

# SCRUTINY CO-ORDINATING COMMITTEE AGENDA



**3 May 2013**

**at 10.00am**

**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.

Young People's Representatives: Ashleigh Bostock, Leonie Chappell, Helen Lamb and Sean Wray

**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 22 March 2013 (*to follow*)

**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 ICT Re-Procurement Process - Update - Assistant Chief Executive
- 9.2 Joint Strategic Needs Assessment - Overview and Scrutiny Investigation – Chairs of Overview and Scrutiny
- 9.3 Scrutiny Forum's Progress Reports:-
  - a) Adult & Community Services Scrutiny Forum - Chair of the Adult & Community Services Scrutiny Forum
  - b) Children's Services Scrutiny Forum - Chair of the Children's Services Scrutiny Forum
  - c) Health Scrutiny Forum - Chair of the Health Scrutiny Forum
  - d) Neighbourhood Services Scrutiny Forum - Chair of the Neighbourhood Services Scrutiny Forum
  - e) Regeneration & Planning Services Scrutiny Forum - Chair of the Regeneration & Planning Services Scrutiny Forum
  - f) Scrutiny Co-ordinating Committee - Chair of the Scrutiny Co-ordinating Committee
- 9.4 Final Report into 'Closure of Youth Centres and Children's Centres' - Young People's Representatives on the Children's Services Scrutiny Forum
- 9.5 Transport Working Group - Final Report - Chair of the Transport Working Group (To Follow)
- 9.6 Draft Overview and Scrutiny Annual Report for 2012/13 – Scrutiny Manager

**10. CALL-IN REQUESTS**

No items

**11. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

**12. ITEMS FOR INFORMATION**



# **SCRUTINY CO-ORDINATING COMMITTEE**

## **MINUTES**

22 March 2013

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

### **Present:**

Councillor Marjorie James (In the Chair)

Councillors: Jim Ainslie, Stephen Akers-Belcher, Paul Beck, Rob Cook, Ged Hall, Robbie Payne, Carl Richardson, Linda Shields and Sylvia Tempest.

Also Present: Kate Hogan, Hartlepool Carers  
Val Evens, West View Advice and Resources Centre

Officers: Dave Stubbs, Chief Executive  
Andrew Atkin, Assistant Chief Executive  
Denise Ogden, Director of Regeneration and Neighbourhoods  
Graham Frankland, Assistant Director, Resources  
Christine Armstrong, Customer and Support Services Manager  
Fiona Stanforth, Regeneration Officer  
Danielle Swainston, Head of Access and Strategic Planning  
Penny Thompson, Families Information and Support Hub (FISH) Manager  
Patrick Wilson, Employment Development Officer  
Leon Green, Public Health Intelligence Specialist  
David Cosgrove, Democratic Services Team

### **199. Apologies for Absence**

Councillors C Akers-Belcher, Fisher, Gibbon, Loynes, Wells and Wilcox.

### **200. Declarations of interest by Members**

At the commencement of the meeting Councillor Ainslie declared a personal and prejudicial interest in relation to Minute 201 'Contact Centre and Registrars' and left the meeting during its consideration.

During the meeting the following declarations were also made –  
Councillor Cook declared a personal and prejudicial interest in relation to Minute 208 "Update Report on Category 1 of the Community Pool: The Provision of Universal Welfare Benefits and Advice" and left the meeting during its consideration.

Councillor Hall declared a personal interest in relation to Minute 208 "Update

Report on Category 1 of the Community Pool: The Provision of Universal Welfare Benefits and Advice”.

## **201. Contact Centre and Registrars** *(Assistant Chief Executive)*

The Assistant Chief Executive gave the Committee an overview of activities delivered in the Contact Centre particularly in relation to the Registrars function. The Registrars Service was a statutory service delivered in partnership with the General Register Office (GRO). The GRO undertakes regular reviews of local authorities Registrar Services every two to three years. The last review undertaken in Hartlepool was in November 2011 when the GRO Account Manager for Hartlepool commented “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.”

There were a series of findings and recommendations from the review set out in the report which were being, or had been implemented. The report set out the phased transfer of the Registration Service into the Contact Centre detailing the activities transferred, their integration into the Contact Centre and how they were delivered and the savings that had been delivered through the integration. The Assistant Chief Executive also referred to the recent retirement of two Registration Officers that had led to the service review and the phased transfer of the service.

Statistical information on the services provided by the Registrar Service were also set out in detail highlighting the number of public contacts and changes affecting the service such as the transfer of hospital maternity services to North Tees Hospital. The authority’s GRO Senior Account Manager had been consulted on the scope and findings of the internal review of the service and had endorsed the proposed changes but recommended that ‘we’ implement their single Superintendent Registrar (SR) and single Registrar of Births and Deaths (RBD) model instead of the four Registrars of Births and Deaths that had initially been proposed. The single SR and single RBD model had been recommended and implemented at a number of northeast councils.

The Assistant Chief Executive summarised the staffing changes that had been introduced following the review and the comments of the GRO. In overall terms these changes had produced a saving of £21,126. The saving had removed the necessity for a budget pressure from the Registrars Service to cover the shortfall in income from the transfer of maternity services to North Tees Hospital and the subsequent registration of births in Stockton and also the loss of income associated with the cessation of the National Checking Service previously provided on behalf of the Immigration and Passport Service.

Members expressed their views in relation to the transfer of the Registrars Service into the Contact Centre which they considered to be a detrimental step with Members commenting that they did not believe the Contact Centre was an appropriate place for the registration of deaths for example. Members were reassured that registration's were undertaken on an appointment only basis and that private rooms were provided. Despite this, concern continued to be expressed regarding the location and the level of noise.

It was noted that the movement of the registrar's service out of the Civic Centre would have a negative impact on the process for the provision of integrated services and incur additional costs.

Members suggested that in their opinion services were being better provided in other areas, and it was suggested that a site visit to Stockton or Middlesbrough be undertaken to see how they provide their services. This proposal was, however, not taken forward by the Committee.

Members queried what training staff taking over the registration of deaths had been given to be able to respond to the very sensitive nature of the service. Assurances were given that training was provided and that it met GRO standards. Members were assured that training would be ongoing and that a link to the e-training package used could be provided should members wish to look at it.

Concern was expressed regarding the level of consultation with staff that currently provided the service in terms of its movement into the Contact Centre and views expressed that staff and service users should have been consulted. Members were concerned that no consultation had occurred and were of the view that if there was a poor perception of the service it needed to be challenged.

In response the Chief Executive confirmed that there was no evidence of such a perception and that the as part of the review being undertaken by the Assistant Director, Resources discussions were to be undertaken with staff and service users. It was also confirmed that no complaints had been received.

Members sought clarification that staff who had received increases in pay would, under their new contracts, be required to cover ceremonies on Saturdays. This assurance could not be given.

In terms of income generation, Members suggested that the potential of a package to include the provision of a wake at the new Inspirations Café at Stranton Cemetery should be explored.

A Member queried the process in relation to the registration of births following the transfer of some maternity services to Stockton. It was clarified that there is no flexibility in terms of the town in which a birth could be

registered; births had to be registered in the town where the baby was born. Concern was expressed regarding the loss of income from birth registrations and the need to identify a mechanism to make up the loss through the provision of exceptional registrar's services. I was, however, clarified that the balance in terms of births registered in Stockton rather than Hartlepool would shift with the construction of the new hospital at Wynyard.

Some Members expressed concern that the Civic Centre was not an appropriate place for weddings and that couples were choosing alternative locations. It was suggested that options for income generation be looked at and work undertaken with venues to offer packages for wedding ceremonies that encourage couples to stay in the same venue for their receptions once married. Reference was made to the inclusive package in the Grand Hotel.

The Assistant Chief Executive indicated that the number of marriages undertaken had in fact increased this year, and that a wide variety of locations for marriages (over and above the Civic Centre and including other Council locations such as the Historic Quay and the Trincomalee) were being offered.

#### **Recommended**

1. That consideration be given to the relocation of the Registrars Service to a more "suitable" location;
2. That all appropriate staff were fully trained;
3. That marriage packages be explored as a means of income generation; and
4. Monitor recommendations on a 6 monthly basis through the usual scrutiny recommendation monitoring process.

### **202. Confirmation of the minutes of the meetings held on 15 February 2013**

Confirmed.

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

No items.

### **204. Consideration of request for scrutiny reviews from Council, Executive Members and Non Executive Members**

No items.

**205. Forward Plan**

No items.

**206. Consideration of progress reports/budget and policy framework documents**

No items.

**207. Consideration of financial monitoring/corporate reports**

No items.

**208. Update Report on Category 1 of the Community Pool: The Provision of Universal Welfare Benefits and Advice** *(Director of Regeneration and Neighbourhoods)*

The Director of Regeneration and Neighbourhoods provided the Committee 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 and benefits advice.

In terms of output monitoring and performance management the Director indicated that Officers from the Community Regeneration and Development Team met with the manager of West View Advice and Resource Centre (WVARC) 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). Details of the evidence for the outputs and outcomes monitored by WVARC were set out in the report.

The Director provided a summary of the outputs/outcomes achieved during the first three quarters of 2012/13 which showed that WVARC had 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 showed that this was on target to be achieved.

It was anticipated that demand for the service would be extremely high over the forthcoming weeks and months with the introduction of the government's welfare reforms. The contract with WVARC had been extended for a further 12 months following the performance of the contractor to date.

Members commented that they had become aware of waiting lists of people wanting appointments with WVARC advisors. There was concern

expressed for the advisors with the anticipated increase in demand for their time and the stresses that this may cause in light of the circumstances of the people they would be dealing with. The Director indicated that she understood that there was a two-week waiting time for appointments at the moment. There had been an increase in funding from the Benefits service in light of the increased demand. All the staff were trained appropriately but it was acknowledged that this was stressful work. Officers were keen to ensure as much outreach work was undertaken as possible through the contract and nine locations across the town were used to ensure that those seeking advice did not have to travel across town for advice appointments.

In terms of the advice given, Members queried how the advice was 'quality checked' to ensure the best advice was being given. The Director indicated that advice was factual and based on the information submitted by the client. They were advised of the information they needed to bring with them to their appointment but advisors had to rely on the client providing all the necessary information for them to give appropriate advice. There was a complaints system in place and none had been received to date.

#### **Recommended**

That the report be noted.

### **209. Scrutiny Investigation in to the JSNA Topic of 'Poverty' (Family, Child and Welfare Reform Poverty)** (Scrutiny Manager)

The Scrutiny Manager introduced the item indicating that Members views and comments were sought on the Joint Strategic Needs Assessment (JSNA) entry in relation to poverty, which was appended to the report.

The Head of Access and Strategic Planning outlined some of the key issues for the authority in relation to the JSNA entry and quoted some significant statistics for the borough in relation to poverty; 46% of all children in poverty were in families where at least one parent worked; the Borough's level of child poverty had increased 3% to 33% of all children, one of the highest in the country and significant when the government had effectively raised the bar as to when families were determined to be in poverty.

Through the early intervention work developed by the Families Information and Support Hub workers had been trained in delivering money advice as a first point of contact for many families. In October 2012 the service had received 90 enquiries that were based on finances; in January the number was over 200.

Work was currently ongoing to merge the Duty Team with FISH to give a more holistic service to the families it aimed to help by ensuring that children and families received the right service at the right time.

Members were very concerned at the statistics in relation to the levels of child poverty in the Borough. It was highlighted that the measure of poverty



was now against the country's median wage level and as this had gone down fewer families were deemed to be in poverty. This made the increase in the percentage of families in Hartlepool and the northeast more concerning. The government were indicating that the numbers of people in work had risen but no indication of the type of work was given and many Members believed that the high levels of people in part-time work were offsetting the figures. Members also expressed their concern at the demonization of people in receipt of benefits, most of whom were actually hard-working families struggling to make ends meet.

Members discussed the issues surrounding the median wage and the distortion that the actual figures gave; in terms of the median wage as a comparator Hartlepool actually did quite well. It was accepted that there was a need for more jobs in the local economy with the shortfall being quoted as 3000 in 2010 within a Comprehensive Area Assessment of the local area. The situation existed presently where employers could easily determine the lowest hourly rates for jobs because there so much competition for jobs that people would accept what they were offered.

Members also commented on the numbers of families seeking support from the various food banks in the town; for some it was almost becoming ongoing support rather than the crisis support it was targeted to be. It was indicated that families could only receive three food parcels in any six-month period.

The Head of Access and Strategic Planning indicated that FISH attempted to put a holistic package of support around families. There was some S17 money available to provide support children in families in crisis but it was limited. There were occasions where safeguarding issues may arise through families seeking support through FISH.

Members were extremely concerned at the potential situation some families could find themselves in very quickly through the changes to the benefit reforms. Members requested that the appropriate contact details for emergency situations be re-circulated to Members.

Members discussions also touched upon the issue of the under occupancy penalty or 'bedroom tax'. Members commented that it may be necessary to look to simple solutions such as removing walls to reduce the numbers of rooms to avoid the penalty. It may be necessary to look to discussions with housing Hartlepool as to how the issue should be approached as there was the ability under the regulations for property to be re-designated. There would, however, be costs associated with such a move and there would also be an affect on the housing stock value which could have implications.

### **Recommended**

That the report and the discussions be noted and be utilised to inform the recommendations set out at Minute 210.

## **210. Evidence from the Mayor and Portfolio Holder for**

## **Adult and Public Health Services** *(Scrutiny Manager)*

The Adult and Public Health Services Portfolio Holder, Councillor Lauderdale outlined his personal views on the impact of poverty and the issues it had created through his portfolio. The Portfolio Holder highlighted the increased numbers of children receiving free school meals even in schools that some would consider to be areas not overly affected by poverty. The health impacts, particularly mental health issues were also highlighted by the Portfolio Holder.

The meeting noted that the Mayor, Stuart Drummond had submitted his apologies for absence to the meeting.

The Chair thanked the Portfolio Holder for his comments and moved to discussing the recommendations the Committee would wish to put forward in relation to the JSNA poverty entry. Members indicated that the following issues should be put forward –

- That Housing Hartlepool give consideration to the re-designation of property to protect tenants from the adverse effects of the under occupancy penalty. It was acknowledged that this could have significant affects on the business of Housing Hartlepool but Members balanced this with the concern that the penalty may cause some families to fall into arrears which would also have a significant effect.
- The information coming forward from the food banks in the town should be assessed to look for peaks in demand and the causes of these and any mitigation that could be put in place.
- The delays in the provision of data was a cause for concern, particularly that which came forward from the DWP. Members suggested a six-monthly review of the data submitted, as far as was possible, via Covalent.
- Information needed to be provided on the basis of the new ward boundaries. The statistical 'super output' areas that were based on much smaller sampling areas should be utilised to provide key information. Tees Valley Unlimited should be approached to provide the most up-to-date information on a regular basis.
- Reference need to be made to the benefits support and advice that was available and also that there was more than one food-bank operating in the town.

The Scrutiny Manager indicated that Members comments would be combined with the comments made at the Scrutiny Forums and incorporated into a final report for the Committee's consideration. The Chair thanked the Members for their comments and debate on this important issue and Members extended their thanks to the officers and representatives from WVARC for the work undertaken with those most in need in Hartlepool.

### **Recommended**

The Committee noted the comments and discussion on the JSNA Poverty

entry and recommended the following:-

1. In relation to the section of the entry relating to 'Who is at risk and why', Members were generally supportive of the information included, however, recommended the following:-
  - (i) That statistical information in relation to the number of those seeking advice through the Council, or other services as a result of the welfare reforms, should be compiled on a ward-by-ward basis and utilised to update the JSNA.
  - (ii) That arrangements be put in place with partners who visit homes of residents to ensure that information in relation to families / individuals who are experiencing poverty is relayed, and that they are signposted to relevant bodies that are able to provide help / assistance.
2. In relation to the section of the entry relating to 'What is the level of need in the population', Members were generally supportive of the information included, however, recommended the following:-
  - (i) Whilst it was recognised that national statistical information tended to be two/three years old, where possible information contained within the entry be updated to better inform the commissioning of services to meet demand;
  - (ii) That the information be updated to reflect the new ward boundaries and that the provision of information on a super output basis be explored; and
  - (iii) That information in relation to food bank usage be included in the entry, with regular updates to reflect any fluctuations / increases that may occur.
3. In relation to the section of the entry relating to 'What services are currently provided', Members recommended that the entry should be updated to more accurately reflect the breadth of activities being undertaken in Hartlepool, including food banks and benefits advice services, and as part of this a link to the Family Services Directory should be provided.
4. In relation to the section of the entry relating to 'What is the projected level of need / service use', Members were generally supportive of the information included, however, recommended the following:-
  - (i) That this section of the entry be amended to include and reflect:
    - The impact of loan sharks on those in financial difficulty and the contributing role they play in pushing people and families further into poverty;

- Issues relating to, and implications of the Housing Benefit reforms; and
  - The need to plan for a potential increase in mental health issues that may lead to an increase in suicide rates.
- (ii) That given the role of the JSNA in informing the commissioning of services to reflect local need, an assessment of local needs / impacts should be included in the entry to build upon the national information already provided.
5. In relation to the section of the entry relating to 'What evidence is there for effective intervention', Members were generally supportive of the information included, however, recommended the following:-
- (i) There is a clear requirement for the JSNA to be responsive to the local situation and include a reflection of the significant amount of work being undertaken locally in tackling poverty issues. On this basis, the entry should be amended to reflect the successful activities of the voluntary and community sector, as well as the services provided by the local authority.
  - (ii) The entry should not follow the template agreed for all JSNA's across the region, whereby the focus is on high-level national indicators. On this basis, in order to have a document that effectively influences the town's Health and Wellbeing Strategy, and in turn the services commissioned, the entry should be amended to reflective the local position and not solely a national perspective.

## **211. Call-In Requests**

No items.

The meeting concluded at 4.10 p.m.

CHAIR

## **SCRUTINY CO-ORDINATING COMMITTEE**

**3 May 2013**



**Report of:** Assistant Chief Executive

**Subject:** ICT RE-PROCUREMENT PROCESS - UPDATE

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

- 1.1 The Scrutiny Co-ordinating Committee, at its meeting on the 3 March 2013, requested an update on the process for the re-procurement of the Councils ICT services, including the timeframe of delivery and potential savings to be achieved. The purpose of this report is to provide Members with the requested update.

### **2. BACKGROUND INFORMATION**

- 2.1 Following the decision by Council in respect of the re-procurement of the Councils ICT provision the following has been undertaken:-
- (i) As per the decision of Council external advisors have been appointed within the budget for external advice as advised to Council after a competitive exercise was undertaken. The external advisors have been appointed to provide legal and technical ICT support to the Council for the duration of the competitive dialogue process.
  - (ii) An industry day was held for prospective suppliers in September 2012, to outline the approach of the Council, the scope of the work to be advertised and to explain the process and timescales which would be utilised in the re-procurement. A total of twelve companies attended this industry day.
  - (iii) Following the industry day the authority issued the Official Journal of the European Union (OJEU) notice, Pre Qualification Questionnaire (PQQ) and Project Information Memorandum (PIM). This was issued in late September 2012.

The PQQ is essentially a questionnaire which is evaluated and incorporates a series of requirements to potentially progress to the next stage of the process. It includes, although this is not an exhaustive list:-

- Experience and track record of the prospective suppliers in the delivery of similar contract;
- The extent to which these arrangements have met their predetermined objectives;
- Savings and efficiencies delivered;
- Innovative and proven approaches to the delivery of such services
- The track record of the companies and their approach to health and safety, diversity, staffing and human resources;
- Indemnities and insurances;
- Potential reference sites;
- Organisational profiles; and
- Company finances.

The PIM is essentially a document that provides:-

- An overview of the councils objectives and requirements based on the overall objectives considered by Cabinet, scrutiny and Council; and
- An overview of the councils ICT requirements, these are outcome rather than technology specific requirements and are to aide potential suppliers understand the objectives of the council without determining the nature of the solution.

Pre Qualification Questionnaires (PQQ) have been issued, and evaluated for those organisations which responded to the Councils OJEU notice. There were nine PQQs returned and eight were evaluated (one company failed the credit check requirements which had been imposed by the Council). In line with the framework established as part of the procurement (and to encourage ongoing competition as part of this dialogue process to maximise the benefits to the authority) five companies were shortlisted to progress to the next stage. One company shortlisted pulled out at this stage leaving four organisations to progress.

(iv) The next stage was Invitation to Participate in Dialogue (ITPD). As part of this stage of programme it is incumbent on the authority to provide a significant amount of information which enables the potential providers to determine the as is position. This includes (and again this is not an exhaustive list):

- The current architecture map, connectivity and structure;
- Servers (number, type, use, age, version, processor);
- Applications (desktop environment and application suite in place in the authority including versions, instances of, variety of, licensing data);
- Laptops, desktops, (number, age, type, make, model);
- Networking (switch type, make, model , age);
- Printer estate ( number , type, use, throughput);
- Use of leased lines, landlines, fibre, telephony, PBX (private branch exchange), IP capability; and
- Current staffing levels in the incumbent supplier.

This information is combined with a request to the prospective suppliers to furnish the authority with an initial Due Diligence list. The process of Due Diligence enables the potential suppliers, as they are generating their proposed solutions, to ensure that in assessing costs and determining these that all the technical information they may require is made available to them (at various stages of the process this can include system and network monitoring, not the content but the traffic to establish the capacity and capability of the network to deal with the data flows that are being experienced).

The ITPD process has been completed and evaluated. Prospective suppliers have provided outline solutions to the authority and cost models for the delivery of these. The costs models at this stage are indicative. These have been evaluated against the objectives set at the outset of the exercise (these are a direct reflection of those agreed by Cabinet, Scrutiny and Council) and in line with the evaluation model. At this stage the solutions include both the outline technical solution and the cost and identify proposals in respect of the other non ICT benefits that the Council may expect to derive from the bidders proposals as required as part of the agreed outcomes and process.

The number of potential providers has, as a result of the evaluation of these proposals been reduced to three. These three bidders have been taken through to the next stage which is detailed solution and draft contracting. This stage is referred to as Detailed Dialogue.

- (v) The Detailed Dialogue phase has been scheduled to run for approximately eight weeks between early March and early May. The detailed dialogue phase encompasses further detailed Due Diligence on the part of the prospective suppliers and an opportunity to determine and dialogue the solution proposed, the legal contract drafting and implications, allocation and association of risk and financial matters. The solution proposed and the cost model are ultimately issues for the supplier to determine based upon the information provided by the authority. The solution, financial, service and other non ICT benefits submitted will form the basis for the evaluation prior to determining the supplier.

The authority has clarified the financial requirements as part of the medium term financial strategy for all of the bidders. These requirements reflect directly back to the budget strategy for 2013/14 and beyond as agreed by Council. The final submission and prices will not be known to the authority until the submission of documentation in May 2013 although at this stage it is expected that the savings identified in the Medium Term Financial strategy will be delivered in conjunction with a modernised and robust ICT platform and infrastructure and additional town benefits. The exact nature and scale of these will not be known until the submission.

As part of the Detailed Dialogue phase consideration is also being given to the transition arrangements from the current contract to any new contractual arrangements and the timing and timescales for these.

- 2.2 The process overall is very complex. The Due Diligence information requirements alone are significant with this being only part of the information required to ensure that any solution proposed reflects and takes account of the current infrastructure aligns any technology enhancements with the bidders proposed solutions. This process is being managed (with assistance from the external advisors) within internal resources but not without (as has been previously been stated) significant goodwill from the staff involved.

### **3. RECOMMENDATIONS**

- 3.1 That Members note the update and where appropriate seek clarification.

### **4. APPENDICES**

None

### **5. BACKGROUND PAPERS**

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

Council 2<sup>nd</sup> August 2012 Medium Term Financial Strategy ICT (Information and Communications Technology) Services

Cabinet 9<sup>th</sup> July 2012 – Scrutiny Coordinating Committee Referral Response - Medium Term Financial Strategy ICT (Information and Communications Technology) Services

Scrutiny Coordinating Committee 29<sup>th</sup> June 2012 – Cabinet Referral - Medium Term Financial Strategy ICT (Information and Communications Technology) Services

Cabinet 23<sup>rd</sup> June 2012 - Medium Term Financial Strategy ICT (Information and Communications Technology) Services

Council 23<sup>rd</sup> February 2012 - Medium Term Financial Strategy

### **6. CONTACT OFFICER**

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## **SCRUTINY CO-ORDINATING COMMITTEE**

**3 May 2013**



**Report of:** CHAIRS OF OVERVIEW AND SCRUTINY

**Subject:** JOINT STRATEGIC NEEDS ASSESSMENT –  
OVERVIEW AND SCRUTINY INVESTIGATION

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

- 1.1 To present the findings of Overview and Scrutiny following its investigation into selected Joint Strategic Needs Assessment (JSNA) topics.

### **2. BACKGROUND**

- 2.1 The Scrutiny Co-ordinating Committee met on the 15 June 2012 agreed that the Overview and Scrutiny Work Programme for 2012/13 would focus on consideration of the Joint Strategic Needs Assessment. Given the wide breadth of the areas covered by the assessment, the Committee agreed that a number of specific topic areas would be selected for detail consideration. On this basis, it was agreed that over the course of 2012/13, individual Forums would look in detail at the following JSNA topic areas:

- Poverty;
- Transport;
- Older People;
- Emotional and Mental Wellbeing;
- Environment;
- Employment; and
- Sexual Health.

- 2.2 The production of a Joint Strategic Needs Assessment has been a statutory responsibility for the Council and NHS since 2007. This year represents the transfer of the document in to a web based 'living' form which has led to some of the issues identified during the course of the Overview and Scrutiny investigation in relation to the uploading and updating / content of some entries. Full details of Overview and Scrutiny comments and recommendations are outlined in each of the attached appendices and section 4.2 below

### 3. OVERALL AIM OF THE SCRUTINY INVESTIGATION

- 3.1 To strategically evaluate and contribute towards the development of Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principles.'

### 4. FINDINGS

- 4.1 The terms of reference for each of the Forum investigations were based on the ten key questions contained within each JSNA topic entry. In considering each topic entry, Members received evidence from a wide range of sources relating to these key questions and the findings of each Forum are outlined in the attached appendices.

