

SCRUTINY CO-ORDINATING COMMITTEE AGENDA



22 March 2013

at 1.00pm

**in the Council Chamber,
Civic Centre, Hartlepool**

MEMBERS: SCRUTINY CO-ORDINATING COMMITTEE:

Councillors Ainslie, C Akers-Belcher, S Akers-Belcher, Beck, Cook, Fisher, Gibbon, Hall, James, Loynes, Payne, Richardson, Shields, Tempest, Wells and Wilcox.

- 1. APOLOGIES FOR ABSENCE**
- 2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
- 3. MINUTES**
 - 3.1 To confirm the minutes of the meetings held on 15 February 2013.
- 4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO REPORTS OF THE SCRUTINY COORDINATING COMMITTEE**

No items
- 5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS FROM COUNCIL, EXECUTIVE MEMBERS AND NON EXECUTIVE MEMBERS**

No items
- 6. FORWARD PLAN**

No items

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

No items

8. CONSIDERATION OF FINANCIAL MONITORING/CORPORATE REPORTS

No items

9. ITEMS FOR DISCUSSION

- 9.1 Contact Centre and Registrars - *Assistant Chief Executive*
- 9.2 Update Report on Category 1 of the Community Pool: The Provision of Universal Welfare Benefits and Advice - *Director of Regeneration and Neighbourhoods*

PLEASE NOTE THAT CONSIDERATION OF THE FOLLOWING ITEMS WILL COMMENCE AT 2.00PM

Scrutiny Investigation in to the JSNA Topic of 'Poverty'

- 9.3 Poverty JSNA Investigation (Family, Child and Welfare Reform Poverty):-
 - (a) Covering Report - *Scrutiny Manager*;
 - (b) Presentation; and
 - (c) Case Study Discussions.
- 9.4 Evidence from the Mayor and Portfolio Holder for Adult and Public Health Services
 - (a) Covering Report - *Scrutiny Manager*; and
 - (b) Verbal Evidence - The Mayor and Portfolio Holder for Adult and Public Health Services

10. CALL-IN REQUESTS

No items

11. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

FOR INFORMATION

- i) **Date of Next Meeting: 26 April 2013 at 1.00 p.m. at the Civic Centre, Hartlepool.**

SCRUTINY CO-ORDINATING COMMITTEE

MINUTES

15 February 2013

The meeting commenced at 2.00 pm in the Civic Centre, Hartlepool

Present:

Councillor: Christopher Akers-Belcher (In the Chair)

Councillors: Jim Ainslie, Paul Beck, Keith Fisher, Ged Hall, Brenda Loynes, Carl Richardson, Linda Shields and Sylvia Tempest.

In accordance with Council Procedure Rule 4.2 (ii), Councillor Mary Fleet was in attendance as substitute for Councillor Angie Wilcox and Councillor Geoff Lilley was in attendance as substitute for Councillor Steve Gibbon.

Also Present: Councillors Keith Dawkins, Sheila Griffin and Alison Lilley
Barry Coppinger, Police and Crime Commissioner for Cleveland
Ian Wolstenholme, Office of Police and Crime Commissioner

Officers: Denise Ogden, Director of Regeneration and Neighbourhoods
Joan Stevens, Scrutiny Manager
Angela Armstrong, Principal Democratic Services Officer

175. Apologies for Absence

Apologies for absence were received from Councillors Rob Cook, Steve Gibbon, Marjorie James, Robbie Payne, Ray Wells and Angie Wilcox. Apologies for absence were also received from Councillors George Morris and Jean Robinson as all other Members of the Council had been invited to attend the meeting of the Committee.

176. Declarations of interest by Members

There were no declarations of interest at this point in the meeting, see minute 184.

177. Confirmation of the minutes of the meetings held on 8 February 2013

Due to the unavailability of the minutes, they were deferred to the next meeting of the Committee for consideration.

178. Responses from the Council, the Executive or Committees of the Council to Reports of the Scrutiny Co-ordinating Committee

None.

179. Consideration of request for scrutiny reviews from Council, Executive Members and Non Executive Members

None.

180. Forward Plan

None.

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

None.

182. Consideration of financial monitoring/corporate reports

None.

183. Police and Crime Commissioner for Cleveland (*Scrutiny Manager and the Police and Crime Commissioner for Cleveland*)

The Police and Crime Commissioner for Cleveland had been invited to the meeting to obtain the views and comments from Members on the draft Police and Crime Plan (as part of the consultation process) and provide details of future service planning proposals. The Commissioner circulated a leaflet to Members which outlined the key issues of the Police and Crime Plan for Cleveland and listed 10 things people might not know about the Police and Crime Commissioner for Cleveland.

The Chair of the Committee proceeded to ask the Police and Crime Commissioner the questions outlined within the report as follows:

- (i) **Will funding be allocated to tackle drugs and alcohol related issues in Hartlepool?** The Commissioner confirmed that £1.6m had been received for Cleveland from the Home Office with around £750-800k already committed to tackle drugs and alcohol issues. It was the intention to maintain these commitments in the current year but a

review of service provision across the Cleveland area would be undertaken during the year.

What was the comparison with earlier funding streams in relation to the above?

The Commission indicated it was difficult to identify comparisons and confirmed that the £1.6m funding consisted of funding for community safety activity and it was the intention to divide this funding with half towards supporting drug and alcohol treatment and the remaining across youth offending services and the four Community Safety Partnerships within the Cleveland area. Discussions were ongoing with the Community Safety Partnerships to ensure the most effective use of these allocated resources. The Director of Regeneration and Neighbourhoods confirmed that whilst there had been a slight reduction in community safety related budgets, the four Community Safety Partnerships and the Police and Crime Office were working together to ensure the sustainability of existing contracts whilst continuing to maintain services and best value.

Will there be an emphasis on particular Hartlepool alcohol issues?

Members were informed that some funding had been transferred to Public Health and the Clinical Commissioning Groups who will continue to support the work currently being undertaken to tackle drugs and alcohol issues. It was noted that the treatment of alcohol issues was a priority in Hartlepool and this would be prioritised to those areas of particular need through contractual arrangements.

- (ii) **Is the Commissioner aware of any plans to merge Hartlepool and Stockton districts?** The Commissioner confirmed that there were no plans to merge districts and asked Members to note that the core of his election manifesto had been to maintain neighbourhood policing and a review of how this was delivered was ongoing in view of the recent restructuring of senior management. However, the Commissioner confirmed that residents in Hartlepool should see no apparent change in the level of service they receive from Cleveland Police.

If that is mooted, can the Commissioner guarantee that this will not affect the levels of policing that Hartlepool currently enjoys?

The Commissioner added to the response given above and indicated that the current levels of front line policing would remain the same, although there may be an alteration in the deployment of Police Officers due to the new ward boundaries. However, Members were asked to note the Commissioner's commitment to have a Community Police Team for every ward.

- (iii) **How does the Commissioner intend to bridge the funding gap as a result of cuts to the main policing grant into the future (the proposed 1.99% increase in the precept) and will result in a reduction in police officers and PCSO's?** The Commissioner indicated that there would be a managed reduction in Police Officers

across the Cleveland area to assist with the funding gap.

- (iv) **Has the Commissioner considered creating an apprenticeship programme for PCSO's and ultimately PC's as a way of using the Government's work programme and challenging the high levels of youth unemployment locally?** The Commissioner confirmed that funding to secure apprenticeships was currently being explored. In addition, discussions were ongoing with the Prince's Trust in relation to young people not in education, employment or training (NEET) to explore the possibility of expanding the numbers of Special Constables and Police Community Support Officers subject to the availability of funding.
- (v) **What importance does the Commissioner put in delivery of services by the third sector, and how does he intend to support those services?** The Commissioner indicated that the Safer Community Strategic Planning Group was a gathering of third sector organisations that was consulted and involved in the development of the Police and Crime Plan. Consultation had been undertaken with around 70 representatives from different agencies and the Commissioner indicated his intention to continue working with the community and voluntary sector in the future wherever possible.
- (vi) **What staffing and organisational changes has the Commissioner already implemented as part of his new role and why?** The Commissioner indicated that the most important decision so far in relation to organisational changes had been the appointment of a permanent Chief Constable, Jackie Cheer. In addition, changes in legislative requirements which would result in further structural changes to be implemented from April 2014.

A discussion ensued which included the following issues:

- (vii) A Member sought clarification on the future resources available to the Commissioner for the provision of services. The Commissioner commented that Cleveland was classed as an urban metropolitan area in respect of the level of funding it received from the Government. Whilst the Chief Constable was restricted by Government imposed budgetary reductions, Members were asked to note that any proposals would not impact on front line policing in Hartlepool and that all service outlets would be retained with a better use of unit policing being undertaken across the whole of Cleveland. It was acknowledged that record levels of crime reduction had instilled high levels of public confidence in recent months. The exploration of the wider development of the neighbourhood policing scheme was also being undertaken and included the possible integration of other police officers within the neighbourhood teams.
- (viii) In relation to question (i), a Member questioned whether there was any means of discussing with other Local Authorities and NHS

organisations the potential to pool budgets in order to effectively tackle alcohol related issues and enforcement. The Commissioner confirmed that the Police and Crime Office worked closely with a whole range of different organisations including parts of the Health Service on health related issues. It was noted that the Commissioner had responded to recent Government consultation in relation to minimum pricing of alcohol indicating there should be a strong element of locality within the implementation of minimum pricing and that any monies raised by the introduction of minimum pricing should be ploughed back into the local area to rectify health issues. The Commissioner commented that the Community Safety Partnership in Hartlepool had done a marvellous job in relation to tackling drugs and alcohol issues in the town and was supportive of the priorities of the Police and Crime Panel. In addition, Members were informed that work was ongoing to develop services to support for victims and the Commissioner indicated that he would continue to provide support for this work. The Director of Regeneration and Neighbourhoods confirmed that the Health and Wellbeing Board through the Director of Public Health were involved with the Community Safety Partnership to ensure effective joined up working was in place on the issue of drugs and alcohol misuse and to ensure that the same aims and objectives were being tackled therefore reducing any conflict between different organisations and agencies.

- (ix) Further to question (i), a Member sought clarification on how the funding to tackle drugs and alcohol issues would be allocated. The Commissioner indicated that as part of the allocation of funding, the Home Office requested evidence that the funding had been utilised effectively and had achieved results. The Commissioner informed Members that since elected, he had visited Hartlepool on 12 occasions and had been impressed with the commitment and partnership working already being undertaken in Hartlepool through various agencies and organisations. In particular, he highlighted that the ASBAD initiative had proven impressive and he noted the commitment to work with local school children.
- (x) In relation to question (iv), a Member questioned whether any proposals to create apprenticeships would involve the Police, Community Support Officer posts? The Commissioner commended the work undertaken by Police Community Support Officers adding that it was a different but complimentary role to Police Officers. It was recognised that they spending a lot more time in the local communities, attended ward surgeries as part of their duties and whilst all duties were continuously under review as part of ongoing efficiencies, PCSO's were considered an essential part of policing. The Commissioner commented that the current balance of responsibilities between PCSO's and Police Officers was about right in his view and confirmed his commitment to the role of PCSO's. The Director of Regeneration and Neighbourhoods added that discussions were ongoing with other Tees Valley Local Authorities with a view to

working together and sharing good practice.

- (xi) A Member referred to question (iii) and queried the proposed increase in the level of precept of 1.99% in light of the forthcoming welfare reform changes. The Commissioner informed Members that the consensus across the membership of the Police and Crime Panel was that the public would be prepared to pay for a good quality service provided in their locality and it was suggested that 1.99% was in fact a modest increase. The Commission confirmed that one of the Chief Constable's first key roles was to explore ways to ensure that the most effective and efficient use would be made of the limited resources available.
- (xii) In relation to the recent ward boundary changes, a Member questioned whether the amount of time Police Community Support Officers spent travelling to outlying wards was a best use of their time and whether they should be based within the ward. The Commissioner confirmed that the allocation of Police Officers and Police Community Support Officers was currently under review in light of the recent ward boundary changes to ensure the most effective use of the available resources. The Commissioner indicated that he would ensure that Members' comments would be fed into the review process as he recognised the importance of understanding the localities and the differing situations within those localities.

In conclusion, the Chair confirmed that the above discussion and comments would be collated and forwarded to the Police and Crime Panel as part of the consultation process on the draft Police and Crime Plan.

Recommended

That Members comments above to be forwarded to the Police and Crime Panel as part of the consultation process on the draft Police and Crime Plan.

184. Call-In Requests – Call-In of Decision: Welfare Reforms – Customer Strategy

The report provided Members of the Scrutiny Co-ordinating Committee with the relevant information relating to the Call-In of the decision taken by Cabinet on 4 February 2013, in relation to arrangements for communicating and dealing with associated enquiries arising from the welfare reform changes to Housing Benefit and Council Tax Benefit. Members accepted the call-in notice.

The Chief Finance Officer provided additional detailed information which confirmed that the Government had provided one-off funding to assist local authorities prepare and implement Local Council Tax Support Schemes. This funding was a Section 31 grant which meant that Councils were free to determine how this funding was spent, although the Government recognised

that Councils would face additional IT costs to implement the necessary software changes. Hartlepool had been allocated £84,000. A table was included which summarised the proposed use of this funding across IT costs; additional advice services; contact centre and revenues and benefits.

A discussion ensued which included the following issues:

- (i) A Member questioned whether any other outreach centre would be accessible as well as the West View Advice and Resource Centre, to enable people in the south area of the town to access advice in relation to benefits. The Chair commented that as part of an extension to the existing contract with West View Advice and Resource Centre, it was proposed that outreach workers would visit people in their homes rather than individuals having to visit the centre. The Chief Finance Officer acknowledged that whilst the detail of the contract was still to be worked up, it was recognised that having more than one location for people to attend would form part of the considerations.

Councillor Sylvia Tempest declared a personal interest at this point in the meeting.

- (ii) Clarification was sought on whether there would be enough resources allocated to implement and deal with enquires as a result of the forthcoming changes and asked for an update on the capacity of the service. The Chief Finance Officer confirmed that there were robust plans in place in relation to resource implications based on the expected impact of the changes, however this will be managed effectively over the next few weeks and months, particularly around trigger points such as when the council tax bills were sent out to ensure that the service was maintained.
- (iii) A Member questioned what the reaction had been so far from residents affected by the changes. The Chief Finance Officer confirmed that whilst some letters had been sent out and some feedback had been received, there was a lot more work to be done. The letters notifying residents about the changes to the council tax support scheme had been sent out and not a lot of response had been received so far. It was expected that responses will peak when the council tax bills and subsequent reminders were sent out.

Councillor Sheila Griffin declared a personal interest at this point in the meeting.

- (iv) In response to a question from a Member, the Chief Finance Officer indicated he was confident that there were arrangements in place to increase staffing resources when necessary and at short notice within the Contact Centre and Revenues and Benefits.
- (v) A Member questioned the wording of the letters sent out to residents informing them of the increases in council tax. The Chief Finance Officer commented that the letters were worded reasonably and clearly with some wording in relation to demands for payment being

required statutorily. However, it was highlighted to Members that there were flexible arrangements in place to enable staff to deal with enquiries in a sympathetic but firm way.

The Chair commented that if the additional information provided by the Chief Finance Officer at this meeting had been available when Cabinet initially considered this report, Members may have been satisfied that a robust decision was being taken at that time. However, under the new governance arrangements, it would be expected by Members that any report to a Policy Committee would contain sufficient detail to enable robust decision making to be undertaken that would stand up to any challenge. The Chief Executive acknowledged the Chair's comments and indicated that the Welfare Reform Changes were a moving feast with a lot of information being disseminated from Government as the changes on an on-going basis. However, it was recognised that future reports being submitted to decision making Policy Committees would include sufficient information and detail for considerations to enable Members to make robust decisions.

Recommended

- (i) Members accepted the Call-In Notice.
- (ii) That in view of the additional detailed information provided, Members considered that the decision taken by Cabinet on 4 February 2013 was taken in accordance with the Principles of Decision Making (as outlined in Article 13 of the Constitution) and therefore could be implemented with immediate effect with no further recommendations to Cabinet.
- (iii) That under the new governance arrangements, appropriate arrangements be put in place to ensure that reports being submitted to the Policy Committees include sufficient information and detail, to enable robust decisions to be made.

185. Any Other Items which the Chairman Considers are Urgent

None.

The meeting concluded at 3.18 pm

CHAIR

SCRUTINY CO-ORDINATING COMMITTEE

22 March 2013



Report of: Assistant Chief Executive

Subject: CONTACT CENTRE & REGISTRARS

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide a background to the activities delivered in the Contact Centre particularly in relation to the Registrars function.

2. BACKGROUND INFORMATION

- 2.1 The Contact Centre is the main customer service centre of Hartlepool Borough Council. It aims to resolve the majority of customer interactions at the first point of contact and to provide a helpful, professional and efficient service. Customers can access a number of Council services in a one-stop-shop type approach, negating the need to be passed from department to department to have their enquiry dealt with.
- 2.2 For the year ended 31 March 2012, the Contact Centre handled
- 263,717 telephone contacts
 - 88,076 personal visits, and
 - 16,970 emails/web-forms
- 2.3 The Contact Centre delivers a wide range of services on behalf of a number of sections and departments. Each service manager has agreed the depth of service that will be delivered based on 3 levels as identified below in Table 1.

TABLE 1	
Level 1	Light touch - advice / guidance / information on service
Level 2	Fulfilled by Service Department - customer assumes dealt with but back office/other service work still required
Level 3	Fulfilled by Contact Centre - no involvement/work by other department/back office

- 2.4 Level 1 services usually relate to those where the customer is asking for information or advice and the majority of these enquiries are received via telephone or email. For Level 2 services, customers are often reporting issues or requesting a service and the contact centre team ensure that they collect all the information that the service department require to arrange service delivery or to make a decision. Level 2 requests are mainly received via telephone or a personal visit. Level 3 services are fully delivered by the contact centre team and these requests are mainly received in a personal visit. This level of service delivery will usually include some element of validation or assessment where the contact centre team will fully process the request or application without reference to other service departments.
- 2.5 A list of service areas, together with the level of delivery and channels used to access each of the services is attached at Appendix 1.
- 2.6 Service managers have access to detailed reports for each of their service areas. The Contact Centre Manager holds regular meetings with operational service managers to identify proposed changes and/or enhancements that will help to improve and make services more efficient or where statutory changes are needed.

