40	87%
Total	**20**	**12%**	**6**	**3%**	**147**	**85%**

*figure may not always add to 100% due to rounding.

Note: Definition of traffic lights: -

- **Red:** Below target (i.e. has not been achieved by milestone);
- **Amber:** Unsure (i.e. achievement by milestone is uncertain)*;
- **Green:** On or above target (i.e. has been achieved by milestone).

*Note: A small number of SIPs agreed by Council did not have specific target dates. Where progress is being made an amber traffic light has been awarded.

3.5 When compared to performance in quarter 3, reported to Cabinet on 27 February 2006, the percentage of SIPs assessed as being either on or above target has increased, from 77% to 85%.

3.6 The strategic improvement priorities judged to be below the target agreed by the Council are set out for each Portfolio Holder in the attached appendices.

3.7 Against each priority and indicator that is below target there is a comment detailing an explanation for the delay and, where appropriate, remedial action planned. Members may wish to use this list to raise any issues that they may have with performance against these priorities and indicators.

3.8 Key areas of progress included: -

- Recycling has increased town-wide by more than 22% since kerbside recycling has been introduced
- The treasure box reading scheme for 3-4 year olds has been successfully embedded in service delivery
- The best ever performance was achieved for the percentage of pupils maintained by the local education authority achieving level 4 or above in the Key Stage 2 English test. Performance was above the national average
- The number of adults across the borough participating in basic skills classes has already exceeded the target for the full year
- Budget and Policy Framework proposals for 2006/07 have been approved and referred to Scrutiny
- All interactions with public, which are capable of electronic service delivery, met the Government's deadline of being on line by December 2005.

4. RECOMMENDATIONS

4.1 It is recommended that Members: -

- note the current position with regard to performance monitoring
- take any decisions necessary to address the performance risks identified

Report of: Director of Regeneration & Planning and
Director of Neighbourhood Services

Subject: REGENERATION & LIVEABILITY PORTFOLIO
CORPORATE PLAN 2005/06 – QUARTER 4
PROGRESS

_____

1. PURPOSE OF REPORT

1.1 To provide details of progress made towards achieving the Corporate Plan service improvement priorities and the Revenue budgets for the Regeneration and Liveability Portfolio for the 2005/06 financial year.

2. PERFORMANCE UPDATE FOR THE PERIOD ENDING 31st MARCH 2006

2.1 Within the Regeneration and Liveability Portfolio there are a total of 44 service improvement priorities (SIPs) that were identified in the 2005/06 Corporate plan. Performance has generally been good, with 82% of the SIPs (36 SIPs) having been completed. This is slightly below the all Portfolios average of 85% of SIPs being completed.

2.2 However, there are 6 SIPs (14%) which are assessed as being 'below target' and as such have not been achieved by the milestone, which is around the average across all Portfolios of 12%. Table RL1 below details these SIPs, along with an explanation for the delay as well as any remedial action planned.

Table RL1 – SIPs assessed as being below target

Improvement Priority (SIP)	Milestone	Comment
CS3/05.4 Begin to collect data from Housing providers	Dec 05	Data still not forthcoming, but will continue to be raised in 2006/07
CS4/05.2 Implement Operation Clean Sweep in 28 areas of the town	On-going	Further Operation Clean Sweeps completed, but target of 28 not achieved.
CS4/05.3 Review effectiveness of current community warden scheme and develop options to extend to other areas of Hartlepool	Oct 2005	Community warden team continues within NDC area. In other NRF areas, warden's role has been changed to that of environmental enforcement officer. New team has not expanded into other areas beyond NRF area.
EH1/05.5 Increase environmental enforcement activity – remove all unlicensed vehicles within 48 hours	By June 2005	Housing Hartlepool approval given and details of posts now in Vacancy Monitoring procedure prior to advertising. Appointment of 3 officers now imminent.
EH3/05.2 Delivery of the proposed	December 2005	Legal negotiations being finalised with network rail and northern rail.

