

FINANCE AND POLICY COMMITTEE AGENDA



28 June 2013

at 9.30 am

in the Council Chamber, Civic Centre, Hartlepool

MEMBERS: FINANCE AND POLICY COMMITTEE

Councillors C Akers-Belcher, Dawkins, Jackson, James, A Lilley, Payne, Richardson, Simmons, Thompson, Wells and Wilcox

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To receive the minutes of the meeting of the Finance and Policy Committee held on 17 May 2013 and 31 May 2013 (previously circulated).

4. BUDGET AND POLICY FRAMEWORK ITEMS

None.

5. KEY DECISIONS

- 5.1 Going Forward Together Project – *Director of Regeneration and Neighbourhoods*
- 5.2 Supported Living – Land at Burbank Street and Centre for Independent Living – *Director of Regeneration and Neighbourhoods and Assistant Director (Adults)*
- 5.3 Skills Support for the Workforce – *Assistant Director, Child and Adult Services and Director of Regeneration and Neighbourhoods*



- 5.4 ICT Managed Service – *Assistant Chief Executive*
- 5.5 Acquisition of Assets - Jacksons Landing – *Director of Regeneration and Neighbourhoods*
- 5.6 Mill House Master Plan – First Phase – *Director of Regeneration and Neighbourhoods*

6. OTHER ITEMS REQUIRING DECISION

- 6.1 Commissioning and Procurement Strategy 2013-14 – *Director of Regeneration and Neighbourhoods*
- 6.2 Celebrating Achievement 2013 – *Assistant Chief Executive*
- 6.3 Employee Sickness Absence Annual Report 2012/13 – *Assistant Chief Executive*
- 6.4 Proposal for the Department of Public Health – *Director of Public Health*
- 6.5 Scrutiny Investigation into Selected Joint Strategic Needs Assessment (JSNA) Topics – Final Report – *Overview and Scrutiny Chairs*
- 6.6 Scrutiny Investigation into Joint Strategic Needs Assessment Topics – Action Plans – *Director of Child and Adult Services, Director of Regeneration and Neighbourhoods and Director of Public Health*
- 6.7 Welfare Reform New Burdens Funding – *Chief Finance Officer*
- 6.8 Adoption Reforms – *Assistant Director, Children's Services and Chief Finance Officer*

7. ITEMS FOR INFORMATION

- 7.1 View point 39 – Citizens Panel Results – *Assistant Chief Executive*
- 7.2 Public Health Core Offer to Clinical Commissioning Groups – Memorandum of Understanding – *Director of Public Health*

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

9. LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006

EXEMPT ITEMS

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

ITEMS FOR INFORMATION

Date of next meeting – 26 July 2013 at 9.30am in the Council Chamber, Civic Centre, Hartlepool



FINANCE AND POLICY COMMITTEE

28th JUNE 2013



Report of: Director of Regeneration and Neighbourhoods

Subject: GOING FORWARD TOGETHER PROJECT

1. TYPE OF DECISION/APPLICABLE CATEGORY

- 1.1 Key Decision (test (i) and (ii) applies) Forward Plan Reference No. RN 10/13.

2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to inform the Finance and Policy Committee of the additional funding awarded by Skills Funding Agency (SFA) and Education Funding Agency (EFA) to the Council to support delivery of additional activity for the Going Forward Together (GFT) project.

3. BACKGROUND

- 3.1 In November 2010; through an open and competitive tendering process, the Council secured £614,000 of SFA/EFA/European Social Funding (ESF) to enable the delivery of Hartlepool's GFT project.
- 3.2 The GFT project was officially launched in February 2011 and is a partnership between Hartlepool Borough Council's Children's Services (specifically Youth Support Services and 11-19 Team) and Economic Regeneration Team.
- 3.3 The aim of the GFT project is to provide targeted interventions to young people aged 14-19 to prevent them from becoming disengaged from mainstream learning, support vulnerable young people during periods of learning transition and re-engage young people who were identified as not in education, employment or training (NEET) or are in danger of becoming NEET.
- 3.4 The GFT project is being delivered between February 2011 to December 2013 and during this period was originally contracted to support a total of 296 young people (96 x 14-16 year olds and 200 x 16-19 year olds). The

project will work across Hartlepool and particularly engage with those eligible young people from the most deprived wards.

- 3.5 The GFT project is very focused on delivering positive outcomes and as such, of the 296 young people, the original profiled target was to progress 70 into further learning, 65 into paid employment and 77 into sustained employment (6 months after leaving the project).
- 3.6 The Council is the accountable body for the GFT project and it is managed by Tees Valley Works (TVW), which is a part of Economic Regeneration Team. There are a total of 14 subcontractors from the public, private and third sector who deliver the GFT project and all offer bespoke training and mentoring support to help young people enter into education, employment or training.
- 3.7 The subcontractors are:

Subcontractors delivering 14-16 and 16-19 year old activity

1. Belle Vue Centre
2. Hartlepool College of Further Education
3. NACRO
4. Springboard
5. West View Project

Subcontractors delivering 16-19 year old activity only

6. Connect2Work
7. ORCEL

Subcontractors delivering 14-16 year old activity only

8. Catcote School
9. Dyke House School
10. English Martyrs School
11. High Tunstall School
12. Manor College School
13. Pupil Referral Unit (PRU)
14. St. Hilds School

- 3.8 Subcontractors delivery to date is noted below and all are on track or in fact have delivered over the minimum contract outputs. If any of the contractors under deliver in the coming months then contract value will be re profiled accordingly.