**Appendix A - Poverty JSNA Topic** (Scrutiny Co-ordinating Committee)

**Appendix B - Transport JSNA Topic** (Scrutiny Co-ordinating Committee via the Transport Working Group)

**Appendix C - Older People JSNA Topic** (Adult and Community Services Scrutiny Forum)

**Appendix D - Emotional and Mental Wellbeing JSNA Topic** (Children's Services Scrutiny Forum)

**Appendix E - Environment JSNA Topic** (Neighbourhood Services Scrutiny Forum)

**Appendix F - Employment JSNA Topic** (Regeneration and Planning Services Scrutiny Forum)

**Appendix G - Sexual Health JSNA Topic** (Health Scrutiny Forum)

- 4.2 In addition to the recommendations made by each Forum, a number of further comments were made in relation to the overall JSNA process and content. These are outlined below:-

- i) The scrutiny process highlighted weaknesses in the quality and content of some of the web based JSNA topic areas, with concerns expressed regarding a level of co-ordination between Council and the NHS in the development of entries;
- ii) In instances where JSNA entries were incomplete at the time of scrutiny consideration, Members were concerned that the Scrutiny process had been utilised to inform, rather than comment on, the content of the entries;

- iii) Entries were in some instances based upon high level statistics / evidence and concern was expressed that the level of local information available could impact on the effectiveness of the JSNA as a tool in the commissioning of services to fit local need in the future;
- iv) To ensure the JSNA is a 'living' document that accurately reflects the situation within the town, and can effectively influence the commissioning of future services by the authority and its partners, the various JSNA topics should be updated on a quarterly basis alongside the Councils Covalent database;
- v) The impact of welfare reform must be reflected fully across all aspects of JSNA topics; and
- vi) The eradication of child poverty must continue to be priority within the Councils new decision making process, particularly through the future work of the Health and Wellbeing Board.

## **5. RECOMMENDATIONS**

- 5.1 That the comments contained within Section 5 above, and the content, outcomes and recommendations contained within the reports attached at Appendices A to G, be approved for presentation to the Finance and Policy Committee.

### **ALL CHAIRS OF OVERVIEW AND SCRUTINY**

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** SCRUTINY CO-ORDINATING COMMITTEE

**Subject:** DRAFT FINAL REPORT – INVESTIGATION INTO  
THE JSNA TOPIC OF 'POVERTY'

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### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Scrutiny Co-ordinating Committee following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of Poverty.

### 2. BACKGROUND

- 2.1 The Scrutiny Co-ordinating Committee met on the 15 June 2012 to consider its Work Programme and agreed that the Committee would in 2012/13 focus on the following JSNA topic:-

Poverty - Support people in Hartlepool to maximise their income and increase the number of people who are economically active, given that over 30% of children in Hartlepool live in poverty; ensure that information about the range of benefits available to vulnerable young people and families is consistent and of high quality.

### 3. MEMBERSHIP OF THE SCRUTINY CO-ORDINATING COMMITTEE

- 3.1 The membership of the Scrutiny Committee was as detailed below:-

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

### 4. OVERALL AIM OF THE SCRUTINY INVESTIGATION

- 4.1 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.'

**5. FINDINGS**

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are detailed in paragraphs 5.6 onwards of this report. Details of evidence presented to the Committee are attached at **Appendix A**.
- 5.2 The Scrutiny Co-ordinating Committee has as part of its work programme in previous years focused its attention on poverty as a key issue, resulting in the formulation of conclusions and recommendations in relation to 'Child Poverty and Financial Inclusion' and 'The Provision of Face to Face Advice and Information Services in Hartlepool'. In considering the content of the Poverty JSNA entry, the Committee utilised the evidence and experienced obtained through its previous investigations.
- 5.3 As part of the first stage of the process, the Scrutiny Co-ordinating Committee at its meeting on the 30 November 2012 received baseline evidence in relation to the current government definition of poverty and expressed concerns that rather than eradication child poverty by 2020, levels were expected to increase by 2015 (relative child poverty by 400,000 and absolute child poverty by 500,000). Members also noted that seven out of eleven wards in Hartlepool fall within the top 5% most deprived nationally.
- 5.4 The Committee noted with interest the following snapshot of the consequences of poverty in relation to health in Hartlepool, gaining an understanding of how factors including environment, housing, employment and education relate to poverty and its resulting health implications.

**Diseases**

Burn Valley Ward – You would be at an increased risk of CVD and cancer compared to the rest of England

**Best Start**

Manor House Ward – You have an 80% chance of not being breast fed

**Long Life**

Hart Ward – You can expect to live to over 80 years

**Income**

Fens and Rossmere Ward – You are more likely to be claiming incapacity benefit than people in Elwick

**Inequality**

Victoria Ward – You would live about 10 years less than those in Hart

**Risky Behaviour**

Headland and Harbour Ward – You would have at least a 25% chance of experiencing nicotine before you are born

- 5.5 Given the wide reaching nature of the poverty issue, in order to facilitate effective discussions the Committee considered the questions contained within the JSNA entry over the course of two separate meetings. The meeting on the 8 February 2013 focused on adult and older person poverty, whilst the meeting on the 22 March 2013 focused on family, child and welfare reform poverty. Details of the Committees views and recommendations are outlined below.

### **What are the key issues?**

- 5.6 The Committee established that housing, education, environment and employment are all key factors in relation to poverty and its associated health implications. The Committee was of the view that of these factors, perhaps the most fundamental is the provision of employment opportunities as a means of enabling people of all ages to work their way out of poverty and raise aspirations. The importance of the provision of jobs and opportunities is also key to the eradication of family poverty, as a fundamental factor in addressing child poverty.
- 5.7 It was, however, noted that nationally 60% of children living in poverty live in a household where at least one parent works and as such, the level and type of jobs available is an equally important factor. In the case of Hartlepool, it was noted that there were only 345 live vacancies within Job Centre Plus, which equated to approximately 11 unemployed people per job (as of 30 November 2012) and that the jobs were mainly low level or part time on minimum wage. In addition, the North East region has one of the lowest rates of minimum wage across the country at £7 per hour which would have a financial impact on local residents and families. There is, however, a section of Hartlepool residents that are highly skilled (as a result of being relatively highly paid) which has the effect of raising the average full time equivalent wage in the town to £506.00 per week. Whilst this compared favourably to the national average full time equivalent wage of £508.00 per week, it also demonstrated to the Committee the complexity of the current labour market and the widening wage gap across Hartlepool between the lower and higher skilled workers.
- 5.8 Attention was drawn to previous work programmes operated by the Council and the voluntary and private sectors, funding for which had been removed. Members were of the view that these programmes had been delivered extremely successfully on a local basis, comparisons being drawn with the far less effective replacement schemes. Particular attention had been drawn to the Future Jobs Fund (FJF) which in Hartlepool had created and helped 720 18-24 year olds into employment over an 18 month period. Members felt strongly that this had been achieved through real efforts and partnership working by the Council, voluntary and private sectors and that the removal of these schemes had been a truly retrograde step.
- 5.9 In looking at how to reduce poverty in the town, Members emphasised the importance of future investment in the town's infrastructure, and encouragement for the manufacturing industry, as key factors in the

generation of local jobs and increasing the local economy. Emphasis was also placed upon the importance of providing jobs and experience for the towns' young people and the Committee was supportive of the promotion of apprenticeship schemes (including those without academic qualifications) as part of any package of measures to increase employment and reduce the levels of poverty in Hartlepool.

- 5.10 Key to achieving this was going to be the work undertaken by the Council in liaising with local colleges and local employers and other organisations to look at the skills required for the development of future industry. The Committee was pleased to discover that this work was already ongoing and one example of this was the local authority working closely with Job Centre Plus and National Apprenticeship Service to promote the apprenticeship programme to local employers.
- 5.11 In considering other factors, Members were exceptionally concerned regarding the effects of future welfare reform changes to benefits and social housing rules (including the bedroom tax) on local people and the local economy. The Committee was reassured that a number of interventions were already in place and commended the activities of services such as FISH and the West View Advice and Resource Centre.

#### **What commissioning priorities are recommended?**

- 5.12 Members supported the commissioning priorities identified within the JSNA Poverty entry.

#### **Who is at risk and why?**

- 5.13 Members were supportive of the content of this element of the Poverty JSNA entry and explored the potential of refining the information provided even further. The Committee suggested that the provision of statistical information in relation to the number of those seeking advice through council or voluntary services as a result of the welfare reforms would be beneficial on ward by ward basis. The benefits of the use of this information alongside the existing demographic profiling of wards, being that it would assist in the future focus and commissioning of services through the clear identification of:-
- i) The location of those affected; and
  - ii) Patterns in terms of levels and types of advice sought.
- 5.14 The Committee was of the view that this information should be compiled and utilised to update the JSNA on a regular basis, to maintain its accuracy as a 'living' document. It should also be utilised to inform any future contract arrangements let by the authority. In relation to the future availability of statistical information, concern was however expressed that budgetary cuts could impact on the availability of information to enable the evaluation and monitoring of issues such as poverty and employment levels.

- 5.15 Members discussed further practical arrangements for the identification of those in need and emphasis was placed upon the importance of partnership working. The Committee noted that arrangements are already in place with the Fire Brigade to ensure that concerns are relayed following home visits and it was felt that, if not already in place, similar arrangements should be put in place with all JSNA partners. This would ensure that information is relayed to relevant bodies that are in a position to provide help and assistance and reduce the number of people / families that fall between the gaps.

### **What is the level of need in the population?**

- 5.16 Members observed that the information on child poverty in Hartlepool was based on 2010 statistical information across the old ward boundary areas and expressed concern that it was therefore out of date. Whilst the Head of Access and Strategic Planning explained to the Committee that national statistical information was always two/three years out of date, and emphasised the '3 year minimum view' nature of the JSNA, Members remained keen to see the information updated as soon as possible and fed into the JSNA entry.
- 5.17 Members appreciated the pressure placed on officers as a result of reducing resources and discussed in detail the appropriate frequency for the update of the JSNA. The viability of various options was discussed, alongside the need for the JSNA to be a 'living' document and discussions culminated in support for the updating of the various JSNA topics quarterly. The intention being that this would be in line with the Councils Covalent (performance management) database. Members felt that this would achieve the required outcomes, whilst keeping the impact on officers to an acceptable level.
- 5.18 The Committee also highlighted the need to ensure that information provided is updated to reflect the new ward boundaries, whilst it was noted that this information would provide a picture of wards on an overall basis. It was suggested that it would be beneficial to also provide information on a super output basis.
- 5.19 Other issues raised in relation to the level of need in Hartlepool related to:-
- i) School Meals - Members discussed in detail the links between school meals, poverty and health and felt that the number of children receiving free school meals should be reflected in the entry; and
  - ii) Internet Access - Members highlighted potential health and wellbeing issues, in terms of education disadvantage and future life chances, which some children experience as a result of restricted (or non existent) internet access.
- 5.20 In considering the information provided, the Committee recognised the stigma that was often associated with being in poverty, resulting in some families / individuals being reluctant to access services or benefits that could



help. An example of this being the take up of free schools meals. Members concerns in relation to this were shared by the Adult and Public Health Services Portfolio Holder who participated in discussions at the meeting on the 22 March 2013.

- 5.21 Concern was also expressed that people could often be very judgemental about what people in poverty should or should not have, i.e. internet and children having the latest clothes or trainers. The Committee felt strongly that the isolation experienced by children / young people who are unable to fit into their peer groups for whatever reason could be exceptionally damaging, both now in terms of social exclusion and mental health and in terms of future development and aspirations.
- 5.22 Members discussed further the issue of unclaimed benefits and were advised that through the work of the Council's partners, and the Families Information and Support Hub (FISH), every effort was made to try and ensure that families are claiming all the benefits they are entitled to. It was, however, recognised that this is still a challenge.
- 5.23 As part of the information provided by the FISH team, the Committee noted with concern growing demand for food banks in the town. Evidence showed that between January and March 2013 1,031 food parcels had been given out in addition to an average of 20 food vouchers being given out through FISH each week and 5 through West View Advice & Resource Centre (WVARC). Concern was expressed that this service could become a regular source of support rather than an emergency provision, as was intended. Members also expressed concern regarding those children who during the holidays would miss out on their school meals and it was suggested that the potential introduction of school holiday clubs to ensure that children received lunch should be explored.
- 5.24 Members felt strongly that in 2013 it was a disgrace that food banks are needed and that usage of these services should be reflected in the JSNA, with regular updates to reflect any fluctuations / increases that might occur.

#### **What services are currently provided?**

- 5.25 The Committee noted the absence of various activities undertaken in addressing poverty issues across Hartlepool, and in particular the absence of reference to the FISH Team, Connected Care or the West View Advice and Resource Centre. Members suggested that the entry should be updated to more accurately reflect the breadth of activities being undertaken in Hartlepool, with particular attention drawn to the work being undertaken and advice being provided in relation to welfare reform changes.
- 5.26 The Public Health Intelligence Specialist commented that with the JSNA now being a 'live' document on the internet it was much easier to adapt and update the document to reflect changes in the background information.

**What is the projected level of need / service use?**

- 5.27 Members noted the content of this section of the JSNA entry and reiterated concerns regarding the impact of loan sharks on those in financial difficulty and the contributing role they play in pushing people and families further into poverty. In light of these concerns, it was suggested that the effect / impact of loan sharks should be reflected in the JSNA entry.
- 5.28 Taking into consideration the evidence provided through a selection of case studies in relation to all aspects of poverty, Members were concerned that given the aim of the JSNA entry in informing the commissioning of services to reflect local need, the information provided in this section of the entry was heavily focused at a national level. Members were of the view that the information contained within this section of the entry should be more representative of the position on a local basis and suggested that an assessment of local needs / impacts should be included in the entry to build upon the national information provided.
- 5.29 In addition to this, one key issue which Members felt was not fully represented in the entry was the imminent changes to Housing Benefit (commonly referred to as the 'bedroom tax'), with a particular impact on those who are on the borders of poverty. Particular attention was drawn to the need to address the shortfall in two bedroom homes that exists in the town and Members suggested that the issues and implications of the Housing Benefit reforms need to be fully reflected in the JSNA entry.
- 5.30 In looking at possible way of addressing the Housing Benefit reform issue, the Committee highlighted the short supply of properties with two or less bedrooms and suggested that ways of either adapting or re-designating properties should be explored with Housing Hartlepool and other social landlords. This being a means of reducing the impact of the new legislation and reducing the potential impact / cost of evictions.
- 5.31 It was recognised that this would impact on the value of landlord's housing stock, and that a full cost analysis had already been undertaken by Housing Hartlepool. The Committee, however, felt that this should be looked in to further.
- 5.32 During the course of discussions, Members highlighted the potential for an increase in the number of people who have never in the past needed to access benefits and due to job losses find them selves in debt. This in turn would be a section of the community who will probably have the least amount of knowledge and experience in navigating the benefit system and as such will require significant assistance. Members were concerned that the deteriorating economic climate could see a significant increase in these types of cases.
- 5.33 In addition to this, taking into consideration all of the factors discussed around current and potential need in the town, Members had real concerns regarding the potential for an increase in mental health issues, that may lead

to an increase in suicide rates and felt strongly that this potential should be planned for.

**What needs might be unmet?**

- 5.34 Continuing to look at the impact of welfare reform changes, Members drew attention to the potential impact on people as they move over to the Employment and Support Allowance (ESA). This was a source of severe stress for many in this situation, with the potential for some single people to be left with only £71 per week to live on.
- 5.35 Evidence provided from the FISH team, and representatives from West View Advice and Resource Centre, indicated that requests for advice in relation to the migration over to the ESA was a daily issue. Whilst many seemed to be coping initially, many were still appealing decisions and as such the true impact of the change was not yet known. On this basis, the Committee was of the view that the impact of the migration needed to be fully reflected in terms of future potential unmet needs.
- 5.36 Members discussed in detail the need for holistic support around the family and expressed concern regarding potential 'out of hours' emergencies for families in need. Whilst the Committee was aware of the existence of an emergency duty team to deal with safeguarding and other issues out of hours, concern was expressed that although Section 17 funding is available for children in need, there is no out of hours mechanism in place to deal with instances of hardship. Members suggested that in recognition of this, emergency numbers needed to be re-circulated to Members and publicised to residents, to ensure that all know what options are available to them in the event of an emergency.

**What evidence is there for effective intervention?**

- 5.37 Members noted that this section of the JSNA reflected only high level academic indicators of effective intervention. Members were of the view that there was clear need for the JSNA to be responsive to the local situation and include a reflection of the significant amount of work being undertaken locally in tackling poverty issues. This included the successes of the voluntary and community sector as well as the services provided by the local authority.
- 5.38 Whilst the Committee was advised that the requirement for this element of the entry to focus on high level national indicators had been agreed as a template for all JSNA's, Members were of the view that this should not be the case. Members suggested that in order to have a document that effectively influences the town's Health and Wellbeing Strategy, and subsequently the services commissioned; the JSNA must be reflective of the position in Hartlepool and not simply a national perspective.

**What do people say?**

- 5.39 Members were concerned that the content of this section was primarily based on the views of children and young people. The Committee suggested that the content of this section should be expanded to include the views of other sections of the community i.e. older people and families and that evidence from other sources such as the older people's strategy could potentially be utilised.

**What additional needs assessment is required?**

- 5.40 The Committee was happy with the content of this section of the Poverty JSNA entry.

**What are the recommendations for commissioning?**

- 5.41 Members noted and welcomed the advice being given by the West View Advice and Resource Centre in relation to people opening accounts with the Credit Union (in order to ensure continued access to benefit payments). Members discussed practical barriers to the provision of services as quickly as possible to help alleviate, or remove people and families from, poverty. In doing so, emphasis was placed upon the importance of debt advice and the challenges facing providers in the provision of appointments and the speed at which benefits are processed and payments initiated.
- 5.42 Members suggested that the importance and effectiveness of debt advice services in helping families and individuals in poverty should be clearly referenced in the JSNA entry in terms of the commissioning of future services.

**6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Scrutiny Co-ordinating Committee has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Committee noted the JSNA Poverty entry and recommended the following:-

- 1) In relation to the section of the entry relating to '**What are the key issues**', Members were generally supportive of the information included, however, recommended the following:-
  - i) That the entry be amended to reflect the importance of employment (including the provision of apprenticeships for young people, with or without academic qualifications) and the economic regeneration of the town as key factors in enabling people to work their way out of poverty.

- 2) In relation to the section of the entry relating to '**What commissioning priorities are recommended**', Members supported the commissioning priorities identified within the entry.
- 3) In relation to the section of the entry relating to '**Who is at risk and why**', Members were generally supportive of the information included, however, recommended the following:-
  - i) That statistical information in relation to the number of those seeking advice through the Council, or other services as a result of the welfare reforms, should be compiled on a ward by ward basis and utilised to update the JSNA.
  - ii) That arrangements be put in place with partners who visit homes of residents to ensure that information in relation to families / individuals who are experiencing poverty is relayed, and that they are signposted to relevant bodies that are able to provide help / assistance.
- 4) In relation to the section of the entry relating to '**What is the level of need in the population**', Members were generally supportive of the information included, however, recommended the following:-
  - i) Whilst it was recognised that national statistical information tended to be two/three years old, where possible information contained within the entry be updated to better inform the commissioning of services to meet demand;
  - ii) That the information be updated to reflect the new ward boundaries and that the provision of information on a super output basis be explored; and
  - iii) That information in relation to food bank usage be included in the entry, with regular updates to reflect any fluctuations / increases that may occur.
- 5) In relation to the section of the entry relating to '**What services are currently provided**', Members recommended that the entry should be updated to more accurately reflect the breadth of activities being undertaken in Hartlepool, including food banks and benefits advice services, and as part of this a link to the Family Services Directory should be provided.
- 6) In relation to the section of the entry relating to '**What is the projected level of need / service use**', Members were generally supportive of the information included, however, recommended the following:-

- i) That this section of the entry be amended to include and reflect:
    - The impact of loan sharks on those in financial difficulty and the contributing role they play in pushing people and families further into poverty;
    - Issues relating to, and implications of the Housing Benefit reforms; and
    - The need to plan for a potential increase in mental health issues that may lead to an increase in suicide rates.
  - ii) That given the role of the JSNA in informing the commissioning of services to reflect local need, an assessment of local needs / impacts should be included in the entry to build upon the national information already provided.
- 7) In relation to the section of the entry relating to '**What needs might be unmet**', Members recommended that:-
- i) In response to concerns regarding the transfer over to the Employment and Support Allowance, the impact of the migration should be reflected within the entry; and
  - ii) In response to concerns regarding the level of knowledge in relation to the options available to deal with out of hour's emergencies, emergency numbers are re-circulated to Members and publicised to residents.
- 8) In relation to the section of the entry relating to '**What evidence is there for effective intervention**', Members were generally supportive of the information included, however, recommended the following:-
- i) There is a clear requirement for the JSNA to be responsive to the local situation and include a reflection of the significant amount of work being undertaken locally in tackling poverty issues. On this basis, the entry should be amended to reflect the successful activities of the voluntary and community sector, as well as the services provided by the local authority.
  - ii) The entry should not follow the template agreed for all JSNA's across the region, whereby the focus is on high level national indicators. On this basis, in order to have a document that effectively influences the town's Health and Wellbeing Strategy, and in turn the services commissioned, the entry should be amended to reflective the local position and not solely a national perspective.
- 9) In relation to the section of the entry relating to '**What do people say**', Members were generally supportive of the information included, however, recommended the following:-

- i) The content of this section should be expanded to include the views of other sections of the community i.e. older people and families and that evidence from other sources such as the older people's strategy could potentially be utilised.

**COUNCILLOR MARJORIE JAMES**  
**CHAIR OF THE SCRUTINY CO-ORDINATING COMMITTEE**

**ACKNOWLEDGEMENTS**

The Committee is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

- Councillor Cath Hill, Children's and Community Services Portfolio Holder
- Councillor John Lauderdale, Adult and Public Health Services Portfolio Holder
- Denise Ogden, Director of Regeneration and Neighbourhoods
- Danielle Swainston, Head of Access and Strategic Planning
- Penny Thompson, FISH Manager
- Patrick Wilson, Employment Development Officer
- Nigel Johnson, Housing Services Manager
- Louise Wallace, Director of Public Health

External Representatives:

- Leon Green, Public Health Intelligence Specialist
- Graeme Cadas, Job Centre Plus
- Val Evens, Alison Thompson, Rebecca Wise, West View Advice and Resource Centre Ltd
- Kate Hogan and Lisa Steel, Hartlepool Carers
- Age UK Teesside (Age Concern) - Elizabeth Briggs
- Catherine Wohlers, Birmingham City Council

**Appendix A****Evidence provided to the Committee**

The following evidence was presented to the Scrutiny Co-ordinating Committee throughout the course of the investigation into 'Poverty':-

Date of Meeting	Evidence Received
28 September 2012	Scoping Report – Scrutiny Manager
30 November 2012	<p>Setting the Scene Presentation - Director of Public Health, Assistant Director (Neighbourhood Services), FISH Manager and Employment Development Officer</p> <p>Evidence from the Portfolio Holder for Children's and Community Services</p> <p>Previous Poverty Related Scrutiny Investigations – Scrutiny Manager</p>
8 February 2013	<p>Poverty JSNA Entry (Adult and Older Person Poverty Areas) Case Study Discussions</p> <p>Feedback from the Child Poverty Consultation Event - 4th December and formulation of Scrutiny input into HBC response.</p>
22 March 2013	<p>Poverty JSNA Investigation (Family, Child and Welfare Reform Poverty Areas):</p> <ul style="list-style-type: none"> <li>- Presentation; and</li> <li>- Case Study Discussions (inc. food bank statistics and welfare reform information).</li> </ul> <p>Evidence from the Portfolio Holder for Adult &amp; Public Health Services.</p>



## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** SCRUTINY CO-ORDINATING COMMITTEE

**Subject:** DRAFT FINAL REPORT – INVESTIGATION INTO  
THE JSNA TOPIC OF ‘TRANSPORT’

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### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Scrutiny Co-ordinating Committee (formulated through the Transport Working Group) following consideration of the Joint Strategic Needs Assessment (JSNA) topic of Transport.

### 2. BACKGROUND

- 2.1 The Scrutiny Co-ordinating Committee met on the 15 June 2012 to consider its Work Programme and agreed that consideration of the Transport JSNA topic would be referred to the Transport Working the Committee.

### 3. MEMBERSHIP OF THE TRANSPORT WORKING GROUP

- 3.1 The membership of the Scrutiny Committee was as detailed below:-

Councillors Ainslie, C Akers-Belcher, Cook, James, Loynes, Tempest and Wells.

### 4. OVERALL AIM OF THE SCRUTINY INVESTIGATION

- 4.1 To strategically evaluate and contribute towards the development of the ‘Transport’ topic within Hartlepool’s Joint Strategic Needs Assessment.

### 5. FINDINGS

- 5.1 The Transport Working Group, at its meeting on the 27 March 2013, considered each of the questions (outlined overleaf) contained within the Transport JSNA entry:-

- (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?

**6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Transport Working Group supported the content of the Transport JSNA entry, with the inclusion of reference where appropriate to the health benefits of the implementation of 20MPH zones across the town.
- 6.2 The Transport Working Group agreed that whilst in some individual roads it may not be possible to reduce speeds to 20 mph, that they should forward their recommendations to the Neighbourhoods Policy Committee, expressing their view that the Policy Committee take forward the recommendations and attempt to identify an area of the town where a 20 mph zone can be implemented, prior to rolling the initiative out across Hartlepool.

**COUNCILLOR MARJORIE JAMES**  
**CHAIR OF THE TRANSPORT WORKING GROUP**

**ACKNOWLEDGEMENTS**

The Committee is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

- Alastair Smith, Assistant Director, Transportation and Engineering
- Paul Robson, Integrated Transport Manager
- Paul Watson, Road Safety Team Leader

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

**Subject:** FINAL REPORT – INVESTIGATION INTO THE JSNA TOPIC OF 'OLDER PEOPLE'

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### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Adult and Community Services Scrutiny Forum following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of 'Older People'.

### 2. BACKGROUND

- 2.1 The Adult and Community Services Scrutiny Forum met on the 30 July 2012 to consider their work programme and agreed that the Forum would in 2012/13 focus on the following JSNA topic:-

Older People - Ensuring older people have full and active lives, accessing services within the community. If their needs change services across both health and social care need to be available and accessible to meet those needs. The principle of independence, reablement and maintaining control is at the heart of the commissioning and provision of services for older people.

- 2.2 The Marmot principle, 'Enabling All Children, Young People and Adults to Maximise Their Capabilities and have Control over Their Lives' was the overarching principle which the Forum used to measure the provision of Council Services throughout their investigation into 'Older People'. The priority objectives and policy recommendations in relation to this principle being:-

**Priority Objectives:-**

- (a) Reduce the social gradient in skills and qualifications;
- (b) Ensure that schools, families and communities work in partnership to reduce the gradient in health, well being and resilience of children and young people; and

- (c) Improve the access and use of quality lifelong learning across the social gradient.

**Policy Recommendations**

- (a) Ensure that reducing social inequalities in pupils' educational outcomes is a sustained priority;
- (b) Prioritise reducing social inequalities in life skills by:
  - Extending the role of schools in supporting families and communities and taking a 'whole child' approach to education;
  - Consistently implementing 'full service' extended school approaches; and
  - Developing the school-based workforce to build their skills in working across school-home boundaries and addressing social and emotional development, physical and mental health and well-being.
- (c) Increase access and use of quality lifelong learning opportunities across the social gradient, by:
  - Providing easily accessible support and advice for 16-25 year olds on life skills, training and employment opportunities;
  - Providing work-based learning, including apprenticeships, for young people and those changing jobs / careers; and
  - Increasing availability of non-vocational lifelong learning across the life course.