3. REGISTRAR'S SERVICE

- 3.1 The Registrars Service is a statutory service that is delivered in partnership with the General Register Office (GRO) part of the Immigration and Passport Service. GRO undertakes a service review of each local authority usually every 2-3 years. As part of the findings at their last review, that was undertaken in November 2011, our account manager summarised that

'the relocation to the Civic Centre has seen the registration service further integrated into the corporate fold and allowed it to take good advantage of corporate resource and expertise. This has particularly been the case with administrative and back-office functions, which have successfully been migrated to the contact centre and support service staff. Overall, we consider the transformation process to have been positive and conducive to future service development.'

- 3.2 Their review findings provided a number of strengths and good practice together with 4 key recommendations. The strengths included
- an effective strategic and operations management structure
 - a service delivery model that integrates the registration service and utilises corporate resource and expertise
 - a degree of multi-skilling that provides service flexibility
 - effective admin and control procedures for marriages/civil partnerships and approved premises
 - very good performance against key performance indicators (KPIs) with elements of excellence, and
 - good customer care and access to the service

3.3 The key recommendations included

- a need to up-skill staff and develop a succession plan.
- ensure the timely processing and submission of documentation
- carry out a customer survey to establish customer satisfaction and inform service planning
- implement interim manual KPI monitoring until processes are developed by contact centre team utilising customer relationship management information.

4. REVIEW – REGISTRATION SERVICE

- 4.1 All business areas were considered within the review scope due to the high volume of customer and transactional activities undertaken by the service and the potential to achieve efficiencies through economies of scale and business process redesign.
- 4.2 During the course of the Customer and Support Services review, in November 2011, ER/VR requests were received from 2 Registration Officers, equating to 1.5 fte or 75% of the specialist registration staffing resource. Both Registration Officers, being aged over 65 years, expressed a desire to retire at the earliest opportunity. These requests highlighted the urgency of concluding the review quickly to ensure the service provision continued to meet statutory standards.
- 4.3 To minimise customer disruption and to ensure service delivery was not affected, the review was undertaken in 2 phases. The GRO Good Practice Guide was a point of reference throughout the review process.
- 4.4 In undertaking the review, the following questions were considered throughout the process:-
- What skills are required to undertake duties and at what level?
 What activities do we need to do and what can we stop?
 Is there opportunity to achieve efficiency savings?
 What skills and expertise do we already have across the team?
 What staffing arrangements do others have in place and what can we learn?
 How will customers be affected?

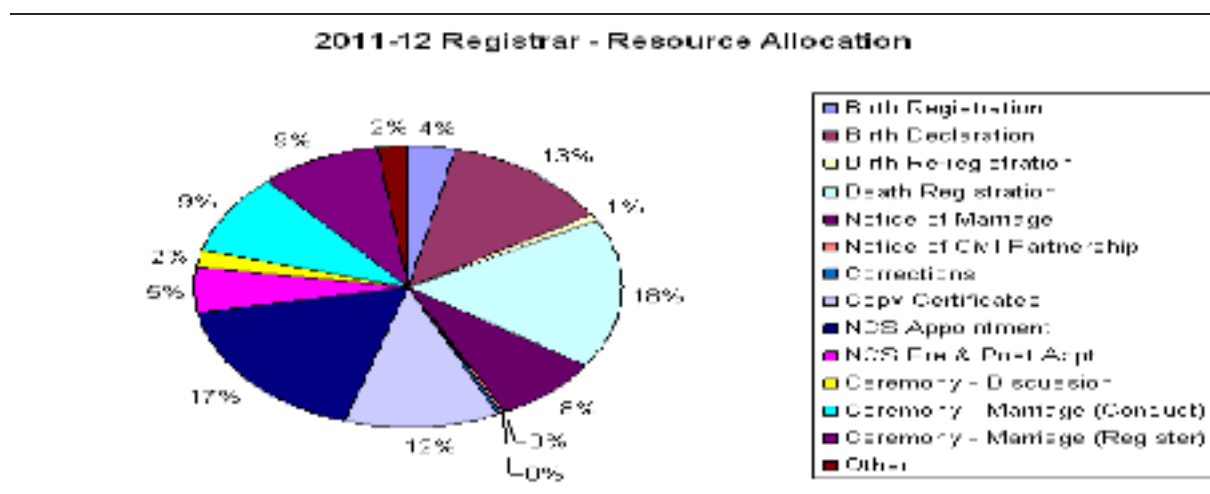
4.5 Phase 1 – Accommodation, Support Services, Initial Customer Contact

- 4.5.1 The Register Office relocated to the Civic Centre in March 2011 as part of the Asset Management strand of the Council's business transformation programme.
- 4.5.2 GRO has developed some Guiding Principles for local authorities covering delivery standards for the Registration Service. These Guiding Principles include recommendations in relation to accommodation and the working environment. The existing

reception at the Civic Centre, the waiting area, interview rooms and staff working areas were inspected by GRO prior to relocation. They confirmed that the guiding principles would be met at the Civic Centre and approved the relocation. A copy of the Guiding Principles is attached at Appendix 2.

- 4.5.3 Relocation arrangements included the renovation of the Borough Hall's Middlegate Room into the decommissioned ceremony room, re-housing of civil registers to the Civic Centre Strong Room and the amalgamation of reception and interview facilities within the Contact Centre.
 - 4.5.4 The Registration service operates on an appointment basis for birth and death registrations and notices of marriage. The service utilises a seduded waiting area outside the interview rooms that are used for each appointment.
 - 4.5.5 As part of the CEX Support Services review, the administration activities undertaken by the Registration Service were evaluated. Support posts and activities transferred into CEX Support Services from April 2011. The Support Services review contributed towards the section achieving an overall saving of £125,000 for the 2011-12 budget.
 - 4.5.6 Initial customer contact activities across the primary channels (telephone, visits in person and web communications) were reviewed. Activities identified as appropriate for delivery by Hartlepool Connect were integrated during October 2011. Service transfer areas included the provision of general information, the booking of appointments and taking requests for copy certificates. In addition, the Registration pages on the Council's web-site were refreshed. To support the transfer of activities, 0.8 fte at band 5 transferred into the Contact Centre.
 - 4.5.7 The transfer of activities to the Contact Centre formed part of the wider Customer & Support Service review that achieved its savings target of £147,000 for the 2012-13 budget exercise.
- 4.6 **Phase 2 – Superintendent Registrar, Register of Births & Deaths, Statutory & Non-Statutory Services**
- 4.6.1 Phase 2 commenced in February 2012 and included a fundamental review of management activities and operational tasks undertaken by Superintendent Registrar, Registrars and their deputies. This included registration of births and deaths, notice of marriage/civil partnership and statutory and non-statutory services together with administrative tasks that were carried out by these specialist staff.
 - 4.6.2 To enable a full review of registration activities to identify further areas for transfer into Hartlepool Connect, all specialist registration

activities were quantified and the results are detailed below. A larger, colour version of this chart is attached at the end of this document at Appendix 5.



- 4.6.3 All business processes related to the above service areas were reviewed. Process maps were completed and analysed, transactional volumes identified, staffing resources quantified and competencies assessed.
- 4.6.4 Births – During 2011-12 the service carried out 266 birth registrations, 906 birth declarations and 66 birth re-registrations with each transaction taking approximately 30 minutes. Non-complex birth registrations and declarations were identified for transfer into Hartlepool Connect and be undertaken by 0.5 ftes Customer Service Assistants (Band 5-6). Staff at this level are trained to deal tactfully and discreetly with members of the public from a wide range of backgrounds and cultures and to obtain relevant validation information/documentation. More complex birth re-registrations will be dealt with by a Customer Service Officer or technical officer due to the enhanced level of specialist knowledge required.
- 4.6.5 Deaths – During 2011-12 the service carried out 932 death registrations and 3 death declarations with each transaction taking approximately 40 minutes. Non-complex death registrations ie those outside the remit of the coroner, were identified for transfer into Hartlepool Connect and be undertaken by Customer Service Officers (CSO) (Band 7). To support this activity 1 fte CSO will deliver the service as it is a statutory requirement that deaths are registered within 5 days and this is not a service area that can be planned in detail nor should service provision be unavailable. Post holders at this level will also deliver a wide range of Hartlepool Connect services and will undertake these duties in the event death registration activities are not required. These staff are also trained to obtain information from people in emotional circumstances.

Complex death registrations and amendments will be dealt with by senior staff with technical knowledge due to the enhanced legislative knowledge required.

- 4.6.6 Notice of Marriage/Civil Partnership – During 2011-12 the service carried out 573 notices of marriage and 17 notices of civil partnership with each transaction taking approximately 30 minutes equating to 0.22 ftes. Notice taking is a specialist area due to the level of knowledge and technical competencies required and will be carried out by a more senior technical officer.
- 4.6.7 Statutory Ceremonies – During 2011-12 the service performed 173 marriage/civil partnership ceremonies with each taking on average 120 minutes, (including pre-ceremony discussion, travel and officiating), 27 citizenship ceremonies with each taking on average 45 minutes – overall this equates to 0.3 fte. Ceremony provision is provided by technical staff at a senior level. This includes ceremonies undertaken outside of normal working hours. Associated activities will continue to be provided by CEX Support Services.
- 4.6.8 Non-Statutory Ceremonies – Non-statutory ceremony data over the recent past indicates that the number of ceremonies and related income is low. Only 11 ceremonies were conducted during 2011-12. In the short term the team will focus on ensuring that statutory ceremonies are provided with requests from customers seeking non-statutory ceremonies being considered on an individual basis and provided subject to adequate resources being available.
- 4.6.9 Certificate Production – Certificate production is undertaken by the Support Services team. The review identified that 3 separate indexing systems are used to locate official certificates to enable copies to be produced. The main system in use was supported by GRO until summer 2011 and needs to be replaced. A replacement system has been identified that amalgamates the information held into one single system. This will reduce demand upon Support Services in the longer term with the potential for customers to self-serve requests for certificates by automating and streamlining the process so that we can offer an on-demand certificate application process that improves customer service. In conjunction with the Corporate ICT team, we are working on the process to procure a replacement indexing system.
- 4.6.10 Nationality Checking Service – The Registration Service began providing this service in an attempt to increase income that had reduced for certificate production when the majority of births were transferred to North Tees Hospital in Stockton's district. The Nationality Checking Service is provided on behalf of the Immigration and Passport Service (IPS) and allows people applying for British citizenship to make their applications, in person, and is similar to the

passport checking service that is provided by the Post Office though the process is more complex as original supporting information must be provided. We carried out 283 checks last year and of those customers that used the service, 78% resided outside the Borough. Applications during the first half of 2012-13 were not at the same level as previous years with an anticipated reduction in business of around 44% for 2012/13. Although a charge is made for the checking service, it does not meet the costs of providing the service that, along with staff time, includes an annual registration fee for providing the service and a requirement for staff processing applications undertake continued professional development that incurs training costs. As this is a non-statutory service, we ceased providing the service when the annual registration expired at the end of October 2012.

- 4.6.11 Our GRO senior account manager was consulted on the scope and findings of the review and they endorsed the proposed changes but recommended that we implement their single Superintendent Register (SR), single Registrar of Births and Deaths (RBD) model instead of the 4 Registrars of Birth and Deaths that we initially proposed. Historically GRO has recommended the number of statutory Registrar appointments required for individual local authorities that was based on the number of births and deaths registrations carried out. With the reduction in registrations following the move of services to North Tees and James Cook hospitals, Hartlepool would require less statutory appointments though a reduction in the number of RBDs would make it difficult to provide any service resilience.
- 4.6.12 Based on our level of service, GRO recommended the 1 SR/1 RBD model that has been introduced in local authorities including a number across the North East region. This model has demonstrated service efficiencies such as a reduction in the number of statutory registers in use at the same time. Implementing this model streamlines the current accounting procedures for both the Council and GRO as it reduces the need for separate stock accounts for each RBD.
- 4.6.13 The Registration & Development Services Officer has been appointed as the Superintendent Registrar and the Contact Centre & Admin Manager undertakes the role of Registrar of Birth and Deaths. Each statutory post holder appoints deputies to support service delivery.

5. STAFFING

- 5.1 A summary of the main changes relating to the Registrars Service area are detailed below.
- 5.2 Under the previous structure, Registrars, as the specialist/technical officers dealt with all customer appointments in relation to registering births, deaths and taking notice of marriage. The review identified that straightforward birth and death registrations could be dealt with by the customer service team. Less frequent, complex enquiries would be referred to more senior officers who would have detailed knowledge of the registration service.
- 5.3 To implement these changes we followed the corporate restructure process. The HR Business Partner for the Chief Executive's Department considered the proposals and advised that job descriptions and person specifications should be passed to the Job Evaluation (JE) team for review.
- 5.4 The initial process for the JE team is to have a meeting with the service manager who will outline the proposed changes. Once the JE team have an overview of the proposed changes they will check whether they can match the job role to an existing profile or if a full post review is required. In this case, they recommended a full post review and re-evaluation of the proposed Registration & Development Officer and Contact Centre Team Leader posts.
- 5.5 The proposed job descriptions and person specifications were evaluated by the JE team with the results being presented to the Moderation Panel for consideration and decision. The Moderation Panel includes independent management representatives together with representation from the Joint Trade Unions. The Moderation Panel requested clarification and further information in a number of areas following which they agreed the proposed job roles and grades. The pre and post review jobs and grades are listed below in Table 3 and 4.

Table 3 – STAFFING PRE-REVIEW

Table 3			
PRE-REVIEW	Grade	Costs (ind NI & Pension)	Summary of Main Registration Duties
Registration & Development Services Manager x 1 FTE	Band 11	£37211	Manage service Implement legislation Oversee operational activities
Customer/Support Team Leaders x 4 FTEs	Band 9	£116868	None in relation to Registrar activities
Registrars x 2 FTEs	Band 9	£57591	Register birth Register deaths Notice of marriage/cp Conduct ceremonies Co-ordinate ceremonies
Customer Service Asst x 1 FTE	Band 6	£20916	Make appointments for birth/death registrations/associated enquiries
TOTAL SALARIES (including NI & Pension costs)		£232586	

Table 4 – STAFFING POST REVIEW

Table 4			
POST REVIEW	Grade	Costs (ind NI & Pension)	Summary of Main Registration Duties
Registration & Development Services Officer x 1FTE	Band 12	£41840	Initiate/develop policy and procedures to improve service delivery Maintain detailed knowledge of existing/proposed legislation Superintendent Registrar to ensure technical duties and responsibilities are provided in relation to Registration Service
Contact Centre Team Leaders x 4 FTEs	Band 10	£133832	Oversee operational activities Conduct ceremonies Manage stock
Snr Support Officer x 0.5 FTE	Band 8	£12379	Conduct ceremonies Undertake corrections/annotations Quarterly returns Performance & Management Info
Customer Service Officer x 1 FTE	Band 7	£23409	Undertake registration of births and deaths
TOTAL SALARIES (including NI & Pension costs)		£211460	

- 5.6 In relation to the increase in banding for the Registration & Development Services Officer role, the previous role had been matched to an existing operational manager's profile meaning that no detailed evaluation previously been undertaken. The re-evaluation identified that 3 factor scores in new role increased and one factor score reduced. This resulted in a change in banding from 11 to 12.
- 5.7 The Contact Centre Team Leaders had also previously been matched to an existing profile and the re-evaluation of these posts identified an increase in 2 factor scores. Again, this resulted in a change in banding from 9 to 10.
- 5.8 Implementation has been achieved by granting the voluntary redundancy requests for 1.5 ftes Registrars at Band 9. Frequent routine activities have been transferred to Contact Centre staff at Bands 5/6 and Band 7. Activities requiring more specialist knowledge have been transferred across the Customer Service Management Team.
- 5.9 Attached at Appendix 3 & 4 are the previous and new staffing structures.

6. FINANCIAL CONSIDERATIONS

- 6.1 Registration and Nationality financial practices were reviewed including a review of baseline budgets, reconciliation processes, income budgets and VAT liabilities.
- 6.2 There was a shortfall in overall budgeted income of £7.5k in 2011-12. This shortfall, mainly from the transfer of births to Stockton, reduced the number of birth registrations and related income from birth certificates. Income produced from the Nationality Checking Service (NCS) historically offset this deficit but this is not a sustainable approach in the long term.
- 6.3 The estimated cost of providing the Nationality Checking Service discussed at item 4.6.10 above, is approximately £19.5k per annum. Income for this service achieved in 2011-12 was around £14k which amounts to a shortfall of income against expenditure of £4.5k.
- 6.4 Ceasing NCS has reduced overall income by approximately £14k and together with the ongoing shortfall of £7.5k would have meant that the service had a total pressure of £21k to meet its income targets.
- 6.5 The staffing changes have produced a saving of around £21k as detailed in Table 5 below

Table 5		
Table No	Structure	£
Table 3	Pre-review salary costs	232586
Table 4	Post Review salary costs	211460
	Staff Budget Saving	21126

- 6.6. Implementing the revised staffing structure and reducing the income targets by the £21k saving identified above in Table 5 was discussed and agreed with Chief Financial Officer. This negated the need for a pressure to be identified in the Medium Term Financial Strategy for 2013-14.