Subcontractor	Percentage delivery to date
Belle Vue Community Centre	87%
Hartlepool College of Further Education	15%
NACRO	100%
Springboard	53%
West View Project	100%
Connect2Work	139%
ORCEL	155%
Catcote School	0% (no pupils identified needing additional support)
Dyke House School	100%
English Martyrs School	100%
High Tunstall School	100%
Manor College School	100%
Pupil Referral Unit (PRU)	25% (2 pupils identified needing additional support)
St Hilds School	100%

- 3.9 Robust monitoring of subcontractors takes place on a monthly basis and Contract Monitoring Reports are produced for each subcontractor followed by a contract review for those subcontractors under delivering. Those contractors that are under delivering are investigated further and detailed action plans are then put in place to ensure delivery is brought back on track. If a contractor continues to underperform part or all contract value can be re profiled to other contractors.
- 3.10 To date four subcontractors have had their contracts removed due to their under performance;
- JHP
 - A4E
 - Barnardo
 - Hartlepool Voluntary Development Agency – [volunteered to give contract up due to capacity to deliver]

4. PERFORMANCE TO DATE

- 4.1 To date, GFT has registered 318 (22 above profile) young people onto the project, of which 91 have progressed into further learning opportunities (21 above profile), 48 into employment and 22 have been sustained in employment 6 months after leaving the project.
- 4.2 GFT is the main NEET reduction project in Hartlepool and continues to be one of the best performing SFA/EFA/ESF projects in the North East.

5. ADDITIONAL FUNDING ALLOCATION

5.1 Due to the ongoing success of GFT, the SFA and EFA have now awarded an additional £173,000 to the Council to deliver the following additional outcomes:

- Start an additional 77 young people aged 14-19 years of which:
 - 47 must complete a non-accredited course
 - 13 must complete an accredited course
 - 54 to enter into further learning
 - 1 into employment

5.2 The above outcomes must be delivered by no later than 31st December 2013.

5.3 Due to SFA and EFA requirements, only the existing subcontractors will be allowed to deliver this additional activity.

6. RISK IMPLICATIONS

6.1 The main risk in delivering projects for young people who are NEET or at risk of becoming NEET is that they will not engage. However, GFT has an excellent track record of designing and offering bespoke training plans that meet the needs of this target group and which will enable the additional outcomes to be achieved.

6.2 To ensure that the outcomes are achieved, the Youth Support Service and 11-19 Team continue to effectively refer eligible young people to the project. In addition, TVW project team is currently in the process of working with the subcontractors to develop further initiatives that will encourage young people to register with the project.

6.3 As noted within paragraph 4.1, GFT has already over-delivered on the 'Starts' outcome by a total of 22 and 'Into Further Learning' outcomes by a total of 21 and therefore now only needs to progress 33 out of the 77 into further learning, which is achievable.

7. FINANCIAL CONSIDERATIONS

7.1 The GFT is a payment on results project and as such, the Council (and therefore the subcontractors) will not receive any funding until they have delivered the additional outcomes. All TVW subcontractors are fully aware of this payment process, which is clearly outlined within their existing TVW/GFT contract.

8. LEGAL CONSIDERATIONS

- 8.1 This additional activity is in scope with the existing GFT SFA contract which was checked and approved by the Council's Legal Team in 2011. As such, a variation to contract letter to deliver this additional activity has already been signed by Finance and returned to the SFA.

9. STAFF CONSIDERATIONS

- 9.1 This additional activity will continue to be managed by the existing TWV project team and will be delivered by the current subcontractors. The project team is already funded through the existing GFT contract and therefore, there is no cost implications related to staffing.

10. IMPACT ON CHILD / FAMILY POVERTY

- 10.1 This project will positively contribute to tackling the longer term causes and consequences of child and family poverty by preventing young people from becoming long term NEET by providing individuals with access to provision that will enable them to reach their aspirational goals and become economically active.

11. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 11.1 This project will positively contribute to Section 17 by improving education and employment routeways for young people. This will include providing early interventions to intensive support programmes for individuals who have been identified as at high risk of offending.

12. EQUALITY AND DIVERSITY CONSIDERATIONS

- 12.1 This project is aimed at supporting young people, regardless of their background, to achieve their career aspirational goals, particularly amongst vulnerable groups such as the seven priority groups shown below:

- Looked after children and care leavers;
- Young offenders (including those leaving the secure estate);
- Teenage parents;
- Young carers;
- Young people with specific learning difficulties and/or disabilities (SLDD);
- Young people with mental health issues; and;
- Young people with drug and alcohol misuse issues.