**3. MEMBERSHIP OF THE ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

- 3.1 The membership of the Scrutiny Forum was as detailed below:-

Councillors Beck, A Lilley, Loynes, Richardson, Shields, Sirs and Wilcox.

**4. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 4.1 The overall aim of the Scrutiny investigation was to strategically evaluate and contribute towards the development of the 'Older People' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principle to 'Enabling all children,

young people and adults to maximise their capabilities and have control over their lives’

## 5. FINDINGS

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are detailed in paragraphs 5.2 to 5.29 of this report. Details of evidence presented to the Forum are attached as **Appendix A**.

### *Setting the Scene*

- 5.2 At the meeting of the Adult and Community Services Scrutiny Forum on 17 September 2012, Members received a setting the scene presentation from the Assistant Director of Adult Social Care and the Head of Strategic Commissioning. The presentation covered the following JSNA questions:-

- What are the key issues?
- Who is at risk and why?
- What is the level of need?

### **What are the key issues?**

- 5.3 The Forum was supportive of the key issues identified within the JSNA at the meeting of the Forum on 17 September 2012 and at the meeting of the Forum on 11 March 2013, where the JSNA entry was presented as a whole.

### **Who is at risk and why?**

- 5.4 Dementia sufferers were one of the groups identified as being at risk in the ‘older people’ JSNA entry. Members discussed the difficulty surrounding diagnosis of the condition and the misconceptions that may exist around the condition, such as a view that sufferers cannot be cared for in their own homes, which may prevent people seeking a diagnosis.
- 5.5 Members suggested more publicity should be carried out to promote the facts around dementia and the care options available, to encourage more people to seek an early diagnosis, and that this was reflected in the ‘older people’ JSNA entry.

### **What is the level of need?**

- 5.6 Members noted that it is very difficult to fully identify all older people who may have a social care need, as many people with low level needs are supported by family and friends, self fund their care or received no support. It was identified that these people occasionally access health services but do not receive social care.

- 5.7 The Forum heard that approximately 18% of people classed as 'older' are supported by Hartlepool Borough Council Social Services (the JSNA entry classes those aged 65 and over as an 'older person').

**What services are currently provided?**

- 5.8 The Adult and Community Services Scrutiny Forum met on 23 October 2012 to consider the evidence from Hartlepool Borough Council's Assistant Director of Social Care and Head of Strategic Commissioning, Tees Esk and Wear Valley NHS Foundation Trust, Housing Hartlepool and Connected Care on services currently provided.
- 5.9 Following evidence from service providers, Members expressed concern that Hartlepool residents may not be aware of the types of support services available to them and queried what measures were in place to address this issue. Members were advised by a representative from Connected Care, that welfare notices were a means of identifying anyone in need of support.
- 5.10 Members queried whether Housing Hartlepool's Telecare Team had received dementia awareness training, to enable any concerns to be identified during home visits. Members were advised that the Adult Social Care department of Hartlepool Borough Council has been successful in providing a three day intensive training course to a wide range of providers, including Housing Hartlepool staff. To support this training, it was the aim to carry out regular review meetings with staff to discuss any patient concerns.
- 5.11 At a further meeting of the Forum on 11 March 2013, Members identified that appropriate training of staff who provide social care services across all organisations, particularly to dementia sufferers, was crucial in order to deliver a good standard of care to older people. The Forum recommended that the JSNA entry for older people should be updated to incorporate reference to the importance of training.
- 5.12 Members went on to stress that continuity of care and a co-ordinated approach from all health and social care agencies was very important to those who use social care services, particularly when there was a diagnosis of dementia. The Head of Strategic Commissioning highlighted examples of the processes for reablement and hospital discharge, but it was recognised that there were areas of health and social care still working in silos. The Forum also recognised that maintaining the continuity of care staff was very difficult and due to the nature of the sector staff regularly moved on to other positions.
- 5.13 Concerns were raised by the Forum in relation to the issue of isolation in the elderly community, identifying that the only people elderly residents may have contact with are those from social care or housing services. Representatives from the agencies present at the meeting on 23 October

2012 acknowledged that whilst progress had been made there was further work required in this respect.

### **What evidence is there for effective intervention?**

- 5.14 At the meeting of the Adult and Community Services Scrutiny Forum on 11 March 2013, Members received evidence from the Head of Strategic Commissioning from Hartlepool Borough Council in relation to evidence for effective intervention. Members commented that when the 'level of need' figures contained within the JSNA entry, were updated for the 2011 census results, the level of need was likely to increase significantly and therefore the effectiveness of intervention may fall. It was also recognised that current cuts to funding meant that the provision of social care services were reducing and there was a risk that in the future only statutory services would be provided, which was not a situation service users or providers wished to see.

#### *Projected and unmet needs*

- 5.15 At the meeting of the Adult and Community Services Scrutiny Forum on 3 December 2012, Members considered evidence from the Assistant Director of Adult Social Care and the Head of Strategic Commissioning from Hartlepool Borough Council and NHS Tees in relation to the following JSNA questions:-

- What is the projected level of need/service use?
- What needs might be unmet?

### **What is the projected level of need / service use?**

- 5.16 Members requested clarification regarding the levels of reablement services available. The Head of Strategic Commissioning confirmed that there were a range of services available. In terms of short term input from the Council's reablement team, early performance measures indicated that 75% of people receiving this support achieved the outcomes identified at the beginning of the process. The aim was to provide low level support and early intervention.

### **What needs might be unmet?**

- 5.17 The impact of the welfare reforms was identified by Members as an area of concern. The Head of Strategic Commissioning, from Hartlepool Borough Council advised the Forum that it was difficult to determine the full impact of the incremental rise in the number of older people affected by the reforms and work was currently ongoing to identify projections in this regard. However, it was anticipated this would include an increase in homelessness, as well as further pressures on health and social care.
- 5.18 A Member commented on the importance of addressing the needs of older people and emphasised the importance of ensuring reporting and communication arrangements were in place for information to feed into the

Health and Wellbeing Board from its sub-groups. The importance of clear communication links between the Health and Wellbeing Board and Clinical Commissioning Group was also emphasised, as well as the need to avoid duplication of information feeding in to the Health and Wellbeing Board.

- 5.19 Reference was made to the potential increased dependence on crisis level support and the importance of improving communication methods to alleviate this problem. In response, a representative from NHS Tees advised Members that there was a close working relationship between the Public Health team, the CCG and the North East Public Health Observatory to facilitate a more strategic planning approach to day to day health care needs.
- 5.20 A query was raised by the Forum in relation to the potential numbers of patients suffering with dementia who remain undiagnosed. It was highlighted by the Head of Strategic Commissioning that the level of awareness and screening had increased. Members highlighted the benefits of raising dementia awareness and the Forum sought clarification on the impact of ongoing budget cuts on services of this type. Members were advised by the Assistant Director of Adult Social Care, of the arrangements in place to minimise the impact of reductions in funding as well as the aims and priorities of the service.
- 5.21 The Forum expressed further concern in relation to the impact of budget cuts on the level and types of support available to vulnerable people living at home with early onset dementia, who may be better supported in residential care. The Assistant Director of Social Care advised the Forum of the assessment process including eligibility criteria and emphasised that there were no plans at the present time to review eligibility criteria.

#### *Views and Comments*

- 5.22 At the meeting of the Adult and Community Services Scrutiny Forum on 11 February 2013, Members received evidence from the Assistant Director of Adult Social Care and the Head of Strategic Commissioning from Hartlepool Borough Council and representatives from NHS Tees, in relation to the following JSNA questions:-
- What do people say?
  - What additional needs assessment is required?

In addition to receiving evidence, Members undertook a consultation to enable members of the public, service users and local organisations that offer support to older people, to share their views.

#### **What do people say?**

- 5.23 Members of the Forum raised concerns regarding the lack of information available in leaflet format and it was suggested that Hartbeat be utilised to



communicate more accessible information in clear language. Whilst it was acknowledged that there was more information available electronically as opposed to hard copy format, the Head of Strategic Commissioning provided assurances that this issue had been noted and was included as an action in the Older People's Strategy.

- 5.24 The importance of the need to target the independent older person, who had never accessed the services in place and was potentially a higher risk of isolation, was highlighted.
- 5.25 Members recommended that the views expressed regarding services for older people be incorporated into the JSNA, where appropriate.

**What additional needs assessment is required?**

- 5.26 In response to concerns raised regarding the level of enabling services available to dementia patients, such as physiotherapy, the NHS Tees representative stated that this was a recognised issue nationally and various schemes were currently being explored to manage this problem.

**What are the recommendations for commissioning?**

- 5.27 At the meeting of the Forum on 11 March 2013 following a presentation by the Head of Strategic Commissioning in relation to the JSNA entry as a whole, Members were supportive of the commissioning priorities identified, but expressed frustration that the JSNA website did not as yet contain the entries submitted to NHS Tees. Members recommended that representations were made by the Forum to the Health and Wellbeing Board regarding timely updating of the JSNA website going forward.
- 5.28 The Forum recognised that support for older people within Hartlepool was not solely the responsibility of those organisations that provided social care and health services. In order to enable older people to live independently a whole life approach was needed, and this was an area for which the community as a whole needed to accept responsibility.
- 5.29 In addition to the recommendations contained within the JSNA entry for older people a number of further recommendations were suggested, as detailed in section 6, to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies.

**6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Adult and Community Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to inform the

development and delivery of the Health and Wellbeing and Commissioning Strategies are:-

- 1 That greater promotion of the care available to help people retain their independence and remain within their own homes is undertaken in conjunction with partner organisations, particularly in relation to dementia sufferers, where concerns over retaining independence may prevent people from seeking an early diagnosis, and that any information produced is clear and concise.
- 2 That in order to ensure that awareness of conditions such as dementia is maintained amongst providers of services to older people and their staff, Hartlepool Borough Council undertakes the following:-
  - i re-delivers dementia awareness training to partner organisations at appropriate intervals; and
  - ii incorporates reference to the importance of appropriate training for all service providers in the 'older people' JSNA entry.
- 3 That further work is undertaken, in conjunction with partner organisations, to reduce social isolation amongst older residents in Hartlepool, particularly in relation to those people who are more independent and may never previously have accessed services.
- 4 That in order to address the needs of older people and avoid the duplication of information feeding into the Health and Wellbeing Board, clear and appropriate reporting and communication arrangements are put in place.
- 5 That in order to maintain JSNA entries as living documents and reflect the current views and issues faced by service users and their families, the results of the public consultation exercise undertaken by the Adult and Community Services Scrutiny Forum and any further public consultations held in the future by Hartlepool Council and partner organisations, be considered for inclusion in the appropriate JSNA entry and are also incorporated as part of the older peoples strategy review.
- 6 The Health and Wellbeing Board make representations to the appropriate public health body to ensure that the Hartlepool 'Older People' JSNA entry is uploaded on to the website as soon as possible and that future updates supplied by Hartlepool Borough Council in relation to the 'Older People' entry are carried out with appropriate timescales.

**COUNCILLOR CARL RICHARDSON**  
**CHAIR OF THE ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

## **ACKNOWLEDGEMENTS**

The Forum is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

Jill Harrison – Assistant Director of Adult Social Care

Phil Hornsby – Head of Strategic Commissioning

External Representatives:

Lorraine Ferrier – Tees, Esk and Wear Valley NHS Foundation Trust

Richard Harrety – NHS Tees

Ray Harriman – Connected Care

Rachael Maughan – Connected Care

Dr Boleslaw Posmyk – CCG

Andy Powell – Hartlepool Housing

Caroline Ryder-Jones – Tees, Esk and Wear Valley NHS Foundation Trust

John Stamp – NHS Tees

Julie Stevens – NHS Tees

Jacqui Straughan – Tees, Esk and Wear Valley NHS Foundation Trust

Pauline Townsend – North Tees and Hartlepool NHS Foundation Trust

Dr Chris Ward – North Tees and Hartlepool NHS Foundation Trust

Jan Weedall – Housing Hartlepool

## Appendix A

**Evidence provided to the Forum**

The following evidence was presented to the Adult and Community Services Scrutiny Forum throughout the course of the investigation into the JSNA topic of 'Older People':-

<b>Date of Meeting</b>	<b>Evidence Received</b>
30 July 2012	Scoping Report – <i>Scrutiny Support Officer</i>
17 September 2012	Setting the Scene Presentation – <i>Assistant Director Adult Social Care and Head of Strategic Commissioning</i>
23 October 2012	Presentation – Service Provision and Effective Intervention – <i>Representatives from Providers of Older People's Services</i>
3 December 2012	Presentation – Projected Level of Need – <i>Representatives from the Council's Adult Social Care Services and NHS Tees</i>
11 February 2013	Presentation – What People Say and Additional Needs Assessment Required - <i>Representatives from the Council's Adult Social Care Services and NHS Tees</i>
11 March 2013	Presentation –Hartlepool JSNA Entry – <i>Head of Strategic Commissioning</i>  Feedback from the 'what people say' group exercises.

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** CHILDREN'S SERVICES SCRUTINY FORUM

**Subject:** FINAL REPORT – INVESTIGATION INTO THE JSNA  
TOPIC OF 'EMOTIONAL AND MENTAL  
WELLBEING'

### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Children's Services Scrutiny Forum following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of 'Emotional and Mental Wellbeing'.

### 2. BACKGROUND

- 2.1 The Children's Services Scrutiny Forum met on the 31 July 2012 to consider their Work Programme and agreed that the Forum would in 2012/13 focus on the following JSNA topic:-

Emotional and Mental Wellbeing – Some people with mental health problems may need access to services and those services need to be inclusive and person centred.

- 2.2 The Marmot principle, 'Giving every child the best start in life' was the overarching principle which the Forum used to measure the provision of Council Services throughout their investigation into Emotional and Mental Wellbeing. The priority objectives and policy recommendations in relation to this principle being:-

#### **Priority Objectives:-**

- (a) Reduce inequalities in the early development of physical and emotional health, and cognitive, linguistic, and social skills.
- (b) Ensure high quality maternity services, parenting programmes, childcare and early year's education to meet need across the social gradient.
- (c) Build the resilience and well-being of young children across the social gradient.

### **Policy Recommendations**

- (a) Increase the proportion of overall expenditure allocated to the early years and ensure expenditure on early years development is focused progressively across the social gradient.
- (b) Support families to achieve progressive improvements in early child development, including:
  - Giving priority to pre and post-natal interventions that reduce adverse outcomes of pregnancy and infancy.
  - Providing paid parental leave in the first year of life with a minimum income for healthy living.
  - Providing routine support to families through parenting programmes, children's centres and key workers, delivered to meet social need via outreach to families.
  - Developing programmes for the transition to school.
- (c) Provide good quality early years education and childcare proportionately across the gradient. This provision should be:
  - Combined with outreach to increase the take-up by children from disadvantaged families
  - Provided on the basis of evaluated models and to meet quality standards.

## **3. MEMBERSHIP OF THE CHILDREN'S SERVICES SCRUTINY FORUM**

### **3.1 The membership of the Scrutiny Forum was as detailed below:-**

Councillors C Akers-Belcher, Atkinson, Fleet, Giffin, Loynes, Simmons and Wilcox.

Co-opted Members: Sacha Paul Bedding and Michael Lee.

Young People's Representatives: Ashleigh Bostock, Leonie Chappell, Helen Lamb and Sean Wray.

## **4. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

### **4.1 The overall aim of the Scrutiny investigation was to strategically evaluate and contribute towards the development of the 'Emotional and Mental Wellbeing' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principle to 'Giving every child the best start in life'.**

## 5. FINDINGS

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are detailed in paragraphs 5.2 to 5.39 of this report. Details of evidence presented to the Forum are attached as **Appendix A**.
- 5.2 At the meeting of the Children's Services Scrutiny Forum on 4 September 2012 Members received a setting the scene presentation from the Assistant Director, Prevention Safeguarding and Specialist Services, the Principal Education Psychologist and the Strategic Commissioner – Children's Services. The presentation covered the following JSNA questions:-
- What are the key issues?
  - Who is at risk and why?
  - What is the level of need?

### **What are the key issues?**

- 5.3 A Member questioned the data presented to the Forum in relation to Hartlepool. The Strategic Commissioner – Children's Services confirmed that the statistics used were based on data provided by the Office for National Statistics, along with the published findings from a number of clinical and academic studies. Members were concerned to note that there was a lack of detailed information about the range and types of conditions that young people experience in Hartlepool and no clear picture of the number of young people with mental health problems.
- 5.4 Members emphasised the importance of joined up working with the Health and Wellbeing Board and the Clinical Commissioning Groups to ensure that a clear picture of the numbers of young people accessing services was obtained as this was needed to influence and support the commissioning of emotional and mental wellbeing services for young people going forward.
- 5.5 Early intervention was identified as a key issue and Members noted that working together with schools and other settings to improve this was vital.

### **Who is at risk and why?**

- 5.6 Members received details of the 'did not attend' Child and Adolescent Mental Health Service (CAMHS) appointments for the year 2011/12 and suggested that more detailed follow up work on instances where children and young people failed to attend scheduled appointments should be undertaken, to determine the reasons for non-attendance.
- 5.7 In relation to resilience factors identified by the Principal Educational Psychologist, Members commented that there should be mapping between Early Intervention Strategies to highlight what the local authority should be

doing. The importance of making the most of any funding mechanisms available to support young people was emphasised, including support beyond the school years. It was suggested that schools within communities and teachers should prioritise the emotional and mental wellbeing of young people when exploring ways to make school improvements and when setting budgets.

### **What is the level of need?**

- 5.8 Members expressed concern at the ongoing problems with the downturn in the economic climate and how this would affect larger families. The Principal Education Psychologist confirmed that currently the local authority continued to fund support for children and young people with special educational needs and in addition, schools currently bought back the service of education psychologists with a view to providing early intervention support where appropriate.
- 5.9 The Forum expressed surprise at the national figure of 95% of imprisoned young offenders having mental health problems and heard that this may not apply in Hartlepool, due to the significant role that the youth offending team played in prevention. The importance of ensuring that key questions were being asked of the children and young people when they were brought to the attention of Youth Offending, to help identify mental issues was emphasised. The Assistant Director, Prevention, Safeguarding and Specialist Services confirmed that the Youth Offending Services had the support of a dedicated nurse seconded from the Primary Care Trust and part of her role was to provide a holistic review of the health needs of children and young people known to the service. In addition to this, the nurse works with the prevention team in triage alongside the police in order to prevent children and young people from offending.
- 5.10 Members felt that the risk and resilience factors presented to the Forum were very important in early intervention strategies as these provided a clear steer to the local authority around how services should be configured to support children and young people.
- 5.11 Members recognised the importance of risk and resilience factors within the child, the family and the community and highlighted that consideration should be given to these factors when considering the budget setting process, in particular the positive outcomes items such as sport and leisure activities can achieve. Members felt that removing funding for such activities might exacerbate problems and cause more children to move towards an emotional and mental wellbeing assessment of 'at risk'. Members felt that they needed to be fully aware of the wider implications of making such budgetary decisions.

### **What services are currently provided?**



- 5.12 During a meeting of the Children's Services Scrutiny Forum on 9 October 2012 Members received evidence from representatives from Hartlepool Council Child and Adult Services Department, Tees, Esk and Wear Valley NHS Foundation Trust (TEWV) and NHS Tees, in relation to the services currently provided to support the emotional and mental wellbeing of children and young people in Hartlepool.
- 5.13 Members raised a query as to the processes in place to ensure families were being referred to the relevant agency within a reasonable timescale. The Head of Resource and Locality Teams from Hartlepool Borough Council commented on the aspirations of the Early Intervention Strategy to ensure support workers were active in the localities, and assurances were provided that support was available where necessary.
- 5.14 The Forum discussed the level of educational support for young people experiencing general, emotional and mental health problems as well as school nurse arrangements, it was noted that a review was currently being undertaken in relation to nursing support in schools.
- 5.15 Members were pleased to note that, where possible, Tier 2 services would be more locally based as opposed to hospital based and Members were keen for this arrangement to continue (Tier 2 services are those provided where a child or young person has been identified as requiring additional support, but does not have complex needs).
- 5.16 During evidence presented by TEWV and NHS Tees, Members were pleased to note that waiting times for CAMHS appointments had reduced from six to four weeks, but were keen to see these times reduce even further.
- 5.17 Members queried the 'self referral' process and questioned the impact increasing numbers of referrals would have on service capacity. The Forum was advised by representatives from TEWV, that a quality improvement event would take place and would include referrers, young people, their families and stakeholders to assist the development and design of the self-referral process.
- 5.18 Members commented that a successful early intervention strategy, whilst initially increasing the numbers of referrals, should reduce the numbers of young people eventually requiring tier 3 (complex needs) interventions.
- 5.19 The increasing numbers of referrals were discussed and Members commented that this may be due to a greater understanding of conditions and easier referral routes, as well as an increase in the prevalence of such conditions.
- 5.20 The importance of signposting to the correct service at an early stage was reiterated as well as the need to examine the success of the strategy, and determine whether early intervention had been successful. The need to

consider non-recurring funding issues, assess local demand and explore the implications of a shift in funding was emphasised.

- 5.21 In response to a request for clarification regarding what improvements would be made to ensure clearer pathways into services, it was reported that a quality improvement system would be developed and utilised to deliver improvements of this type. Arrangements would be made to examine how various groups/partners, including the third sector, could work together with a view to determining an improvement plan.
- 5.22 The Portfolio Holder for Children's and Community Services attended a meeting of the Forum on 12 March 2013 to share her views on the current emotional and mental wellbeing services provided for children and young people in Hartlepool.
- 5.23 The Portfolio Holder expressed the view that emotional and mental wellbeing services for children and young people were vital to the health of children in the town, especially at a time of economic downturn. The range of services delivered through both the voluntary and community and public sector supported a high number of children, but there was a lack of intelligence on which children were receiving services from where. The Portfolio Holder also felt more could be done to map local need to understand what services are required by children and what works so that these services could then be invested in.
- 5.24 The Portfolio Holder commented that the CAMH service did meet the needs of the children who were referred, in particular when there was a clear mental well being need identified that could be treated. However, the Portfolio Holder felt that how these services were organised and delivered should be reviewed, as she believed that more could be done to support the emotional and mental wellbeing of children if the services provided were more integrated with other services for children and young people.
- 5.25 Members agreed with the Portfolio Holder's concerns and highlighted that she had raised the same issues the Forum had raised throughout the investigation.
- 5.26 Representatives from Tees, Esk and Wear Valley NHS Foundation Trust, who were also in attendance at the meeting, agreed that the benefits of information sharing and joint working were great and more should be done in this area, especially given the current economic climate. Members suggested that Hartlepool Borough Council should work in partnership with the Trust to map current services and explore alternative models for service delivery, including a single point of access.
- 5.27 The representatives from TEWV highlighted the ways the services was changing to be more person centred, including proposals the workforce had suggested to make the service more accessible. The Forum welcomed these proposed changes.

**What do people say?**

- 5.28 At the meeting of the Children's Services Scrutiny Forum on 12 February 2013, Members undertook a consultation exercise to enable service users, members of the public and local organisations that offer support to young people experiencing emotional and mental wellbeing issues, to share their views on services currently provided.
- 5.29 The Forum gathered a large number of views in relation to 'what makes a difference', 'what is not currently effective' and 'what service users would like to see provided going forward'. Overall, the responses were very much in favour of a 'person centred' model of service delivery, involving more outreach work, in less clinical surroundings.
- 5.30 The majority of respondents felt that there was a stigma attached to mental health issues and many service users said they felt uncomfortable with clinical settings in specific locations, where people would know the reason for their attendance. Another issue raised was the timing of appointments, which sometimes meant missing school lessons, which resulted in the young person having to explain where they had been.
- 5.31 The Forum considered the responses in detail and recommended that in order to maintain the JSNA as a living document and reflect the current views and issues faced by service users and their families, the results of the public consultation exercise undertaken by the Forum should be reflected in the Mental and Behavioural Disorders JSNA entry, where appropriate.
- 5.32 Members discussed the responses received regarding the Home and Hospital Education Service and recognised the good work the service does for children unable to access a mainstream education environment. Concerns were raised that the demand for such services would only increase in the future and that given the facilities currently available and the size of the service, Members recommended that a review should be undertaken of the Home and Hospital Education Service provision, taking into consideration the issues raised as part of the Children's Services Scrutiny Forum consultation exercise. Members felt that this should include a review of the learning platform and a reconfiguration of services to improve support to children unable to access mainstream learning.

**Additional needs assessment required, unmet and projected level of need/service use**

- 5.33 At the meeting of the Forum on 12 March 2013, Members considered the JSNA entry into Mental and Behavioural Disorders (Children) as a whole.

- 5.34 The Forum felt that some of the responses to the questions outlined in the JSNA entry needed to be strengthened, as they did not contain enough detail. Members felt that without the appropriate level of detail and evidence the value and usefulness of the JSNA entry was reduced. It was suggested that the information and views gathered throughout the course of the investigation by the Children's Services Scrutiny Forum should be included in the JSNA entry.
- 5.35 Members again raised concerns regarding the use of national statistics extrapolated to reflect the Hartlepool population, as this did not give a true reflection of the actual need for emotional and mental wellbeing support within the town. It was felt that this was particularly relevant given the current economic climate and the fact that Hartlepool has high levels of deprivation and poverty, which would skew the figures.
- 5.36 Members expressed frustration at the inability to identify specific numbers of young people who needed help, due in part to the difficulties in sharing information across a number of services, all with differing IT systems. It was recommended that organisations that work with children with emotional and mental wellbeing issues ensure that information is shared effectively fostering a culture of collaboration with all partners who make up the team around the child.

**What evidence is there for effective intervention?**

- 5.37 The Forum was supportive of the evidence for effective intervention identified within the JSNA, at the meeting of the Forum on 12 March 2013, though it was noted that this was based on National Institute of Clinical Excellence (NICE) guidelines, rather than detailing effective intervention in Hartlepool.

**What are the recommendations for commissioning?**

- 5.38 At the meeting of the Forum on 12 March 2013 Members considered the JSNA entry as a whole. Members were supportive of the commissioning priorities identified.
- 5.39 In addition to the recommendations contained within the JSNA entry for Mental and Behavioural Disorders (Children) a number of further recommendations were suggested, as detailed in section 6, to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies.