7. CONCLUSIONS

- 7.1 Although this review was undertaken as part of the Customer & Support Services service review, a number of points needed to be considered in relation to the continued service delivery of this statutory service. Also, GRO had reviewed the service and commented in particular about the resilience of the service. In conclusion, the main points are –

- 7.1.1 The age profile of staff in the Registration Service meant that we needed to consider the resilience of the service going forward and ensure we had capacity to deliver this statutory service. The 2 members of the staff who requested voluntary redundancy were both over 65 years of age and could retire at any time simply by giving 4 week's notice.
- 7.1.2 General Register Office, as the professional body, endorsed the changes particularly the integration into corporate services that has allowed us to take advantage of existing corporate resources and expertise. Access to additional capacity and the benefits that bringing services together achieves is viewed by them as an improvement in service provision for the Registration Service.
- 7.1.3 The staffing changes have removed need for a pressure in the Registrars service area. Historically, over recent years, specific income targets have not been met particularly in relation to certificate income for births. Providing the non-statutory Nationality Checking Service helped to cover some of the shortfall but this was not sustainable as the number of applicants for this service was reducing.
- 7.1.4 Providing services within a contact centre environment means that more staff will be available to deal with requests particularly during periods of absence or peaks in service demand. By spreading relevant expertise across the whole team will mean that any enquiry can be dealt where previously customers needed to call back to speak to one of the Registrars.
- 7.1.5 The review and resulting new structure has produced an operational change within the existing budget provision that will increase robustness of service. For services delivered by the Contact Centre team, at initial transfer, specific staff are trained to deal with the new services. Following implementation, further staff are trained to ensure that the service can be delivered by the wider team,

particularly in the absence of specialist staff, which increases capacity and resilience and improves customer service.

- 7.1.6 As with all services that are delivered via the Contact Centre, the Registration Service may require further review. The service manager will undertake regular monitoring of registration requests and analyse customer feedback. In relation to the Registration Service, there will be statutory changes which will need to be implemented as required. Part of that implementation will include a review of processes and consideration as to whether more or less staffing resources will be needed to meet any statutory changes.
- 7.2 The Contact Centre will form a major part of the Advice and Guidance project planned going forward. This project, which forms part of the Council Plan for 2013/14, offers an opportunity to consider the provision of advice and guidance (by both the Council and partners) in the round. It is being undertaken as a corporate project and will be reported to Members in summer of 2013. At this stage and with the contact centre forming part of this project, Members may wish to consider and implement further changes as part of a coordinated set of developments going forward.

8. RECOMMENDATIONS

That Members note the content of the report and where appropriate seek clarification.

9. APPENDICES

Appendix 1 – Service delivery levels and channel access
 Appendix 2 – Guiding Principles Delivery Standards for Registration Service
 Appendix 3 – Staffing Structure Pre-Review
 Appendix 4 – Staffing Structure Post Review
 Appendix 5 – 2011-12 Registrars' Resource Allocation

10. BACKGROUND PAPERS

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

- (i) General Register Office Review Final Report reference Hartlepool Final-(u)-20111212
- (ii) Finance & Corporate Services Portfolio Report of 12 December 2012 Item 2.4 Registration Service Update and Annual Fees Review
- (iii) Job Evaluation documents including Question Trace Report and Factor Point listings

11. CONTACT OFFICER

Christine Armstrong
Chief Executive's Department – Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523016
Email: christine.armstrong@hartlepool.gov.uk

APPENDIX 1

Listed below is a summary of the service areas that are currently delivered by the Contact Centre including the level of delivery and channels used to access the services

Customer Services – Hartlepool Connect			
<u>Service Detail</u>	Telephony	Personal Visit	Web
Abandoned / Untaxed Vehicles Information, Validation and Payment	2	3	1
Blue Badges Information, Assessment and Payment	1	2	1
Bulky Household Waste Collections Information, Assessment, Booking and Payment	2	2	1
Business & Concessionary Parking Permits Information, Assessment, Booking, Payment and Process	2	3	1
Cash Office (Part-time support) Payment	N/A	3	3
Change of Address Information, Report and Process	2	2	2
Community Centres Information, Assessment, Booking and Payment	2	2	1
Concessionary Travel Information, Assessment, Report, Payment and Process	1	2	1
Council Tax (Revenues) Information, Assessment, Report and Payment	N/A	2	2
CRB Checks Information, Validation, Booking, Payment and Process	2	3	1
Dog Warden Service Information, Validation, Payment and Process	2	3	2
Environmental Services (Fly tipping, Grot Spots) Information and Report	2	2	2
Fixed Penalty Notices Information, Validation, Payment and Process	2	3	1
Foreign Pensions Information and Validation	1	3	0
Free School Meals Information, Assessment and Report	N/A	2	1
Housing / Council Tax Benefits Information, Validation, Report and Payment	N/A	2	1
Highways Information and Report	2	2	2
Horticulture Information and Report	2	2	2
Payments (all Council services) Information, Validation and Payment	3	3	3

Customer Services – Hartlepool Connect			
<u>Service Detail</u>	Telephony	Personal Visit	Web
Pest Control Information and Report	2	2	1
Planning & Building Control Information and Application	1	1	1
Registrars Information, Validation, Report, Booking, Payment and Process	2	3	1
Recruitment Information, Validation and Process	2	3	2
Refuse and Recycling Information, Assessment, Validation, Report, Payment and Process	2	2	2
Residential Parking Permits Information, Assessment, Validation, Report, Payment and Process	3	3	1
Signposting / Switchboard / Reception	1	1	1
Social Care Information	N/A	1	1
Street Lighting Information and Report	2	2	2
Street Maintenance Information and Report	2	2	2
Trade Waste Information, Application, Validation, Booking, Payment and Process	2	2	2

APPENDIX 2

GENERAL REGISTER OFFICE

GUIDING PRINCIPLES

DELIVERY STANDARDS FOR THE REGISTRATION SERVICE IN ENGLAND AND WALES

July 2010

1. INTRODUCTION

- a. The principles covered within this paper seek to provide guidance to local authorities who wish to consider wider options in relation to interviewing facilities for the delivery of registration services. In considering the scope for change it is fundamental that full account is taken of the nature and sensitivity of the work, and that consideration is given to customer expectation. More detailed information around national standards and best practice is attached as an annex.
- b. Although there is nothing in law requiring the registration of an event or the taking of a notice to be undertaken in a private office, it is an offence to divulge birth or death information provided under the Population Statistics Acts. There are therefore a number of issues for local authorities to take into account when developing a delivery strategy for the registration service. Whilst all delivery options should be considered, there are some key issues that need careful consideration alongside the wider business drivers.

2. BACKGROUND

- a. While the registration service has traditionally been delivered by officers working from individual offices, in recent times there has been a shift towards more innovative and cost effective ways of delivering the service, whilst also improving customer access in general.
- b. There are potential issues and risks arising from the registration of births and deaths, and taking of notices other than in private interview rooms. These points need to be duly considered by local authorities and this short guide seeks to highlight these.
- c. While there are risks associated with registration business being conducted other than in a private interview room, there is also the fundamental matter of the general suitability of accommodation, whether it is conducive to registration business, and if it meets with public expectation. In this respect customers are entitled to have reasonable expectations as to the environment in which they conduct registration business, and the associated waiting facilities.

3. LEGAL AND ADMINISTRATIVE FRAMEWORK

a. Registration Scheme

Schemes made under Section 14 of the Registration Service Act 1953 place a responsibility on local authorities to provide, equip and maintain offices to meet the delivery targets in the 'Code of Practice'.

b. Code of Practice and Good Practice Guide

The Code of Practice sets out the need for a customer focused, output driven local registration service; one which is delivered sensitively and efficiently to the satisfaction of users. It also:

Requires the local authority to publish a Service Delivery Plan that reflects customer requirements and reasonable expectations on access and service availability, and to assess accommodation requirements that reflect customer needs,

Refers to the standards of registration service that the customer expects and receives and how satisfied they are with them, and

Requires the local authority to ensure that accurate registration records are made and maintained.

The Code of Practice and Good Practice Guide also emphasise the importance of seeking customer feedback on the provisions of registration services, and that reasonable account should be taken of those views.

4. KEY ISSUES FOR CONSIDERATION

a. *Customer Privacy; confidentiality and disclosure*

Where the registration is not being undertaken in a private room, there is likely to be a reduction in the level of customer privacy. There is a need to consider this in relation to the customer experience, the risks of inadvertent disclosure of information obtained during the registration and that of inaccurate registrations resulting from customer responses being influenced by a lack of privacy or a noisy environment.

b. *Registration on Line (RON) Security*

It is essential that RON security protocols are observed, that the system is closed down when not in use and that unauthorised persons are prevented from gaining access.

c. *Certificate Control*

Use of certificate stock by registration officers carries risks and there is a need to ensure that it is secure at all times. This is particularly the case where the registration officer is sited in a public area. Controls must therefore be put in place to ensure that certificate security is never compromised.

5. THE WORKING ENVIRONMENT

a. *The environment must not compromise a registration officer's legal responsibility to register events accurately and in accordance with statute*

To achieve this, the environment needs to provide a degree of privacy.

It needs to enable the registration officer and customer to discuss business in a free and open way and without concern about being overheard. There needs to be suitable soundproofing to help achieve this.

The work area needs to be positioned (where possible and practicable) in an area away from other business areas with clear demarcation to avoid interruptions or distractions from passing footfall.

Registration accuracy is paramount and the environment must enable information to be freely provided, accurately recorded and properly checked for accuracy.

This level of privacy is also needed in relation to the Population Statistics Act, which makes clear the importance of collection information in private.

b. *Registration accommodation must meet the reasonable expectations of birth informants and the bereaved as to its suitability and appropriateness*

Customers attending to register events can very often be at an emotional extreme. Births are usually happy occasions whilst deaths and still-births are at the other extreme. The registration is part of the life journey and not a simple business

transaction. For the bereaved it is often part of the grieving process and due regard needs to be given to this in determining where a registration officer is located.

As a minimum there should be provision for customers to conduct their business in a private interview room on request, particularly where the circumstances are complicated or sensitive.

To further enable privacy, where possible, separate or discreet waiting facilities should be provided for the bereaved (this can be particularly important in busy multi functional offices).

c. *Security arrangements need to ensure the protection of registration records and stock*

Staff working on registration will have register pages and security stock in the form of certificates. The security of these must be maintained at all times. Facilities must be provided to enable stock and register pages to be locked away before, during and after registrations.

Records are input directly to an on line database 'RON'. Protocols to ensure that staff 'lock' their machines when not in use must be in place. The same standards must also be applied when using mobile equipment.

The registration officer will need to print among other items: drafts for checking, register pages for signing off by informants and certificates for issue. These records are confidential to the registration and arrangements need to be in place to avoid non registration officers from accessing such prints. Appropriate document disposal arrangements will also be necessary.

Registration officers will often hold additional security stock by way of back up. There must be a facility to keep this stock securely locked away at all times.

d. *Recognition of the legal significance of notices of marriage/civil partnership*

The process of questioning a couple by the registration officer must not be compromised. In taking notice there is a requirement to interview each person independently. This is because information arising at notice taking can be of a sensitive nature and not known to their partner, or notice givers may wish to provide wider information or concerns that they do not wish their partner to be aware of. Additionally, a person may be entering into the marriage or civil partnership under duress. There are also issues in relation to potential Sham Marriage that can be identified at such interviews.

In achieving the necessary environment, it is important that as well as ensuring that the interview is not overheard (as flagged in relation to births and deaths), there is no visual contact. The person being interviewed should therefore be outside the view of their partner.

Information collected during notice taking is subject to the Perjury Act 1911, and customers are warned of this at the interview; the level of individual privacy needs to ensure this is not compromised and that customers are able to freely provide full and accurate information.

Prior to any marriage or civil partnership there is a pre event interview and facilities to undertake this in private should also be provided.

The local authority should also be mindful of the need to accurately complete notices to avoid any mitigation against the local authority, which could arise from inaccurate information being collected or wider issues not picked up on at the notice stage. This could result in a claim against the local authority where a marriage or civil partnership is unable to be undertaken as planned.

e. Wider considerations

In deploying staff, the significance of the registration process, and the legal implications must not be overlooked. The registration of events and the taking of notices must therefore be performed by trained and competent registration officers.

Facilities should be available to allow registration officers to contact the coroner or hospital etc in privacy and with respect for the deceased and bereaved families. This could be achieved through a fixed telephone line or mobile telephone as appropriate.

6. SUMMARY

- a. There are many options and solutions which allow for the integrity of registration activity to be undertaken in a professional and dignified way.
- b. Key to any change there is a need to understand the drivers and consider all options relating to such proposals. Whilst local authority targets and aims are essential to this process, understanding the needs of customers is also paramount and canvassing views both before and after change essential to moving forward and meeting expectation.
- c. It is essential that sufficient time is allowed in the change planning process to enable full and proper consideration of proposals, and to evaluate the potential impact of such changes.
- d. In addition to the information provided in this short guide, more detailed information on national standards and best practice guidelines is attached as an annex. A case study can be found within the case studies section of the Good Practice Guide.

ANNEX**National Delivery Standards and Guidance**

<u>Overriding Principles</u>	<u>Best Practice Guidance</u>
<p>The needs of the customer are paramount in developing a local framework for the delivery of the registration service. Key in this respect is a service which:</p> <ul style="list-style-type: none"> is delivered sensitively and effectively to the satisfaction of users provides an operational environment which respects the needs of the customer meets the public's reasonable expectations on access and service delivery allows the public to discharge their statutory obligations conveniently and confidentially. <p>There is therefore a recognition that whilst local authorities will wish to deliver registration services in an efficient and effective way, the key elements of customer care, operating environment and privacy are integral and must not be overlooked.</p>	<p>Customer feedback should be regularly sought and used as a measure of satisfaction and appropriateness of accommodation and facilities</p> <p>To help ensure a common basis for customer feedback questions should include those developed nationally</p> <p>Customer consultation and feedback to be taken into account by local authorities in planning / re-assessing service availability, accessibility, facilities and location of service points</p> <p>Service planning to also take into account geography (type of authority), volume of business, and type of accommodation and cost effectiveness.</p>

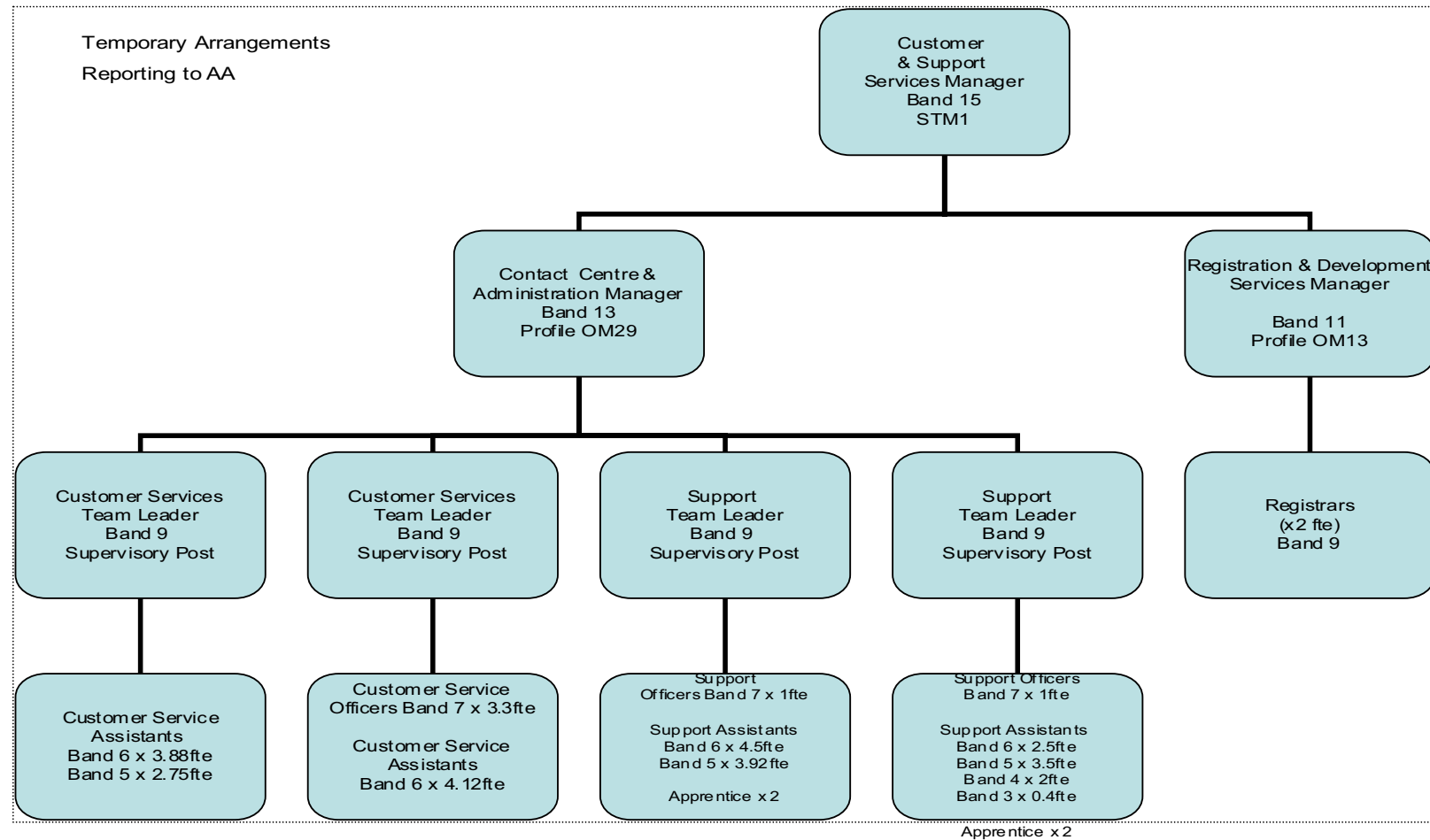
Registration of births, still-births and deaths	
General Environment:	Guidance
<p>The environment must not compromise a registrar's legal responsibility to register events accurately and in accordance with statute</p> <p>Registration accommodation must be DDA compliant and meet the reasonable expectations of birth informants and the bereaved as to its suitability and appropriateness – to be assessed via on-going customer surveys</p> <p>Separate waiting facilities should be provided for the bereaved, where possible</p> <p>Ensure a fitting environment for the registration, minimizing intrusive noise or distractions, and providing an appropriate level of privacy</p> <p>The environment must not compromise an informant's ability to provide the registrar with full and accurate information about the birth, still-birth or death</p> <p>Customers should be able to conduct registration business in a private interview room should they wish to, particularly where the circumstances are complicated or sensitive</p> <p>The security of registration records, certificate stock and registration IT systems must not be compromised in any circumstances</p>	<p>All questioning must be without concern for wider environmental issues by informants or registration officers</p> <ul style="list-style-type: none"> - <i>Neither party should need to whisper</i> - <i>Neither party should strain to hear what is being said</i> - <i>Information should be collected in an area where it can not be easily overheard</i> <p>If using an open plan arrangement considerations should include:</p> <ul style="list-style-type: none"> - <i>Ensuring the work area is sufficiently distanced from other work areas</i> - <i>Ensuring the work area is well away from customer waiting areas</i> - <i>Ensuring the work area is sufficiently distanced from other 'interviewing' and/or customer services being offered</i> - <i>Ensuring that sufficient 'soundproofing' arrangements exist</i> - <i>Ensuring reception and customer service staff appreciate the sensitivity and confidentiality of the work</i> <p>Ensure all staff appreciate the sensitive nature of the registration data held on RON and the need for strict security protocols</p> <p>Display warning notices informing customers of Perjury Act, uses of statistical information etc</p> <p>Standard procedures regarding locking of PCs when away from the desk to be stringently applied (in line with standard LA practice)</p> <p>Individual print arrangements at the workstation</p> <p>Ensure lockable filing exists to store registers, register pages, stock and other controlled stationery items</p> <p>Ensure instructions regarding security and storage of registers, register pages, stock and cash are issued to all staff and stringently followed</p> <p>Impart through training and regular reminder action the need to securely hold stock and registers at all times</p>