13. CONTRIBUTION TO OTHER COUNCIL PROGRAMMES AND PERFORMANCE INDICATORS

13.1 This project will directly benefit other Council employment initiatives, such as the Hartlepool Youth Investment Project and Think Families, Think Communities. Also, the project will positively contribute to the following indicators:

- Improving the Overall Employment Rate:
- Improving the Overall Youth Employment Rate
- Reducing the Youth Unemployment Rate:
- Reducing the number of young people who are not in education, employment or training (NEET).

14. RECOMMENDATIONS

14.1 It is proposed that the Finance and Policy Committee agree the contents of this report.

15. REASONS FOR RECOMMENDATIONS

15.1 The key reasons for this recommendation are that:

- This additional funding will provide extra resources to reduce the number of 14-19 year olds who are NEET or are at risk of becoming NEET.
- It will directly contribute to the Hartlepool Youth Investment Project targets and wider performance indicators, such as reducing the youth unemployment rate.
- The subcontractor structure is already in place which will enable the additional activity to be delivered within the timescale set.
- It will provide further evidence of successful delivery of payment on results projects which will be beneficial when bidding for future funding opportunities.

16. BACKGROUND PAPERS

16.1 Portfolio report that approved GFT.

http://www.hartlepool.gov.uk/meetings/committee/94/finance_and_procurement_portfolio

17. CONTACT OFFICER

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FINANCE AND POLICY COMMITTEE

28th June 2013



Report of: Director of Regeneration and Neighbourhoods and
Assistant Director (Adults)

Subject: SUPPORTED LIVING – LAND AT BURBANK STREET
AND CENTRE FOR INDEPENDENT LIVING

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Key Forward Plan Reference 5/13 key test (i) and (ii) applies.

2. PURPOSE OF REPORT

2.1 To outline a proposal to redevelop land adjacent to the Havelock Centre for Independent Living (CIL), including the potential development of 20-25 units of accommodation for adults with a disability and a new purpose built Independent Living Centre.

3. BACKGROUND

3.1 In September 2012 the Council was approached by a specialist adult social care provider seeking land to develop with the intention to provide housing care and support for adults with a disability. Discussions took place with both Planning Policy and Estates and two sites adjoining the Havelock Centre in Burbank were put forward. These sites were acceptable to the developer and terms were provisionally agreed for the sale of the sites. They are shown hatched on the plan at **Appendix 1**.

3.2 Since that time discussions have progressed with Child & Adult Services and the Planning and Estates sections in relation to the proposed development. The Council already supports a number of people who would be suitable to live in the development, and the provision of accommodation within the Borough is likely to constrain spend on the cost of care as well as reduce the need for out of borough placements for people with complex needs. In addition, should consideration be given to a new Independent Living Centre, Child & Adult Services would look to consolidate existing resources onto a single site.

- 3.3 Terms have been provisionally agreed as outlined in **Confidential Appendix A**. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3) information relating to the financial or business affairs of any particular person (including the authority holding that information** for the sale of land relating to the residential and supported living elements of the scheme. Further negotiations will be required in relation to the CIL site.

4. CHILD & ADULT – PROVIDER SERVICES

- 4.1 For the purposes of this report Child & Adult Services are considering the impact on a number of existing services including
- Disability Day Opportunity Services
 - Learning Disabilities Social Work Team
 - Direct Care & Support Services (Homecare / Telecare/ Reablement)
- 4.2 Child & Adult Services operates its day opportunities across several sites supporting approximately 150 people using the services listed above.
- 4.3 The Learning Disability Social Work Team is co-located with allied health professionals at Warren Road and the team provide assessment and care management to around 350 adults with a learning disability. The building was purpose built circa 1970 and also provides a therapeutic environment for adults with a learning disability / autism.
- 4.4 The Direct Care & Support Service provides both personal care, reablement support and a response through its Telecare provision to approximately 1300 people within Hartlepool operating a 24 hour response service in partnership with Housing Hartlepool.
- 4.5 The Havelock Centre for Independent Living also constructed circa 1970 supports a small day opportunity service, provides information advice and guidance to people with a disability and accommodates four disability related organisations within the building. Child & Adult Services generate income from hiring the main hall and training suites to other departments and local businesses.

5. DEVELOPMENT POTENTIAL

- 5.1 During discussion with the developer a proposal to construct a replacement for the existing Havelock Centre for Independent Living was proposed and some provisional plans have been drawn up for this. It is important to note that whilst approximately £700,000 has been spent on maintaining the service over the past 5 years (approximately 50% from external grants, Primary Care Trust, European Social Fund and Regional Improvement & Efficiency Programme) the building structure has a relatively limited life and a new centre would provide a much improved facility and also improve the appearance of the area.