**6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Children's Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to inform the

development and delivery of the Health and Wellbeing and Commissioning Strategies are that:-

- 1 In order to ensure that the Hartlepool JSNA entry for Mental and Behavioural Disorders (Children), best reflects the needs and services required by the local population, the Health and Wellbeing Board make representations to the Clinical Commissioning Groups regarding:-
  - (a) the importance of obtaining actual data in relation to the range and types of conditions that young people experience in Hartlepool, rather than prevalence data; and
  - (b) as part of future commissioning strategies the provision of actual data sets are included as part of the contract.
- 2 Work is undertaken, in conjunction with partner organisations and service providers, to investigate the reasons behind young people not attending pre-arranged CAMHS appointments and action taken to address this where non attendance relates to service configuration or delivery. Hartlepool Borough Council will work in partnership with Tees, Esk and Wear Valley NHS Foundation Trust to map current services and explore alternative models for service delivery, including a single point of access.
- 3 Departmental budget consultation proposals provide Members with information in relation to the potential wider implications of proposals and details of the less visible impact these options may have on children and young people.
- 4 In order to maintain the JSNA as a living document and reflect the current views and issues faced by service users and their families, the results of the public consultation exercise undertaken by the Children's Services Scrutiny Forum, be reflected in the Mental and Behavioural Disorders JSNA entry, where appropriate. The JSNA entry should be also be updated to reflect the areas of collaborative working identified to be taken forward during the course of the investigation.
- 5 Hartlepool Borough Council works in conjunction with Tees, Esk & Wear Valleys NHS Foundation Trust; schools, and other partner organisations including the voluntary and community sector to address the issues raised as part of the Children's Services Scrutiny Forums public consultation exercise by:-
  - (a) increasing awareness of emotional and mental wellbeing issues amongst children, young people, parents, carers and professionals, and promotes the services that are available, providing details of how to access those services, in places frequented by young people;
  - (b) developing/providing emotional and mental health training accessible to all professionals who work with children and young people, to promote early intervention and the correct referral processes; and

- (c) developing ways of increasing community based services, and addressing the issues raised by young people attending Dover House.
- 6 A review is undertaken of the Home and Hospital Service provision, taking into consideration the issues raised as part of the Children's Services Scrutiny Forum consultation exercise. This should include a review of the access to and use of the learning platform to support wider access to the curriculum and a reconfiguration of services to improve support to children unable to access mainstream learning.
- 7 Organisations that work with children with emotional and mental wellbeing issues ensure that information is shared effectively, fostering a culture of collaboration with all partners who make up the team around the child.

**COUNCILLOR CHRISTOPHER AKERS-BELCHER**  
**CHAIR OF THE CHILDREN'S SERVICES SCRUTINY FORUM**

**ACKNOWLEDGEMENTS**

The Forum is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

Councillor Cath Hill – Portfolio Holder for Children's and Community Services  
Jacqui Braithwaite – Principal Educational Psychologist  
Deborah Gibbin – Health Improvement Practitioner  
Ian Merritt – Strategic Commissioner – Children's Services  
Sally Robinson – Assistant Director, Prevention Safeguarding and Specialist Services  
John Robinson – Head of Resource and Locality Teams  
Officers from Child and Adult Services who assisted in the consultation exercise undertaken by the Forum

External Representatives:

Chris Davis – Tees, Esk and Wear Valley NHS Foundation Trust  
Dr Simon Forster – Tees, Esk and Wear Valley NHS Foundation Trust  
Chris McEwan – NHS Tees  
Dr Mike Smith – NHS Tees

**Appendix A****Evidence provided to the Forum**

The following evidence was presented to the Children's Services Scrutiny Forum throughout the course of the investigation into the JSNA topic of 'Emotional and Mental Wellbeing':-

<b>Date of Meeting</b>	<b>Evidence Received</b>
31 July 2012	Scoping Report – <i>Scrutiny Support Officer</i>
4 September 2012	Setting the Scene Presentation – <i>Assistant Director, Prevention Safeguarding and Specialist Services</i>
9 October 2012	Report – Emotional and Mental Wellbeing Service Provision – <i>Assistant Director, Prevention Safeguarding and Specialist Services</i>  Presentation – Overview of CAMHS Provision provided by TEWV in Hartlepool – <i>Representatives from Tees, Esk and Wear Valley NHS Foundation Trust</i>
11 December 2012	Presentation – Hartlepool Draft Mental Health JSNA Entry – <i>Head of Service Adult Mental Health and Representatives from TEWV</i>
12 March 2013	Verbal evidence from the Portfolio Holder for Children's and Community Services  Verbal evidence from Tees, Esk and Wear Valley NHS Foundation Trust  Presentation – Hartlepool Draft JSNA Entry, Mental and Behavioural Disorders (Children) – <i>Strategic Commissioner – Children's Services</i>  Feedback from the 'what people say' group exercises.





## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** NEIGHBOURHOOD SERVICES SCRUTINY FORUM

**Subject:** FINAL REPORT – INVESTIGATION INTO THE JSNA  
TOPIC OF 'ENVIRONMENT'

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### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Neighbourhood Services Scrutiny Forum following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of 'Environment'.

### 2. BACKGROUND

- 2.1 The Neighbourhood Services Scrutiny Forum met on the 1 August 2012 to consider their Work Programme and agreed that the Forum would in 2012/13 focus on the following JSNA topic:-

Environment - The environment people live in is critical to a sense of health and wellbeing. The quality of air, water, noise pollution and cleanliness across the town is often of concern to residents. Therefore, services need to be provided and monitored to ensure a clean and healthy environment.

- 2.2 The Marmot principle, 'Create and develop healthy and sustainable places and communities' was the overarching principle which the Forum used to measure the provision of Council Services throughout their investigation into 'Environment'. The priority objectives and policy recommendations in relation to this principle being:-

#### **Priority Objectives:-**

- (a) Develop common policies to reduce the scale and impact of climate change and health inequalities.
- (b) Improve community capital and reduce social isolation across the social gradient.

### **Policy Recommendations**

- (a) Prioritise policies and interventions that reduce both health inequalities and mitigate climate change, by:
  - Improving active travel across the social gradient;
  - Improving the availability of good quality open and green spaces across the social gradient;
  - Improving the food environment in local areas across the social gradient;
  - Improving energy efficiency of housing across the social gradient.
- (b) Fully integrate the planning, transport, housing, environmental and health systems to address the social determinants of health in each locality.
- (c) Support locally developed and evidence based community regeneration programmes that:
  - Remove barriers to community participation and action
  - Reduce social isolation.

### **3. MEMBERSHIP OF THE NEIGHBOURHOOD SERVICES SCRUTINY FORUM**

- 3.1 The membership of the Scrutiny Forum was as detailed below:-

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

### **4. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 4.1 The overall aim of the Scrutiny investigation was to strategically evaluate and contribute towards the development of the 'Environment' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principle to 'Create and Develop Healthy and Sustainable Places and Communities'.

### **5. FINDINGS**

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are detailed in paragraphs 5.2 to 5.34 of this report. Details of evidence presented to the Forum are attached as **Appendix A**.

*Setting the Scene*

- 5.2 At the meeting of the Neighbourhood Services Scrutiny Forum on 19 September 2012 Members received a setting the scene presentation from the Director of Regeneration and Neighbourhoods. The presentation covered the following Environment JSNA questions:-

- What are the key issues?
- Who is at risk and why?
- What is the level of need?

**What are the key issues?**

- 5.3 The Forum was supportive of the key issues identified within the JSNA at the meeting of the Forum on 19 September 2012 and at the meeting of the Forum on 20 March 2013, where the JSNA entry was presented as a whole.

**Who is at risk and why?**

*Enforcement*

- 5.4 A Member questioned whether there were particular areas of the town targeted for enforcement activity in relation to dog fouling and litter. The Waste and Environmental Services Manager confirmed that due to the level of resources available, areas known as hot spot areas were targeted including the town centre, Seaton and the Headland promenades. However, when reports of excessive litter in other areas were received they were always responded to.
- 5.5 Members indicated that they would like to see an increase in enforcement activity and innovative ways of delivering services investigated, though it was recognised that this would need to form part of future budget considerations.

*Bathing Water Quality*

- 5.6 At the meeting of the Forum on 20 March 2013, members received a presentation regarding bathing water from the Quality and Safety Officer from the Parks and Countryside Team. Members raised concerns regarding the loss of the blue flag status at Seaton Carew. Members were advised that the new bathing water directive, which had been introduced, was twice as stringent as the old testing regime and extremely heavy rainfall experienced last year had also affected the water quality readings for the area.
- 5.7 Members heard from a representative of Northumbrian Water that a collapsed storm outfall at Mainsforth Terrace had also added to the problems with the bathing water in the area. Work to repair this was ongoing, but had been delayed due to protected birds using the area over winter. The Forum was pleased to note that Northumbrian Water had recognised the poor water quality results at North Seaton and were factoring sewage modelling systems work into their business plan for 2015-2020.

- 5.8 A representative from the Environment Agency highlighted the effected the extreme weather had on water samples all over the country and advised the forum that during normal weather conditions the infrastructure in Hartlepool coped well with the water levels experienced.

*Drinking Water Quality*

- 5.9 At the meeting of the Forum on 20 March 2013, during a presentation by the Principal Environmental Health Officer with input from a representative from Hartlepool Water, Members noted that there was one private water supply in Hartlepool, but several private distribution networks. Members heard that drinking water quality is heavily regulated, tested and was of good quality. The Council was required to carry out a full risk assessment of the private water supplies every 5 years. With regard to private distribution networks the landlord/owners were responsible for maintenance of the pipework and for managing any incidents which may affect water quality or supply.

**What is the level of need?**

- 5.10 Whilst Members recognised that the town was generally clean and looked after, it was acknowledged that the continuous promotion of the services and facilities available to recycle needed to be undertaken with a view to changing people's behaviour.

**What services are currently provided?**

*Cleanliness and Enforcement*

- 5.11 At the meeting of the Neighbourhood Services Scrutiny Forum on 19 December 2012, Members received evidence for the Environment Team in relation to cleanliness and enforcement. Following discussions regarding local environmental quality and the responsibilities undertaken by the street cleansing operatives, the importance of reporting any areas of concern in relation to litter problems was emphasised.
- 5.12 The problem of abandoned vehicles was discussed and the impact these vehicles had on communities, Members queried the definition of an abandoned vehicle and sought clarification regarding the powers available to remove such vehicles from outside peoples' homes. The Senior Environmental Enforcement Officer provided details of the powers available to the Council highlighting the various restrictions applied which prevent removal.
- 5.13 During evidence regarding enforcement activities reference was made to the higher level of fixed penalty notices issues in Hartlepool in respect of dog fouling in comparison to neighbouring authorities and the reasons for such levels were questioned. It was reported that given that Seaton Carew and the Headland were popular tourist attractions, there was a significant impact

on the level of litter and dog fouling. It was noted that a significant number of fixed penalty notices were issued to non-Hartlepool residents.

- 5.14 The Forum raised a number of queries in relation to the level of patrols and enforcement arrangements to which the Senior Environmental Enforcement Officer provided clarification. Members discussed the potential benefits of extending the hours over which enforcement activities took place, given concerns raised that a number of incidents of dog fouling occurred outside current working hours.
- 5.15 The Forum was of the view that the option to delegate the power to issue fixed penalty notices to more officers of the Council was something that could be considered.
- 5.16 Concerns were raised regarding the problem of cigarette butts and various methods of addressing this town wide problem were discussed, which included approaching residents associations to assist with the distribution of ash trays and the need to review current fine levels. The Forum noted that the level of fines are set by the Government.

#### *Noise*

- 5.17 At the meeting of the Forum on 13 February 2013 Members received evidence from the Public Protection and the Community Safety Team in relation to the noise elements contained within the Environment JSNA entry.
- 5.18 The Forum were advised of the national noise action plan which requires the highways authority to implement an action plan to reduce the levels of traffic noise at specific locations in Hartlepool. A Member sought clarification on the timescales for resurfacing roads which were identified as requiring low noise surfaces, particularly if the road surface was relatively new. The Principal Environmental Health Officer confirmed that the next time the road was due to be resurfaced the low noise surfaces would be utilised, there was no requirement to resurface the road immediately.
- 5.19 Members questioned local authority powers to stop the continuous disturbance of noise in residential areas due to maintenance on properties. The Principal Environmental Health Officer confirmed that, if builders were causing a disturbance out of normal working hours, restrictions could be introduced to restrict their work to day time hours. However, it was recognised that any building works would cause a disturbance in the short term, and if this was at a time deemed acceptable there was little that could be done to stop it.

#### **What is the projected level of need / service use?**

- 5.20 At the meeting of the Neighbourhood Services Scrutiny Forum on 17 October 2012, Members received evidence in relation to the Climate Change element of the JSNA topic of environment. The Climate Change Officer outlined the process and benefits of the Collective Energy Switching Scheme

in response to a number of queries raised by the Forum. Members commented on the need to publicise the scheme to residents acknowledging the continuing increase in fuel poverty in the town.

- 5.21 The Forum discussed renewable energy issues, the proposals to introduce wind turbines at Brenda Road and the potential benefits as a result. The Forum suggested that any income received in relation to this should be split between the Community Benefit Fund and the Invest to Save Scheme.
- 5.22 Members suggested that the use of solar panel water heaters on Council Buildings was investigated. The Forum also suggested that the least energy efficient Council buildings should be considered for disposal first.

**What evidence is there for effective intervention?**

- 5.23 Throughout the investigation, Members were advised of the service provided and resulting levels of interventions currently being undertaken by Hartlepool Borough Council and partner organisations. Members were satisfied that these were effective, though more could always be done to improve the local environment, as highlighted by the recommendations contained within section 6.
- 5.24 At the meeting of the Forum on 20 March 2013, Members considered the draft JSNA entry as a whole. Whilst acknowledging that the entry was the latest draft and was not yet live on the Tees JSNA website the Forum felt that there was a substantial amount of editing required to ensure the entry reflected the good work undertaken by the Council, but also contained the needs identified as being important to the health and wellbeing of the residents of Hartlepool. The Climate Change Officer advised Members that a number of suggested inclusions and rewording had already been passed to the site administrators at NHS Tees and this work would continue until the entry was signed off by Hartlepool Council as being ready to go live on the website.
- 5.25 Members questioned the authorisation process for updating the website once the document was live, and suggested that a system of authorisation was implemented to maintain the quality of the entry.

**What do people say?**

- 5.26 As part of the investigation in order to seek the views of residents on the JSNA topic of 'Environment' members of the Forum attended the North and Coastal and South and Central Neighbourhood Forum meetings held on 3 October 2012. A number of ward issues were raised in relation to the environment theme which were responded to by the Director of Regeneration and Neighbourhoods. Members were satisfied that the issues raised were covered by the investigation and resulting recommendations.

**What additional needs assessment is required?**

- 5.27 During the meeting of the Forum on 13 February 2013, Members were presented with evidence by the Community Safety Team in relation to the noise element of the environment topic.
- 5.28 Members discussed the proposed future anti-social behaviour powers and their impact on the Local Authority and the Police. The Director of Regeneration and Neighbourhoods confirmed that Government policy dictated whether Local Authorities or the Police had specific powers in relation to anti-social behaviour and whilst the new proposals were currently going through Parliament as a draft bill, they might be amended before becoming becomes an Act of Parliament in April 2014. The Director of Regeneration and Neighbourhoods confirmed that the Police were suffering severe budget cuts similar to Local Government, so the implementation of any new regulations would need to be considered in partnership.
- 5.29 In relation to Community Protection Notices, a Member questioned how the decision was taken whether the noise being complained about was deemed a nuisance. The Neighbourhood Safety Co-ordinator confirmed that the officer attending the complaint would make a decision whether to issue a warning or a fine based on their opinion, after undergoing appropriate training. A Member highlighted a concern that any new proposals that transferred powers could de-skill Council officers. It was identified that, subject to the contents of the Act, the adoption and implementation of Community Protection Notices would required training for both Cleveland Police and Hartlepool Borough Council officers.

**What needs might be unmet?**

- 5.30 At the meeting of the Neighbourhood Services Scrutiny Forum on 19 December 2012, Members welcomed evidence from Cleveland Police, Chief Inspector for Neighbourhood Policing. It was recognised that the need for all partner organisations to work together to deliver services that meet the needs of communities in Hartlepool was greater than ever, particularly given the current economic climate.
- 5.31 Members of the Forum questioned the levels of enforcement activities that were currently undertaken by Neighbourhood Police Officers and Police Community Support Officers (PCSOs) and were advised that these were recorded on a force-wide level and were not broken down further into specific areas. It was agreed that more needed to be done to ensure that the powers available to all partners were linked to the priorities of the community to deliver services that yield the greatest impact. The Chief Inspector for Neighbourhood Policing identified such an area as working with partners to deliver the forces 'Pledge Operations'.
- 5.32 The Forum was supportive of further collaborative working to address the needs of communities, particularly in relation to enforcement activities, and felt that this should be represented in the JSNA entry for Environment.

**What are the recommendations for commissioning?**

- 5.33 At the meeting of the Forum on 20 March 2013 Members considered the JSNA entry as a whole. Members were supportive of the commissioning priorities identified, though concerns were raised regarding the current quality and editing of the entry, as it was in draft form and contained several gaps. Members recognised that work was already underway to ensure the entry was updated prior to being uploaded onto the Tees JSNA website.
- 5.34 In addition to the recommendations contained within the JSNA entry for the environment topic a number of further recommendations were suggested, as detailed in section 6, to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies.

**6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Neighbourhood Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies are:-

- 1 That the following is undertaken in relation to the Environment JSNA entry:-
  - (i) the entry is updated, edited and authorised by Hartlepool Borough Council prior to being uploaded on the Tees JSNA website, and all future updates to the live document, including those supplied by partner organisations, are appropriately reviewed and authorised;
  - (ii) the entry reflects the increasing need for collaborative working between Hartlepool Borough Council and partner organisations to deliver services that address the priorities of local communities.

Over and above the Forum's comments in relation to the JSNA entry the following key recommendations were also made in relation to the development and delivery of future services:-

- 2 That the potential to expand the current enforcement activity undertaken by Hartlepool Borough Council is explored through:-
  - (i) further developing collaborative working arrangements with Hartlepool neighbourhood police to increase the use of enforcement powers currently available;
  - (ii) potential flexible working arrangements for Council Officers;



- (iii) delegation of the power to issue fixed penalty notices to more Council Officers; and
  - (iv) working in conjunction with partner organisations, such as residents associations, to help reduce the problem of litter and dog fouling.
- 3 That consideration is given to splitting income received from the lease of land in relation to renewable energy projects between the Community Benefit Fund and the Invest to Save Scheme.
  - 4 That in order to help reduce fuel poverty, current and future energy saving or cost reducing schemes, such as collective switching, are publicised as widely as possible, and via methods that include residents who do not have access to the internet, by Hartlepool Council and partner organisations.
  - 5 That the energy efficiency of Council buildings is a factor taken into consideration when identifying possible assets for disposal.
  - 6 That the use of solar panel water heaters on Council buildings is investigated.

**COUNCILLOR SYLVIA TEMPEST**  
**CHAIR OF THE NEIGHBOURHOOD SERVICES SCRUTINY FORUM**

## **ACKNOWLEDGEMENTS**

The Forum is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

### Hartlepool Borough Council:

Helen Beaman – Environment Co-ordinator  
Alison Carberry - Senior Environmental Enforcement Officer  
Adrian Hurst – Principal Environmental Health Officer  
Paul Hurwood – Climate Change Officer  
Debbie Kershaw – Quality and Safety Officer  
Jane Kett – Principal Environmental Health Officer  
Denise Ogden – Director of Regeneration and Neighbourhoods  
Sylvia Pinkney – Public Protection Manager  
Alastair Smith – Assistant Director Transportation and Engineering  
Nicholas Stone – Neighbourhood Safety Co-ordinator  
Craig Thelwell – Waste and Environmental Services Manager  
Albert Williams – Property Manager  
Jon Wright – Neighbourhood Co-ordinating Manager

### External Representatives:

Kevin Ensell – Hartlepool Water  
Graeme Hull – Environment Agency  
Steve Jermy – Cleveland Police  
Allan Snape – Northumbrian Water  
Gamini Wijesinghe – Middlesbrough Council

### Members of the Public

Gordon and Stella Johnson

**Evidence provided to the Forum**

The following evidence was presented to the Neighbourhood Services Scrutiny Forum throughout the course of the investigation into the JSNA topic of 'Environment':-

<b>Date of Meeting</b>	<b>Evidence Received</b>
1 August 2012	Scoping Report – <i>Scrutiny Support Officer</i>
19 September 2012	Setting the Scene Presentation – <i>Assistant Director Neighbourhood Services</i>
17 October 2012	Presentation – Climate Change – <i>Climate Change Officer</i>  Information from the Health Protection Agency - Health Effects of Climate Change in the UK 2012
19 December 2012	Presentation – One Planet Living – <i>Middlesbrough Council Community Protection Officer</i>  Presentation – Local Environmental Quality (Cleanliness) – <i>Environment Team</i>  Presentation – Hartlepool Neighbourhood Policing - <i>Chief Inspector of Neighbourhood Policing</i>
13 February 2013	Presentation – Noise – <i>Public Protection Team</i>  Presentation – Noise – <i>Community Safety Team</i>  Feedback from the North and Coastal and South and Central Neighbourhood Forums

<p>20 March 2013</p>	<p>Presentation – Bathing Water Quality – <i>Parks and Countryside Team</i>  Presentation – Drinking Water Quality – <i>Public Protection Team</i></p> <p>Presentation – Air Quality – <i>Public Protection Team</i></p> <p>Hartlepool Draft JSNA Entry</p>
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## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** REGENERATION AND PLANNING SERVICES  
SCRUTINY FORUM

**Subject:** FINAL REPORT – INVESTIGATION INTO THE JSNA  
TOPIC OF 'EMPLOYMENT'

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### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Regeneration and Planning Services Scrutiny Forum following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of Employment.

### 2. BACKGROUND

- 2.1 The Regeneration and Planning Services Scrutiny Forum met on the 2 August 2012 to consider their Work Programme and agreed that the Forum would in 2012/13 focus on the following JSNA topic:-

Employment - Increasing the number of people who are 'work ready' with the right skills to get local employment; helping people understand that they could have their own business, and help them to develop their entrepreneurial ideas.

- 2.2 The Marmot principle, 'Create Fair Employment and Good Work for all' was the overarching principle which the Forum used to measure the provision of Council Services throughout their investigation into Employment. The priority objectives and policy recommendations in relation to this principle being:-

#### **Priority Objectives:-**

- (a) Improve access to good jobs and reduce long-term unemployment across the social gradient;
- (b) Make it easier for people who are disadvantaged in the labour market to obtain and keep work; and

- (c) Improve quality of jobs across the social gradient.

**Policy Recommendations**

- (a) Prioritise active labour market programmes to achieve timely interventions to reduce long-term unemployment;
- (b) Encourage, incentivise and, where appropriate, enforce the implementation of measures to improve the quality of jobs across the social gradient, by:
  - Ensuring public and private sector employers adhere to equality guidance and legislation; and
  - Implementing guidance on stress management and the effective promotion of wellbeing and physical and mental health at work.
- (c) Develop greater security and flexibility in employment, by:
  - Prioritising greater flexibility of retirement age; and
  - Encouraging and incentivising employers to create or adapt jobs that are suitable for lone parents, carers and people with mental and physical health problems.

**3. MEMBERSHIP OF THE REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

- 3.1 The membership of the Scrutiny Forum was as detailed below:-

Councillors Ainslie, Cranney, Dawkins, Hall (Chair), Payne, Sirs and Wells (Vice-Chair)

**4. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 4.1 The overall aim of the Scrutiny investigation was to strategically evaluate and contribute towards the development of the 'Employment' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principle to 'Create Fair Employment and Good Work for all'.

**5. FINDINGS**

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are

detailed in paragraphs 5.2 to 5.45 of this report. Details of evidence presented to the Forum is attached as **Appendix A**.

### *Setting the Scene*

- 5.2 At the meeting of the Regeneration and Planning Services Scrutiny Forum held on 13 September 2012 and 11 October 2012, Members received a setting the scene presentation from the Economic Regeneration Team; verbal evidence from the Member of Parliament for Hartlepool; and verbal evidence from the Mayor as Portfolio Holder for Regeneration and Neighbourhoods. The presentation and evidence covered the following JSNA questions:-

- What are the key issues?
- What is the level of need?
- Who is at risk and why?

### **What are the key issues?**

- 5.3 Members supported the key issues identified in the Employment JSNA entry. However, Members raised concerns about constrained access to business finance and questioned whether banks were lending money. It was confirmed by the Economic Regeneration Manager that banks were lending money but based on standing lending criteria. This was a fundamental issue because it was difficult for start up businesses to access finance based on standard lending criteria. The Assistant Director of Regeneration and Planning was aware of successful businesses being adversely affected by decisions made by banks.
- 5.4 Members recognised that one of the main key issues was decreasing levels of local pre-start up and start-up business support, particularly following the abolition of the Working Neighbourhoods Fund and Business Support Organisations. However, Hartlepool had made good progress on business start ups and Hartlepool's rate was above the Tees Valley and North East rate. Members were informed that business deaths had decreased and Hartlepool compared well with other localities.
- 5.5 The MP commented that the size of the Hartlepool economy was significantly smaller than the North East and UK averages which resulted in reduced economic activity. In addition to this, youth unemployment rates were high. The MP felt that this was due to young people not being able to gain employment because of lack of experience but not being able to gain experience because of not being able to get a job.
- 5.6 A key issue highlighted by the MP was long term unemployment and an over reliance on large employers, such as the Council and the NHS to provide employment. However, Members were very supportive of the fact that the engineering industries had the opportunity to increase employment and training opportunities within Hartlepool. Members emphasised the

importance of the Council continuing to work together with the larger employers in the Tees Valley.

**What is the level of need?**

- 5.7 There are approximately 16 unemployed people for every vacancy in Hartlepool, which is the highest in the Tees Valley. Members welcomed securing investment and jobs through the offshore renewable energy sector, as Hartlepool is well placed geographically to attract this type of development. The Mayor highlighted that Hartlepool College of Further Education provided key training in the areas of nuclear power, aeronautics, renewables and engineering. These courses provided essential training to the next generation of the workforce to meet the needs of employers in the local area.
- 5.8 In relation to the Talent Match funding provided by the National Lottery, Members were disappointed that Hartlepool had not qualified to receive any of the funding. However, other Tees Valley Local Authorities had been invited to submit a bid.
- 5.9 The Forum was very supportive of the key role that economic development played in supporting the health and wellbeing of the town. The Mayor emphasised the importance of the involvement of Hartlepool in the development of the Local Enterprise Partnership across the Tees Valley with the potential to secure further bids to the Regional Growth Fund. It was essential that the Economic Regeneration Strategy and the Health and Wellbeing Strategy ensured that resources were utilised in the best way possible to meet the needs of residents in Hartlepool.

**Who is at risk and why?**

- 5.10 The Forum acknowledged that skilled workers were critical to the growth and success of a business. Members recognised that the reduction in industrial and manufacturing jobs within Hartlepool had impacted on the workforce which had resulted in a reduced skilled workforce. Members drew attention to recent statistics that highlighted that there was a skills gap in certain trade areas, including engineering. Figures collated by the Local Government Association showed that in construction nationally, approximately 123,000 people trained for approximately 275,000 advertised jobs. Similarly, in hairdressing approximately 94,000 completed hair and beauty courses, but only 18,000 jobs were available. Currently, in Hartlepool there were 420 apprentices aged 16-18 at Hartlepool College of Further Education and 350 over the age of 19. Members were pleased to hear that Hartlepool had the second highest number of 16-18 year olds in learning in the North East, the figure was 84.3%. This compared to a National average of 80.8% and a regional average of 79.1%, with only North Tyneside having a higher number of 16-18 year olds undertaking further education.