The Registration process	Guidance
<p>Information should be acquired by open and direct questioning of the informant and recorded accurately in the register</p> <p>The individual's ability to provide full and accurate information (which is subject to the Perjury Act 1911) must not be compromised</p> <p>Information provided by birth, still-birth and death informants should not be overheard by, or disclosed to others, during the course of the registration</p> <p>Information provided by customers [under the Population Statistics Act or otherwise] should be collected in confidence and not disclosed other than as permitted by legislation.</p> <p>Standards relating to Data Protection consistently applied</p>	<p>The registration officer must be able to freely question and raise issues associated with the registration</p> <p>Reduction in response to voluntary questions on industry etc would impact on quality and completeness of statistical outputs</p> <p>A quiet waiting area should be available for the bereaved at what can be a highly sensitive time</p> <p>Where service arrangements are such that a customer requests a private interview room they should be accommodated</p> <p><i>- This should be arranged in advance if possible</i></p> <p><i>- Where apparent issues emerge at the time of registration the registration should be suspended and moved to a private room</i></p>

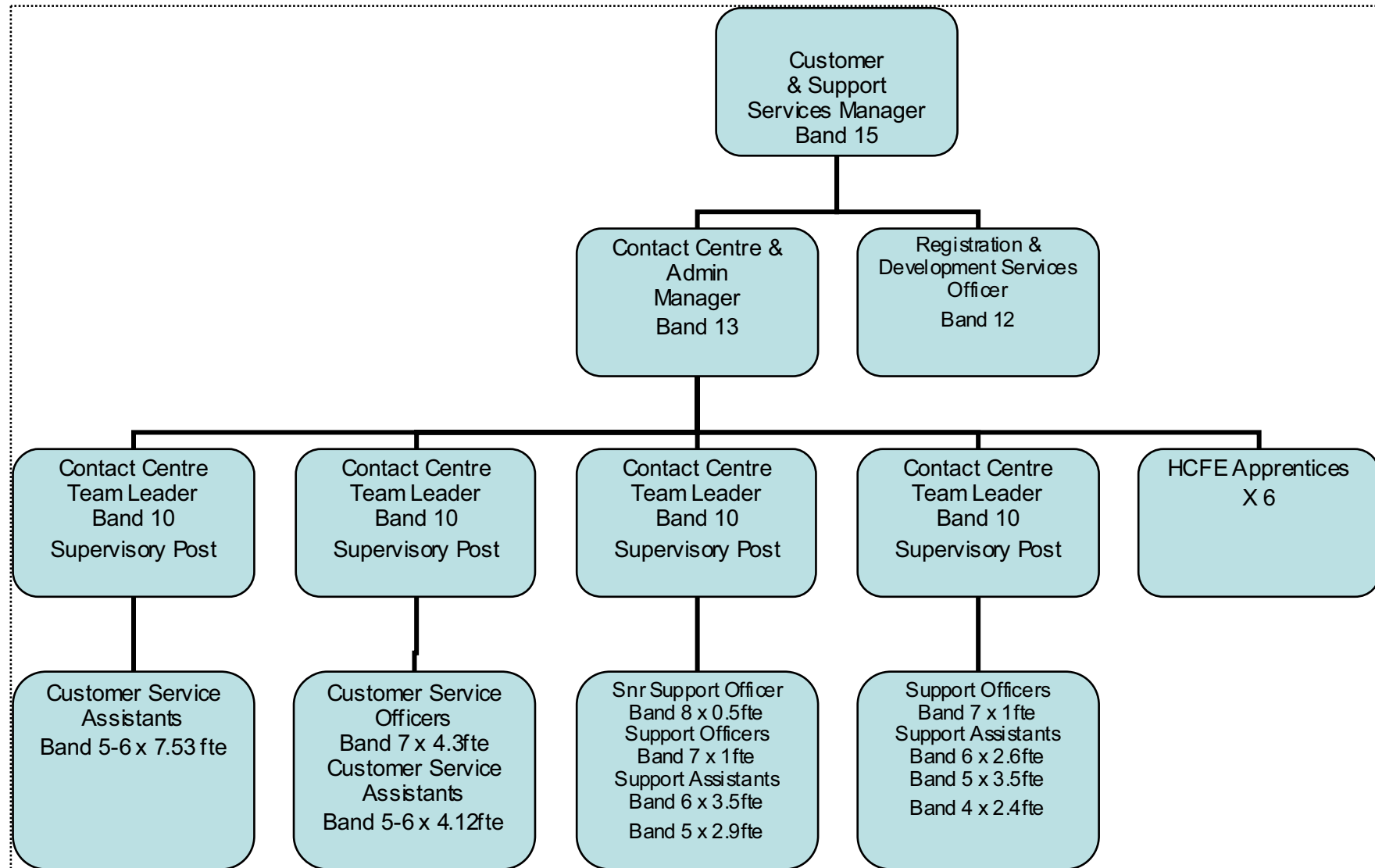
Attestation of Notices of Marriage and Civil Partnership	Guidance
<p>Recognition of the legal significance of notices of marriage/civil partnership, both to the couple and the local authority</p> <p>The process of questioning the couple by the registration officer must not be compromised</p> <p>The individual's ability to provide full and accurate information (which is subject to the Perjury Act 1911) must not be compromised</p> <p>The superintendent registrar's responsibilities around sham and forced marriages and civil partnerships must not be compromised</p> <p>The significance of the issues demands that the interview to establish legal capacity and to record the details of couple is undertaken in private (and separate from their partner).</p> <p>Follow up interviews (pre-marriage/civil partnership questioning to also be undertaken in private)</p>	<p>The registration officer must be able to freely question and raise issues associated with the notice</p> <p><i>- As well as a private area for sound, the area should also be out of view from the person's partner</i></p> <p>The role of the registration officer in determining issues associated with sham or forced marriages or civil partnership must not be compromised</p> <p>Notice questioning must be in isolation from a person's partner for the following reasons</p> <p><i>- Information arising can be of a sensitive nature and unknown by the other party</i></p> <p><i>- Notice givers may wish to provide wider information or concerns that they do not wish their partner to be aware of</i></p> <p><i>- person may be entering into the marriage or civil partnership under duress</i></p>

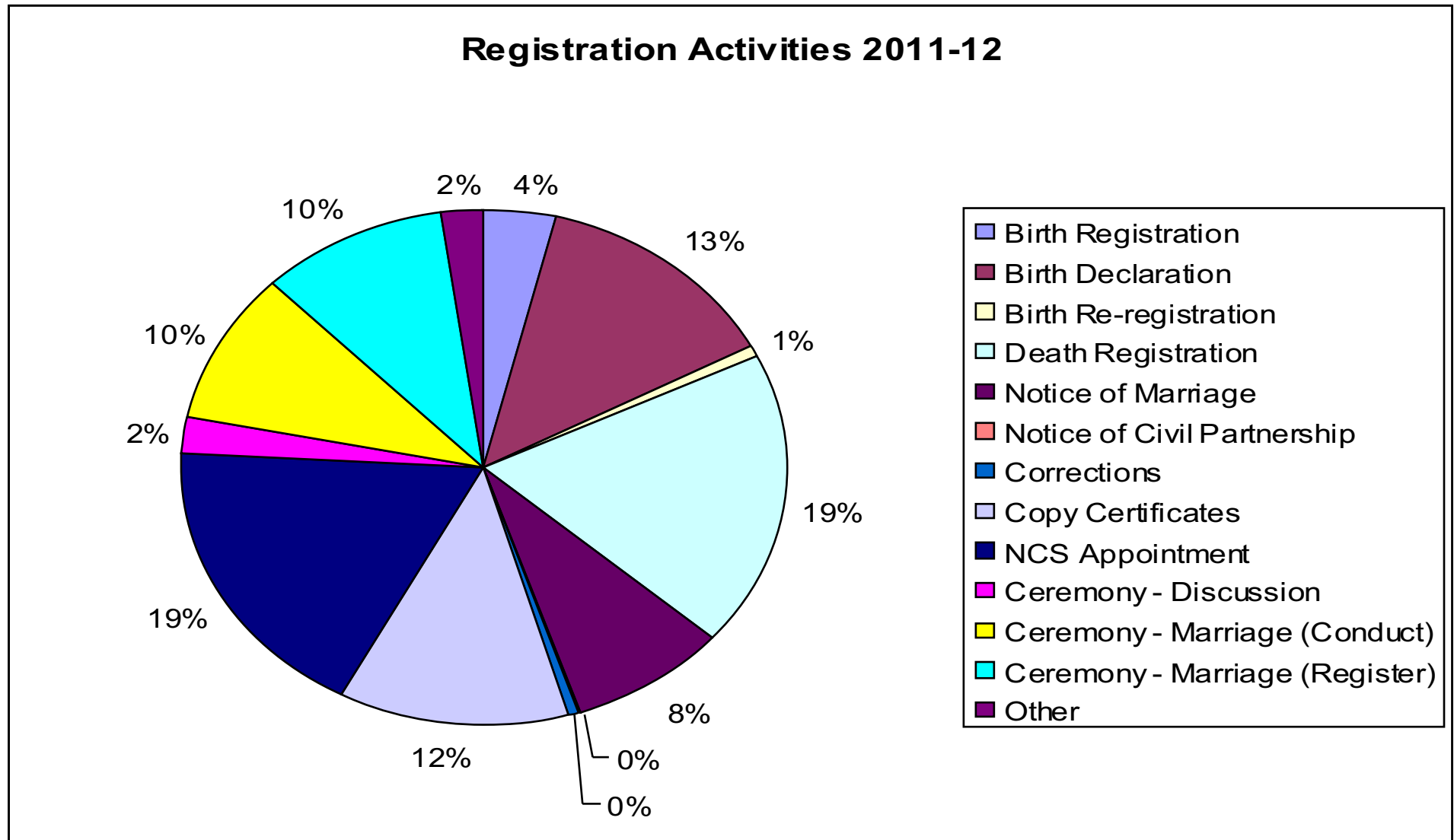
Registration Officer needs and responsibilities	Guidance
<p>A registration officer has a legal responsibility to register all events in accordance with statute. This must not be compromised</p> <p>The environment must not compromise a registration officer's responsibility to accurately complete and attest a notice.</p> <p>The registration of events and the attestation of notices must be undertaken by trained and competent registration officers</p> <p>Training needs should be assessed against the national competences framework, and a technical assessment conducted at regular intervals</p> <p>Where a registration officer works on their own away from a main registration office, experienced staff should be available to assist/advise</p> <p>Facilities should be available to allow registration officers to contact the coroner or hospital etc in privacy and with respect for the deceased and bereaved families</p>	<p>Officers delivering registration services must have received training to do so and be supported in their role</p> <ul style="list-style-type: none"> - <i>Competences should be reviewed against the national framework and regularly tested through technical assessment</i> - <i>Where staff are relatively new to the job experienced staff should be on call to support</i> - <i>Where staff work on their own there should be a support mechanism in place</i> <p>Officers need to have facilities available to contact the coroner or other stakeholders as arising</p> <ul style="list-style-type: none"> - <i>Telephone facilities - fixed or mobile should be available</i> - <i>Facilities should enable confidential business calls to be made and provide access to fax and e-mail facilities</i> - <i>Facilities should provide opportunity for the informant to speak with the stakeholder where appropriate</i>

STRUCTURE PRE-REVIEW



STRUCTURE POST REVIEW





SCRUTINY COORDINATING COMMITTEE

22nd March 2013



Report of: Director of Regeneration & Neighbourhoods

Subject: UPDATE REPORT ON CATEGORY 1 OF THE
COMMUNITY POOL: THE PROVISION OF
UNIVERSAL WELFARE BENEFITS AND ADVICE

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide Members with an update on the services contracted to West View Advice and Resource Centre through Category 1 of the Community Pool: The provision of universal welfare benefits and advice.

2. BACKGROUND INFORMATION

- 2.1 As part of the review of the Community Pool programme undertaken in 2011/12 the allocation of funds was divided against 5 categories as detailed below:

- Category 1 – The provision of universal welfare benefits and advice;
- Category 2 – The provision of universal credit union support;
- Category 3 – Capacity and resource building in the Voluntary and Community Sector (VCS).
- Category 4 – The provision of town-wide specialist and support services;
- Category 5 – The provision of development / investment and emergency grants.

The delivery of services was focussed towards a commissioning approach with contracts for Categories 1, 2 and 3 being awarded via a formal procurement process. These were set against service delivery specifications towards identified services that Hartlepool Borough Council wanted the Voluntary and Community Sector organisations to deliver in Hartlepool. The remaining budget following the tender process was allocated through a grant programme with specific criteria to provide services through Categories 4 and 5.

- 2.2 The aim of the service delivered through Category 1: The provision of universal welfare benefits and advice is to provide independent, impartial, high quality advice and information to the most vulnerable to maximise awareness and entitlement to benefits, debt advice, employment law etc.

This included that the provider would need to ensure their services would include assistance in the completion of claims for welfare benefits, the negotiation of repayment arrangements with creditors for complex debt cases and also the provision of employment law advice.

- 2.3 The specification detailed that the scope of the service should provide free, confidential, impartial and independent generalist advice and information with a primary focus on:
- Welfare Benefits;
 - Debt;
 - Money Management;
 - Employment Law; and
 - Housing and Homelessness Issues.
- 2.4 West View Advice and Resource Centre were successful in securing the contract to provide this service, with service delivery commencing in April 2012. To ensure that the contracts are being delivered in line with the specifications a performance management framework has been developed for each of the services as detailed below.

3. OUTPUT MONITORING AND PERFORMANCE MANAGEMENT

- 3.1 Officers from the Community Regeneration and Development Team meet with the manager of West View Advice and Resource Centre on a quarterly basis to discuss the outputs achieved over the quarter; agreed evidence is produced and provided in advance of performance management meetings focusing on the outputs outlined and agreed in the contract (based on the specification and tender submission).
- 3.2 Evidence for the following outputs and outcomes are monitored by WVARC and quarterly updates are provided:
- The number of advice sessions delivered and the method of delivery (such as appointments, drop-in, telephone advice, outreach etc);
 - Number of new clients;
 - Number of repeat clients;
 - Breakdown of the types and levels of advice given;
 - Waiting times for appointments;
 - Number of users taking up the services, where they live within the borough and the pattern of take-up across the different advice areas and localities;
 - Profile of users monitored by ethnicity, gender, age, disability and whether they have children and the number and age of the children;
 - Profile of referrals from other organisations;
 - Evidence of any sign-posting to partner agencies – including the number of clients signposted and to which organisation and for what reason; and
 - Outcome statistics are provided in relation to the advice services delivered on a quarterly basis.

In addition client satisfaction surveys are carried out and findings are reported at quarterly performance meetings. All data provided to the council is at a postcode level to enable geographical analysis of service provision and take up to be discussed, and any highlighted gaps are analysed and appropriate action taken.

4. SUMMARY OF OUTPUTS / OUTCOMES ACHIEVED

4.1 The information detailed below outlines the figures that have been provided for the first three quarters of the service (April to December), Quarter 4 information is due at the beginning of April 2013.

4.2 The organisation have dealt with the following numbers of new and repeat clients in relation to the following services:

- receiving welfare benefits advice;
- receiving debt and money management advice;
- receiving specialist employment law advice;
- receiving Housing and Homelessness advice; and
- representation at tribunals, appeal or court hearings.

Quarter 1 – 525 new clients and 251 repeat clients

Quarter 2 - 692 new clients and 327 repeat clients

Quarter 3 - 649 new clients and 478 repeat clients

Advice is provided via a range of means including drop in sessions, appointments with caseload officers and over the phone; exact figures are recorded and provided for all advice given.

4.3 Over the first three quarters of the project, WVARC have had 2929 individual contacts accessing advice services, delivered 4760 interviews of which 1528 were outreach. The target for the year is 5000 interviews (1500 of which would be outreach) and the outputs show that this is on target to be achieved; a breakdown of this information is attached in **Appendix 1**.

4.4 Waiting times for appointments is discussed at performance management meetings; average waiting times have varied over the year to date and are approximately 2 weeks at present; however the system in place only allows appointments to be booked up to two weeks in advance to ensure that waiting lists do not get too long. Emergency appointments and drop in sessions are also available for service users and there are processes in place to reduce the number of appointments not attended.