- 5.2 The proposal at present is to build a new centre (of at least 950 sq metres Net Internal Area plus car parking externally) as a replacement for the existing Havelock Centre on the land adjoining it, prior to demolition of the existing centre and construction of a supported living residential scheme on the site of the current centre. The second site to the west in Burbank Street could be used to provide 20 – 30 units of accommodation of mixed tenure including supported tenancies, shared living and specialist resident provision for adults with complex health and social care needs.
- 5.3 Hartlepool Borough Council's Housing Care and Support Strategy identifies a need to increase the range and type of accommodation available to meet future demographic demands for this client group. The plans presented support the strategic ambitions, which are shared by health colleagues.
- 5.4 At present there are 42 adults with a learning disability requiring a change in their existing accommodation, with a further seven people who will be looking to return to the area from acute or hospital settings within the next two years.
- 5.5 The model proposed supports an opportunity to relocate existing Council services currently provided at a number of other locations as well as creating a hub for therapeutic support and a base for the Direct Care and Support Team.

6. EXISTING SERVICE COSTS

- 6.1 A financial appraisal is required to ascertain the ongoing commitment required to fund this proposal. However in preparing this report some consideration has been given to look at the benefits including:
- Reducing future maintenance costs
 - Reducing lease costs
 - Delivering day opportunities and services from a single or main site
 - Reducing the carbon footprint and reducing utility costs
 - Reducing journey times and transport costs for service users
 - Potential to part capitalise the scheme through capital grants
- 6.2 The utility costs and maintenance costs of the existing buildings are high due to the age and condition of the buildings. It is important to note that there have been a frequent number of minor repairs linked to the age and condition of existing buildings and the infrastructure (examples include drainage, roof repairs and pipe corrosion which have all been identified in the last three months). These costs will continue to rise due to the age and condition of the buildings.
- 6.3 In addition to the proposal to develop a new Independent Living Centre the developer has proposed the building of 20-25 units of accommodation of mixed tenure aimed at addressing some of the gaps within existing accommodation as highlighted in the Council's Housing Care and Support Strategy. The

proposal reflects the Department's aim to increase the range and type of accommodation available to people with a disability.

7. SUPPORT TO LOCAL ORGANISATIONS

- 7.1 At present there are four disability specific organisations within the existing Havelock Centre leasing office space. The new development proposes to increase the office accommodation as well as creating additional training areas to increase income generation.

8. PROPOSALS

- 8.1 In relation to the new Independent Living Centre, the developer is proposing that the Council would lease the Centre and manage it as the current CIL is managed. No lease terms have been agreed but this is likely to be a long term lease agreement (circa 35 years)
- 8.2 Consideration should be given to the potential to capitalise this element of the proposal through the use of prudential borrowing with the opportunity to fund this through existing Capital Grants.
- 8.3 The proposed scheme clearly involves a major financial commitment and it has been made clear that the Council would have to be confident that this could be financed in the long term before any agreement can be reached.
- 8.4 If the provision of a new centre does not prove viable, the developer would still want to develop the supported living and residential care elements of the proposal using the site adjoining the current CIL
- 8.5 Part of the development will require the existing Multi Use Games Area (MUGA) to be relocated within the area and the developer has agreed to consult on and consider this in their proposals. This is an important consideration as the Council's Multi Use Games Area Strategy seeks to maximise the availability of such facilities at ward level. The Strategy will need refreshing in respect of the new ward boundaries. Nevertheless the current provision is targeted at specific communities and the Burbank area benefits from this facility and a suitable relocation will be required.
- 8.6 The discussions and proposals have now reached a stage where the developer is willing to pursue detailed design, planning application and site investigation, all of which involve significant 'at risk' financial investment. Whilst in these type of circumstances the grant of an option to purchase might be appropriate, this would involve all the terms of the eventual purchase being agreed at this stage. This would be quite time consuming and would involve a substantial amount of legal work. It has therefore been proposed, and accepted by the developer that an exclusivity agreement be put in place. The proposed terms of the exclusivity agreement are set out in **Confidential Appendix A** This item contains exempt information under Schedule 12A

Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3) information relating to the financial or business affairs of any particular.

- 8.7 It is therefore proposed to complete an exclusivity agreement with the proposed developer with a full financial appraisal and consultation exercise to be conducted.

9. FINANCIAL CONSIDERATIONS

- 9.1 There are no immediate financial considerations linked to the exclusivity agreement and the financial appraisal will be considered at a later stage prior to progressing further.

10. ASSET MANAGEMENT CONSIDERATIONS

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

11. EQUALITY AND DIVERSITY CONSIDERATIONS

- 11.1 There are no equality or diversity implications at this stage but as the service implications develop an impact assessment will be undertaken.

12. SECTION 17 OF THE CRIME AND DISORDER ACT

- 12.1 There are no implications under Section 17 at this stage. Future design and planning will take this into account.

13. RECOMMENDATIONS

- 13.1 It is recommended that the exclusivity agreement is approved.

14. REASONS FOR RECOMMENDATIONS

- 14.1 The developer requires some security to carry out design, site investigation and consultation work and to submit a planning application. Six months is a relatively short period for this work but should be adequate in this instance.