- 5.11 The MP highlighted that more work was needed to encourage the growth of small businesses. It was suggested by the MP that schemes such as entrepreneurs going into primary and secondary schools would be beneficial and / or low cost start up units should be considered by the Council to encourage people to start their own businesses. In relation to women starting their own businesses, the MP indicated that the statistics revealed more women were starting their own businesses than men. However, there was still an expectation that businesses must always succeed first time. Members were of the opinion that a business failure should not be seen as a reason not to try again.
- 5.12 It was recognised by Members that the majority of start-up businesses were by people aged over 25. Members were very keen to encourage people under the age of 25 to start their own businesses or at least consider it as an option.
- 5.13 In relation to advice and resources available to new business start-ups. Members suggested the expansion of the One Stop Shop approach and how promotion should be inclusive of the harder to reach groups.
- 5.14 The MP was disappointed that the JSNA employment entry had not been uploaded onto the website and commented that there was no statistical evidence to recognise and support the fact that employment reduces health inequalities.

#### *Service Provision*

- 5.15 At the meeting of the Regeneration and Planning Service Scrutiny Forum held on 13 December 2012, Members received a presentation from the Council's Economic Regeneration Team; the Council's School Improvement Advisor and representatives from a local school and college. Verbal evidence was received from the young people's representatives. The evidence presented covered the following JSNA questions:-
- What services are currently provided?
  - What evidence is there for effective intervention?

#### **What services are currently provided and what evidence is there for effective intervention?**

- 5.16 The Economic Regeneration Team provided Members with details of the range of services and projects provided by the Council. These included the Hartlepool Youth Investment Project, Youth Guarantee Scheme, FamilyWise, Flexible Support Fund; Incubator Business Support; Regional Growth Fund, Enterprise Zone and City Deal.
- 5.17 The Forum was informed by the School Improvement Advisor that statutory entitlement to work experience had been removed by the Government in 2012. The Youth Parliament believed that the removal of statutory work

experience from school was disappointing and had a negative impact when trying to prepare young people for the world of work. The young people suggested that work experience or an alternative should be re-introduced into schools.

- 5.18 Members raised concerns that young people were not encouraged to consider self employment as a career option. It was confirmed by the Economic Regeneration Manager that the Hartlepool Youth Investment Programme linked business enterprises with schools and colleges to ensure self employment was discussed as a career option.
- 5.19 The Forum questioned the options that were available to young people who did not achieve a GCSE level of education. The 11-19 Framework for Economic Well-being was used across Hartlepool schools and the wider Tees Valley area to support young people into further education, training or employment. The school representative indicated that secondary schools had the responsibility to ensure that students were encouraged to achieve a GCSE standard of education and a personalised education programme was developed for all students based on whether they would be suited to achieving GCSE or vocational qualifications.
- 5.20 Members were of the view that age should not be a barrier to self-employment. However, the young people's representatives highlighted to Members that they did not have the option to study 'enterprise' at school. The Assistant Director of Regeneration and Planning confirmed that 'Young Enterprise' programmes were in place in some schools and offered as an extra curricula option to students in Years 10 and 12. These programmes were diverse in nature and focussed on the life span of a business from birth through to wind up. Members were strongly of the view that enterprise programmes should be introduced in all schools and also into youth centres to encourage entrepreneurial activity. It was suggested that programmes could include the option to set up a business within the school / youth centre, for example a tuck shop, which would provide young people with some of the practical skills needed for self employment. The promotion of business ventures should be shared with young people, for example, successes, such as the recent young person who sold his business for millions. It was acknowledged that people aged 50+ were also looking at self employment as an option.
- 5.21 Members viewed a DVD produced by the Wharton Trust which captured the views of young people on training, employment and education. The majority of young people on the DVD said that they would like to go onto further and higher education after school.
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through a formal and vigorous process and the young people would have an interest in the area as they would be studying it at college.

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- 5.25 The Forum at their meeting of 21 February 2013 received evidence in relation to the JSNA question 'What People Say'. As part of the investigation, the Forum sought views from the North and Coastal and South and Central Neighbourhood Forum meetings held on 3 October 2012. A presentation regarding the investigation into Employment was delivered to the Neighbourhood Forums and members of the public were asked to answer questions on the subject and were also able to ask questions and raise any matters of concern.
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- What is the projected level of need / service use?
- What needs might be unmet

- What additional needs assessment is required

### **What is the projected level of need / service use?**

- 5.28 The representative from the National Apprenticeship Scheme, which supports, funds and co-ordinates the delivery of Apprenticeships throughout England confirmed that anyone aged between 16 and 65 can apply for an apprenticeship and grants were available for employers who were new to offering apprenticeships or had not offered an apprenticeship within the previous 12 months. Members were informed that the target for participation in Hartlepool for apprenticeships was 20% and currently the participation rate in Hartlepool was 15%.
- 5.29 In relation to apprenticeships, Members questioned whether people who had not achieved the expected academic qualifications could secure an apprenticeship. Members were reassured that it was possible for people to secure an apprenticeship without the expected academic qualifications as there was additional support in place to help those people to achieve the appropriate academic qualifications. Although, this would be subject to the employers' requirements in relation to the essential qualifications and skills needed to commence employment within their company.
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- 5.34 The Forum hoped that future health initiatives could focus on preventative actions to stop the escalation of ill health and mental health. For example, engaging with local people within their communities to promote health and encourage people who were long term unemployed to engage in community

activities and develop new skills. Members were very supportive of a holistic approach to health and employment.

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- 5.35 Members acknowledged that there were still high numbers of young people aged 18 – 24 years who were unemployed in Hartlepool and that joint working between schools, colleges, training providers and employers needed to continue.
- 5.36 In order to help people gain experience the Get Britain Working initiative provided work experience to those in receipt of Job Seekers Allowance. However, Members questioned what measures were in place to stop employers continually seeking people to undertake work experience at no cost. Members were pleased to hear that this initiative was managed very closely and if employers did take advantage of the service then discussions would take place in order to create a waged vacancy or if this was not successful, the Job Centre would stop sending volunteers to that company. The Job Centre Plus highlighted that work was ongoing to develop work clubs within the community.
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- 5.43 Members supported the need for the Council to generate investment and income. The Forum suggested rewarding staff for successful investment and income ideas and also creating an online suggestion box for staff to submit ideas.

#### **What are the recommendations for commissioning?**

- 5.44 The Forum was supportive of the recommendations for commissioning as detailed within the JSNA entry for employment.
- 5.45 In addition to the to the recommendations for commissioning identified in the JSNA entry, the Forum formulated the recommendations, outlined in section 6, to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies.

### **6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Regeneration and Planning Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies are:-
- 1) That the Employment JSNA entry is uploaded onto the JSNA website and is updated on a regular basis to reflect the needs of Hartlepool residents, including statistical information to support how employment reduces health inequalities

- 2) That within the Employment JSNA entry, the need to encourage the growth of businesses in Hartlepool is identified as a key issue and that the Council:-
  - (a) introduces schemes that promote entrepreneurial activity with specific focus on people under the age of 25. For example, entrepreneurs visiting primary and secondary schools to offer advice and mentoring and to highlight business successes and failures;
  - (b) expands the current 'one stop shop' approach to provide advice and resources to new business start ups and to promote self employment opportunities including to the harder to reach groups; and
  - (c) pursues funding and investment opportunities with companies, for example, explores offering investment packages to new businesses, such as revolving loans, low interest funds and buying shares in growing companies
- 3) That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to:-
  - (a) help support the implementation of the Hartlepool Youth Investment programme;
  - (b) explore the option of creating work experience programmes for students at secondary school and college;
  - (c) introduce vocational and enterprise programmes in schools and use council services, for example, youth centres, to teach young people about self employment and help prepare young people for work by equipping young people with the right skills;
  - (d) widely communicate and publicise the local need for skills in the engineering, manufacturing and renewable energy sectors to encourage people to train in these areas, as local companies are suffering a shortage of skilled workers; and
  - (e) support the devolvement of training funds to local authorities to match training to the local need for skills
- 4) That the Council, through the Health and Wellbeing Board:-
  - (a) focus future health initiatives on preventative actions to stop the escalation of ill-health and mental health within communities; and

- (b) raise awareness to Council employees of the mental health services available to enable employees to access the services if required
- 5) That the Council encourage staff to put forward ideas for investment and income generation, for example by rewarding staff for successful ideas and / or creating an online suggestion box for staff to submit ideas

**COUNCILLOR GERARD HALL**  
**CHAIR OF THE REGENERATION AND PLANNING SERVICES SCRUTINY**  
**FORUM**

**ACKNOWLEDGEMENTS**

The Forum is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

Elected Mayor, Portfolio Holder for Regeneration and Neighbourhoods –  
Stuart Drummond

Damien Wilson – Assistant Director (Regeneration and Planning)

Louise Wallace – Director of Public Health

Antony Steinberg – Economic Regeneration Manager

Patrick Wilson – Employment Development Officer

Mark Smith – Head of Integrated Youth Support Services

Tom Argument – School Improvement Adviser

Kimberley Bell – Participation Worker

Hartlepool Youth Parliament

External Representatives:



Iain Wright, Member of Parliament for Hartlepool

Graeme Cadas – Job Centre Plus

Simon Wigington – National Apprenticeship Service

David Jackson – Skills Funding Agency

Lee Brown – Deputy Headteacher, Dyke House School

Jane Steel – Director of Curriculum, Hartlepool College of Further Education

Teresa Driver – Wharton Trust

**Appendix A****Evidence provided to the Forum**

The following evidence was presented to the Regeneration and Planning Services Scrutiny Forum throughout the course of the investigation into the JSNA topic of 'Employment':-

<b>Date of Meeting</b>	<b>Evidence Received</b>
2 August 2012	Scoping Report – <i>Scrutiny Support Officer</i>
13 September 2012	Setting the Scene Presentation – <i>Economic Regeneration Manager</i>  Verbal Evidence – <i>Mayor as Portfolio Holder for Regeneration and Neighbourhoods</i>
11 October 2012	Verbal Evidence – <i>Member of Parliament for Hartlepool</i>
13 December 2012	Service Provision and Effective Intervention – Presentation – <i>Economic Regeneration Team, local school / college; Youth Support Service</i>  DVD – <i>Wharton Trust</i>
17 January 2013	Written Evidence – Feedback on the JSNA Topic of Employment – <i>Hartlepool Youth Parliament</i>
21 February 2013	Projected Level of Need / Service Use; Unmet Needs; Additional Needs Assessment – Presentation – <i>Representatives from Job Centre Plus, national Apprenticeship Service and The Skills Funding Agency</i>
21 March 2013	Verbal Evidence - Health and Employment – <i>Director of Public Health</i> Recommendations for Commissioning – Presentation – <i>Economic Regeneration Team</i> Verbal Evidence – <i>Hartlepool Youth Parliament</i>

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** REGENERATION AND PLANNING SERVICES  
SCRUTINY FORUM

**Subject:** FINAL REPORT – INVESTIGATION INTO THE JSNA  
TOPIC OF 'EMPLOYMENT'

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### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Regeneration and Planning Services Scrutiny Forum following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of Employment.

### 2. BACKGROUND

- 2.1 The Regeneration and Planning Services Scrutiny Forum met on the 2 August 2012 to consider their Work Programme and agreed that the Forum would in 2012/13 focus on the following JSNA topic:-

Employment - Increasing the number of people who are 'work ready' with the right skills to get local employment; helping people understand that they could have their own business, and help them to develop their entrepreneurial ideas.

- 2.2 The Marmot principle, 'Create Fair Employment and Good Work for all' was the overarching principle which the Forum used to measure the provision of Council Services throughout their investigation into Employment. The priority objectives and policy recommendations in relation to this principle being:-

#### **Priority Objectives:-**

- (a) Improve access to good jobs and reduce long-term unemployment across the social gradient;
- (b) Make it easier for people who are disadvantaged in the labour market to obtain and keep work; and

- (c) Improve quality of jobs across the social gradient.

**Policy Recommendations**

- (a) Prioritise active labour market programmes to achieve timely interventions to reduce long-term unemployment;
- (b) Encourage, incentivise and, where appropriate, enforce the implementation of measures to improve the quality of jobs across the social gradient, by:
  - Ensuring public and private sector employers adhere to equality guidance and legislation; and
  - Implementing guidance on stress management and the effective promotion of wellbeing and physical and mental health at work.
- (c) Develop greater security and flexibility in employment, by:
  - Prioritising greater flexibility of retirement age; and
  - Encouraging and incentivising employers to create or adapt jobs that are suitable for lone parents, carers and people with mental and physical health problems.

**3. MEMBERSHIP OF THE REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

- 3.1 The membership of the Scrutiny Forum was as detailed below:-

Councillors Ainslie, Cranney, Dawkins, Hall (Chair), Payne, Sirs and Wells (Vice-Chair)

**4. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 4.1 The overall aim of the Scrutiny investigation was to strategically evaluate and contribute towards the development of the 'Employment' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principle to 'Create Fair Employment and Good Work for all'.

**5. FINDINGS**

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are

detailed in paragraphs 5.2 to 5.45 of this report. Details of evidence presented to the Forum is attached as **Appendix A**.

### *Setting the Scene*

- 5.2 At the meeting of the Regeneration and Planning Services Scrutiny Forum held on 13 September 2012 and 11 October 2012, Members received a setting the scene presentation from the Economic Regeneration Team; verbal evidence from the Member of Parliament for Hartlepool; and verbal evidence from the Mayor as Portfolio Holder for Regeneration and Neighbourhoods. The presentation and evidence covered the following JSNA questions:-

- What are the key issues?
- What is the level of need?
- Who is at risk and why?

### **What are the key issues?**

- 5.3 Members supported the key issues identified in the Employment JSNA entry. However, Members raised concerns about constrained access to business finance and questioned whether banks were lending money. It was confirmed by the Economic Regeneration Manager that banks were lending money but based on standing lending criteria. This was a fundamental issue because it was difficult for start up businesses to access finance based on standard lending criteria. The Assistant Director of Regeneration and Planning was aware of successful businesses being adversely affected by decisions made by banks.
- 5.4 Members recognised that one of the main key issues was decreasing levels of local pre-start up and start-up business support, particularly following the abolition of the Working Neighbourhoods Fund and Business Support Organisations. However, Hartlepool had made good progress on business start ups and Hartlepool's rate was above the Tees Valley and North East rate. Members were informed that business deaths had decreased and Hartlepool compared well with other localities.
- 5.5 The MP commented that the size of the Hartlepool economy was significantly smaller than the North East and UK averages which resulted in reduced economic activity. In addition to this, youth unemployment rates were high. The MP felt that this was due to young people not being able to gain employment because of lack of experience but not being able to gain experience because of not being able to get a job.
- 5.6 A key issue highlighted by the MP was long term unemployment and an over reliance on large employers, such as the Council and the NHS to provide employment. However, Members were very supportive of the fact that the engineering industries had the opportunity to increase employment and training opportunities within Hartlepool. Members emphasised the

importance of the Council continuing to work together with the larger employers in the Tees Valley.

**What is the level of need?**

- 5.7 There are approximately 16 unemployed people for every vacancy in Hartlepool, which is the highest in the Tees Valley. Members welcomed securing investment and jobs through the offshore renewable energy sector, as Hartlepool is well placed geographically to attract this type of development. The Mayor highlighted that Hartlepool College of Further Education provided key training in the areas of nuclear power, aeronautics, renewables and engineering. These courses provided essential training to the next generation of the workforce to meet the needs of employers in the local area.
- 5.8 In relation to the Talent Match funding provided by the National Lottery, Members were disappointed that Hartlepool had not qualified to receive any of the funding. However, other Tees Valley Local Authorities had been invited to submit a bid.
- 5.9 The Forum was very supportive of the key role that economic development played in supporting the health and wellbeing of the town. The Mayor emphasised the importance of the involvement of Hartlepool in the development of the Local Enterprise Partnership across the Tees Valley with the potential to secure further bids to the Regional Growth Fund. It was essential that the Economic Regeneration Strategy and the Health and Wellbeing Strategy ensured that resources were utilised in the best way possible to meet the needs of residents in Hartlepool.

**Who is at risk and why?**

- 5.10 The Forum acknowledged that skilled workers were critical to the growth and success of a business. Members recognised that the reduction in industrial and manufacturing jobs within Hartlepool had impacted on the workforce which had resulted in a reduced skilled workforce. Members drew attention to recent statistics that highlighted that there was a skills gap in certain trade areas, including engineering. Figures collated by the Local Government Association showed that in construction nationally, approximately 123,000 people trained for approximately 275,000 advertised jobs. Similarly, in hairdressing approximately 94,000 completed hair and beauty courses, but only 18,000 jobs were available. Currently, in Hartlepool there were 420 apprentices aged 16-18 at Hartlepool College of Further Education and 350 over the age of 19. Members were pleased to hear that Hartlepool had the second highest number of 16-18 year olds in learning in the North East, the figure was 84.3%. This compared to a National average of 80.8% and a regional average of 79.1%, with only North Tyneside having a higher number of 16-18 year olds undertaking further education.

- 5.11 The MP highlighted that more work was needed to encourage the growth of small businesses. It was suggested by the MP that schemes such as entrepreneurs going into primary and secondary schools would be beneficial and / or low cost start up units should be considered by the Council to encourage people to start their own businesses. In relation to women starting their own businesses, the MP indicated that the statistics revealed more women were starting their own businesses than men. However, there was still an expectation that businesses must always succeed first time. Members were of the opinion that a business failure should not be seen as a reason not to try again.
- 5.12 It was recognised by Members that the majority of start-up businesses were by people aged over 25. Members were very keen to encourage people under the age of 25 to start their own businesses or at least consider it as an option.
- 5.13 In relation to advice and resources available to new business start-ups. Members suggested the expansion of the One Stop Shop approach and how promotion should be inclusive of the harder to reach groups.
- 5.14 The MP was disappointed that the JSNA employment entry had not been uploaded onto the website and commented that there was no statistical evidence to recognise and support the fact that employment reduces health inequalities.

#### *Service Provision*

- 5.15 At the meeting of the Regeneration and Planning Service Scrutiny Forum held on 13 December 2012, Members received a presentation from the Council's Economic Regeneration Team; the Council's School Improvement Advisor and representatives from a local school and college. Verbal evidence was received from the young people's representatives. The evidence presented covered the following JSNA questions:-

- What services are currently provided?
- What evidence is there for effective intervention?

#### **What services are currently provided and what evidence is there for effective intervention?**

- 5.16 The Economic Regeneration Team provided Members with details of the range of services and projects provided by the Council. These included the Hartlepool Youth Investment Project, Youth Guarantee Scheme, FamilyWise, Flexible Support Fund; Incubator Business Support; Regional Growth Fund, Enterprise Zone and City Deal.
- 5.17 The Forum was informed by the School Improvement Advisor that statutory entitlement to work experience had been removed by the Government in 2012. The Youth Parliament believed that the removal of statutory work

experience from school was disappointing and had a negative impact when trying to prepare young people for the world of work. The young people suggested that work experience or an alternative should be re-introduced into schools.

- 5.18 Members raised concerns that young people were not encouraged to consider self employment as a career option. It was confirmed by the Economic Regeneration Manager that the Hartlepool Youth Investment Programme linked business enterprises with schools and colleges to ensure self employment was discussed as a career option.
- 5.19 The Forum questioned the options that were available to young people who did not achieve a GCSE level of education. The 11-19 Framework for Economic Well-being was used across Hartlepool schools and the wider Tees Valley area to support young people into further education, training or employment. The school representative indicated that secondary schools had the responsibility to ensure that students were encouraged to achieve a GCSE standard of education and a personalised education programme was developed for all students based on whether they would be suited to achieving GCSE or vocational qualifications.
- 5.20 Members were of the view that age should not be a barrier to self-employment. However, the young people's representatives highlighted to Members that they did not have the option to study 'enterprise' at school. The Assistant Director of Regeneration and Planning confirmed that 'Young Enterprise' programmes were in place in some schools and offered as an extra curricula option to students in Years 10 and 12. These programmes were diverse in nature and focussed on the life span of a business from birth through to wind up. Members were strongly of the view that enterprise programmes should be introduced in all schools and also into youth centres to encourage entrepreneurial activity. It was suggested that programmes could include the option to set up a business within the school / youth centre, for example a tuck shop, which would provide young people with some of the practical skills needed for self employment. The promotion of business ventures should be shared with young people, for example, successes, such as the recent young person who sold his business for millions. It was acknowledged that people aged 50+ were also looking at self employment as an option.
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- 5.41 The Director of Public Health delivered a presentation to Members which highlighted the Marmot Principles and how employment can improve health and wellbeing but also how employment can sometimes have a negative impact on health and wellbeing, for example stress.

- 5.42 Members discussed mental health and raised concerns about people who were employed but were reluctant to talk about their health due to fear of losing their jobs. The Director of Public Health strongly supported the need to talk about mental health and by doing this would in turn remove the stigma associated with mental health. Members highlighted that people who were long term unemployed may also suffer from mental health and often were offered no support when starting a new job. Good mental health was an essential part of improving a person's health and wellbeing. Members commented that it was for the local authority to set an example and lead the way in supporting employees and cascade the message to all staff about good mental health. Members strongly believed that employment was a big determinate of health. It was essential that people were aware of mental health services and Managers raised awareness of 'good mental health' to their staff, this could be done by asking people from mental health charities to talk to staff. Members felt that the Council should be taking the lead on health and wellbeing and promoting good mental health.
- 5.43 Members supported the need for the Council to generate investment and income. The Forum suggested rewarding staff for successful investment and income ideas and also creating an online suggestion box for staff to submit ideas.

#### **What are the recommendations for commissioning?**

- 5.44 The Forum was supportive of the recommendations for commissioning as detailed within the JSNA entry for employment.
- 5.45 In addition to the to the recommendations for commissioning identified in the JSNA entry, the Forum formulated the recommendations, outlined in section 6, to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies.

### **6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Regeneration and Planning Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies are:-
- 1) That the Employment JSNA entry is uploaded onto the JSNA website and is updated on a regular basis to reflect the needs of Hartlepool residents, including statistical information to support how employment reduces health inequalities

- 2) That within the Employment JSNA entry, the need to encourage the growth of businesses in Hartlepool is identified as a key issue and that the Council:-
  - (a) introduces schemes that promote entrepreneurial activity with specific focus on people under the age of 25. For example, entrepreneurs visiting primary and secondary schools to offer advice and mentoring and to highlight business successes and failures;
  - (b) expands the current 'one stop shop' approach to provide advice and resources to new business start ups and to promote self employment opportunities including to the harder to reach groups; and
  - (c) pursues funding and investment opportunities with companies, for example, explores offering investment packages to new businesses, such as revolving loans, low interest funds and buying shares in growing companies
- 3) That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to:-
  - (a) help support the implementation of the Hartlepool Youth Investment programme;
  - (b) explore the option of creating work experience programmes for students at secondary school and college;
  - (c) introduce vocational and enterprise programmes in schools and use council services, for example, youth centres, to teach young people about self employment and help prepare young people for work by equipping young people with the right skills;
  - (d) widely communicate and publicise the local need for skills in the engineering, manufacturing and renewable energy sectors to encourage people to train in these areas, as local companies are suffering a shortage of skilled workers; and
  - (e) support the devolvement of training funds to local authorities to match training to the local need for skills
- 4) That the Council, through the Health and Wellbeing Board:-
  - (a) focus future health initiatives on preventative actions to stop the escalation of ill-health and mental health within communities; and

- (b) raise awareness to Council employees of the mental health services available to enable employees to access the services if required
- 5) That the Council encourage staff to put forward ideas for investment and income generation, for example by rewarding staff for successful ideas and / or creating an online suggestion box for staff to submit ideas

**COUNCILLOR GERARD HALL**  
**CHAIR OF THE REGENERATION AND PLANNING SERVICES SCRUTINY**  
**FORUM**

**ACKNOWLEDGEMENTS**

The Forum is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

Elected Mayor, Portfolio Holder for Regeneration and Neighbourhoods –  
Stuart Drummond

Damien Wilson – Assistant Director (Regeneration and Planning)

Louise Wallace – Director of Public Health

Antony Steinberg – Economic Regeneration Manager

Patrick Wilson – Employment Development Officer

Mark Smith – Head of Integrated Youth Support Services

Tom Argument – School Improvement Adviser

Kimberley Bell – Participation Worker

Hartlepool Youth Parliament

External Representatives:

Iain Wright, Member of Parliament for Hartlepool

Graeme Cadas – Job Centre Plus

Simon Wigington – National Apprenticeship Service

David Jackson – Skills Funding Agency

Lee Brown – Deputy Headteacher, Dyke House School

Jane Steel – Director of Curriculum, Hartlepool College of Further Education

Teresa Driver – Wharton Trust

**Appendix A****Evidence provided to the Forum**

The following evidence was presented to the Regeneration and Planning Services Scrutiny Forum throughout the course of the investigation into the JSNA topic of 'Employment':-

<b>Date of Meeting</b>	<b>Evidence Received</b>
2 August 2012	Scoping Report – <i>Scrutiny Support Officer</i>
13 September 2012	Setting the Scene Presentation – <i>Economic Regeneration Manager</i>  Verbal Evidence – <i>Mayor as Portfolio Holder for Regeneration and Neighbourhoods</i>
11 October 2012	Verbal Evidence – <i>Member of Parliament for Hartlepool</i>
13 December 2012	Service Provision and Effective Intervention – Presentation – <i>Economic Regeneration Team, local school / college; Youth Support Service</i>  DVD – <i>Wharton Trust</i>
17 January 2013	Written Evidence – Feedback on the JSNA Topic of Employment – <i>Hartlepool Youth Parliament</i>
21 February 2013	Projected Level of Need / Service Use; Unmet Needs; Additional Needs Assessment – Presentation – <i>Representatives from Job Centre Plus, national Apprenticeship Service and The Skills Funding Agency</i>
21 March 2013	Verbal Evidence - Health and Employment – <i>Director of Public Health</i> Recommendations for Commissioning – Presentation – <i>Economic Regeneration Team</i> Verbal Evidence – <i>Hartlepool Youth Parliament</i>



## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** HEALTH SCRUTINY FORUM

**Subject:** FINAL REPORT – INVESTIGATION INTO THE JSNA  
TOPIC OF 'SEXUAL HEALTH'

### 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Health Scrutiny Forum following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of Sexual Health.

### 2. BACKGROUND

- 2.1 The Health Scrutiny Forum met on the 15 June 2012 to consider their Work Programme and agreed that the Forum would in 2012/13 focus on the following JSNA topic:-

Sexual Health - This key health protection issue is a priority within the JSNA as nationally over recent years there has been a rise in sexually transmitted infections. Prevention and education are key to supporting people to make healthy and safe choices. Improving access and increasing provision (particularly in areas of disadvantage) to meet the needs of all ages including young people, over 35s and minority groups.