Improvement Priority (SIP)	Milestone	Comment
Hartlepool Transport Interchange through the Local Transport Plan commissioning		
SC2/05.1 Actions to be undertaken are outlined in the Hartlepool Partnership PMF	End of Apr 06	22 of the 28 Actions set out in the PMF were achieved. This equates to 78% narrowly missing the 85% target. This was due to the additional work required to prepare the LAA and lower priority areas of work not being completed

2.3 Key areas of progress made to date in the Regeneration and Liveability Portfolio includes: -

- Travel Concession scheme has been extended to Middlesbrough
- The Seaside Award has been retained.
- Innovation Centre at Queens Meadow was completed in November 2005 and over 70% has been let
- The number of domestic burglaries and robberies have fallen

3. RECOMMENDATIONS

3.1 It is recommended that Members note the report and take any decisions necessary to address the performance risks identified.

Report of: Director of Regeneration & Planning,
Director of Neighbourhood Services and
Director of Adult & Community Services

Subject: CULTURE, HOUSING AND
TRANSPORTATION PORTFOLIO
CORPORATE PLAN 2005/06 – QUARTER 4
PROGRESS

---

1. PURPOSE OF REPORT

1.1 To provide details of progress made towards achieving the Corporate Plan service improvement priorities and the Revenue budgets for the Culture Housing and Transportation Portfolio for the financial year 2005/06.

2. PERFORMANCE UPDATE FOR THE PERIOD ENDING 31st MARCH 2006

2.1 Within the Culture, Housing and Transportation Portfolio there are a total of 26 service improvement priorities (SIPs) that were identified in the 2005/06 Corporate plan. Generally performance towards these SIPs is very good, with 89% (24) of SIPs having been completed. This compares favourably with the overall 85% of SIPs having been completed across all Portfolios.

2.2 There is only 1 SIP (4%) which has been assessed as not being completed which is significantly below the average across all Portfolios of 12%. Table CHT1 below details this SIP, along with an explanation for the delay as well as any remedial action planned

Table CHT1 – SIPs assessed as being below target

Improvement Priority (SIP)	Milestone	Comment
CL3/05.1 Make on line booking facilities available (E Government target)	Dec 05	Hartlepool BC has now signed up to regional initiative led by ONE-NE and Audiences NE to create a regional online booking system for theatres and events. Initiative, 'Destine', has gone live and is being trialled at various venues. Hartlepool should be trialling it for the Autumn season at the Town Hall theatre

2.3 Key areas of progress made to date in the Culture, Housing and Transportation Portfolio include: -

- A single ticket entry has been introduced for HMS Trincomalee and Historic Quay, providing customers a combined attraction.

- The treasure box reading scheme for 3-4 year olds has been successfully embedded in service delivery and is recognised as exemplar service
- The number of people visiting the towns' museums increased.

3. RECOMMENDATIONS

3.1 It is recommended that Members note the report and take any decisions necessary to address the performance risks identified

Report of: Director of Children's Services and
                   Director of Adult & Community Services

Subject: CHILDREN'S SERVICES PORTFOLIO
                   CORPORATE PLAN 2005/06 – QUARTER 4
                   PROGRESS

---

1. PURPOSE OF REPORT

1.1 To provide details of progress made towards achieving the Corporate Plan service improvement priorities and the Revenue budgets for the Children's Services Portfolio for the financial year 2005/06.

2. PERFORMANCE UPDATE FOR THE PERIOD ENDING 31st MARCH 2006

2.1 Within the Children's Services Portfolio there are a total of 19 service improvement priorities (SIPs) that were identified in the 2005/06 Corporate plan. Generally performance towards these SIPs is good, with 79% (15) of SIPs having been completed. This is slightly below the overall 85% of SIPs completed across all Portfolios. However, there are 3 SIPs (16%) which are assessed as not having been completed. This is slightly above the overall Council position, of 12% of all SIPs assessed as being below target. Table CS1 below details these SIPs, along with an explanation for the delay as well as any remedial action planned.