4.5 Postcode data is provided on a quarterly basis against the service areas, illustrating the take up and location of service users from across the town. The mapping is undertaken by Hartlepool Borough Council and provided to WVARC to analyse any gaps in service or locations where residents are not accessing the service. In addition to this, the take up of debt advice (on a postcode level) has been mapped against the lifestyle segments who are identified as susceptible to illegal money lending through the MOSAIC

programme. Experian's MOSAIC UK consumer classification provides an accurate understanding of the demographics, lifestyles and behaviour of all individuals and households in the UK. Attached as appendices are the following maps:

Appendix 2: Q1 Debt Advice and Vulnerable Lifestyle Groups;

Appendix 3: Q1 & Q2 Advice Categories map;

Appendix 4: Map of Debt Clients Q1, Q2 and Q3; and

Appendix 5: Advice categories Q3.

Colour copies of the maps will be available at the meeting and are also available on the Council's website.

- 4.6 Appointments are delivered from 9 different locations across the town in addition to the drop in service at West View Advice and Resource Centre located in Miers Avenue. The service is delivered in the following wards; Headland & Harbour, Victoria, Seaton, Jesmond, Manor House, De Bruce, Burn Valley and Fens & Rossmere, therefore there is provision in, or in close proximity to all wards where there are areas falling in the 5% most deprived nationally (IMD 2010). In addition there is added value to the contract as WVARC can also accommodate home advice visits through the Macmillan service. WVARC work in partnership with a variety of other agencies to ensure that the service delivered is joined up (referral and signposting information is collated quarterly) and are members of the Financial Inclusion Partnership.
- 4.7 As part of the comprehensive package of information provided from WVARC on a quarterly basis, reports are provided specifically on the advice and debt services. This includes a profile of users monitored by ethnicity, gender, age, disability and whether they have children and the number and age of the children. In addition to providing the profile and output information, outcomes and financial inclusion indicators are also recorded.
- 4.8 Over the first three quarters of the contract, WVARC have helped residents accessing the service for advice apply for £2,432,815.71 in benefit claims, with the successful confirmed benefit claim value being £1,287,054.70. However, it is assumed that the total successful benefit claim value could be as much as £2,067,893.34; this is based on the assumption that on average 85% of all benefit claims are successful and not everyone notifies WVARC of the outcome of their application. In addition the debt advice service has helped clients manage over £735,222.62 of debt. A detailed breakdown of these outcomes is attached as **Appendix 6**.
- 4.9 Through the performance management systems in place, evidence has verified that West View Advice and Resource Centre are providing a service as detailed in the contract and are meeting the requirements and targets; therefore the contract will be extended for a further 12 months until March 2014 inline with the original contract agreement.

5. RECOMMENDATIONS

- 5.1 That Members of the Forum note the content of the report and where appropriate seek clarification.

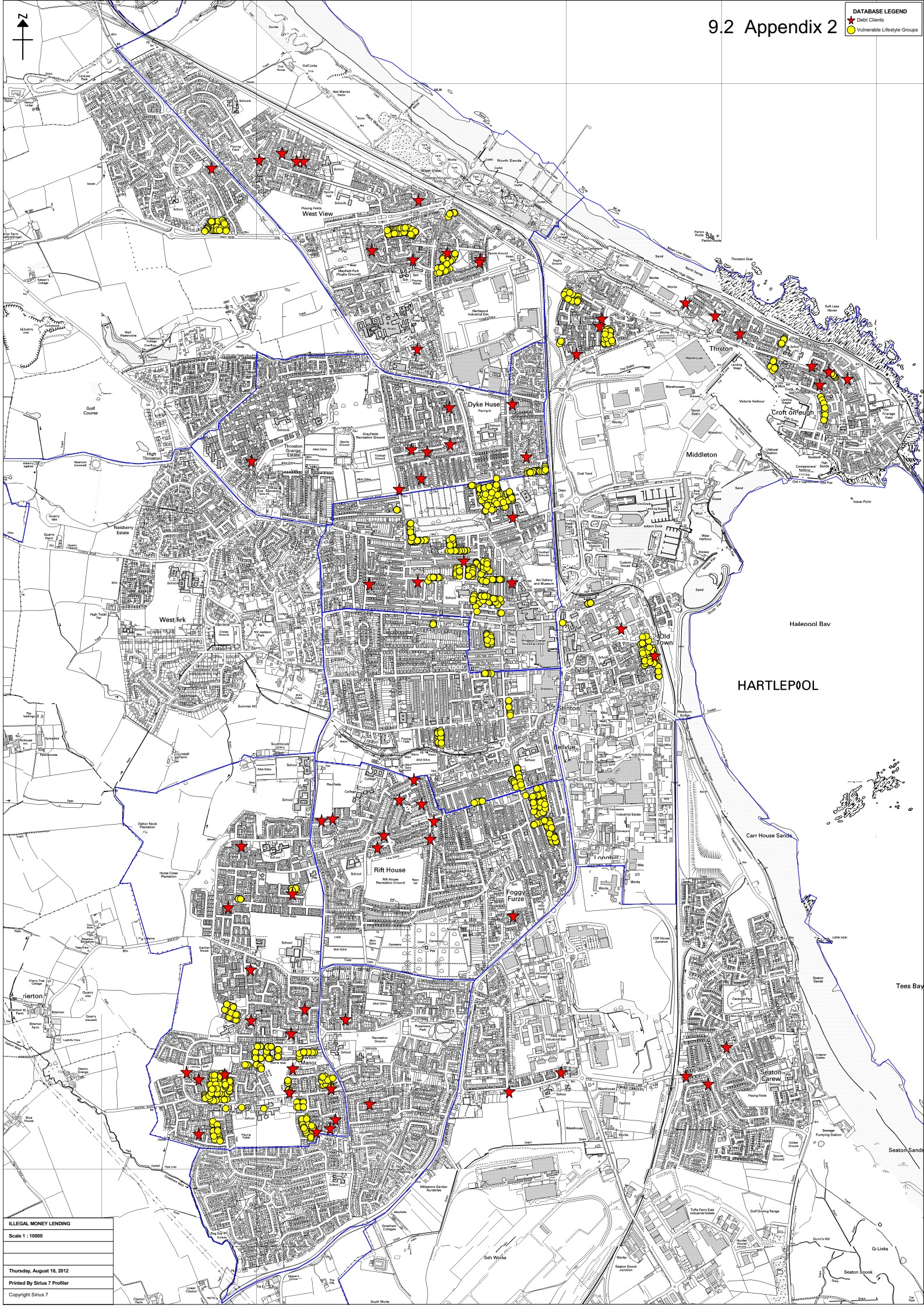
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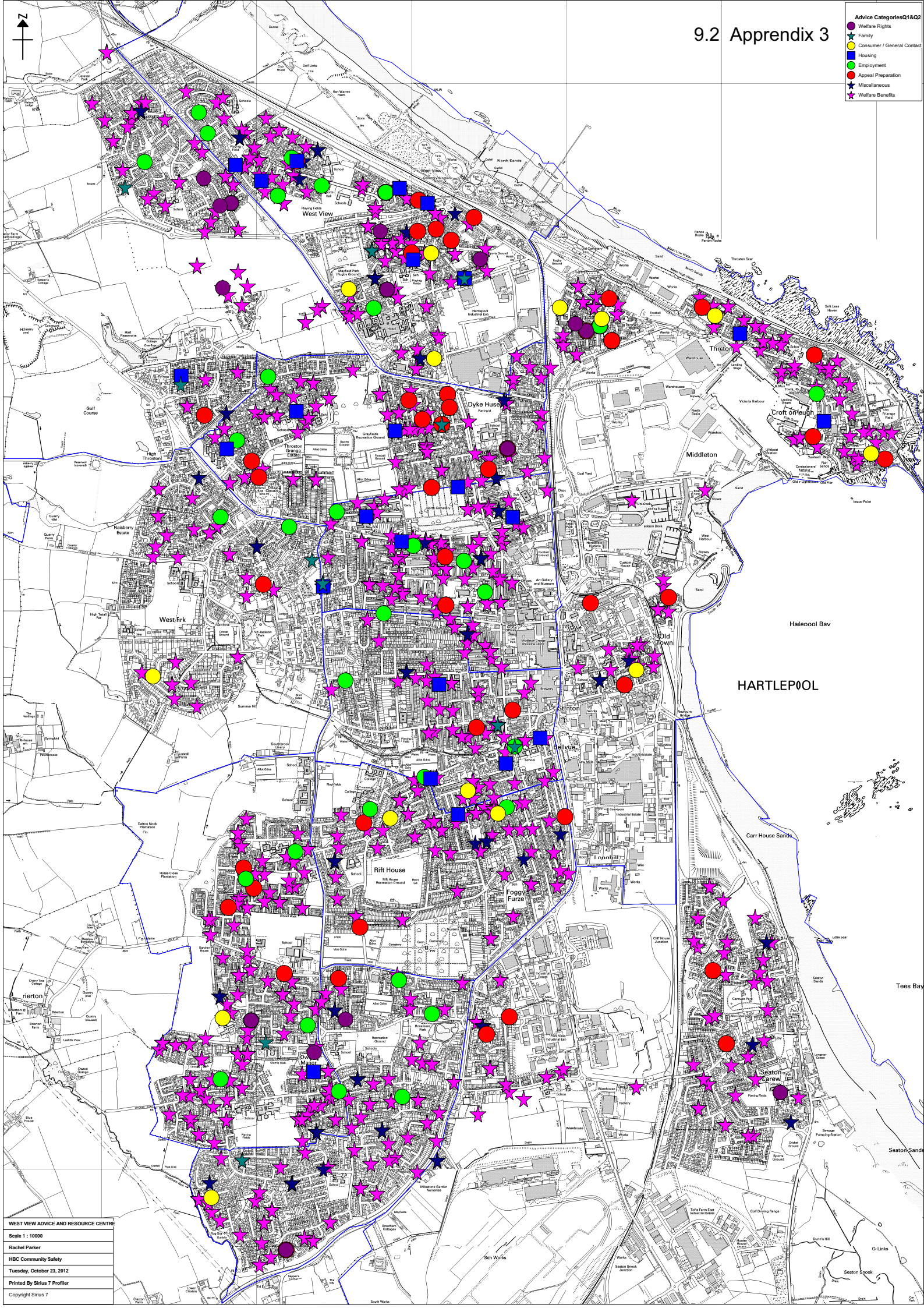
Appendix 1: Overview of key outputs for Quarter 1, 2 and 3

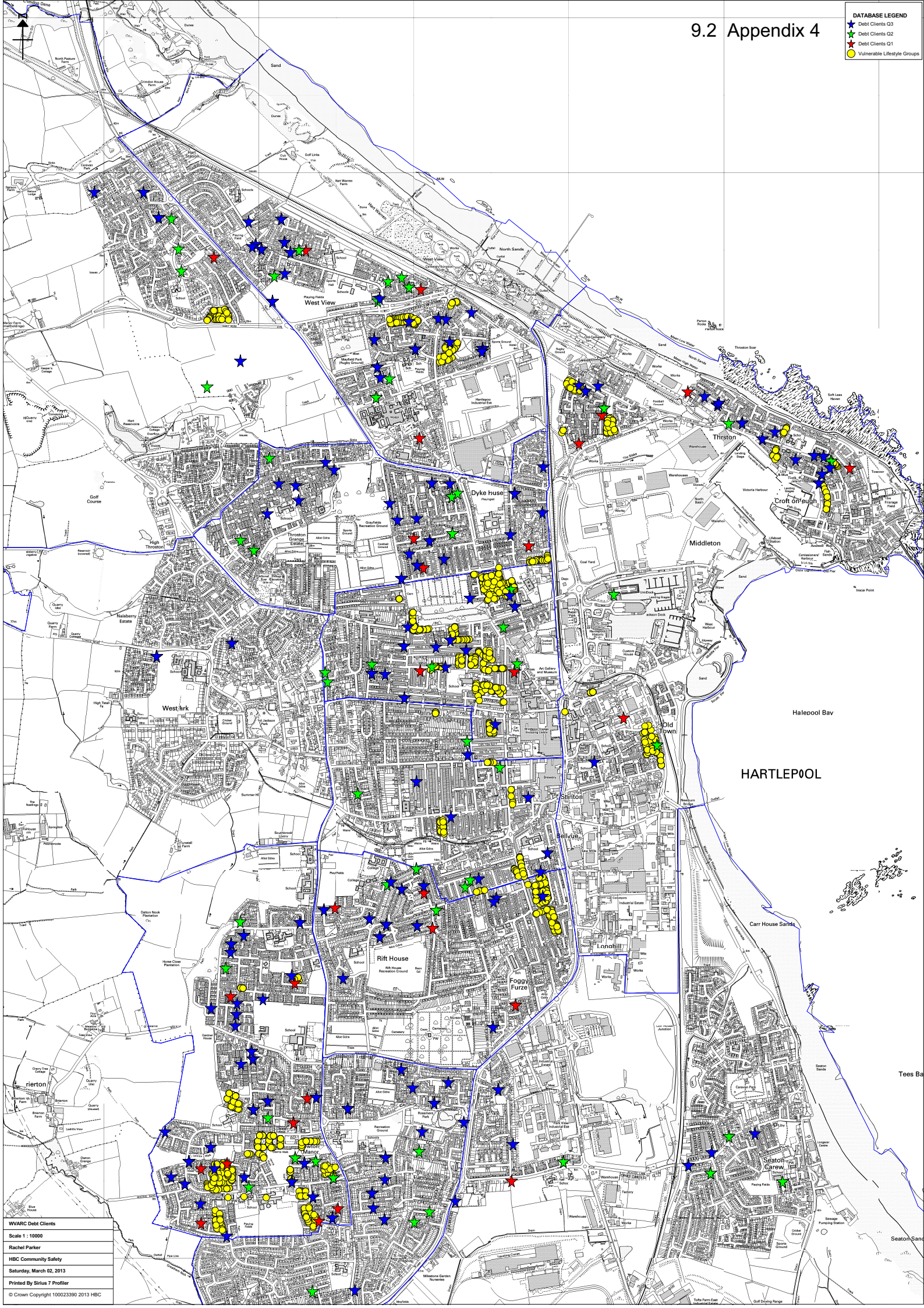
	Q1			Q2			Q3		
?	Ind?	Interview?	Tel?	Ind?	Interview?	Tel?	Ind?	Interview?	Tel?
Number of clients receiving welfare benefits advice	633	1021	375	806	1381	514	800	1184	520
Number of clients receiving debt and money management advice	77	184	125	114	266	238	162	297	255
Number of clients receiving specialist employment law advice	11	23	7	26	45	22	40	59	47
Number of clients receiving Housing and Homelessness advice	3	8	0	24	33	19	23	29	17
Number of clients represented at tribunals, appeal or court hearings	52	52		49	53		109	125	
Totals?	776?	1288?	507?	1019?	1778?	793?	1134?	1694?	839?

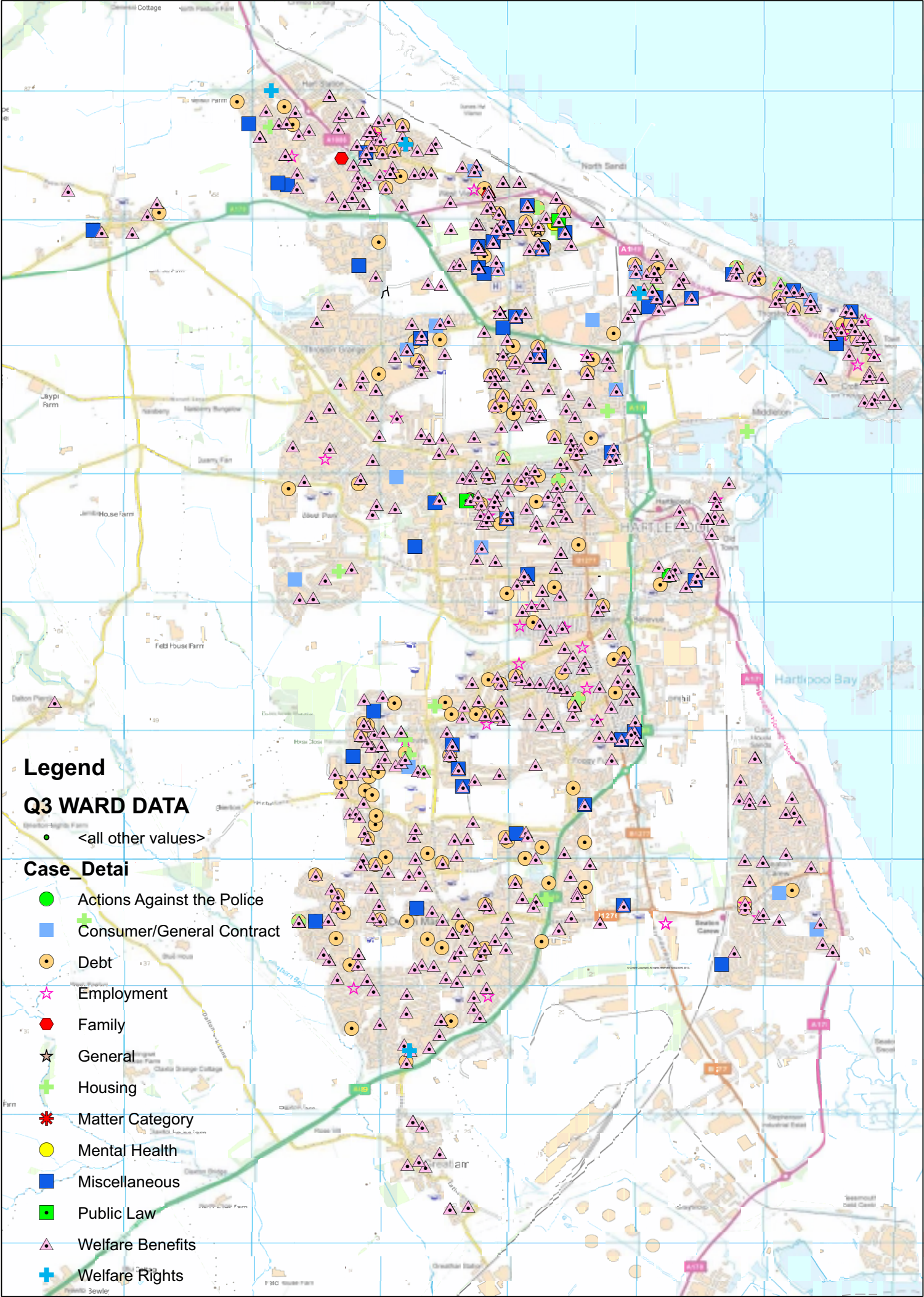
Totals (Q1,Q2, Q3)	2929	<i>Individuals contacts (figures for new and repeat clients recorded on a quarterly basis</i>
	4760	<i>Interviews (of which 1528 were delivered on an outreach basis)</i>
	2139	<i>Telephone</i>