- 2.2 The Marmot principle, 'Strengthen the role and impact of ill health prevention' was the overarching principle which the Forum used to measure the provision of Council Services throughout their investigation into Sexual Health. The priority objectives and policy recommendations in relation to this principle being:-

#### **Priority Objectives:-**

- (1) Prioritise prevention and early detection of those conditions most strongly related to health inequalities.
- (2) Increase availability of long-term and sustainable funding in ill health prevention across the social gradient.

### **Policy Recommendations**

- (1) Prioritise investment in ill health prevention and health promotion across government departments to reduce the social gradient.
- (2) Implement an evidence-based programme of ill health preventive interventions that are effective across the social gradient by:
  - Increasing and improving the scale and quality of medical drug treatment programmes
  - Focusing public health interventions such as smoking cessation programmes and alcohol reduction on reducing the social gradient
  - Improving programmes to address the causes of obesity across the social gradient.
- (3) Focus core efforts of public health departments on interventions related to the social determinants of health

### **3. MEMBERSHIP OF THE HEALTH SRUTINY FORUM**

- 3.1 The membership of the Scrutiny Forum was as detailed below:-

Councillors S Akers-Belcher (Chair), Brash, Fisher, Hall (Vice-Chair), Hargreaves, G Lilley and Wells

### **4. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 4.1 The overall aim of the Scrutiny investigation was to strategically evaluate and contribute towards the development of the 'Sexual Health' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principle to 'Strengthen the role and impact of ill health prevention'

### **5. FINDINGS**

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are detailed in paragraphs 5.2 to 5.41 of this report. Details of evidence presented to the Forum are attached as **Appendix A**.

#### *Setting the Scene*

- 5.2 At the meeting of the Health Scrutiny Forum held on 20 September 2012, Members received a setting the scene presentation from the Council's Health Improvement Practitioner and the Speciality Registrar in Public Health from NHS Tees. The presentation covered the following JSNA questions:-

- What are the key issues?
- What is the level of need?
- Who is at risk and why?

**What are the key issues and what is the level of need?**

- 5.3 Amongst the key issues and the level of need identified within the JSNA, Members raised particular concerns in relation to teenage pregnancy and how this was a key issue for Hartlepool.
- 5.4 The statistics within the JSNA illustrated that there had been a year on year reduction in the number of births. However, Members were concerned that although the numbers were reducing, the under 18 conception rate still remained higher than the national average. Members believed that more targeted intervention work was required within schools, and it was suggested that an external trainer may be better placed to deliver sexual health education rather than a teacher. Currently, teachers were being relied upon to provide sexual health advice to young people.

**Who is at risk and why?**

- 5.5 Members recognised that the people most at risk from sexual transmitted infections (STI's) were young people; men who have sex with men; over 35's who have been in long-term relationships; people who participate in risk-taking behaviour, for example, alcohol and substance misuse; people from identified socio-economic groups and black and minority groups. Members were supportive of the need to reduce STI's within these high risk groups.
- 5.6 Members acknowledged the concern that there were growing rates of STI's in the over 35's; often the 'second time singles'. The Forum questioned whether information in relation to the types of STI's, prevention and the services available was targeted at people through the use of social media, internet sites and blue tooth. It was indicated that wherever possible, the Public Health Team linked into any national or regional campaigns, as funding and materials were allocated to promote such campaigns. Members recommended utilising social media sites, internet sites and blue tooth at every opportunity to increase awareness of good sexual health and promote services. Through internet sites, Members suggested that short surveys could be carried out, which would not only raise awareness but also be a valuable tool to collect data.

*Service Provision*

- 5.7 At the meeting of the Health Scrutiny Forum held on 18 October 2012, Members received a presentation from the Consultant in Health Protection at the Health Protection Agency and the Service Manager at Assura, (the provider of sexual health services across Teesside). The presentation covered the following JSNA questions:-

- The services that are currently provided;
- The projected level of need / service use; and
- How effective is the current intervention.

**What services are currently provided?**

- 5.8 The Forum was informed that sexual health services, which in the past had generally been hospital based, were now moving towards more community based settings. Members emphasised the importance of early intervention work with young people and how targeted support within communities was invaluable. It was recognised that not all people were confident visiting clinics, therefore, in order to encourage testing Members were of the opinion that services should also be delivered within communities.
- 5.9 The Service Manager from Assura provided Members with details of the range of services provided by Assura, as referenced within the JSNA.
- 5.10 The Forum was strongly of the opinion that raising awareness amongst young people was extremely valuable and that schools were an excellent place to do this. Members commented that the spread of STI's could be combated with the greater use of condoms and suggested the wider distribution of condoms, for example, using 'bins' in the One Life Centre for people to access without having to attend a clinic appointment. Members also suggested utilising the counselling / advisory services offered to people participating in the night time economy to distribute condoms and provide advice, as it is a valuable resource.
- 5.11 The services provided by other organisations and groups are detailed in section 5.18 of this report.

**What is the projected level of need / service use?**

- 5.12 The data presented to Members by the Consultant in Public Health highlighted that sexual health was a key issue for the North East. Outbreaks of specific infections had been confirmed in certain areas of the North East and in specific at risk groups. For example, outbreaks of syphilis have been identified around the Newcastle area with men who have sex with men. The Consultant in Public Health identified that one of the main problems within Teesside was that people were not presenting to the sexual health services and it was becoming increasingly difficult to get the 'safe sex' messages heard.

- 5.13 Members recognised these difficulties and fully supported the need to encourage screening. Members questioned whether services had sufficient capacity to manage peaks in demand when outbreaks arose. Members were reassured by the Consultant in Public Health that capacity was not an issue and postal testing kits were also an option to alleviate direct pressure on services.
- 5.14 The Forum noted that syphilis infections had increased in the North East and there had been some reported cases of congenital transmission, (4 cases in the past 2 years), which had not been reported in many years. Members questioned why this infection had not been detected during antenatal screening. It was explained that it was often the case that the mother may have had new 'exposure' and therefore been re-infected following previous screening.
- 5.15 The Forum was informed that the North East had a low prevalence of HIV with no newly diagnosed cases in Hartlepool in 2012. Members raised concerns regarding HIV tests and what the impact of having a test had on insurance premiums. The Consultant in Public Health confirmed that there was no impact on insurance; however, it was still proving very difficult to encourage people in hard to reach groups to access HIV testing services. For example, working age men. The data provided by Assura highlighted that the majority of people accessing services were females and the service use was most prominent in the 20 -24 age range.

**What evidence is there for effective intervention?**

- 5.16 The Forum was presented with a range of reports that provided localised information and data in relation to STI's. This data had been used to inform the JSNA.

*Views and Comments*

- 5.17 The Forum at their meeting of 29 November 2012 and 10 January 2013 received evidence in relation to the JSNA question 'What People Say'. Evidence was received from Hartlepool's Young Inspectors, the Council's Portfolio Holder for Adult and Public Health Services, local schools, the Council's Youth Service and representatives from the voluntary and community sector.

**What do people say?***Young Inspectors*

- 5.18 The Young Inspectors acted as 'mystery shoppers' at the Sexual Health Clinic provided at the One Life Centre. Members were very impressed with the recommendations produced by the Young Inspectors, which were included as part of the JSNA, and thanked them for carrying out their investigation. Members were assured that all recommendations that were

made by the Young Inspectors were acted upon in order for Assura to achieve 'Your Welcome Status', which was achieved in November 2012.

- 5.19 The Young Inspectors commented on confidentiality and thought that this could be improved within the Sexual Health Clinic, for example, by re-instating a number appointment system as opposed to calling people's names out in the waiting room. The Portfolio Holder considered that people should have a choice of both bookable and walk-in appointments.
- 5.20 Members were very supportive of reviewing opening times at the Sexual Health Clinic, as the service had to be accessible. Members felt that the opening hours should coincide with the running times of public transport in order to help people access the service. Members recommended integrating 'easy access' to sexual health services into the Youth Offer. The Youth Offer aimed to 'provide impartial information advice and guidance to help young people make more informed choices, about learning, raise their aspirations and equip them to make safe and sensible decisions about sexual health and substance misuse but to achieve this services must be accessible'. The Portfolio Holder suggested holding clinics at venues that were convenient and easily accessible to young people. Members supported this view and were also supportive of encouraging colleges to develop clinics within their facilities and the development of dedicated young people's clinics.
- 5.21 The Young Inspectors considered that making condoms more freely available at the Sexual Health Clinic would be beneficial.

### *Schools*

- 5.22 Members expressed their concerns at the standard of sexual health education provided in schools. The school representative confirmed that all secondary schools in Hartlepool delivered a sexual education programme which was incorporated into Personal Social and Health Education. The content of the programmes were similar across the schools and were delivered by teachers with some input from health professionals. The benefits of delivering this type of programme were highlighted to Members, they included:-
- (a) sex education being taught in the wider context of 'risk';
  - (b) schools were not wholly reliant on external agencies to deliver the programme; and
  - (c) schools were able to choose what they deliver and when so that it fits with the curriculum.
- 5.23 However, the challenges of this programme included:-
- (a) that there was no co-ordinated approach, therefore it appeared fragmented,

- (b) schools struggled to get outside agencies in to deliver; and
  - (c) young people did not acknowledge that they had sex education as it was part of a 'risk and resilience' approach.
- 5.24 The school representative highlighted that some young people were reluctant to ask questions or seek further guidance or clarification from a member of school staff who taught the programme and some school staff did not feel confident in delivering the programme.
- 5.25 It was highlighted to Members that Hartlepool had once had a well-developed sexual education programme that was delivered to all young people from years 9 to 11. This was the APAUSE programme, which ran in all secondary schools from 1997 – 2009/10. The programme provided a co-ordinated approach to delivery and an evidence based programme utilising team teaching and peer education methods. A designated role to support the schools in the training, planning and delivery of sex and relationship education was provided.
- 5.26 Members expressed disappointment that this programme had been withdrawn and questioned why such a successful programme was withdrawn. It was confirmed that the withdrawal of the programme was due to cost and resource issues. Members acknowledged the challenges in delivering the APAUSE programme, which included:-
- (a) the cost of purchasing the programme and the cost of the APAUSE Co-ordinator (approximately £35,000 per year);
  - (b) the fact that schools currently delivered sexual health education in different ways;
  - (c) capacity within the school nursing service may be limited; and
  - (d) the cost of commissioning 'others' to deliver.
- 5.27 The representative from the school was asked by Members what the Local Authority could do to help support schools with sex and relationship education. In response the representative said that it would be beneficial for health professionals to work with teachers and play a much more active role in the delivery of sex and relationship education in schools.
- 5.28 Members were strongly of the view that the APAUSE programme was a successful and well-developed programme and recommended that this programme be re-implemented and commissioned through the £800,000 annual budget allocated to sexual health services. This would link into the commissioning priority identified in the JSNA, which is to 'improve the quality and opportunities for sex and relationship and risk-taking behaviour education in schools and other settings'.

- 5.29 Members were of the opinion that rather than introducing other programmes or improving existing programmes, that this was an excellent opportunity to invest in a 'tried and tested' successful programme.

*Youth Service*

- 5.30 The Council's Youth Service shared details of their services with the Forum. It was highlighted that 361 young people had registered with the Youth Service in 2012. Members referred to the C-Card scheme and how this was a valuable provision. The scheme provided young people (13 -25) with access to free condoms, Chlamydia screening and pregnancy tests and was delivered by a range of groups within Hartlepool, including the Youth Support Service. The Forum expressed concern that it was very difficult for voluntary and community sector youth groups who wanted to deliver the C-Card provision to access the training and become part of the scheme. The Forum recommended that all voluntary and community sector youth groups within Hartlepool should be able to access the training and join the scheme if they met the requirements.

*Voluntary and Community Groups*

- 5.31 The evidence received from Teesside Positive Action (TPA) highlighted that rapid testing clinics for HIV, syphilis and hepatitis C were provided every fortnight in the One Life Centre and if staffing capacity could be increased TPA would increase the number of clinics in Hartlepool to extend the provision to other venues.
- 5.32 A representative from Hart Gables outlined the services that they provided and highlighted that they were keen to extend the current sexual health service provision and work more closely with Teesside Positive Action.
- 5.33 A representative from the Wharton Trust informed Members that sexual health advice and teenage pregnancy support was provided by the Trust to young people, however, the support was limited due to limited resources.
- 5.34 The potential impact of funding reductions was raised as a concern by Members. Representatives at the meeting advised that funding for tests was available but no funding was available in terms of prevention and awareness raising.
- 5.35 Members questioned what sexual health information was available in terms of literature, such as leaflets and booklets. Representatives highlighted that a range of literature was available in hard copy and on the internet but has decreased over the years, as a result of funding restrictions. Members did not want to see literature reduced any further and suggested that the Council worked with partner organisations and groups to produce appropriate marketing material in order to raise awareness and publicise the services available. This material could then be used in schools, colleges and placed on school buses to publicise sexual health.



- 5.36 Members were of the view that voluntary and community sector youth groups were often overlooked and not included in the delivery of sexual health services, advice and support. Members expressed concerns about services working in isolation and suggested that statutory services should work more closely with voluntary and community sector youth groups. Members commented that all voluntary and community sector youth groups should be able to easily access sexual health training and resources. The Forum suggested that by improving communication between all services that deliver sexual health services, advice and support, both statutory and non-statutory would improve partnership working.

#### *Needs and Commissioning*

- 5.37 The Forum at their meeting of 10 January 2013 received a presentation from the Director of Public Health. The presentation covered the following JSNA questions:-

- What needs might be unmet?
- What additional assessment is required?
- What are the recommendations for commissioning?

#### **What needs might be unmet?**

- 5.38 Members agreed with the unmet needs identified within the JSNA and placed specific emphasis on the need to deliver effective sex and relationship education.

#### **What additional needs assessment is required?**

- 5.39 The Forum was supportive of the additional needs assessment identified within the JSNA.

#### **What are the recommendations for commissioning?**

- 5.40 The Forum was supportive of the commissioning priorities detailed within the JSNA.
- 5.41 In addition to the priorities identified in the JSNA, the Forum formulated the recommendations, identified in section 6, to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies.

## **6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Health Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The

Forum's key recommendations to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies are:-

- 1) The need to raise awareness of good sexual health and the services available is highlighted within the JSNA 'Sexual Health' entry and Hartlepool Borough Council undertakes the following:-
  - (a) Increases awareness and understanding of the types of sexually transmitted infections, prevention and the services available through:-
    - (i) social media / internet sites / blue tooth;
    - (ii) schools / colleges / literature on school buses; and
    - (iii) counselling / advisory services available to those individuals participating in the night time economy
  - (b) Works with partner organisations to produce marketing material in order to raise awareness and publicise the sexual health services available
- 2) Accessibility to services is identified as a key issue within the JSNA 'Sexual Health' entry and Hartlepool Borough Council improves accessibility to services by:
  - (a) Commissioning services that are accessible to all and have good transport links;
  - (b) Integrating easy access to sexual health services into the 'Youth Offer' to ensure that all young people can easily access sexual health services; and
  - (c) Making condoms freely available at the Sexual Health Clinic in the One Life Centre, for people to access without having to attend a Clinic appointment
- 3) That partnership working is integrated into the JSNA 'Sexual Health' entry and that Hartlepool Borough Council:
  - (a) Improves communication links between all services that delivery sexual health services, advice and support in order to increase partnership working and improve working relationships; and
  - (b) Makes the C-Card scheme and other sexual health training and resources widely available to all voluntary and community sector youth groups who want to provide sexual health services, advice and support
- 4) That Hartlepool Borough Council commissions the APAUSE programme through the allocated budget for sexual health

**COUNCILLOR STEPHEN AKERS-BELCHER**  
**CHAIR OF THE HEALTH SCRUTINY FORUM**

**ACKNOWLEDGEMENTS**

The Forum is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

Cllr John Lauderdale – Portfolio Holder for Adult and Public Health Services

Louise Wallace – Director of Public Health

Deborah Gibbin – Health Improvement Practitioner

Hartlepool Young Inspectors

Youth Service

External Representatives:

Sarah Bowman - Registrar in Public Health, NHS Tees

Dr Kirsty Foster – Consultant in Public Health / Lead for Sexual Health,  
Health Protection Agency

David Pratt, Service Manager – Sexual Health Teesside, Assura

Anne Malcolm – Headteacher, Manor College

Teresa Driver – Wharton Trust

Mike Kay – Service Manager, Teesside Positive Action

Joanne Fairless – Hartgables

**Appendix A****Evidence provided to the Forum**

The following evidence was presented to the Health Scrutiny Forum throughout the course of the investigation into the JSNA topic of 'Sexual Health':-

<b>Date of Meeting</b>	<b>Evidence Received</b>
23 August 2012	Scoping Report – <i>Scrutiny Support Officer</i>
20 September 2012	Setting the Scene Presentation – <i>Health Improvement Practitioner and Speciality Registrar in Public Health.</i>
18 October 2012	Presentation - Service Provision – <i>Service Manager, Assura</i>  STI's – <i>How do we know what is going on and why does it matter – Consultant in Health Protection, Health Protection Agency</i>
29 November 2012	Verbal Evidence – <i>Portfolio Holder for Adult and Public Health Services</i>  Presentation – Mystery Shop – <i>Young Inspectors</i>
10 January 2013	Evidence from voluntary and community groups, schools and the youth service  Written Report – The Teaching and Support of Sexual Health in Hartlepool Secondary Schools – <i>Headteacher, Manor College</i>  Hartlepool JSNA Entry  Report – You're Welcome Quality Standards – <i>Health Improvement Practitioner</i>  Report - Teenage Pregnancy Performance Report – <i>Director of Public Health</i>  Presentation – Need and Commissioning Priorities – <i>Director of Public Health</i>

7 February 2013	Written Report – APAUSE and C-Card – <i>Health Improvement Practitioner</i>  Written evidence from St Hild's Church of England School
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## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** Chair of the Adult and Community Services Scrutiny Forum

**Subject:** ADULT AND COMMUNITY SERVICES SCRUTINY FORUM – PROGRESS REPORT

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### 1. PURPOSE OF REPORT

- 1.1 To inform the Scrutiny Co-ordinating Committee of the progress made to date by the Adult and Community Services Scrutiny Forum, since the last report to this Committee.

### 2. PROGRESS OF THE SCRUTINY FORUM

- 2.1 Since the last progress report from this Forum was presented to the Scrutiny Co-ordinating Committee on 7 December 2012, the Adult and Community Services Scrutiny Forum has undertaken the following work:-
- 2.2 'Investigation into the JSNA item of 'Older People': The Adult and Community Services Scrutiny Forum have continued their investigation into the JSNA item of 'Older People'. At the meeting of the Forum on 3 December 2012, Members considered evidence from the Council's Adult Social Care Service and NHS Tees in relation to the 'projected level of need' and 'what needs might be unmet'.
- 2.3 The Adult and Community Services Scrutiny Forum met on 11 February 2013 to consider 'what people say' and were please to welcome representatives of local groups and members of the public to share their views on health and social care services for older people. During this meeting of the Forum, Members also received a presentation from the Council's Adult Social Care Team and representatives from NHS Tees in relation to 'additional needs assessment required'. Members also considered the JSNA entry as a whole at the meeting of the Forum on 11 March 2013.
- 2.4 Throughout the investigation, Members have been mindful of the Marmot principle to 'Enabling all children, young people and adults to maximise their capabilities and have control over their lives'.

- 2.5 The Forum has completed the investigation into the JSNA topic of 'Older People' and the final report is submitted to Scrutiny Co-ordinating Committee at today's meeting, for submission to the Finance and Policy Committee during the New Municipal Year.
- 2.6 Six Monthly Monitoring of Agreed Adult and Community Services Scrutiny Forum's Recommendations: At its meeting of 11 February 2013, the Adult and Community Services Scrutiny Forum considered an update on the progress made against the recommendations resulting from scrutiny inquiries undertaken by the Adult and Community Services Scrutiny Forum. Members noted that 84% of recommendations were completed, 3% in progress, 8% cancelled and 5% overdue. Members recognised that these figures were slightly different to other Forums as recommendations relating to the former Adult and Community Services and Health Scrutiny Forum were adopted by the Health Scrutiny Forum at the start of the 2008/09 Municipal Year when the Forum's were split.
- 2.7 Adult and Community Services: Medium Term Financial Strategy (MTFS) 2013/14 to 2016/17 – Initial Consultation Proposals: The Adult and Community Services Scrutiny Forum met on 5 November 2012 to consider initial budget proposals in relation to the Adult and Community Services areas of the Child and Adult Services Department. Member views on these initial proposals were discussed by the Scrutiny Co-ordinating Committee at its meeting of 7 December 2012 and by Cabinet on 17 December 2012.
- 2.8 Due to the Government delaying the announcement of the Financial Settlement until 19 December 2012, Scrutiny Co-ordinating Committee (at its meeting on 4 January 2013) approved a revised process and timetable for consideration of the Executive's proposals for the Medium Term Financial Strategy, with consideration of the proposals retained in their entirety by the Scrutiny Co-ordinating Committee. Following the meeting of Scrutiny Co-ordinating Committee on 24 January 2013, to which all Scrutiny Members were invited, responses to the budget proposals were reported to Cabinet on 4 February 2013.
- 2.9 Hartlepool Safeguarding Adults Board Update: At the meeting of the Adult and Community Services Scrutiny Forum on 3 December 2012, Members were pleased to receive information in relation to the Safeguarding Adults Board statistics and progress for the period 1 April 2012 to 30 September 2012, from the Assistant Director, Adult Social Care.
- 2.10 Proposals for Inclusion in the Council Plan 2013/14: Child and Adult Services Department: At the meeting of The Adult and Community Services Scrutiny Forum on 14 January 2013, Members considered proposals in relation to the elements of the Child and Adult Services Department entry in the 2013/14 Council Plan which were within the remit of the Forum. The Forum reported its views back to the Scrutiny Co-ordinating Committee meeting of 18 January 2013, which were considered by Cabinet in March 2013.

- 2.11 Forward Plan: The Adult and Community Services Scrutiny Forum, at each of its meetings, continues to consider possible issues from the Council's Forward Plan for inclusion within its work programme. Since the Forum's last progress report, in December 2012, no specific items have been identified.
- 2.12 Referrals from Scrutiny Co-ordinating Committee: The Adult and Community Services Scrutiny Forum, at each of its meetings, considers requests for scrutiny reviews referred via Scrutiny Co-ordinating Committee. Since the Forum's last progress report, in December 2012, no specific items have been raised.

### **3. RECOMMENDATION**

- 3.1 It is recommended that the Scrutiny Co-ordinating Committee notes the progress of the Adult and Community Services Scrutiny Forum.

**COUNCILLOR CARL RICHARDSON  
CHAIR OF ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

### **BACKGROUND PAPERS**

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



## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** Chair of the Children's Services Scrutiny Forum

**Subject:** CHILDREN'S SERVICES SCRUTINY FORUM –  
PROGRESS REPORT

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### 1. PURPOSE OF REPORT

- 1.1 To inform the Scrutiny Co-ordinating Committee of the progress made to date by the Children's Services Scrutiny Forum, since the last report to this Committee.

### 2. PROGRESS OF THE SCRUTINY FORUM

- 2.1 Since the last progress report from this Forum was presented to the Scrutiny Co-ordinating Committee on 7 December 2012, the Children's Services Scrutiny Forum has undertaken the following work:-
- 2.2 The Executive's Budget and Policy Framework Consultation Proposals for 2013/14 to 2016/17: The Children's Services Scrutiny Forum met on 13 November 2012 to consider initial budget proposals in relation to the Children's Services areas of the Child and Adult Services Department. Member views on these initial proposals were discussed by the Scrutiny Co-ordinating Committee at its meeting of 7 December 2012 and by Cabinet on 17 December 2012.
- 2.3 Due to the Government delaying the announcement of the Financial Settlement until 19 December 2012, Scrutiny Co-ordinating Committee (at its meeting on 4 January 2013) approved a revised process and timetable for consideration of the Executive's proposals for the Medium Term Financial Strategy, with consideration of the proposals retained in their entirety by the Scrutiny Co-ordinating Committee. Following the meeting of Scrutiny Co-ordinating Committee on 24 January 2013, to which all Scrutiny Members were invited, responses to the budget proposals were reported to Cabinet on 4 February 2013.

- 2.4 Investigation into the JSNA item 'Emotional and Mental Wellbeing': The Children's Services Scrutiny Forum has continued their investigation into the JSNA item of 'Emotional and Mental Wellbeing'. At the meeting of the Forum on 11 December 2012, to which the Adult and Community Services Scrutiny Forum were invited, Members considered evidence from the Head of Service, Mental Health, regarding the draft Mental Health Joint Strategy Needs Assessment entry.
- 2.5 At the meeting of 12 February 2013, the Forum considered 'what people say' and were pleased to hear the views of young people, parents, foster carers and professional in relation to the mental and emotional wellbeing services available to young people in Hartlepool. Members of the Forum were pleased to welcome the Portfolio Holder for Children's and Community Services to their meeting of 12 March 2013, to share her views on emotional and mental wellbeing services. The Forum also considered the entire draft JSNA entry at this meeting and received evidence from Tees, Esk and Wear Valley NHS Foundation Trust.
- 2.6 Throughout the investigation Members have been mindful of the Marmot principle to 'Giving every child the best start in life'.
- 2.7 The Forum completed their investigation on 16 April 2013 and the final report is submitted to Scrutiny Co-ordinating Committee at today's meeting, for submission to the Finance and Policy Committee in the new Municipal Year.
- 2.8 Investigation into 'Closure of Youth Centres and Children's Centres': As part of their investigation in the potential effects of the closure of youth centres and children's centres the young people's representatives held a meeting at the Rossmere Centre on 19 February 2013 to which all members of Children's Services Scrutiny Forum were invited. The young people presented their final report into the subject to the Children's Services Scrutiny Forum at the meeting of 16 April 2013, the report is submitted to Scrutiny Co-ordinating Committee at today's meeting.
- 2.9 Referral of the JSNA Topics of Learning Disabilities and Autism: Following the referral of the JSNA topics of Learning Disabilities and Autism to the Learning Disabilities Partnership Board, Members attending a meeting of the Board on 11 January 2013 to contribute to consideration of the topics. The feedback received from the discussions was presented to the Children's Services Scrutiny Forum at the meeting of 12 February 2013, where it was determined that the views received should be used to update the JSNA entries. Members of the Forum received the proposed changes to the JSNA entries at their meeting on 16 April 2013 and were supportive of the updates.
- 2.10 Youth Justice Strategic Plan 2013/14: The Children's Services Forum considered the Youth Justice Strategic Plan 2013/14 at the meeting of 16 April 2013. The Forum's views on the plan will be used to inform the report submitted to Cabinet on 29 April 2013 and to Council in the New Municipal Year.