Table CS1 – SIPs assessed as being below target

Improvement Priority (SIP)	Milestone	Comment
HC/Children/1/05.2 Audit assessments to monitor practice	Ongoing	The revision of procedures is scheduled to be completed by July 06. The audit will commence alongside this and with the implementation of the CAF and ICS.
HC/Children/5/05.3 Improve educational outcomes for children looked after – local indicator developed	Jun 05	Latest analysis confirms that 'value added' component provides suitable base for local indicator. Precise definition to be agreed before end of next quarter
HC/Children/6/05.2 E2E scheme commenced	April 05	Original scheme did not receive funding. At present there are still 11 young people not in education, employment or training, but not necessarily same 11 as in quarter 3. Temporary employment or short training courses are being used to address this shortfall.

2.2 Key areas of progress made to date in the Children's Services Portfolio include: -

- The foster care recruitment is ongoing, and a further 3 foster carers have been approved in the last quarter.
- The best ever performance was achieved for the percentage of pupils maintained by the local education authority achieving level 4 or above in the Key Stage 2 English test. Performance was above the national average
- GCSE exam results indicated a rise in both the number of A* - G passes (up 3% from last year) and number of A* - C passes (up 4% from last year).

3. RECOMMENDATIONS

3.1 It is recommended that Members note the report and take any decisions necessary to address the performance risks identified.

Report of: Director of Adult & Community Services,
                   Director of Children's Services and
                   Director of Neighbourhood Services

Subject: ADULT & PUBLIC HEALTH SERVICE
                  PORTFOLIO CORPORATE PLAN 2005/06 –
                  QUARTER 4 PROGRESS

---

1. **PURPOSE OF REPORT**

1.1 To provide details of progress made towards achieving the Corporate Plan service improvement priorities and the Revenue budgets for the Adult and Public Health Portfolio for the financial year 2005/06.

2. **PERFORMANCE UPDATE FOR THE PERIOD ENDING 31st MARCH 2006**

2.1 Within the Adult and Public Health Portfolio there are a total of 24 service improvement priorities (SIPs) that were identified in the 2005/06 Corporate plan. Of these 21 (88%) have been assessed as having been completed, which is slightly higher than the average across all portfolios of 85%.

2.2 There are 3 SIPs (13%) that have been assessed as not having been completed, compared to the overall Council position of 12%. Table ASPH1 below details the SIPs, along with an explanation for the delay as well as any remedial action planned.

Table ASPH1 – SIPs assessed as being below target

Improvement Priority (SIP)	Milestone	Comment
HC/Adults/1/05.1 Empower people through greater take up of direct payments	Ongoing	Take up did improve over the year, but we did not meet target. Issues to be analysed and tackled as a high priority in 2006/07.
HC/Adults/1/05.3 Implement Public Engagement Strategy including monitoring of quality	Ongoing	Public information revised but otherwise limited progress on this due to capacity constraints
HC/Adults/5/05.3 Develop electronic care records, and pilot mobile computing	Oct 05	Further problems with ESCR supplier so gone to contingency plan, which will be implemented in Q1 06/07. Mobile working pilot behind schedule, but running in Q4.

2.3 Key areas of progress made to date in the Adult and Public Health Portfolio include: -

- Over 850 adult learners achieved a level 1 or level 2 qualification
- Opportunities have been provided to allow more adults to participate in learning opportunities

3. RECOMMENDATIONS

3.1 It is recommended that Members note the report and take any decisions necessary to address the performance risks identified.

Report of: Chief Executive and
                   Chief Financial Officer

Subject: FINANCE PORTFOLIO CORPORATE PLAN
                   2005/06 – QUARTER 4 PROGRESS

_____

1. PURPOSE OF REPORT

1.1 To provide details of progress made towards achieving the Corporate Plan service improvement priorities and the Revenue budgets for the Finance Portfolio for the financial year 2005/06.