- Welfare Rights
- Family
- Consumer / General Contact
- Housing
- Employment
- Appeal Preparation
- Miscellaneous
- Welfare Benefits







Appendix 6: Overview of key outcomes for Quarter 1, 2 and 3

	Q1		Q2		Q3	
Benefits Applied For	£711,301.24		£727,362.07		£994,152.40	
What impact is the service having across the town?	£371,494.18 Confirmed as awarded		£425,595.02 Confirmed as awarded		£489,965.5 confirmed as awarded	
<i>Benefits Awarded</i>	£321,498.42		£349,519.20		£381,337.84	
<i>Backdated Benefit</i>	£49,995.76		£76,075.82		£108,627.66	
Benefits Assumed Successful	£604,606.05		£618,257.75		£845,029.54	
Number of people assisted to successfully claim welfare benefits (number and value of awards)	87 weekly confirmed awards	£319,998.42	104 weekly confirmed awards	£347,729.20	107 weekly confirmed awards	£381,337.84
	60 one off lump sums	£49,995.76	68 one off lump sums	£76,075.82	84 lump sums	£104,007.66
	5 charitable grants	£1,500.00	5 Charitable grants	£1,790.00	9 charitable grants	£3,503.00

Totals (Q1,Q2, Q3)

£2,432,815.71

*Benefits applied for
Benefits confirmed as awarded (actual money into
Hartlepool)*

£1,287,054.70

Benefits assumed successful (based on the assumption that on average 85% of all benefit claims are successful and not everyone confirms that their claim was successful with WVARC)

£2,067,893.34

Clients seeking Debt Advice

	Q1		Q2		Q3	
Total Debt Dealt With	£2,509,775.09		£3,076,066.31		£1,555,249.70	
Debt Managed	£155,517.95		£444,800.55		£134,904.12	
Benefit Applied For	£8,961.16		£3,712.80		£25,049.44	
Benefit Awarded	£6,834.88		£2,644.20		£8,521.66	
Backdated Benefit	£779.24					
Benefits Assumed Successful	£7,616.86		£3,155.88		£21,292.02	

Totals (Q1,Q2, Q3)

£7,141,091.10

Total Debt Dealt with

£735,222.62

Total debt managed

£37,723.40

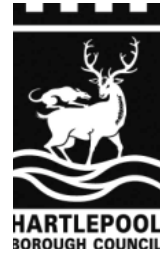
Benefits applied for

Benefits assumed successful (based on the assumption that on average 85% of all benefit claims are successful and not everyone confirms that their claim was successful with WVARC)

£32,064.76

SCRUTINY CO-ORDINATING COMMITTEE

22 March 2013



Report of: Scrutiny Manager

Subject: POVERTY JSNA INVESTIGATION (FAMILY, CHILD AND WELFARE REFORM POVERTY) - COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To seek Members views / comments in relation to the JSNA poverty entry, with specific reference to family / child poverty and welfare reform, as part of the Committees ongoing investigation.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that as part of the overview and scrutiny work programme for 2012/13, it was agreed that the Scrutiny Co-ordinating Committee would focus on the poverty JSNA entry. The poverty JSNA entry has now been finalised and a copy of the entry is attached at **Appendix A**.
- 2.2 The aim of the investigation being to 'strategically evaluate and contribute towards the development of the 'Poverty' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principles'.
- 2.3 In 'scoping' its investigation, the Scrutiny Co-ordinating Committee agreed to theme its meetings. On this basis, the committee at its meeting on the 8 February 2013 considered factors relating to adult / older person poverty and how these issues are reflected in the poverty JSNA entry. The outcome of these discussions being that a number of comments / suggestions were made on relation to the JSNA entry and these are outlined in the minutes attached to the agenda for today's meeting.
- 2.4 Following on from the meeting on the 8 February 2013, the committee will at today's meeting be focusing on consideration of issues relating to family, child and welfare reform poverty in Hartlepool and how they are reflected / included in the JSNA entry. To assist the committee, background information will be provided at today's meeting in the form of a presentation and through the use of case studies / scenarios to promote discussion. Details of the case studies / scenarios to be discussed are attached at **Appendix B**.

2.5 Utilising the information provided, Members are asked to consider the following questions (each of which reflects a section within the JSNA entry) and formulate any views they may have in relation to how actual need and provision compares to the content of the JSNA entry. These comments and suggestions for the way forward will then be reflected in the committee's final report:-

- (a) What services are currently provided?
- (b) What is the projected level of need / service use?
- (c) What evidence is there for effective intervention?
- (d) What do people say?
- (e) What needs might be unmet?
- (f) What additional needs assessment is required?
- (g) What are the recommendations for commissioning?

2.6 To further assist the Committee, representatives from relevant council departments and outside bodies / organisations have been invited to attend today's meeting and participate in discussions.

3. RECOMMENDATION

- 3.1 That the report be received and with the assistance of the presentation, and case studies, provided:-
- i) formulate views / comments regarding the JSNA Poverty entry, as it applies to the issue of family, child and welfare reform poverty; and
 - ii) make recommendations in relation to the development and delivery of health and wellbeing and commissioning strategies.

Contact Officer:- Joan Stevens - Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 284142
Email: joan.stevens@hartlepool.gov.uk

BACKGROUND PAPERS

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

- (i) Minutes of the Scrutiny Co-ordinating Committee meeting held on 28 September 2012.
- (ii) Report of the Scrutiny Manager, entitled 'Scrutiny Investigation into Poverty – Scoping Report' presented at the meeting of the Scrutiny Co-ordinating Committee on 28 September 2012.
- (iii) Scrutiny Investigation in to the JSNA Topic of 'Poverty' - Setting the Scene Presentation - Covering Report presented at the meeting of the Scrutiny Co-ordinating Committee on 30 November 2012

Hartlepool JSNA

Poverty

In his recently published review of health inequalities – many of which are greatly determined by poverty – Professor Sir Michael Marmot said:

'People with higher socioeconomic position in society have a greater array of life chances and more opportunities to lead a flourishing life. They also have better health. The two are linked: the more favoured people are, socially and economically, the better their health. This link between social conditions and health is not a footnote to the 'real' concerns with health – such as health care and unhealthy behaviours – but should become the main focus.'

Consider one measure of social position: education. People with university degrees have better health and longer lives than those without. For people aged 30 and above, if everyone without a degree had their death rate reduced to that of people with degrees, there would be 202,000 fewer premature deaths each year. Surely this is a goal worth striving for. It is the view of all of us associated with this Review that we could go a long way to achieving that remarkable improvement by giving more people the life chances currently enjoyed by the few. The benefits of such efforts would be wider than lives saved. People in society would be better off in many ways: in the circumstances in which they are born, grow, live, work, and age. People would see improved well-being, better mental health and less disability, their children would flourish, and they would live in sustainable, cohesive communities.'

Fair Society, Healthy Lives, February 2010

Many health-related issues are worse for people living in poverty, including an increased risk of dying prematurely. People living in poverty are less likely to benefit from education to the same degree as others; are less likely to be in professional, managerial and skilled jobs; and are more likely to live in poor housing and in neighbourhoods where crime is more prevalent and where community safety is threatened. All of these conditions and circumstances can have an adverse effect on physical and mental health and well-being.

Poverty, or relative poverty, is commonly defined in terms of households with an income which, after tax, is below 60% of the median (average) household income (Aldridge et al, 2012). As such, the income required to prevent poverty depends upon household composition.

This topic is most closely associated with:

1. What are the key issues?

In Hartlepool, 12,310 working age adults (21.2%) are claiming an out-of-work benefit, higher than the North East rate of 16.1% and the sixth highest level in the country.

The number of residents claiming Jobseekers Allowance (JSA) has risen from 3.9% in November 2007 to 8.1% in November 2012.

Hartlepool has the 3rd highest youth unemployment rate in the country.

There are insufficient job vacancies available to meet demand. Currently within Hartlepool there are 11 unemployed adults for every vacancy.

The educational attainment of disadvantaged children is below that of other children. The decline in attainment between primary and secondary school is much greater for disadvantaged children.

30.7% of Hartlepool's working age adult population have no qualifications.

5.7% of Hartlepool's working age adult population have never worked.

Only 18.9% of lone parents are in full-time work.

10% of the adult population provides unpaid care, which is a major barrier to employment.

2. What commissioning priorities are recommended?

2012/01

Ensure residents have access to finance and benefits advice.

2012/02

Ensure that all unemployed and economically inactive adults have greater access to employment and training initiatives. This will require employment and training providers to work closer together to develop bespoke programmes that will help adults overcome barriers to employment.

2013/03

Close the gap in educational attainment between disadvantaged children and other children.

2012/04

Raise awareness of existing employability programmes, such as FamilyWise.

2012/05

Create Intermediate Labour Market (ILM) programmes for the long-term unemployed by all partners pooling resources.

3. Who is at risk and why?

Children who live in a household where no parent works are in the highest risk category of being in poverty. In addition, the Institute of Fiscal Studies has reported that the Government's 1% cap on welfare benefit increase will see:

- 89% of the 2.8 million households where working age adults are without jobs will see their entitlements reduced in real terms. This equates to an average of about £215 per year less in 2015-16.
- 49% of 14.1 million working age households with someone in work will see their entitlements cut compared to what they might have expected. This will be by an average of about £165 per year, This includes three million who lose out only from the child benefit cap.
- Those with the lowest incomes will be affected the most, with the second lowest 10th of the UK population hit hardest in cash terms, with an average drop of £150 per year.

Age

The Institute for Fiscal Studies (IFS) show that about 17.5% of children in the UK grow up in relative poverty (household income below 60% of the median) compared with 16.1% of the general population. Similarly, about 17.5% of pensioners are in relative poverty. 14.6% of working age non-parents are in relative poverty (IFS, 2012).

A million young economically active people aged 16 to 24 years were unemployed in the first half of 2012. That is 22%, compared with 6% for those aged 25 to 64 years (Joseph Rowntree Foundation, 2012).

Pensioner poverty has fallen from 29% in 1998/99 to 18% in 2007/08. However, many pensioners remain with incomes at, or just above, 60% of median income and there are still about 1.1million pensioners living in poverty (Work and Pensions Committee, 2009).

The composition of those in poverty is very different today than 10 or 20 years ago. The proportion of pensioners in poverty has halved since the early 1990s, while that of working age adults without children has risen by one third (Joseph Rowntree Foundation, 2012).

In 2010/11, 2.3 million children (18%) were in households living below 60% of median income before housing costs and 3.6 million (27%) after housing costs (DWP, 2012b).

Gender

Female full-time workers are paid about 82% of the amount males receive. That is £449.60 per week for women compared with £548.80 for men (Nomis, 2012).

Health inequalities between deprived and non-deprived areas have grown in the last decade. A man in one of the least deprived areas can expect to live longer than a woman in one of the most deprived areas (Joseph Rowntree Foundation, 2012).

Female single pensioners are more likely to live in poverty than single male pensioners; 23% compared with 16% (DWP, 2012b).

Socioeconomic status

Few high street banks demonstrate any strong commitment to serving people on low incomes, who often incur charges because they find it difficult to manage facilities such as direct debit. Charges for failed transactions and unauthorised overdrafts are commonplace among people on low incomes. (Kempson and Collard, 2012).

Many people on low incomes rely heavily on unsecured consumer credit to meet periodic needs. Their credit options are generally limited to higher cost providers in the credit market such as home credit, goods bought on credit from mail order catalogues or rental purchase shops.

Around one in twenty households does not have access to a transactional bank account and many who have recently opened a bank account struggle with some of the facilities provided (Kempson and Collard, 2012).

Ethnicity

Child poverty is more common in all BME groups compared with white ethnic groups. In particular, 49% of children from Pakistani and Bangladeshi ethnic groups and 40% of children from Black or Black British ethnic groups were in relative poverty in 2010 compared with 19.4% of the whole population (Family and Parenting Institute, 2012).

Family size

About one-third of children in families where there are four or more children grow up in poverty – roughly double the rate found in families with one or two children (Family and Parenting Institute, 2012).

Other risks

People in poverty may not have enough income to afford sufficient food. In 2011/12, over 128,000 households in the UK were helped by food banks (Trussell Trust, 2012).

4. What is the level of need in the population?

Summary

Since 2004, Hartlepool has become slightly less deprived relative to other local authority areas in England. However, it still has areas containing high numbers of people living in poverty. Relative deprivation seems to have improved particularly for older people.

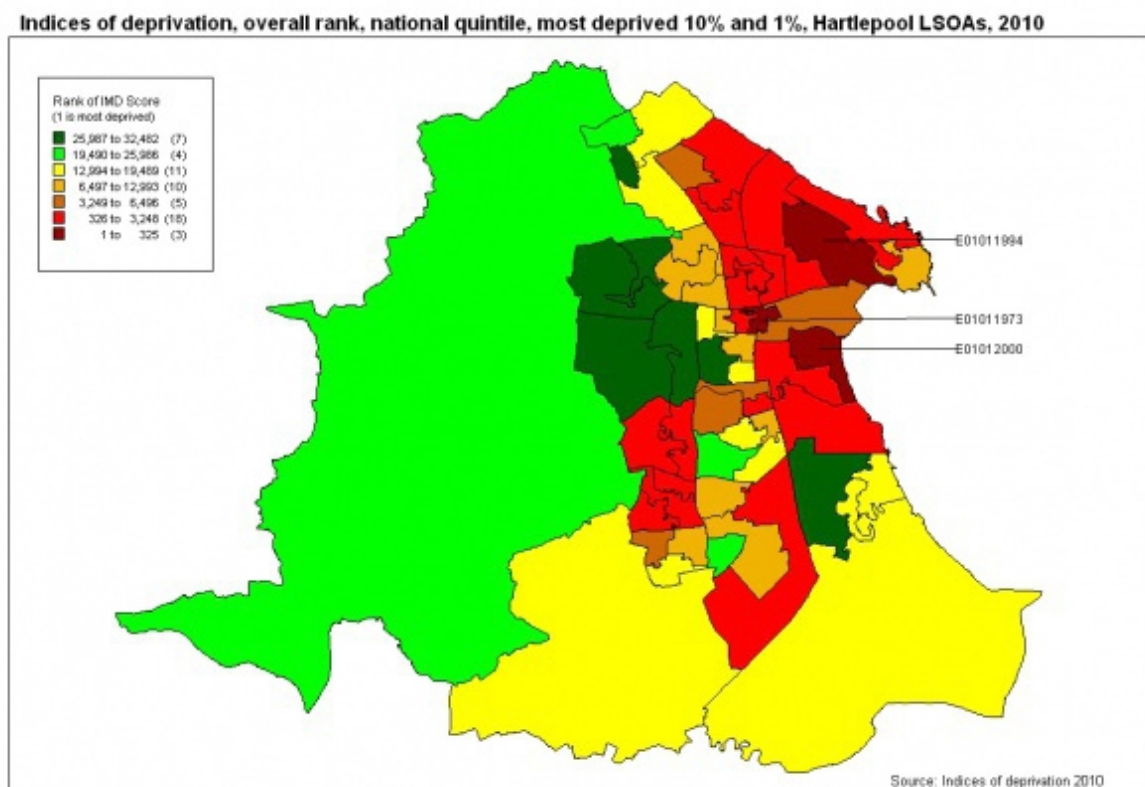
Overall

The English Indices of Deprivation 2010 (ID 2010) show Hartlepool is the 24th most deprived of 326 local

authority areas in England (DCLG, 2011). In 2004 it was the 14th most deprived.

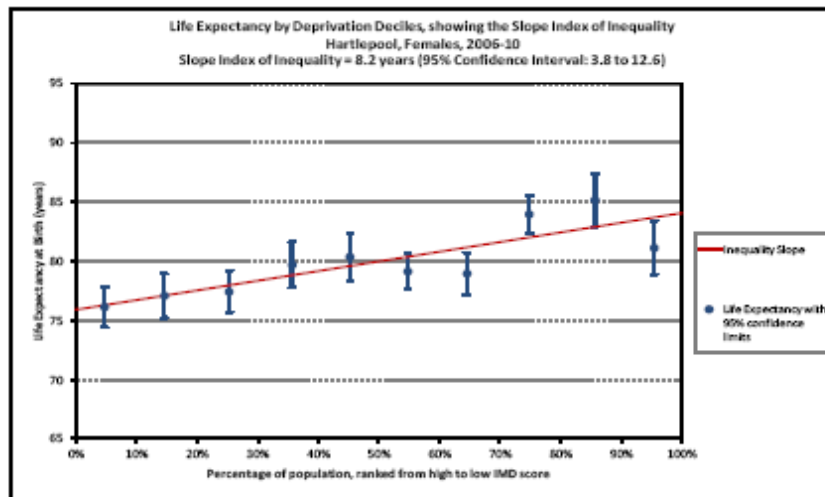
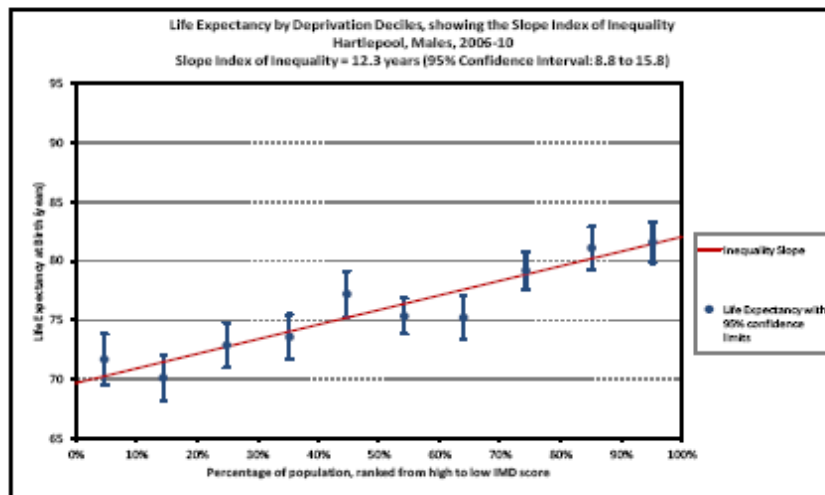
ID 2010 measures deprivation at lower super-output area (LSOA) level. There are 58 LSOAs in Hartlepool, 26 of which (45%) are in the most deprived quintile in England. Twenty-one LSOAs (with a combined population of 31,900) are in the most deprived 10% of LSOAs in England and 3 of these (population 4,100) are in the most deprived 1% in England.