- 2.11 Six Monthly Monitoring of Agreed Children's Services Scrutiny Forum's Recommendations: The Forum, at their meeting of 12 February 2013, received an update on the progress made against the recommendations resulting from scrutiny inquiries undertaken by the Children's Services Scrutiny Forum since the 2005/06 Municipal Year. Members noted that 88% of recommendations were completed, 3% in progress, 5% cancelled and 4% overdue.
- 2.12 Forward Plan: The Children's Services Scrutiny Forum, at each of its meetings, continues to consider possible issues from the Council's Forward Plan for inclusion within its work programme. Since the Forum's last progress report, in December 2012, the following items have been identified:-
- CAS139/12 Provision for Pupils with Moderate Learning Difficulties – Members commented that Manor House Ward Councillors needed to be included in the consultation for this item.
- RN89/11 Former Brierton School Site – A Member raised concerns regarding lights being left on at the site during the night.
- 2.13 Referrals from Scrutiny Co-ordinating Committee: The Children's Services Scrutiny Forum, at each of its meetings considers requests for scrutiny reviews referred via Scrutiny Co-ordinating Committee. Since the Forum's last progress report, in December 2012, no specific items have been raised.

3. RECOMMENDATION

- 3.1 It is recommended that the Scrutiny Co-ordinating Committee notes the progress of the Children's Services Scrutiny Forum.

**COUNCILLOR CHRISTOPHER AKERS-BELCHER  
CHAIR OF CHILDREN'S SERVICES SCRUTINY FORUM**

BACKGROUND PAPERS

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

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** Chair of the Health Scrutiny Forum

**Subject:** HEALTH SCRUTINY FORUM – PROGRESS REPORT

### 1. PURPOSE OF REPORT

- 1.1 To inform the Scrutiny Co-ordinating Committee of the progress made to date by the Health Scrutiny Forum, since the last report to this Committee.

### 2. PROGRESS OF THE SCRUTINY FORUM

- 2.1 Since the last progress report from this Forum was presented to the Scrutiny Co-ordinating Committee on 7 December 2012, the Health Scrutiny Forum has undertaken the following work:-
- 2.2 Investigation into the JSNA item of 'Sexual Health': The Health Scrutiny Forum has continued their investigation into the 'Sexual Health' JSNA topic. At the meeting of the Forum on 10 January 2013, Members received evidence from representatives from the Voluntary and Community Sector and Youth Groups and received a presentation from the Director of Public Health on the level of need and recommended commissioning priorities.
- 2.3 The Forum at their meeting of 7 February received written evidence from the Director of Public Health and St Hild's Church of England School in relation to sexual health education. Members finalised their recommendations at the meeting held on 7 March 2013 and the Final Report is submitted to the Scrutiny Co-ordinating Committee at today's meeting, for submission to the Finance and Policy Committee in the New Municipal Year.
- 2.4 Proposals for Inclusion in the Council Plan 2013/14: The Health Scrutiny Forum at their meeting of 10 January 2013 considered proposals for inclusion in the 2013/14 Council Plan that was within its remit. The Forum's views on the proposals were reported to the Scrutiny Co-ordinating Committee on 8 March 2013 and the final plan was considered by Cabinet on 18 March 2013 and Council on 11 April 2013.
- 2.5 Joint Health and Wellbeing Strategy: Members considered the Joint Health and Wellbeing Strategy before submission to full Council for approval.

- 2.6 Service Transformation: Members at their meeting of 10 January 2013 received a presentation from Hartlepool and Stockton-on-Tees Clinical Commissioning Group and North Tees and Hartlepool NHS Foundation Trust outlining service transformation and transition to a new hospital.
- 2.7 Hip Replacements: The Forum at their meeting on 10 January 2013 received information in relation to hip replacement surgery and the types of replacement hip utilised in surgery.
- 2.8 Immunisation Strategy: Members considered the Immunisation Strategy at their meeting 10 January 2013 and received a briefing report on the progress being made towards the uptake of immunisations in Hartlepool.
- 2.9 Health Reforms: Members received a briefing on Health Reforms at their meeting of 7 February 2013 from the Chief Officer of Hartlepool and Stockton-on-Tees Clinical Commissioning Group and the Director of Operations and Delivery from the Durham, Darlington and Tees Area Team. The roles, responsibilities and structures of the Clinical Commissioning Group and Local Area Team were discussed.
- 2.10 Female Life Expectancy in Hartlepool – Back in 2010, Members agreed to be maintain a watching brief in relation to Health Inequalities, with particular reference to those specific areas of the Town causing concerns in relation to female life expectancy. Members received a presentation at their last meeting in March 2013, from a Specialist Registrar in Public Health on Dimensions of Health in Hartlepool and were pleased to hear that women's life expectancy in Hartlepool has improved.
- 2.11 Quality Account, North Tees and Hartlepool NHS Foundation Trust: Members of the Forum discussed the Quality Account and the key priorities at their meeting on 7 February 2013 and provided commentary for inclusion within the Quality Account.
- 2.12 Six Monthly Monitoring of Agreed Health Scrutiny Forum's Recommendations: At its meeting of 7 February 2013, the Health Scrutiny Forum considered an update on the progress made against the recommendations resulting from scrutiny inquiries undertaken by the Health Scrutiny Forum since the 2005/06 Municipal year. Members noted that 96% of recommendations were completed, 1% in progress and 3% overdue.
- 2.13 Referrals from Scrutiny Co-ordinating Committee: The Health Scrutiny Forum, at each of its meetings, considers requests for scrutiny reviews referred via Scrutiny Co-ordinating Committee. Since the Forum's last progress report, in December 2012, no specific items have been raised.
- 2.14 Forward Plan: The Health Scrutiny Forum, at each of its meetings, continues to consider possible issues from the Council's Forward Plan for inclusion within its work programme. Since the Forum's last progress report in December 2012, the no items have been identified.

**3. RECOMMENDATION**

- 3.1 It is recommended that the Scrutiny Co-ordinating Committee notes the progress of the Health Scrutiny Forum.

**COUNCILLOR STEPHEN AKERS-BELCHER  
CHAIR OF THE HEALTH SCRUTINY FORUM**

**BACKGROUND PAPERS**

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

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** Chair of the Neighbourhood Services Scrutiny Forum

**Subject:** NEIGHBOURHOOD SERVICES SCRUTINY FORUM  
– PROGRESS REPORT

### 1. PURPOSE OF REPORT

- 1.1 To inform the Scrutiny Co-ordinating Committee of the progress made to date by the Neighbourhood Services Scrutiny Forum, since the last report to this Committee.

### 2. PROGRESS OF THE SCRUTINY FORUM

- 2.1 Since the last progress report from this Forum was presented to the Scrutiny Co-ordinating Committee on 7 December 2012, the Neighbourhood Services Scrutiny Forum has undertaken the following work:-
- 2.2 Regeneration and Neighbourhoods Department: Medium Term Financial Strategy (MTF) 2013/14 to 2016/17: The Neighbourhood Services Scrutiny Forum met on 14 November 2012 to consider initial budget proposals in relation to the Neighbourhood Services areas of the Regeneration and Neighbourhoods Department. Member views on these initial proposals were discussed by the Scrutiny Co-ordinating Committee at its meeting of 7 December 2012 and by Cabinet on 17 December 2012.
- 2.3 Due to the Government delaying the announcement of the Financial Settlement until 19 December 2012, Scrutiny Co-ordinating Committee (at its meeting on 4 January 2013) approved a revised process and timetable for consideration of the Executive's proposals for the Medium Term Financial Strategy, with consideration of the proposals retained in their entirety by the Scrutiny Co-ordinating Committee. Following the meeting of Scrutiny Co-ordinating Committee on 24 January 2013, to which all Scrutiny Members were invited, responses to the budget proposals were reported to Cabinet on 4 February 2013.
- 2.4 Investigation into the JSNA item of 'Environment': The Neighbourhood Services Scrutiny Forum has continued the investigation into the JSNA item of 'Environment'. At the meeting of the Forum on 19 December 2012, Members considered the 'cleanliness' and 'enforcement' environment topics and received evidence from the Environment Team, Members also

welcomed information from Neighbourhood Policing representatives from Cleveland Police.

- 2.5 At the meeting of 13 February 2013, the Forum received evidence from the Public Protection and Anti-Social Behaviour Teams regarding the issue of noise and its effects on health. At the meeting of 20 March 2013 the Forum considered evidence on air and water quality from Council officers and representatives from The Environment Agency, Hartlepool Water and Northumbrian Water. Members also considered the JSNA Environment entry in its entirety.
- 2.6 Throughout the investigation Members have been mindful of the Marmot principle to 'Create and Develop Healthy and Sustainable Places and Communities'.
- 2.7 The Forum has completed the investigation and the final report is submitted to the Scrutiny Co-ordinating Committee at today's meeting, for submission to the Finance and Policy Committee in the New Municipal Year.
- 2.8 Referrals from Scrutiny Co-ordinating Committee: The Neighbourhood Services Scrutiny Forum, at each of its meetings, considers requests for scrutiny reviews referred via Scrutiny Co-ordinating Committee. Since the Forum's last progress report, in December 2012, no specific items have been raised.
- 2.9 Six Monthly Monitoring of Agreed Neighbourhood Services Scrutiny Forum's Recommendations: At its meeting of 13 February 2013, the Neighbourhood Services Scrutiny Forum considered an update on the progress made against the recommendations resulting from scrutiny inquiries undertaken by the Neighbourhood Services Scrutiny Forum since the 2005/06 Municipal year. Members noted that 93% of recommendations were completed, 1% in progress, 5% cancelled and 1% overdue.
- 2.10 Forward Plan: The Neighbourhood Services Scrutiny Forum, at each of its meetings, continues to consider possible issues from the Council's Forward Plan for inclusion within its work programme. Since the Forum's last progress report in December 2012, the no items have been identified.

### **3. RECOMMENDATION**

- 3.1 It is recommended that the Scrutiny Co-ordinating Committee notes the progress of the Neighbourhood Services Scrutiny Forum.

**COUNCILLOR SYLVIA TEMPEST  
CHAIR OF NEIGHBOURHOOD SERVICES SCRUTINY FORUM**



## **BACKGROUND PAPERS**

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

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** Chair of the Regeneration and Planning Services  
Scrutiny Forum

**Subject:** REGENERATION AND PLANNING SERVICES  
SCRUTINY FORUM – PROGRESS REPORT

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### 1. PURPOSE OF REPORT

- 1.1 To inform the Scrutiny Co-ordinating Committee of the progress made to date by the Regeneration and Planning Services Scrutiny Forum, since the last report to this Committee.

### 2. PROGRESS OF THE SCRUTINY FORUM

- 2.1 Since the last progress report from this Forum was presented to the Scrutiny Co-ordinating Committee on 7 December 2012, the Regeneration and Planning Services Scrutiny Forum has undertaken the following work:-
- 2.2 Regeneration and Neighbourhoods Department: Medium Term Financial Strategy (MTF) 2013/14 to 2016/17: The Regeneration and Planning Services Scrutiny Forum met on 8 November 2012 to consider initial budget proposals in relation to the Regeneration and Planning Service areas of the Regeneration and Neighbourhoods Department. The views of the Regeneration and Planning Services Scrutiny Forum were considered by the Scrutiny Co-ordinating Committee on 7 December 2012 and by Cabinet on 17 December 2012.
- 2.3 Due to the Government delaying the announcement of the Financial Settlement until 19 December 2012, the Scrutiny Co-ordinating Committee, at its meeting on 4 January 2013, approved a revised process and timetable for consideration of the Executive's proposals for the Medium Term Financial Strategy, with consideration of the proposals retained in their entirety by the Scrutiny Co-ordinating Committee. Following the meeting of the Scrutiny Co-ordinating Committee on 24 January 2013, to which all Scrutiny Members were invited, responses to the budget proposals were reported to Cabinet on 4 February 2013.
- 2.4 Investigation into the JSNA item of 'Employment': The Regeneration and Planning Services Scrutiny Forum has continued their investigation into the 'Employment' JSNA topic. At the meeting of the Forum on 13 December

2012, Members received a presentation from the Council's Economic Regeneration Team; the Council's School Improvement Advisor and representatives from a local school and college. Verbal evidence was also received from young people's representatives. The evidence presented covered the following JSNA questions, 'what services are currently provided' and 'what evidence is there for effective intervention'. Hartlepool Youth Parliament has contributed evidence to the investigation which has been very useful in helping the Forum to formulate their recommendations.

- 2.5 The Forum at their meeting of 21 February 2013 received evidence in relation to the JSNA question 'What People Say'. As part of the investigation, the Forum sought views from the North and Coastal and South and Central Neighbourhood Forum meetings held on 3 October 2012. A presentation regarding the investigation into Employment was delivered to the Neighbourhood Forums and members of the public were asked to answer questions on the subject and were also able to ask questions and raise any matters of concern. Members considered the feedback from the Neighbourhood Forums at their meeting of 21 February 2013. Also, at the meeting of 21 February 2013 the Forum received a presentation from the Skills Funding Agency, National Apprenticeship Service and Hartlepool's Job Centre Plus which focussed on level of need in Hartlepool. In addition to this, Members considered the JSNA Employment entry in its entirety and received a presentation from the Director of Public health highlighting the links between health and employment.
- 2.6 Members have received updates on the progress in Hartlepool of the Department for Work and Pensions' Work programme and throughout the investigation Members have been mindful of the Marmot principle to 'Create Fair Employment and Good Work for all'.
- 2.7 The Forum has completed its investigation and the Final Report is submitted to the Scrutiny Co-ordinating Committee at today's meeting, for submission to the Finance and Policy Committee in the New Municipal Year.
- 2.8 Proposals for Inclusion in the Council Plan 2013/14: The Regeneration and Planning Services Scrutiny Forum considered proposals for inclusion in the 2013/14 Council Plan that was within its remit. The Forum's views on the proposals were reported to the Scrutiny Co-ordinating Committee on 8 March 2013 and the final plan was considered by Cabinet on 18 March 2013 and Council on 11 April 2013.
- 2.9 The Plans and Strategies that together comprise the Development Plan Throughout the year, Members have considered several of the plans and strategies that together comprise the Development Plan, the plans considered to date are the Trees and Development Supplementary Planning Document; the New Dwellings Outside of Development Limits Supplementary Planning Document; and the Green Infrastructure Supplementary Planning Document.

- 2.10 Referrals from Scrutiny Co-ordinating Committee: The Regeneration and Planning Services Scrutiny Forum, at each of its meetings, considers requests for scrutiny reviews referred via Scrutiny Co-ordinating Committee. Since the Forum's last progress report, in December 2012, no specific items have been raised.
- 2.11 Quarterly Housing Report: Members continue to receive the Quarterly Housing Report, which updates Members on progress across key areas of the Housing Service relating to empty Homes, enforcement activity, selective licensing, Disabled Facilities Grants, housing allocations and housing advice and homelessness prevention during each quarter.
- 2.12 Six Monthly Monitoring of Agreed Regeneration and Planning Services Scrutiny Forum's Recommendations: At its meeting of 21 February 2013, the Regeneration and Planning Services Scrutiny Forum considered an update on the progress made against the recommendations resulting from scrutiny inquiries undertaken by the Regeneration and Planning Services Scrutiny Forum since the 2005/06 Municipal year. Members noted that 96% of recommendations were completed, 1% in progress and 3% overdue.
- 2.13 Forward Plan: The Regeneration and Planning Services Scrutiny Forum, at each of its meetings, continues to consider possible issues from the Council's Forward Plan for inclusion within its work programme. Since the Forum's last progress report in December 2012, the no items have been identified.

### **3. RECOMMENDATION**

- 3.1 It is recommended that the Scrutiny Co-ordinating Committee notes the progress of the Regeneration and Planning Services Scrutiny Forum.

**COUNCILLOR GED HALL**  
**CHAIR OF REGENERATION AND PLANNING SERVICES SCRUTINY FORUM**

### **BACKGROUND PAPERS**

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

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** Chair of the Scrutiny Co-ordinating Committee

**Subject:** SCRUTINY CO-ORDINATING COMMITTEE –  
PROGRESS REPORT

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### 1. PURPOSE OF REPORT

- 1.1 To inform the Members of the Scrutiny Co-ordinating Committee of the progress made by this Committee, since my last progress report.

### 2. PROGRESS OF THE SCRUTINY CO-ORDINATING COMMITTEE

- 2.1 Medium Term Financial Strategy (MTF) 2012/13 to 2014/15: The Scrutiny Co-ordinating Committee at its meeting of 19 October 2012 agreed that, as in previous years, consideration of the budget proposals would be split to enable each standing Scrutiny Forum to look in detail at the service areas that fall within their remit.
- 2.2 The Scrutiny Co-ordinating, on the 19 October 2012, considered initial budget proposals (with specific reference to the proposals for the Chief Executives Department). Members views on these initial proposals (including feedback from each of the standing Scrutiny Forums) were discussed and agreed by the Scrutiny Co-ordinating Committee on 7 December 2012, for consideration by Cabinet on 17 December 2012 in the formulation of its finalised budget proposals.
- 2.3 Cabinet's finalised budget proposals were submitted to the Scrutiny Co-ordinating Committee on the 24 January 2013. The response formulated was considered by Cabinet on 4 February 2013.
- 2.4 In relation to the Scrutiny Co-ordinating Committee work programme for 2012/13, in addition to consideration of any required budget and policy framework items, Call-in's, referrals and Councillor Call's for Action the Committee also considered:-
- i) The 'Poverty' topic area from the JSNA - Consideration of this topic area commenced at the Scrutiny Co-ordinating Committee meeting on the 24 September 2012, with consideration to be given to the scope, timetable and terms of reference for the investigation. Further meetings of the

Committee were held on 8 February 2013 (focused on adult and older person poverty) and the 22 March 2013 (focused on family, child and welfare reform poverty). The finalised report, to which all of the JSNA reports completed by each individual Forum will be considered at today's meeting prior to its submission to the Finance and Policy Committee (and then respective policy committees) under the new governance system.

- ii) Measuring Child Poverty: A Consultation on Better Measures of Child Poverty – The Scrutiny Co-ordinating Committee, at its meeting on the 8 February 2013, participated in consultation in relation to the identification of a better measure of Child Poverty. The views expressed were included in the Councils consultation response.
- iii) Police and Crime Commissioner – The Scrutiny Co-ordinating Committee at its meeting on the 15 February 2013 welcomed the new Police and Crime Commissioner, who sought views on the draft Police and Crime Plan and provided details of future service planning proposals.
- iv) Departmental Plans – Outcome Framework and Timetable – At the Scrutiny Co-ordinating Committee meeting on the 19 October 2012, Members considered and commented on the outcome framework and timetable for the preparation of the Councils Departmental Plans. Feedback from the individual scrutiny forums was considered by the Scrutiny Co-ordinating Committee at its meeting on the 18 January 2013 and referred to Cabinet for consideration. The Scrutiny Co-ordinating Committee at its meetings on the 4 January, 18 January 2013 and 8 March 2013 also considered the Council Plan 13/14 and the resulting views were noted.
- v) Draft Health and Wellbeing Strategy – The Scrutiny Co-ordinating Committee, at its meeting on the 27 July 2012 approved the consultation process for Scrutiny involvement in the development of the Health and Wellbeing Strategy. As part of the process, the Scrutiny Co-ordinating Committee, on the 19 October 2012, noted the draft strategy and the views expressed were noted and incorporated as appropriate. The Committee went on to consider the second draft of the Strategy at its meeting on the 18 January 2013 and received the finalised document on the 8 March 2013.
- vi) Quarterly Budget/Performance Monitoring Reports – The Scrutiny Co-ordinating Committee considered the following quarterly reports and the views expressed were incorporated as appropriate:
  - Quarter 2 – Strategic Financial Management Report 2012/13 (4 January 2013); and
  - Quarter 3 – Council Overview of Performance and Risk 2012/13 - (8 March 2013)

- vii) Six Monthly Monitoring of Agreed Scrutiny Forum's Recommendations:  
The Scrutiny Co-ordinating Committee was pleased to receive the scrutiny recommendations monitoring report at its meeting of 8 March 2013. Members noted the high number of recommendations achieved and were advised on the process for the continued monitoring of recommendations under the new governance arrangements.
- viii) Updates - The Scrutiny Co-ordinating Committee, at its meeting on the 15 February 2013 received updates in relation to the following and the views expressed were noted:
- Contact Centre and Registrars; and
  - Category 1 of the Community Pool: Provision of Universal Welfare Benefits and Advice.
- ix) Call-In of Decision: Welfare Reforms – Customer Strategy - The Scrutiny Co-ordinating Committee, at its meeting on the 15 February 2013, accepted and completed consideration of the Call-in.

#### **4. RECOMMENDATION**

- 4.1 It is recommended that the Scrutiny Co-ordinating Committee notes the content of this report.

**COUNCILLOR MARJORIE JAMES  
CHAIR OF THE SCRUTINY CO-ORDINATING COMMITTEE**

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

- 5.1 No background papers were used in the preparation of this report

## SCRUTINY CO-ORDINATING COMMITTEE

3 May 2013



**Report of:** Young People Representatives

**Subject:** CLOSURE OF YOUTH CENTRES AND CHILDREN'S CENTRES

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### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to outline the process that we undertook to consider ways to work more creatively and cost-effectively with a view to reduction in council-owned buildings in the future.

### 2. BACKGROUND INFORMATION

- 2.1 In order to give us a balanced view, we thought it would be useful to have a number of young people who use youth centres and parents who use children's centres to help us with our investigation. The opportunity to get involved was advertised throughout the youth service and children's centres and a small group of young people and parents became involved in discussions.
- 2.2 The break down of parents and young people involved in the consultation task is as follows;
- 1 young person from Throston
  - 5 young people form the Links Group (young carers)
  - 2 young people from Rossmere Youth Centre
  - 4 Young people from the Participation Team
  - Over 30 parents attended
- 2.3 To understand the task ahead of them the manager of the youth service ran a session to explain to young people and parents the purpose and scope of work within the youth centres. A manager within the children's centres also undertook this task so that parents and young people understood the purpose and work of children's centres.
- 2.4 We found this investigation much more difficult than our previous investigations for a number of reasons; but the most difficult one being that we were unsure what could be a possibility in terms of delivering services differently and most cost effectively without just closing centres. Obviously



this is a very sensitive area for both the people who use the centre and the staff who have jobs in them.

### 3. PROCESS

- 3.1 Because of these difficulties, the young people and parents we worked with started the investigation by looking at what services were most important and needed to be offered to parents and young people. This resulted in a bit of a 'wish list'. We also wished to undertake some visits to other authorities who had done things 'differently' and looked at multi use buildings. However our youth worker who was supporting us found this really difficult as during the investigation a number of local authorities were making decisions to close buildings, so it was difficult to find an area that was doing something creative that was close enough to visit!
- 3.2 We finally got a meeting with Gloucester Youth Service however the date they could offer to speak with us via video link was after the close of the investigation.
- 3.3 We carried out consultation via viewpoint and we hoped that the results of the work that the Regional Youth Work Unit carried out when developing the youth offer would inform our investigation also. The Regional Youth Work unit results are still in draft form so we have been unable to use this at this stage. However the View Point results are available to be viewed in more depth.
- 3.4 Finally we met parents, young people and councillors and staff ran three exploratory workshops to look at possible creative options to help parents and young people understand what creative ways of working could be explored in the future. The three workshops were *Income generation in existing buildings, partnership working and multi-use space in buildings*.

### 4. RESULTS OF CONSULTATION

- 4.1 The first meeting with young people and parents produced very much a wish list of services when the group was asked to look at what they could not live without. There was also little agreement between the young people and the parents as to what should stay and what should go. Even though the parents and young people understood that this was a cost efficiency exercise there was little agreement. When the managers presented to the groups, it helped with understanding of the services but not with the changes. Some of the key things that the users identified in short were to maintain services as they currently stand with additional services on top. The task then became to unpick the list and look at needs of services rather than wants. This again was a difficult task as both sets of services users valued their own service in their own right.

- 4.2 The results of viewpoint were a bit disappointing in that most of the respondents did not use a youth centre or a children's centre. In the past three years only 15% used a children's centre and only 9% a youth centre. Only 12% said they would use a children's centre and 7% a youth centre in the next year. 45 % of respondents felt there weren't enough things for young people to do in Hartlepool. Interestingly when the question was asked about whom children's centres should cater for, 40% of respondents felt that they should cater for all family members. The other 60% were split across a wide varied age range response. Similarly 44% of respondents felt that youth services and children's centre services should be jointly delivered. 31% felt they should be kept separate and 25% were unsure.
- 4.3 When we met as a group of young people, parents and councillors, we got much more by discussing options and ideas as a group and a number of key areas were common within each of the workshops;

## **5. INCOME GENERATION**

- 5.1 Both parents and young people did not want to raise membership fees but the most popular way to raise income would be to raise more funds through room hire. The next popular option would be to obtain external funding followed closely with partnership working with other organisations (such as PATCH, schools and nurseries). Discussion also explored co-locating services into other buildings and moving administration staff to a central base. However transport was discussed as an issue as was the cost of adapting existing buildings. Management committees responsible for buildings were also discussed. Another idea was to rationalise buildings and invest savings into accessible affordable transport to other buildings or run some services on an outreach basis. One other idea was to look at which buildings were working most successfully and try and replicate that in other places.

## **6. PARTNERSHIP WORKING**

- 6.1 The idea of partnership working in itself was considered positively, however how this would work was much more difficult to define. Schools were discussed in depth, but many of the young people felt that they would not wish to return to a secondary school when they had finished the school day as attending a youth centre was a way to relax away from school. However that said, the young people felt that they may attend a primary school. Transport also came up in this workshop with those mentioning that locating services in a partnership approach would have to be in an area that was accessible and had good transport links. The use of volunteers in all centres was considered as vital.

## **7. MULTI-USE BUILDING**

- 7.1 Both parents and young people agreed that services could be delivered in one building however there were concerns that a building that would be capable of housing the different age range activities and services isn't currently available in Hartlepool. There was the point made that the voluntary sector work successfully integrating different age ranges within their services and perhaps the voluntary sector and local authority services could work together more effectively. The role of volunteers was emphasised again as was a willingness of the different age ranges to work together to make things happen. It was agreed that if multi-use buildings were considered and some buildings rationalised, transport would be key to ensuring that people could access the services they required.

## **8. CONCLUSION**

- 8.1 Parents and young people understand that efficiencies need to be made in relation to council buildings and both groups have said they would consider shared use of space if conditions met the needs of both groups. In Hartlepool we are unsure whether there are any buildings that could be suitable for everything we have currently so multi-use buildings may not be the only solution for saving money, as one size does not fit all. Similarly if buildings had to be adapted to meet the needs of all age ranges, this would cost the council rather than save the council money.
- 8.2 Key points that were made by both parents and young people included the invaluable contribution volunteers make and closer links to voluntary sector partners.
- 8.3 Other things that could be considered could be looking at usage of other council-owned buildings as well as looking at closer partnership work and charging for room hire in some buildings. Schools also have lots of space that isn't used on evenings but for many young people schools might not be the best place to relax informally in during their spare time. Some young people in the youth support service access 'satellite services'. One such example is the young people of Seaton Carew access a community centre overseen by a voluntary management of adults however 2 designated young people also form part of this committee. The young have stated that they feel they have a right to shape and design their service and as a result they feel part of the community.
- 8.4 If buildings are reduced and services co-located then transport is a big concern for all service users and affordable, accessible transport is key to being able to get to the service that local people need.