2. PERFORMANCE UPDATE FOR THE PERIOD ENDING 31st MARCH 2006

2.1 Within the Finance Portfolio there are a total of 13 service improvement priorities (SIPs) that were identified in the 2005/06 Corporate plan. Overall performance is good, with 85% (11) of the SIPs having been assessed as being completed. The total across all the Portfolios is 85% so this is broadly on par with the average. Only 1 SIP (8%) which is assessed as having not been completed. Table F1 below details the SIP, along with an explanation for the delay as well as any remedial action planned.

Table F1 – SIPs assessed as being below target

Improvement Priority (SIP)	Milestone	Comment
OD5/05 Freedom of information – Prepare records retention and disposal procedures	Jun 05	Records retention and disposal procedures being rolled out with cognisance to the corporate EDRMS process

2.2 Key areas of progress made to date in the Finance Portfolio include: -

- Budget and Policy Framework proposals for 2006/07 have been approved by Council.
- Annual Efficiency Statement has been submitted to ODPM

3. RECOMMENDATIONS

3.1 It is recommended that Members note the report and take any decisions necessary to address the performance risks identified.

Report of: Chief Executive

Subject: PERFORMANCE MANAGEMENT PORTFOLIO
CORPORATE PLAN 2005/06 – QUARTER 4
PROGRESS

---

1. PURPOSE OF REPORT

1.1 To provide details of progress made towards achieving the Corporate Plan
service improvement priorities and the Revenue budgets for the
Performance Management Portfolio for the financial year 2005/06.

2. PERFORMANCE UPDATE FOR THE PERIOD ENDING 31st MARCH 2006

2.1 Within the Performance Management Portfolio there are a total of 46
service improvement priorities (SIPs) that were identified in the 2005/06
Corporate plan. Overall performance is very good, with 40 SIPs, or 87%,
being assessed as having been completed, comparing favourably with the
figure of 85% across all Portfolio areas. There are 4 SIPs (9%) which
have been assessed as being 'below target' and as such is unlikely to be
achieved by the milestone. Table PM1 below details the SIPs, along with
an explanation for the delay as well as any remedial action planned.

Table PM1 – SIPs assessed as being below target

Improvement Priority (SIP)	Milestone	Comment
OD13/05.2 Generic competency framework implemented	Apr 06	Work still in progress on generic competency framework. Internal consultation process to be agreed in 2006.
OD16/05/06 Options for e-procurement being investigated	Dec 05	New FMS implemented. E-ordering/invoicing mapped ready for development. Purchase cards expanding, specifically food procurement. E-procurement business case produced to be considered as part of FMS roll-out. E tendering and auction exercise plan via NEPO.
OD17/05.1 Complete Job Evaluation	Mar 06	Performance has been adversely affected by long term sickness absence. A revised project plan plus a recovery plan, including additional resources, has been put in place which should bring the project back on track.
OD6/05.5 Review the Council's corporate identity/branding	Apr-Sept 05	Initial report has been produced by Graphics Artist who has a lot of involvement with corporate identify Still need to decide framework for review.

2.2 Key areas of progress made to date in the Performance Management Portfolio include: -

- The corporate strategy "Communicating with your Council" has been approved.
- The Employee Survey, the first "e-survey" using the new "e-consultation" system, has been carried out with Council employees,
- Three successful "Talking to Communities" events have been held to continue consultation with BME communities.
- Performance Management system has been developed and is being utilised by officers across the Council. The system is used to produce the quarterly Corporate Plan updates for Cabinet.
- All interactions with public, which are capable of electronic service delivery, met the Government's deadline of being on line by December 2005.

3. RECOMMENDATIONS

3.1 It is recommended that Members note the report and take any decisions necessary to address the performance risks identified.