The most deprived areas in Hartlepool, 2010			
LSOA code	LSOA Name	Ward where LSOA located	Population
E01011994	Hartlepool 002F	St Hilda	1,678
E01011973	Hartlepool 005A	Grange and Stranton	1,218
E01012000	Hartlepool 007E	Stranton	1,243
Source: ID 2010			



The health inequalities indicator for local authorities shows that life expectancy for the most deprived in Hartlepool is lower than for the least deprived. For men, the difference is 12.3 years and for women it is 8.2 years. The differences in England are 7.7 and 5.6 years respectively. The differences between most and least deprived groups in Hartlepool are the 16th largest in England for men and 46th largest for women (of 351 local authority areas). In Barrow-in-Furness (a similar area) the differences are 9.6 years for men and 6.8 years for women (Network of Public Health Observatories, 2011).

Hartlepool (E06000001)



Decile	Male			Female		
	Life Expectancy	95% CI	Population	Life Expectancy	95% CI	Population
1	71.7	(69.6 , 73.9)	4,032	76.1	(74.4 , 77.9)	4,315
2	70.2	(68.2 , 72.1)	4,539	77.1	(75.2 , 79.0)	4,941
3	72.9	(71.1 , 74.7)	4,730	77.4	(75.7 , 79.2)	5,002
4	73.6	(71.7 , 75.5)	4,441	79.7	(77.8 , 81.6)	4,746
5	77.2	(75.3 , 79.2)	3,924	80.4	(78.4 , 82.4)	4,149
6	75.4	(73.8 , 76.9)	4,446	79.1	(77.7 , 80.6)	4,796
7	75.2	(73.4 , 77.1)	4,179	79.0	(77.2 , 80.7)	4,344
8	79.2	(77.7 , 80.8)	4,913	84.0	(82.4 , 85.6)	5,238
9	81.1	(79.3 , 83.0)	4,660	85.2	(83.0 , 87.4)	4,905
10	81.6	(79.9 , 83.3)	4,247	81.1	(78.9 , 83.4)	4,247

Note: Decile 1 is the most deprived decile. Population refers to the average of the mid-year population estimates for 2006-10.
Sources: ONS death registration data and mid-year population estimates & Department of Communities and Local Government, Indices of Deprivation 2010. Analysis carried out by LHO and EMPHO.

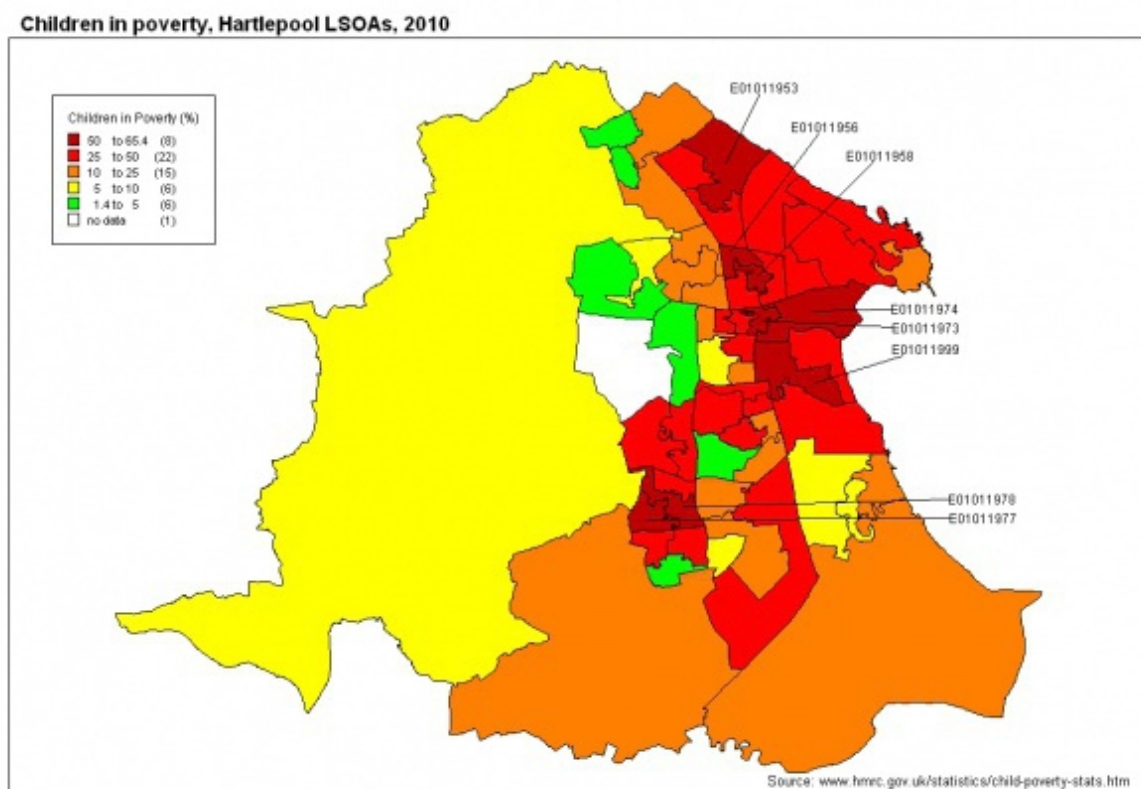
Children

Children are said to be in poverty if living in families in receipt of out-of-work means-tested benefits, or families in receipt of tax credits where reported income is less than 60% of median income (HMRC, 2012a). In Hartlepool, 6,200 (21.9%) children are growing up in poverty by this measure (HMRC, 2012b). There are eight LSOAs in Hartlepool where more than half of all children are growing up in poverty.

Areas where more than half of children are in poverty, Hartlepool, 2010

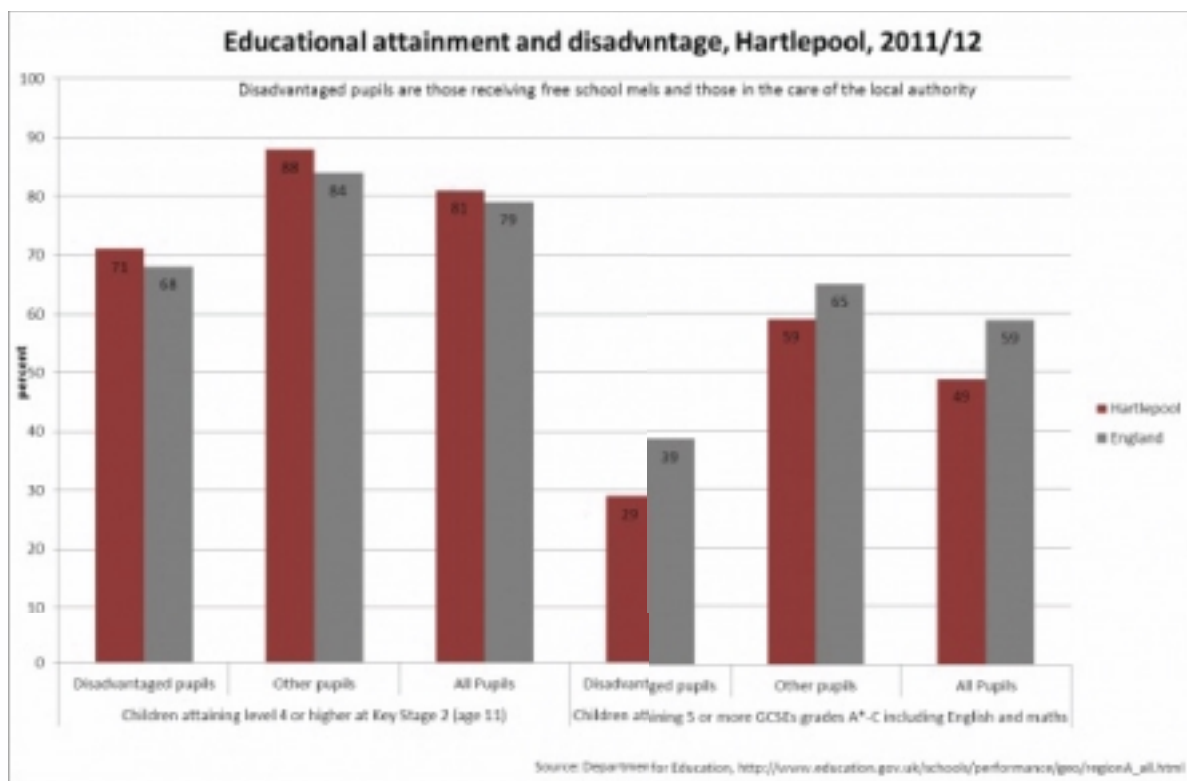
LSOA code	LSOA Name	Ward where LSOA located	Children in poverty
E01011973	Hartlepool 005A	Grange and Stranton	185 (58.8%)

E01011958	Hartlepool 003D	Dyke House	165 (58.0%)
E01011974	Hartlepool 005B	Stranton	150 (57.4%)
E01011956	Hartlepool 003B	Dyke House	215 (55.5%)
E01011953	Hartlepool 002B	Brus	305 (54.6%)
E01011999	Hartlepool 007D	Stranton	290 (54.4%)
E01011977	Hartlepool 012C	Owton	275 (50.4%)
E01011978	Hartlepool 012D	Owton	210 (50.1%)
Source: HMRC			



The Indices of Deprivation 2010 contains an Income Deprivation Affecting Children Indicator (IDACI) for LSOAs (DCLG, 2011). In Hartlepool, one LSOA is in the most deprived 1% in England, namely E01011999 in Stranton ward, and an additional 19 LSOAs are in the most deprived 10% in England by this measure (20 of 58 LSOAs, 34%).

The proportion of children eligible for free school meals varies from 5 to 6% in Rural West and Hart wards to over 40% in De Bruce and Headland & Harbour wards (Tees Valley Unlimited, 2012). Educational outcomes for children who are eligible for free school meals are worse than for the general population. The gap is wider at GCSE than at the end of key stage 2.



Working age adults

In Hartlepool, there are about 4,700 people claiming Job Seekers Allowance (JSA), 8.0% of the working age population (November 2012). This compares with 3.8% in Great Britain (Nomis, 2012).

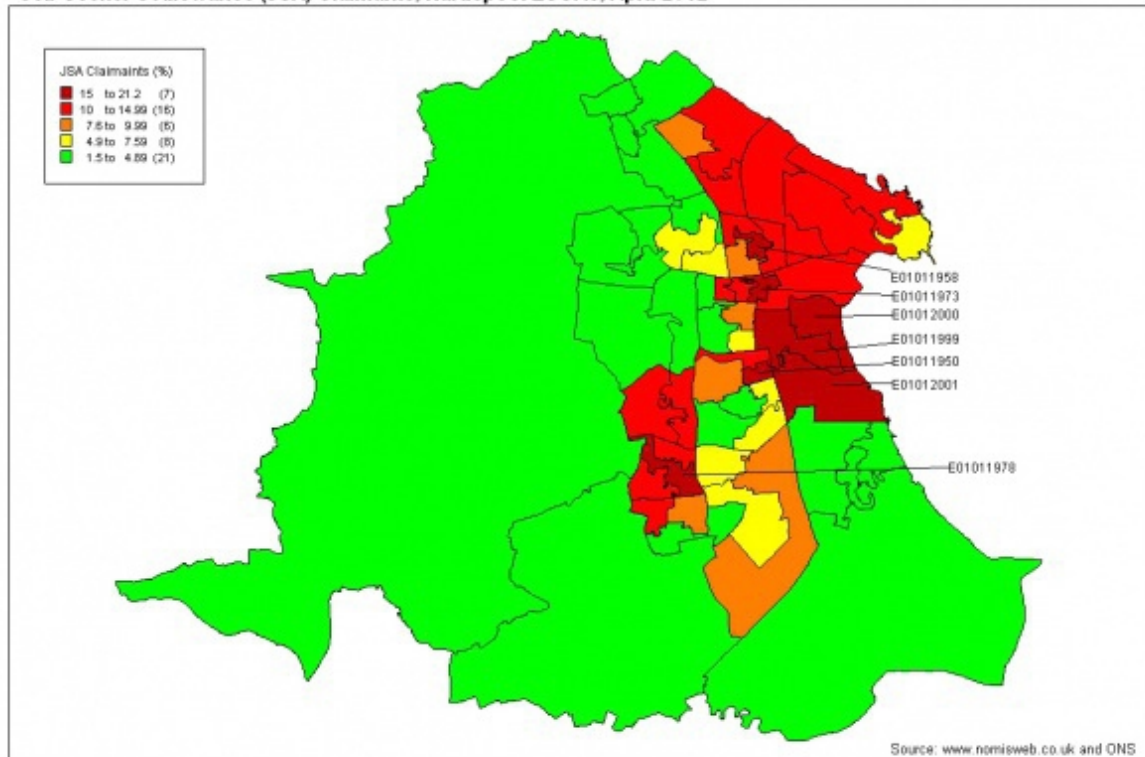
In November 2012 there were 1,740 people in Hartlepool who had been claiming JSA for more than 1 year. For 18-24 year-olds, the rate was 4.9% compared with 3.0% of the working age population and 1.7% of people aged 50-64 years (Nomis, 2012).

In April 2012, there were seven LSOAs in Hartlepool where more than 15% of the working age population claimed JSA. This compared with a Hartlepool average of 8.0%, a North East rate of 7.6% and 4.9% in Great Britain. The following map shows LSOAs lower than the England rate in green and those lower than the North East rate in yellow.

Areas where more than 15% of the working age population claim Jobseeker's Allowance, Hartlepool, April 2012

LSOA code	LSOA Name	Ward where LSOA located	JSA Claimants
E01011973	Hartlepool 005A	Grange; and Stranton	174 (21.2%)
E01011950	Hartlepool 008A	Burn Valley	195 (18.7%)
E01012000	Hartlepool 007E	Stranton	145 (17.5%)
E01011958	Hartlepool 003D	Dyke House	109 (16.9%)
E01011978	Hartlepool 012D	Owton	147 (16.2%)
E01011999	Hartlepool 007D	Stranton	171 (15.7%)
E01012001	Hartlepool 008D	Foggy Furze	179 (15.1%)

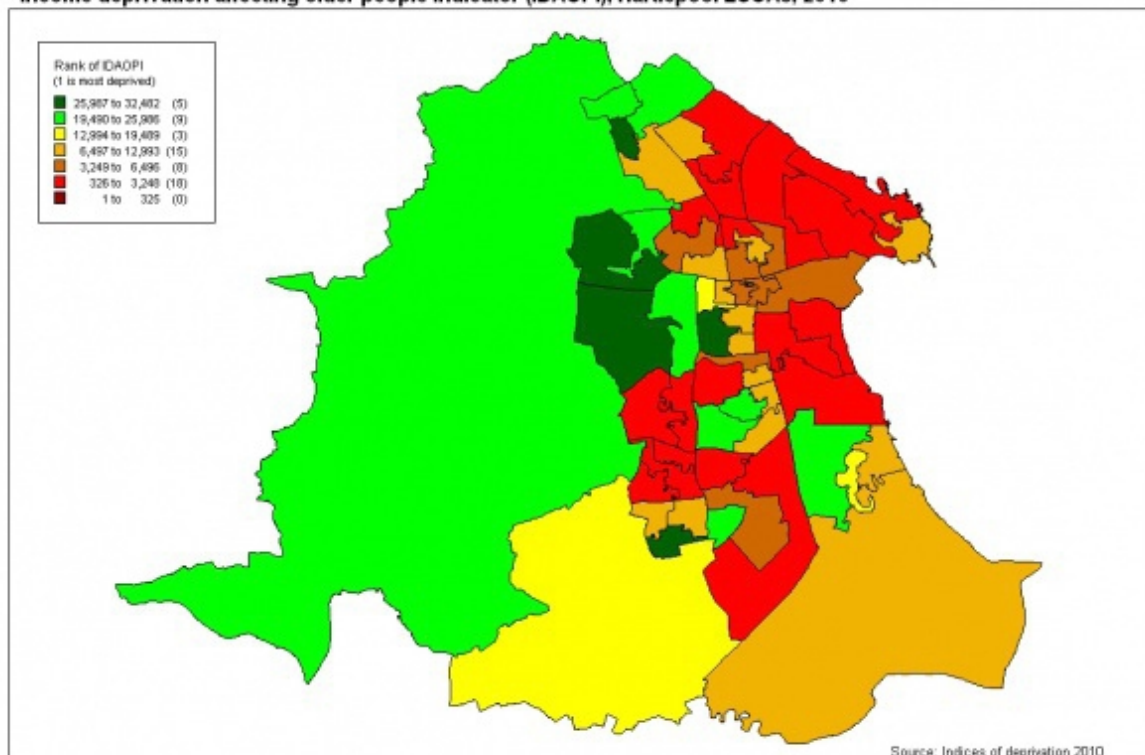
Job Seeker's Allowance (JSA) Claimants, Hartlepool LSOAs, April 2012



Older people

In Hartlepool, there are no LSOAs in the most deprived 1% of LSOAs in England for income deprivation affecting older people (DCLG, 2011). However, 18 of the 58 LSOAs (31%) are in the most deprived 10% of LSOAs in England for this indicator – three times the number expected.