15. BACKGROUND PAPERS

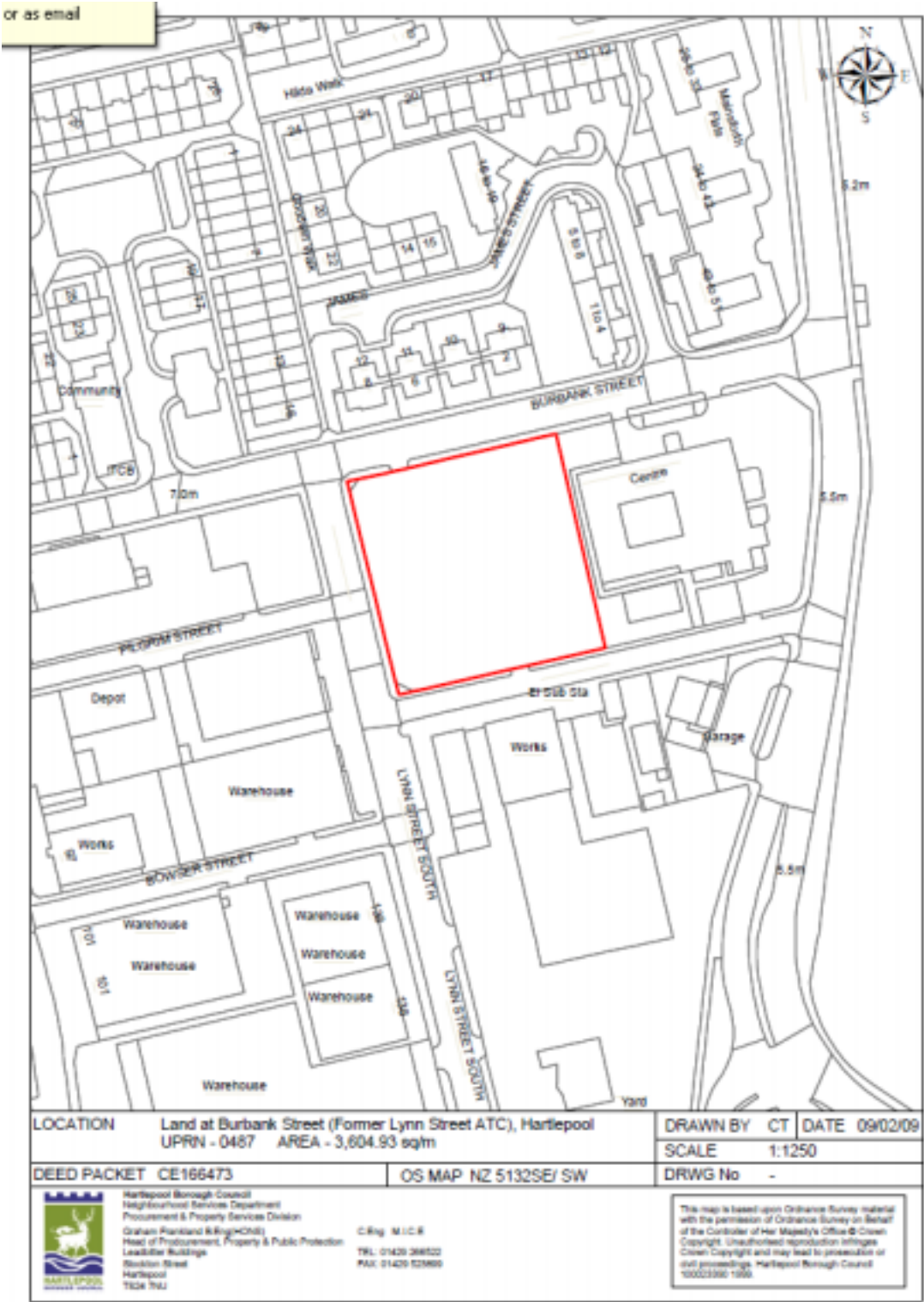
- 15.1 There are no background papers to this report.