## **9. RECOMMENDATIONS**

- 9.1 That Members of the Scrutiny Co-ordinating Committee agree the following recommendations and refer them to the Children's Services Policy Committee for consideration:-
- i) The impact of closure of buildings on the community is taken into consideration before any decisions are made.
  - ii) The use of all other buildings such as schools, leisure centres, museums etc. are considered for their ability to offer multi-use community space (as seen in the Seaton Carew example).
  - iii) The total costs of running and staffing centres is compared to the cost of renting space.
  - iv) Income generation for existing buildings is considered.
  - v) Transport links if buildings are reduced are taken in to account.
  - vi) School use capacity is explored if buildings are closed.
  - vii) Existing buildings (children's centres and youth centres) are used and or adapted to meet both service users needs.
  - viii) That a review is undertaken of the way the 'youth offer' is communicated in Hartlepool, to enable young people to easily identify and attend the clubs, activities and services that are available.

**Contact Officer:-** Juliette Ward – Project Manager  
Child and Adult Services – Youth Support Services  
Hartlepool Borough Council  
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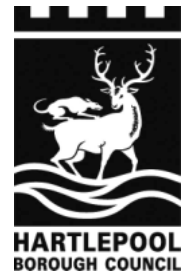
## **10. BACKGROUND PAPERS**

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

View point  
Flipcharts from the consultation exercise

# **SCRUTINY CO-ORDINATING COMMITTEE**

3 May 2013



**Report of:** Chair of the Transport Working Group

**Subject:** TRANSPORT WORKING GROUP – FINAL REPORT

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## **1. PURPOSE OF REPORT**

1.1 To outline the views and recommendations of the Transport Working Group.

## **2. BACKGROUND INFORMATION**

2.1 As part of the process for the establishment of the 2012/13 Overview and Scrutiny Work Programme, the Transport Working Group was established to look at:-

- i) The Transport JSNA Theme - Views were formulated and included in to the Overview and Scrutiny - Joint Strategic Needs Assessment (considered earlier in the agenda);
- ii) School Transport and Denominational Transport (savings programme item) - Views were formulated and reported to Cabinet and Council as part of the MTFS process;
- iii) Transport Issues:
  - Potential options for the provision of bus services in Hartlepool;
  - Transport for young people; and
  - Health transport.

2.2 The Working Group met between the 3 August 2012 and 15 April 2013 and looked at the issues brought to its attention through a series of 'themed' meetings.

**3 August 2012** - Scoping Session

**24 September 2012** - i) Tees Valley Public Transport Issues;

ii) Home to School Transport with particular information to be provided in relation to:

- Personal budgets; and
- Review of Home to School Transport Policy.

**19 November 2012** - i) Community Travel;  
ii) Transport to Work; and  
iii) Sustainable Transport.

**15 February 2013** - i) Public Transport; and  
ii) Integrated Transport

**27 March 2013** - Health Transport

**28 April 2013** - 20mph Zones

### **3. MEMBERSHIP OF THE TRANSPORT WORKING GROUP**

- 3.1 The membership of the Working Group being Councillors Ainslie, C Akers-Belcher, Cook, James, Loynes, Tempest, and Well.

### **4. DISCUSSIONS AND CONCLUSIONS**

- 4.1 Over the course of its meetings the Transport Working Group received evidence from a variety of sources. A summary of key issues discussed and subsequent conclusions reached are outlined in the following sections of this report (Sections 4.2 to 4.41).

#### **INTEGRATED TRANSPORT PROVISION**

- 4.2 The Working Group at its meeting on the 24 September 2012, received evidence from:-
- i) The Integrated Transport Manager, Tees Valley Unlimited in relation to Tees Valley transport issues; and
  - ii) The Assistant Director, Transportation and Engineering and Integrated Transport Manager in relation to the provision of personalised budgets and the review of home to school transport.
- 4.3 Tees Valley Transport Issues – Members were advised of the work being undertaken by Tees Valley Unlimited (TVU) in supporting the Local Enterprise Partnership with its priority to drive economic growth and promote job creation. This included continued support for the five Tees Valley Local authorities across a number of strategic issues (i.e. transport).

#### 4.4 The Group noted that:-

- i) The situation in relation to the provision of bus services across the Tees Valley generally mirrored national trends and that the introduction of bus priority measures and bus stop infrastructure improvements on core routes was a key focus across the Tees Valley;
- ii) The situation in relation to the rail network also mirrored national trends, with:
  - A 66% increase in growth between 2000 and 2011 across Tees Valley;
  - £10m secured for station improvements and a new station at James Cook University Hospital; and
  - Creation of the 'Connect Tees Valley' website to provide bus and rail service times, together with other service information.
- iii) A 10 year transport plan was to be drawn up for the new hospital site that would look to identify and tackle transport issues. In achieving this, emphasis was placed upon the importance of working with TVU.

4.5 In discussing this issue further at the Working Groups' meeting on the 19 November 2013, it was also confirmed that the officer group had identified and agreed a five year programme with Government funding to be provided, based on shared criteria that benefitted the Tees Valley. In addition to this, it was highlighted that a Tees Valley Members Group had been created to oversee the operation of the Tees Valley Officers Group and that the first meeting was currently being organised.

4.6 Provision of Personalised Budgets - Member's attention was drawn to direct payment legislation and how it applies to many of the community care services for which local councils are responsible. It was noted that the Council's Home to School Transport Policy had been developed in line with current Government legislation and as such did not reflect the direct payment regulation.

4.7 The Working Group discussed how the duty to make payments related to the provision of home to school transport and what measures would be needed in relation to the current policy. It was acknowledged that the preference of some parents was to make their own transport arrangements, and not have transport plans provided for them. However, pilot regulations gave the local authority the option to not make a direct payment if it was not compatible with the efficient use of resources. On this basis, the Council can claim that to make direct payments would be inefficient, as is not under a duty to make them.

4.8 Review of Home to School Transport - The Working Group was made aware of a potential review of home to school transport guidance by the Department of Education, on which there would be consultation. In considering how home to school transport is provided, Members emphasised the importance of identifying what young people want from a service and their likely

destinations. Attention was drawn to a meeting which had been held with all Secondary School Head Teachers to seek support for survey work to take place across the Borough to gain such information from young people.

- 4.9 Members drew attention to the piece of work undertaken by young people through the Neighbourhood Services Scrutiny Forum, which had highlighted pupil concern that they were unsafe when using the home to school transport provided. Members suggested that the survey in schools could be used as a way to discover why this was an issue. In addition to this, the Working Group at its meeting on the 15 February 2014, received a further update in relation to the issue and was pleased to hear that the ITU was currently working on a wider survey of young people to establish demand for evening and weekend services. This survey was to build upon the information already compiled. It was also suggested that the use of the contracted taxi providers could be a cost efficient solution. However, putting things into perspective there were in reality fewer incidents in the Borough than in other Local Authority's.
- 4.10 Yellow Buses - Members relayed observations in relation to instances where yellow buses could be found parked around Hartlepool rather than going back to the depot. The Assistant Director assured the Group that when the buses are not in use throughout the day they would go to a strategic point in town to wait for their next job instead of travelling back to the depot to save fuel and complete paperwork.
- 4.11 Clarification was sought on the current stock and operation of the yellow school buses. The Working Group noted that the Council currently owned and operated six yellow school buses and that a study was being undertaken on the cost of running and possible expansion of the yellow bus service.
- 4.12 A Hartlepool Bus Service - The Working Group at its meeting on the 15 February 2014 discussed further issues relating to integrated transport, specifically the provision of a Hartlepool bus service. The detailed briefing note provided, included details of the business case around the development of a bus service, with indications that a capital investment of £10 – 20million would be required. **On this basis, it was agreed by the Working Group that at this point the development of an in-house bus service would be cost prohibitive under current Local Authority economic climate.**

#### **COMMUNITY TRAVEL / TRANSPORT TO WORK / SUSTAINABLE TRAVEL**

- 4.13 The Working Group at its meeting on the 19 November 2012, received a detailed presentation from the Assistant Director, Transportation and Engineering and Integrated Transport Manager in relation to community travel, transport to work and sustainable travel projects.
- 4.14 Community Travel - Whilst Members acknowledged the growing financial pressures on the Council, and subsequent impact on the provision of subsidies to support the provision of less profitable routes, concern continued to be expressed regarding the impact on rural communities. With this in mind,



**Members welcomed the efforts of officers' and ward members in exploring the viability of the creation of a Community Travel Club.**

- 4.15 Transport to Work - Members were advised that as part of the Transport to Work project, consideration had been given to the provision of scooters for 16-25 year olds. This included potential benefits, capital outlay required and implications of such a project (i.e. security issues and possible partnership arrangements with other organisations). Further information was provided at the meeting on the 15 February, showed that operational cost of £5,850.00 (excluding fuel) had been identified, which equated to £162.50 per month. In addition to this, the scheme would attract tax implications for users, as it would be classed as a taxable benefit.
- 4.16 Taking into consideration the information provided, and concern regarding potential liability issues, given accident statistics for young people of this age, Officers were unable to recommend the scheme to Members. **On this basis, the Working Group agreed that other schemes would be examined in order to consider zero contribution and maximum sustainable opportunities.**
- 4.17 In discussing this issue further, Members were advised that free travel was to be offered using the existing Jobcentre Plus travel card (from January 2013). In Hartlepool 31 people had taken advantage of the scheme to date.
- 4.18 Sustainable Travel - In relation to sustainable travel, the Group welcomed indications that:-
- i) The Council is using an electric car and several electric vans, with the feasibility of using electric school buses on a trial basis in the near future;
  - ii) NHS Tees had awarded, and Hartlepool Borough Council contributed to, grant funding for accident prevention. Officers are currently developing this programme; and
  - iii) The 'Walking Bus', projects were being extended and would be supported by additional funding provided from the Government's Local Sustainable Transport Fund (LSTF).

**BUS OPERATORS UPDATE**

- 4.19 The Working Group at its meeting on the 15 February 2014, welcomed evidence presented by representatives from Stagecoach North East, Go North East and Arriva in relation to:
- What is going on Nationally and Regionally in relation to the provision of public transport services;
  - What is currently provide; and
  - Aspirations for the future and what can the local authority do to help you achieve them.

- 4.20 Stagecoach – Emphasis was placed upon the close working relationship between Stagecoach and the Council, and the challenges facing operators, which had resulted in the removal of a number of evening services. A positive example of this joint working being the extension of services 1 and 7 and the implementation of some additional services, although very much on a ‘use them or lose them’ basis. It was, however, noted in relation to services to the villages and outskirts of the town, that there was no evidence of demand to support the provision of services.
- 4.21 It was highlighted that whilst the situation in Hartlepool reflected the situation across most of the North East (with operators not expecting any solid growth in the next year); the national position was different (with operations in the South East showing passenger growth).
- 4.22 Members welcomed indications that:
- The company's current aim was to maintain services;
  - Smart ticketing machines had been installed on all buses as a move to reduce the amount of cash handled by drivers; and
  - Eco-driving technology had been installed on buses monitoring the way the vehicle was being driven, in order to reduce fuel usage and emissions.
- 4.23 Arriva - Members received a breakdown of services provided by Arriva in Hartlepool and were advised of changes to the termination points of services, with most services now commencing at the Marina. In relation to the withdrawal of services from the Transport Interchange, it was acknowledged that the company's decision had been based on the belief that it was not where passengers wanted to be. However, on a positive note, Arriva did believe that there may be future service growth at the interchange as rail use increases.
- 4.24 It was acknowledged that many local authorities had been reducing bus support though the reduction in subsidies, however, this had not affected the three services Arriva operated through Hartlepool. The company was also in fact considering further investment in a new depot in the north east.
- 4.25 Go North East – The Working Group learned that Go Ahead Northern was celebrating its centenary this year and had experienced growth each of the last six years, with the only thing holding back further growth this year being the retail recession. Concern was also expressed regarding:-
- i) The Department of Transport proposal that the age of entitlement to free bus passes might be raised as a way of reducing funding. It was suggested to the Working Group that the bus industry needed to join with local authorities to seek a review to the free bus pass issue and as a potential alternative the introduction of a base 50p per journey charge. This would cover most costs in the urban areas but not services serving rural areas; and

- ii) European Emission Regulation changes which require diesel to be burnt more thoroughly in the engine to reduce particulate emissions. The consequence of this was, however, that engines are less efficient and this would be a significant issue for buses and trains.
  - iii) The impact of the Tyne and Wear Quality Contracts. It was noted that this approach to bus service contracts was being promoted by government and that Nexus had approached the Tees Valley to see if they would wish to be included in the arrangement. Tees Valley authorities believed that the partnership relationship it had with operators worked and saw no need to pursue the quality contract route.
- 4.26 Following discussions with each of the companies, a number of issues generally reflected:-
- i) Most, if not all, buses are now DDA accessible;
  - ii) Concerns regarding the implications of local authorities offering concessions to car drivers through offers of free periods of parking, in terms of the damage this could do to bus patronage and the resulting increased congestion in town centres; and
  - iii) The need for demand to support on an economic basis, the provision of services.
- 4.27 Members welcomed the opportunity to meet with operators and commented on the importance of the working relationship that the authority and especially officers has developed with them. This being particularly important in the development of imaginative methods of providing services in the future, with the 'use it or lose it' attitude being the foundation. Emphasis was also placed upon the importance of ensuring that there is a unified message with the bus companies, to ensure that passengers received the right information and the best levels of service provision possible.

## **HEALTH TRANSPORT**

- 4.28 The Working Group at its meeting on the 27 March 2014, considered in detail the issue of health transport and in doing so received evidence from representatives from North Tees and Hartlepool Foundation Trust, NHS Tees (NTHFT) and the Director of Public Health.
- 4.29 As a starting point for discussions, details were provided of the 2 year Health Transport Project, currently being undertaken by NTHFT. The recommended aim of the project being to 'consider progress towards integration in order to reduce barriers to achieve efficiencies across the relevant NTHFT department as a whole'. Details of potential areas for review were outlined and as a means of achieving a required 10% reduction in carbon emissions from road vehicles used for NHS businesses by 2015, with efficiencies of approximately £500,000 anticipated. As a means of achieving this, a consultant has been appointed to identify existing processes and procedures and co-ordinate the

review process, identifying opportunities to work in collaboration with Hartlepool Borough Council.

- 4.30 Following questions from Members, it was confirmed that as part of the process the use of volunteer drivers would be explored and that these individuals would be fully trained. In addition to this, it was suggested by Members that:-
- i) As NTHFT intend to use 23 taxis as a courier service (although this currently in the process of being reviewed). It was suggested that these could also be used for transport of specimens between GPs, clinics and hospitals. However, this could be extended to include other private sector organisations in principle; and
  - ii) The One Life Centre should be more accessible, particularly to those using public transport. Concern was expressed that some bus operators refused to provide a closer drop off point and that the road layout leading to the One Life was also confusing. Members were assured that the road layout in the vicinity of the centre was governed by traffic modelling data and that any additional works to create a right turn would require capital works of a substantive nature. Details of the options had been discussed at past Portfolio meetings.
- 4.31 The representative from NTHFT further updated Members on the Health Transport Project, in terms of how it relates to the new hospital at Wynyard. Members welcomed indications that £5million had been invested over 10 years to support the public transport infrastructure with an additional £3.5 million specifically to make improvements to the junction of the A689 / A19. In addition to this, the hospital business case had reached the end of the Stage 1 bidding process and should the bidders meet the requirements as specified by the NTHFT (in terms of number of beds, operating theatres etc) they would then be able to submit a design that would be evaluated and scored. The final design would then be selected and costed before final checking by the financial regulator. It was expected that the actual building of the hospital would take three years once the final design and costings had been agreed.
- 4.32 Key to discussions around health was the position, and proposals, in relation to the development of the new hospital any Wynyard. Members were assured that health, and how people access health services, is a priority for the Transport Champions Group, which will meet on a quarterly basis. On this basis, services to the new hospital site would be looked at. In addition to this, assurances were given that the provision of transport links had been integral to the planning application for the Wynyard hospital site and significant support for bus services had been negotiated in the outline planning application.
- 4.33 Members were advised that while the Wynyard Hospital is in its planning stages the Clinical Commissioning Group would be supporting the current structure and looking at pathways to good health. The aim being to deliver health care at the most appropriate setting, be that in hospital or in the community, rather than automatically transfer all cases to hospital. Emphasis

was placed upon the importance of local GPs in this and in light of concerns expressed by Members regarding the availability of appointments, emphasis was placed upon the need for them to be as flexible as possible in terms of their accessibility.

- 4.34 20 MPH Zones - Members drew attention to the priority placed on private care ownership over public transport. Attention was also drawn to the health benefits of carbon reduction in built up areas and Members suggested that a potential means of achieving this would be reduced speed. This, together with encouragement to use cars less (encouraging more physical exercise) would have significant health benefits.
- 4.35 In terms of speed restrictions, Members recalled the recommendations of the previous '20s plenty' scrutiny investigation and were reminded of the negative consultation response that had been received to the proposed 20mph zone across Hartlepool. Members agreed that the issue should be revisited and at the meeting on the 15 April 2014, considered further information in relation to the health benefits of such a proposal. In addition to the information provided, the Working Group also welcomed the involvement of potential Members of the Neighbourhood Services Committee, which under the new governance arrangements would be responsible for consideration of 20mph proposal.
- 4.36 The Working Group received a detailed presentation, which confirmed that 20mph zones were available outside schools in the town and that 23 out of 35 schools had chosen to implement the scheme since 2007. It was also confirmed that the decision had been taken not to implement the recommendations of the 20's Plenty scrutiny investigation across the town and that it had been decided to continue with the schools programme and only implement 20mph zones in smaller areas, where there is clear public support. In fact, approximately 80 streets were already 20mph zones.
- 4.37 Members explored the pro's and con's of 20mph zones and drew attention to provision of safer environments for families and cyclists. Members were particularly impressed by the reduction in casualty figures which result from a drop in speed, i.e.
- 1 in 40 pedestrians die when hit by a car travelling at 20mph  
1 in 5 pedestrians die when hit by a car travelling at 30mph  
9 in 10 pedestrians die when hit by a car travelling at 40mph
- 4.38 In addition to this, it was highlighted that the cost to society, across the country, of a collision is – Fatal (£1.75m), Serious (£224.000) and Slight (£25.000). In light of this, and the other evidence provided, the Working Group was of the view that there is a strong case for the introduction of slower speeds. The case being:-
- Reduced congestion
  - Lower pollution / emissions
  - Residents 'reclaiming' their streets
  - Adults and children feel safer

- More people walking and cycling
- Improved community safety
- Longer term health improvements
- Save drivers money in terms of fuel consumption (up to 25p per ltr)
- Smoother traffic flow – reduced bunching at junctions
- Clear links and benefits to services around neighbourhood management, health and children and adults

4.39 Members felt strongly that of the benefits identified above, a key factor was the potential to reclaim streets and recreate community environments, where people feel safe to walk and play without the risk of speeding cars. It was suggested that work to identify a potential pilot area should be explored, however, it was recognised that major issues for the introduction of 20mph zones would be:-

- i) Enforcement. It was acknowledged that police enforcement was not an option and as such the way forward would be education and encouragement in terms of the potential benefits in terms of fuel costs at a time of austerity;
- ii) That there are only some roads for which the introduction of a 20mph zone would be appropriate; and
- iii) Consultation. It was strongly felt that the creation of a zone across the whole of Hartlepool would be impractical and that the focusing of zones into smaller areas where there is clear public support would be a way forward.

4.40 Taking into consideration all of the information provided, the Working Group agreed that a recommendation should be made to the Neighbourhood Services Committee (under the new governance arrangements), that

- i) The Council embrace a policy in relation to the introduction of 20mph zones, whereby**

**‘Subject to clear resident support, 20mph zones be introduced into streets (including where possible neighbouring streets to create extended zones)’**

- ii) That the identification of a street, with appropriate neighbouring streets, to act as a pilot zone for the new 20mph policy be explored.**

- iii) A campaign be undertaken to promote the benefits of reduced speed in the provision of fuel economy for drivers.**

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## **5. RECOMMENDATION**

- 5.1 That Scrutiny Co-ordinating Committee notes the report and refers its content and recommendations on to the Neighbourhood Services Committee.

**COUNCILLOR MARJORIE JAMES  
CHAIR OF THE TRANSPORT WORKING GROUP**

## **ACKNOWLEDGEMENTS**

The Committee is grateful to all those who have presented evidence during the course of the investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

### Hartlepool Borough Council:

- Alastair Smith, Assistant Director, Transportation and Engineering
- Paul Robson, Integrated Transport Manager
- Paul Watson, Road Safety Team Leader
- Louise Wallace, Director of Public Health
- Joan Stevens, Scrutiny Manager

### External Representatives:

- Steve Payne, Integrated Transport Manager, Tees Valley Unlimited
- Robin F Knight, Stagecoach North East
- Tom Dodds, Stakeholder Manager, Go North East
- Paul De Santis, Head of Commercial Development, Arriva
- Peter Mitchell, Associate Director Facilities Management, North Tees and Hartlepool Foundation Trust
- Joanne Dobson, Assistant Director of Commissioning Services Development, NHS Tees

**Health Scrutiny** – To review and scrutinise matters relating to the planning, provision and operation of health services.

**Crime and Disorder Scrutiny** – To review and scrutinise decisions made/actions taken by the Safer Hartlepool Partnership.

#### **Details of how to refer items to Scrutiny**

This Annual Report has outlined what the Overview and Scrutiny Committees in Hartlepool have done in the last 12 months, perhaps you can influence what the Audit and Governance Committee looks at in the future by suggesting a Health or Crime and Disorder topic which would be worthy of Scrutiny investigation.

Please bear in mind that Scrutiny is not a complaints system, but can undertake in-depth reviews making recommendations to the Authority's decision making bodies.

If you live in Hartlepool you can play a part in improving the Borough by suggesting a suitable Health or Crime and Disorder topic for investigation, which would be considered in relation to specific review criteria. If you have any suggestions please visit our website at

[http://www.hartlepool.gov.uk/forms/form/178/scrutiny\\_topic\\_suggestion\\_form](http://www.hartlepool.gov.uk/forms/form/178/scrutiny_topic_suggestion_form) and fill in the online form.

Alternatively, post suggestions to the address below.

#### **Councillor Call for Action (CCfA)**

As detailed above, Scrutiny is not a complaints system, however where all other avenues of resolution have been exhausted, a Ward Councillor has the ability to make a referral to the Audit and Governance Committee of an issue of significant community concern, within the Ward they represent.

A Ward Councillor can submit a CCfA in relation to:

**A Local Crime and Disorder matter**, which is one concerning;

- (i) Crime and Disorder (including in particular forms of crime and disorder that involve antisocial behaviour or other behaviour adversely affecting the local environment), or
- (ii) The misuse of drugs, alcohol and other substances, which affects all or part of the electoral area for which the Member is elected or any person who lives or works in that area

Please contact your Ward Councillor directly to discuss a possible Councillor Call for Action. Ward Councillor contact details can be found on our website or by contacting the Scrutiny Team as detailed below.

#### **Contact us**

Telephone: 01429 523647

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

Post: Scrutiny Support Team  
Chief Executive's Department  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool TS24 8AY

Web: [www.hartlepool.gov.uk/scrutiny](http://www.hartlepool.gov.uk/scrutiny)



## **Annual Overview & Scrutiny Report 2012/13**



## Foreword (Councillor Marjorie James – Chair of the Scrutiny Co-ordinating Committee)

Over the last eight years Overview and Scrutiny has made significant contributions to the delivery of services in Hartlepool, utilising a framework of Forums to influence the development/review of policy, hold the Executive to account, undertake external Scrutiny and investigate issues of local concern. Each Forum operating within remits that link to the strategic priorities of the Council and its local partners.



During 2012/13, we have continued our emphasis on service improvement and in establishing our work programme focused our attentions on the challenges facing the Council, and influencing the development of the Councils budget and key policies / strategies.

As in previous years, scrutiny has played a key role in the development of the Council's medium term financial strategy and in recognition of the importance of the Joint Strategic Needs Assessment (JSNA) in influencing how health services are commissioned to meet the needs of the town, undertook a single (year long) evaluation of topics contained within the assessment. In undertaking this overarching investigation Scrutiny, across its Forums, has welcomed contributions from local residents and partner organisations resulting in the identification of a series of recommendations to assist in the development of the JSNA for the future.

I, and each of the Forum Chairs, would like to thank every one who has played a part in our work during the last 12 months and are looking forward to the changing face of Scrutiny under the Councils new democratic arrangements.

*MA James*

Councillor Marjorie James  
Chair of Scrutiny Co-ordinating Committee

*Christopher Akers-Belcher*

Councillor Christopher Akers-Belcher  
Chair of the Children's Services Scrutiny Forum

*Sylvia Tempest*

Councillor Sylvia Tempest  
Chair of the Neighbourhood Services Forum

*Carl Richardson*

Councillor Carl Richardson  
Chair of the Adult and Community Services Scrutiny Forum

*Stephen Akers-Belcher*

Councillor Stephen Akers-Belcher  
Chair of the Health Scrutiny Forum

*Ged Hall*

Councillor Ged Hall  
Chair of the Regeneration and Planning Services Scrutiny Forum

## OVERVIEW AND SCRUTINY ACTIVITY 2012-13

Scrutiny Reviews	
Scrutiny Co-ordinating Committee	Poverty and Transport JSNA Investigation and other Transport Issues
Adult and Community Services Scrutiny Forum	Older People JSNA Investigation
Children's Services Scrutiny Forum	Emotional and Mental Wellbeing JSNA Investigation
Health Scrutiny Forum	Sexual Health JSNA Investigation
Neighbourhood Services Scrutiny Forum	Environment JSNA Investigation
Regeneration and Planning Services Scrutiny Forum	Employment JSNA Investigation
Budget and Policy Framework Documents	
Scrutiny Co-ordinating Committee (and Health Scrutiny Forum)	Health and Wellbeing Strategy
Children's Services Scrutiny Forum	Youth Justice Strategy Plan 2013/14
Regeneration and Planning Services Scrutiny Forum	The plans and strategies which together comprise the Development Plan: - Trees and Development - New Dwellings - Green Infrastructure - Shop Fronts
All Scrutiny Forums and Committees	Budget and Council Plan
Call In and Referrals	
Scrutiny Co-ordinating Committee	Call-in - 'Welfare Reforms – Customer Strategy.'

## The Year Ahead – 2013/14

As a result of the recent referendum, arrangements in Hartlepool will change significantly in 2013/14, with the departure of the Elected Mayor and the introduction of a Committee system. As a result of these changes, 2012/13 was the last year in which Hartlepool operated its current Scrutiny arrangements.

Under the revised arrangements Scrutiny will continue to play a key role, however, it will be restricted to two specific statutory scrutiny areas:-