Income deprivation affecting older people indicator (IDAOPI), Hartlepool LSOAs, 2010



5. What services are currently provided?

There is a Families Information and Support Hub offering initial advice and guidance on welfare reform, the foodbank and early intervention services.

The main employability programmes currently available within Hartlepool include:

- Hartlepool Youth Investment Project
- DWP Work Programme
- FamilyWise
- Flexible Support Fund
- Going Forward Together Project
- Incubator Business Support
- Regional Growth Fund
- Enterprise Zone
- City Deal

There is a food bank in Hartlepool.

6. What is the projected level of need?

Relative child poverty is set to increase between 2010/11 and 2015/16 by about 400,000 in the UK. In the same time period absolute child poverty (as defined in the Child Poverty Act 2010) will increase by 500,000. About half of these increases will be in households where the youngest child is aged under 5 years. (Family and Parenting Institute, 2012). Such increases in Hartlepool would place an additional 600 children in relative poverty or 700 in absolute poverty.

The number of children in relative poverty in the UK is forecast to rise from 2.6 million in 2009/10 to 3.3 million by 2020/21 (measuring income before housing costs), and that of working-age adults from 5.7 million in 2009/10 to 7.5 million by 2020/21. The proportion of children in absolute poverty (using the 2010/11 poverty line fixed in real terms) is forecast to rise to 23 per cent by 2020/21, compared with the 5 per cent target. (Joseph Rowntree Foundation, 2011).

The projections in Working Futures 2010-2020 indicate that many long-term employment trends will continue, including shifts towards a knowledge- and service-based economy and increases in high-paid and low-paid jobs at the expense of those in the middle (Joseph Rowntree Foundation, 2012b).

These changes in employment structure will contribute to an increase in poverty rates by 2020, although it is the growing gap between benefits and wages that is the main driver of increasing relative poverty rates.

Absolute poverty will rise considerably in the next few years as earnings growth is forecast to be weak but inflation high. Real median household income will remain below its 2009/10 level in 2015/16 (Joseph Rowntree Foundation, 2011).

Pensioner poverty is forecast to continue falling from around 15% in 2011 to around 14% in 2017. By 2025, between 8 and 11% of pensioners are expected to be in poverty but this is dependent on national pension policy (Pensions Policy Institute, 2011). However, the fall in the rate of pensioner poverty coincides with a rising pensioner population, so the number of pensioners in poverty in Hartlepool may not change significantly.

The phased introduction of Universal Credit from April 2014 is expected to lessen the impact of austerity measures on low-income, working age families compared to others. Households with one earner (either with or without children) are expected to benefit more than other household types (Family and Parenting Institute, 2012; Joseph Rowntree Foundation, 2011).

7. What needs might be unmet?

Maximising income

Not all benefits are claimed by those who are entitled to them. The following table shows key benefit take-up nationally and the number of people who may be entitled and do not claim. There is lower take-up of pension credit, council tax benefit and jobseekers' allowance compared with other benefits. Assuming benefit uptake in Hartlepool is similar, and that Hartlepool has 0.152% of the population of Great Britain, the number of people not claiming benefits can be estimated.

Estimated take up of income-related benefits, Hartlepool, 2009/10		
Benefit	Estimated take-up (Great Britain)	Estimated number of people with unclaimed benefits in Hartlepool
Income Support and Employment and Support Allowance (Income Related)	77-89%	400 to 900
Pension Credit	62-68%	1,800 to 2,400
Housing Benefit (including Local Housing Allowance)	78-84%	1,100 to 1,700
Council Tax Benefit	62-69%	3,600 to 4,900
Jobseeker's Allowance (Income-based)	60-67%	700 to 900
Source: DWP, 2012a		

Planned changes in the benefit system may affect the number of unclaimed benefits. However, there may still be many people, counted in thousands, not claiming their full benefit entitlement that could lift them out of poverty.

Food needs

There is an unmet need for food. A food bank in Hartlepool provides for households which cannot afford sufficient food (The Trussell Trust, 2012).

Employment needs

In Hartlepool, there are 11 people seeking work for every job centre vacancy (Nomis, 2012).

8. What evidence is there for effective intervention?

Joseph Rowntree Foundation

For over 100 years, the [Joseph Rowntree Foundation](#) (JRF) has investigated the root causes of poverty, monitoring its effects on people and places in the UK. Today, in a context of globalisation, financial and

economic strain, austerity measures and extensive welfare reform, those at greatest risk are the poorer members of society. As poverty isn't just about money, JRF tries to understand exactly how much money does matter, and its interplay with other factors such as housing, education, aspirations and culture. It searches for practical strategies to reduce poverty, and wider social and economic inequalities, focusing particularly on the contribution that work, skills and economic growth can play now and in the future. Its work includes:

- an anti-poverty strategy for the UK;
- child poverty in the UK;
- education and poverty;
- forced labour (contemporary slavery) in the UK;
- minimum income standards;
- poverty and social exclusion; and
- poverty and ethnicity.

The Marmot Review ('Fair Society, Healthy Lives')

In November 2008, Professor Sir Michael Marmot was asked by the then Secretary of State for Health to chair an independent review to propose the most effective evidence-based strategies for reducing health inequalities in England from 2010.

The final report, '[Fair Society Healthy Lives](#)', was published in February 2010 (Marmot Review, 2010), and concluded that reducing health inequalities would require action on six policy objectives:

1. Give every child the best start in life;
2. Enable all children, young people and adults to maximise their capabilities and have control over their lives;
3. Create fair employment and good work for all;
4. Ensure healthy standard of living for all;
5. Create and develop healthy and sustainable places and communities; and
6. Strengthen the role and impact of ill-health prevention.

Each of these policy objectives is influenced by the scale and distribution of poverty.

Additional resources for tackling poverty can be found at:

[The Poverty and Social Exclusion website](#)

[Child Poverty Action Group](#)

[Townsend Centre for International Poverty Research](#)

9. What do people say?

Children and Young People were consulted in summer 2010 and asked what child poverty was and what it looked like. Views were collected from children and young people in school and who attend social groups facilitated by the voluntary sector. There were more than 300 responses received with 65% of responses from children aged under 10 years and 35% of responses from children and young people aged between 11 and 17 years.

The perception from the children and young people included:

What does being poor/ being in poverty mean?

- Not having a place to live
- Not having any food – going hungry
- Not having a job

- Not having nice clothes
- Not having any friends
- “being poorly”
- “living in a box”
- “no toys”

What does poverty look like?

- The clothes they wear
- Where they live
- By the way they look
- By the way they speak
- “They are skinny”
- “How they treat their children”

How do children and young people feel we can help?

- Help with housing/a home
- Help their parents get a job
- More money
- Free food and drink
- Free clothes
- Extra help at school
- Free activities and things to do
- Free transport
- Free school trips

A child poverty conference was held in October 2010 with the aim of raising awareness of child poverty. Organisations were asked to reflect and commit to how they could contribute to the child poverty prevention agenda. The perceptions of child poverty were not dissimilar to the children and young people's views. Groups were asked to review case studies of family situations and look at opportunities where they could offer support. A large proportion of the attendees signed the poverty pledge, showing their individual and organisational commitment to reducing child poverty.

A North East regional consultation with children on poverty issues identified the following priorities:

- Relationships – family and friends were really important.
- Housing – having somewhere nice to live.
- Environment – poor quality surroundings, litter, graffiti, parks, open spaces.
- Local amenities, shops were mainly fast food outlets, tanning shops, off licenses, betting shops, cash converters.
- Transport – being able to get out and about cheaply and easily.
- Entertainment – importance of TVs, computers, parks.
- Crime – anti-social behaviour, drug issues.
- Money – lack of money to have a quality of life, buy trainers, clothing etc.
- Language associated with poverty – poor, poverty, all negative.
- Stigma associated with poverty – free school meals, unable to go on school trips.

- The role of brands in poverty – importance of giving the image of affluence, coping, managing, impact of bullying, peer pressure.
-

10. What additional needs assessment is required?

Teesside University is reviewing the extent to which anti-poverty recommendations and initiatives are implemented locally.

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FAMILIES INFORMATION AND SUPPORT HUB (FISH)**CASE STUDY 1****SCENARIO – person from abroad**

Sofia has fled Syria with her three children aged 9, 6 and 2 years. She has left her husband behind and has no idea what has happened to him. Her home was bombed and she fled with nothing other than the clothes they were wearing. She entered the UK without passports or identity documentation in April seeking asylum. The UK Border Agency (UKBA) assessed Sofia and her family and moved her into supported accommodation in Hartlepool. With help from Jomast and the North of England Refugee Service she was registered with a GP and her children were given a school place. Within two weeks her request for asylum was granted and she was given leave to remain. As a refugee she is not entitled to stay in supported Jomast accommodation and needs to find a home and apply for benefits within a month. Sofia does not speak English. At the end of the month's notice all financial support (together with accommodation) will be removed by UKBA. Sofia has no money to support herself or the children.

ACTION TAKEN - by FISH and Partners

Sofia came to the Civic Centre for help. Using Big Word translation support the FISH Officer was able to establish Sofia's circumstances and to begin a plan of action. Sofia needed help to apply for all the benefits she and her family are entitled to. This included Child Benefit, Income Support, Child Tax Credit, Housing and Council Tax Benefit. Sofia cannot read or write English so the FISH Officer helped her to complete the forms. Sofia did not have a National Insurance Number. This is crucial for her benefit applications. FISH helped Sofia get her Number including arranging her transport to **Job Centre Plus** in Newcastle for her NI interview and the childcare she needed to attend. The FISH Officer helped her make applications for a Community Care Grant and an Integration Loan. The FISH Officer took Sofia to the **Credit Union** to open a Bank Account. The FISH Officer took Sofia to the **Job Centre** to have her Habitual Residence Test and to chase up her benefit applications. The FISH Officer supported Sofia with her appointments with **Housing**, including helping her make an application for Social Housing. The FISH Officer advised Sofia of where she can access food support (**Foodbank and One77**), how to get help with keeping her home warm (**Warm Homes**), help with white goods (**Credit Union**) and furnishing her home (**grant applications/ charitable donations**).

Sofia had a 6 week period with no money at all. During this time she came into the Civic Centre every few days asking for help from Duty for S17 money. FISH and Duty ensured the family had enough cash/ food to maintain a basic standard of living until benefits started. Sofia agreed to a Common Assessment (CAF) and was allocated a Family Support Worker through Early Intervention which enabled her ongoing access to support.

Sofia is now settled in her new home, is accessing community groups, the children are in school and she is in receipt of benefit. Next plan of action is to encourage her to seek training and work with a referral to **Familywise**. This took approximately 12 weeks to complete this piece of work with Sofia seeing the FISH Officer at least once a week. Phone calls took place in between. The initial meetings lasted 1.5 to 2 hours and then after that meetings lasted approximately 30 minutes. Sofia accessed help from a wide range of partners throughout this process though her main relationship was with FISH.

FAMILIES INFORMATION AND SUPPORT HUB (FISH)**CASE STUDY 2****SCENARIO – lone parent, unemployed**

Julie is 21 years old and has a son aged 2 and a 9 month old baby. Julie is single and the children's father does not contribute to their upkeep. She lives in private rented accommodation. She works 16 hours per week as a hairdresser. Julie is concerned that friends in similar circumstances to her get more benefit/ tax credits than she does and she wants to check out her entitlement status. Julie currently receives Child Benefit, Child Tax Credit, Working Tax Credit. She would like to work more hours but cannot afford the childcare for the two children. In addition she is not sure it is worth working more hours as she is paid minimum wage and thinks she would get more money if she stayed on Tax Credits. Julie owes money to a number of people including 'a friend'. She struggles to manage her money and to know what she needs to pay and when. Julie is living on £409.66 per week before housing costs and owes £100+ per week in debt payment.

ACTION TAKEN - by FISH and Partners

Julie was booked in for a full benefit and entitlement meeting. This took approximately 1.5 hours. During this time the FISH Officer used a software package to go through all of Julie's circumstances inputting information to produce a report of what she was entitled to. This report was then cross checked against what she was getting and what she was not. Julie was in receipt of all the correct benefits with the exception of Childcare Tax Credits for her second child. The FISH Officer reported a change in circumstances for her to **HMRC Tax Credits** and additional childcare money was put in place.

Once the FISH Officer was clear that based on current circumstances Julie was getting the correct benefits, they were then able to undertake a better off in work assessment. This showed that if Julie increased her working hours then her Tax Credit claim would need to be readjusted. She would still receive some Tax Credit support and her childcare element would be increased. Financially, Julie would be slightly better off each week by increasing her hours.

Finally, Julie's money management skills were discussed. The FISH Officer talked her through the changes under Welfare Reform. A discussion took place about the father of the children making a maintenance contribution to their upkeep. The FISH Officer helped Julie make a simple list of income and expenditure. This showed that Julie had more going out than coming in. Julie agreed to a debt advice meeting with **WVARC** and an appointment was made for her. Julie disclosed that she had borrowed money from a loan shark and that he had made sexual advances to her as an alternative payment method. Julie would not make a disclosure to the **Illegal Money Lending Team (IMLT)** but did agree that we could supply them with anonymous information. The IMLT has since advised that this information is now being used as intelligence in their case against the loan shark.

FAMILIES INFORMATION AND SUPPORT HUB (FISH)**CASE STUDY 3****SCENARIO – working family**

Jason and Lisa are a young couple with one dependent child aged 7 months. They live in shared ownership housing. Lisa works full time (36 hours) out of town at a call centre. Jason works part time (20 hours) out of town at a call centre. Lisa's mum looks after the baby while they work. They do not have a car and use the bus each week to get to and from work. Jason has significant debts and Lisa knows this but does not know how much. They both earn minimum wage – this equates to c£17,000pa. In both cases more than 10% of their earned income is spent travelling to/ from work. They leave home at 7.00am and arrive back at 6.15pm.

Lisa arrived at the Civic Centre in crisis – her mum had fallen and broken her hip and would no longer be able to care for the baby. They would need childcare to continue to work but did not have any money to pay for this. They had spoken to Tax Credits but the officer advised that they were not eligible. Jason was considering resigning from his job. During the course of the meeting Jason advised that he was under pressure from his employer to resign as they did not feel he was suitable for the post. This was causing the family significant concern. Jason also advised that he has significant debt but that he is 'managing' this himself. They were not sure if he would be eligible for any benefits if he resigned.

ACTION TAKEN - by FISH and Partners

Jason and Lisa's finances were analysed although Jason would not disclose the full extent of his debt. This included a thorough look at their salaries, Tax Credits, Child Benefit. It was clear that they were not getting the Tax Credits that they were entitled to as a family on a low income. The FISH Officer explained that if Jason resigned from work he was at risk of not getting any benefit. The FISH Officer also advised that the council cannot pay for their childcare but could help them claim their Childcare Tax Credits. A suitable day nursery was found and a change of circumstances call was made to **HMRC Tax Credits** by the FISH Officer. This put in place support towards the baby's childcare enabling the couple to continue to work whilst they considered their options.

Jason agreed to a meeting with **WVARC** to discuss his debt and has since gone on to tackle his debt through legal action. Steps were put in place to encourage them both to consider better money management skills.

Due to the times the day nursery opens/closes (7.30am/5.45pm) they could not get to/ from work in time to meet their childcare commitments. A temporary arrangement was put in place with the **childcare provider** whilst FISH supported Jason to make a formal request for the right to flexible working to his employer. FISH also helped him get advice from **ACAS** with regards to employer mediation.

Jason and Lisa continue to work and the baby is in daycare while they do so.

SCRUTINY CO-ORDINATING COMMITTEE

22 March 2013



Report of: Scrutiny Manager

Subject: JSNA TOPIC OF 'POVERTY' – EVIDENCE FROM THE MAYOR AND PORTFOLIO HOLDER FOR ADULT AND PUBLIC HEALTH SERVICES – COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of this Committee that the Mayor and Portfolio Holder for Adult and Public Health Services have agreed to attend today's meeting to provide evidence in relation to this Committee's investigation into the JSNA topic of 'Poverty'.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Committee on 28 September 2012, the terms of reference and potential areas of inquiry / sources of evidence for this Scrutiny investigation were approved.
- 2.2 Consequently, the Mayor and Portfolio Holder for Adult and Public Health Services have agreed to attend this meeting to submit evidence of a local perspective to the Committee. During this evidence gathering session it is suggested that responses should be sought, from the Mayor and Portfolio Holder, to the following key questions:-
- (a) With poverty being a contributory factor in closing the gap on health inequalities, and given that 30% of children in Hartlepool live in poverty, in your opinion what more could be done to:-
 - i) Support people in Hartlepool to maximise their income and increase the number of people who are economically active;
 - ii) Ensure that information about the range of benefits available to vulnerable young people and families is consistent and of high quality.
 - (b) What recommendations in relation to poverty could be helpful in informing the development of the health & wellbeing and commissioning strategies?

- (c) What other advice / information are you able to provide this Committee, that would assist this scrutiny investigation?

3. RECOMMENDATIONS

- 3.1 That Members of the Committee consider the views of the Portfolio Mayor and Portfolio Holder for Adult and Public Health Services in relation to the questions outlined in section 2.2 above.

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BACKGROUND PAPERS

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

- (i) Minutes of the Scrutiny Co-ordinating Committee meeting held on 28 September 2012.
- (ii) Report of the Scrutiny Manager, entitled 'Scrutiny Investigation into Poverty – Scoping Report' presented at the meeting of the Scrutiny Co-ordinating Committee on 28 September 2012.