16. CONTACT OFFICER

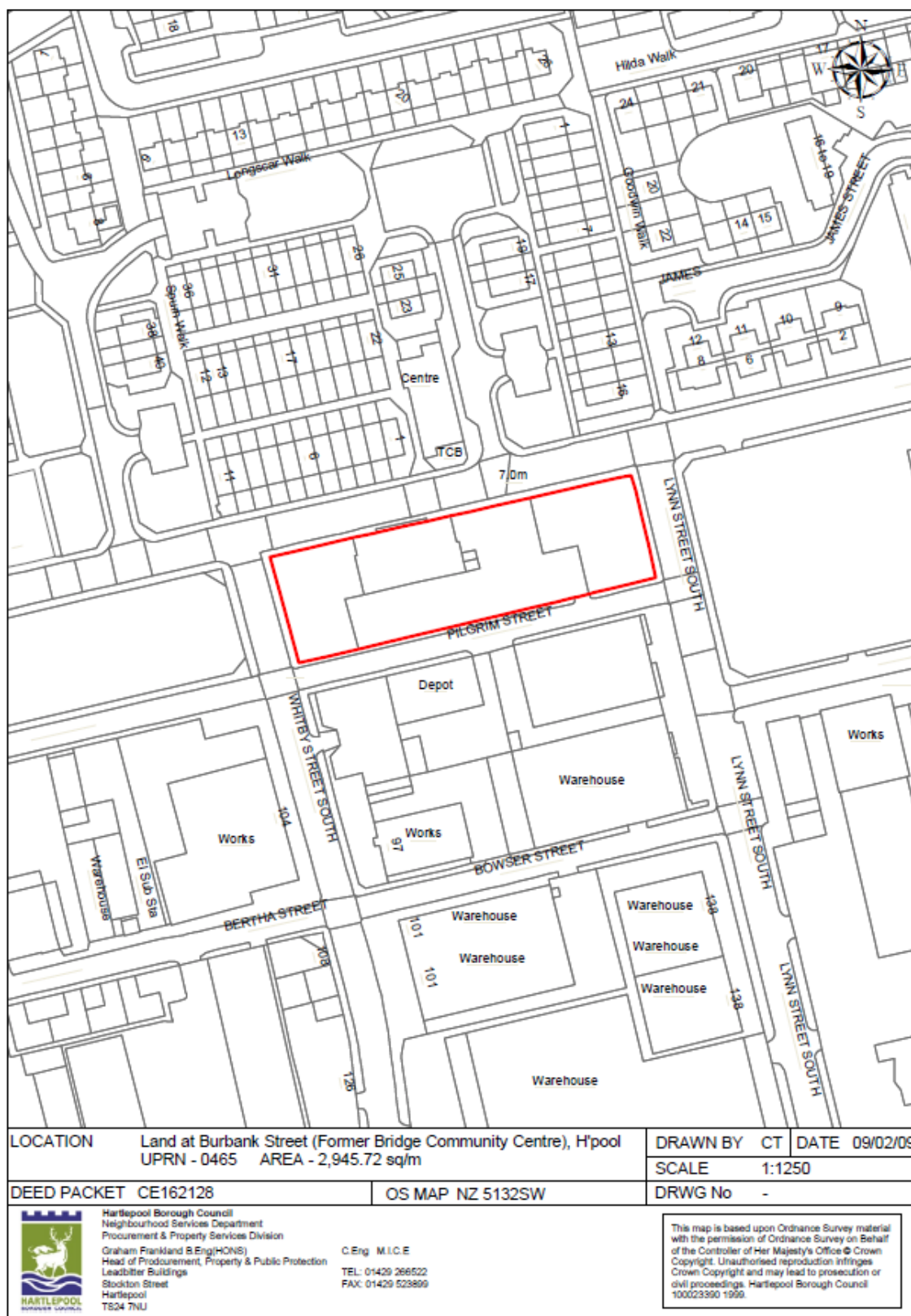
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SITES

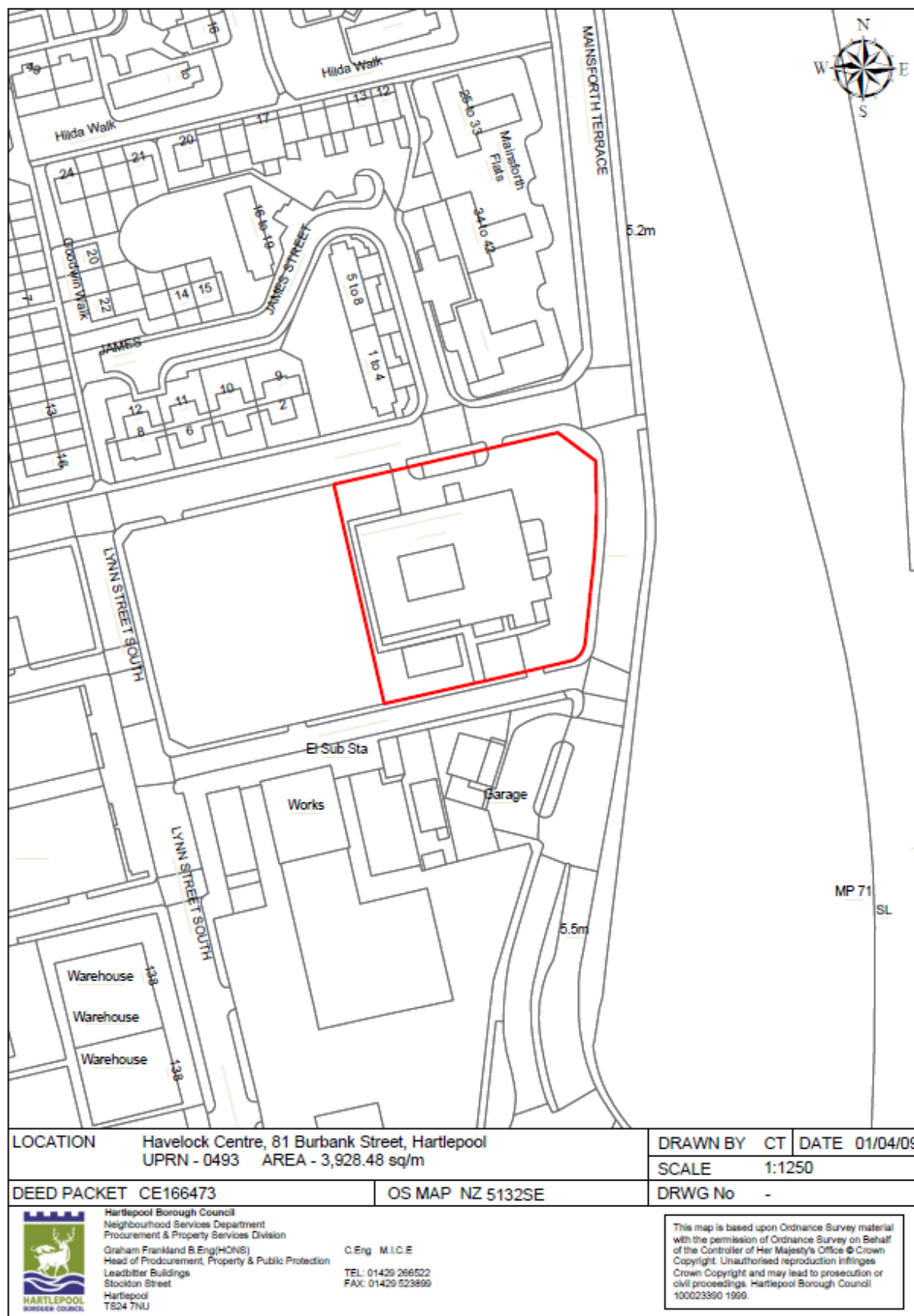


Site 1



Site 2

5.2 APPENDIX 1



Site 3

FINANCE AND POLICY COMMITTEE

28 June 2013



Report of: Assistant Director of Child and Adult Services and
Director of Regeneration and Neighbourhoods

Subject: SKILLS SUPPORT FOR THE WORKFORCE

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Key Test (i) – Forward Plan reference number CAS11/13

2. PURPOSE OF REPORT

2.1 To seek approval from the committee to appoint fixed term additional staff to manage and deliver the Tees Valley European Social Fund bid for Skills Support for the Workforce – June 2013 to July 2015.

3. BACKGROUND

3.1 In May 2013 the Skills Funding Agency (SFA) contacted the Adult Education service to announce that they had been successful in the bidding process and that they would issue a contract for the service to manage and deliver the project across the Tees Valley. The bid was led by Hartlepool Adult Education on behalf of the five Local Authorities Adult Education services and their respective Economic Regeneration teams in addition to the specialist skills providers.

3.2 The Skills Support for the Workforce project is designed to provide a range of training to assist **employed** individuals to:

- Enhance their skills in order to become more successful in the labour market
- Advance their career prospects
- Reduce the risk of long term unemployment and welfare dependency.

The project is designed to target SMEs in key sectors where skill weaknesses have been identified. The project is replicated in many areas nationwide on a sub regional basis.

- 3.3 In addition to the activities to deliver the training requirements an additional funding allocation was offered to produce a Local Response Fund (LRF) action plan which is an urgent and immediate objective.
- 3.4 The offer of the contract for this project was considered for acceptance at the Regeneration Service Committee on 20th June and then referred to the Finance and Policy Committee for approval to appoint the staff.
- 3.5 In order to deliver this project according to the specifications listed by the SFA, additional staff will need to be appointed for the duration of the project. After discussions with the SFA it has been proposed that separate staff will be required for the 2 different parts of the project – the Local Response Fund and the Delivery Project.
- 3.6 In order to develop a staffing structure which will deliver the requirements of the tender there has been consultation with the SFA. The SFA have stated the costs that can be allocated to specific staffing and this has been integrated into the proposed structure. The views of the other Tees Valley partners involved have also been sought and taken into consideration in the proposals.
- 3.7 The SFA have also given strict spend profiles. ie. 25% of spend in year 1, 50% in year 2 and 25% in year 3. This two year spread over three calendar years (June 2013 – July 2015) has had to be taken into account when calculating the staff costs.
- 3.8 Furthermore consideration has been given to the details of the bid which stated that a 'dedicated team' would be provided to deliver the project across the whole of the Tees Valley as outlined in the original bid submission and since confirmed at the contract clarification meeting with the SFA.

4. PROPOSALS

- 4.1 The staffing structure for the *Local Response Fund (LRF)* part of the project is shown in shaded grey in **Appendix 1**. The funding allocation will allow the appointment of 3 new staff i.e. Project Manager, Skills Coordinator and Curriculum Support assistant. These can be supported for the whole duration of the project which is 2 years. In addition, course development staff will be used from existing sessional staff from the partner's agencies across the Tees Valley to develop the bespoke training programmes. This income is not output based so is guaranteed for the life of the project as long as the agreed objectives of the plan are fulfilled.
- 4.2 The staffing structure for the capacity building element of the *Delivery of Skills* part of the project is also shown in shaded grey in **Appendix 1**. The delivery part is more complicated as the income is linked to outputs. Failure to meet the required outputs could lead to a reduction in the delivery income which could then have an impact on delivery priorities. The staffing structure therefore needs to be flexible to cope with the flexible nature of the project. In

addition the staff need to have expertise and knowledge in the priority sectors as stated (the targeted sector areas are: Logistics, Chemical Processing/Engineering, Digital, Advanced Manufacturing/Engineering and Health & Social Care.) and be able to work across the Tees Valley.

- 4.3 There are several possibilities for the number of posts which can be supported for the capacity building element of the project, eg, these can be full time, part time and potentially for the whole project or only parts of it. These can be financially supported for the whole duration of the project. The limiting factor is the amount of money which the SFA has stated can be used for each type of post. A second limiting factor is the strict spend profiles over the length of the project as shown in 3.7. The financial limits for staffing are as shown:-

Project Manager	£65,000
Outreach staff (Business coordinators)	£150,000
Work Placement coordinator (Skills coordinators)	£150,000

Based on these amounts 5 possible options have been identified.

- 4.4 Within the funding limitations each option has identified the need for a Project Manager. In addition, different options have been identified which have differing numbers of Business Coordinators and Skills coordinators.
- 4.5 When trying to determine the best fit for the staffing according to the allocation limits a number of factors have been taken in to account, ie the length of the contract and the hours per week. If only Part time posts are offered then these may not attract the best candidates. If the posts are of a short duration then this could have a detrimental effect on the project outputs. As the project is across the Tees Valley and sector specific then there is a need for a range of staff with different skills and expertise to contribute to the project team
- 4.6 The comparisons of the different options are shown below:

Options	Business coordinator	Duration	Skills Coordinator	Duration	Comments
A	5	1½ yrs	3	1 yr	This option would provide 5 Business coordinators. However it is over budget particularly for these staff. Furthermore it does not match the given spend profile. There are no Skills staff in year 3 when much of the course development could be needed. This option is too expensive

B	4	2 yrs	3	1 yr	<p>This option would give 4 Business coordinators for the length of the project. However it is over budget particularly on these staff. There are no Skills coordinators in year 3 when course development could be required. It fits the spend profile but would not leave enough finance to cover the other specified items.</p> <p>This option is too expensive</p>
C	2 2	1yr 1½ yrs	2	2yrs	<p>This option allows the team to start together in year 1. However 1yr contracts may not attract good candidates but could be more flexible. It does match the spend profile and is under budget giving some in built flexibility. It only has 2 Skills coordinators which may not be enough to cover the range of sectors and may be detrimental to delivery.</p> <p>This has limited Skills coordinators</p>
D	3	1½ yrs	3	1½ yrs	<p>This option fits the spend profile and is under budget. It is flexible and there is sufficient finance to allow for contracts to be extended by 3 months. It would also allow for the Skills coordinators to start in year 1 if needed.</p> <p>This is the preferred option</p>
E	2FT 2PT	1½ yrs	2FT 2PT	1½ yrs	<p>This option has the same costings as option D but has some part time staff. It allows for the same flexibilities as option D. Part time contracts may not be attractive to good candidates.</p> <p>This option may not attract good staff</p>

NB These costs are subject to job evaluation and are based on an earliest start date of July 2013.

- 4.7 Taking into account all the factors it is proposed that option D is the best fit. This would give sufficient Business coordinators and Skills coordinators to cover all sectors. It would also give potential staff 1.5 year full time contracts. This would give them ample opportunity to build relationships with the required sectors and deliver the project outcomes. There is also the flexibility within the budget to increase these contracts by 3 months if the need arises. The costing is within the SFA budget with an allowance for any future pay increase. The longer contracts would also be attractive to good candidates. This option also fulfills the spend profile as shown in 3.7

5. FINANCIAL CONSIDERATIONS

- 5.1 This project is fully funded from the Skills Funding Agency so there are no financial implications for Hartlepool Borough Council or for the other Tees Valley authorities.
- 5.2 There will also be the opportunity within the delivery project to support the management and administration costs of the project. The project will begin in June 2013 and will continue until July 2015.

6. STAFFING CONSIDERATIONS

- 6.1 Any new posts will be subject to the Council's recruitment procedures, secondments would be accepted for suitable candidates.

7. RECOMMENDATIONS

- 7.1 It is recommended that the committee approve the appointment of the additional staff as outlined in paragraphs 4.1 and 4.7, Option D, namely:-

1. LRF action plan

- 1 x Project Manager (LRF)
- 1 x Skills Coordinator
- 1 x Curriculum Support assistant

2. Delivery of the capacity building element of Tees Valley Skills

- 1 x Project Manager (TV Skills)
- 3 x Business Coordinators (Final number to be determined)
- 3 x Skills Coordinators (Final number to be determined)

All posts are currently subject to Job Evaluation and the numbers may change should there be a risk of over extending the finite salary allocation allowed in the project budget.

8. REASONS FOR RECOMMENDATIONS

- 8.1 The new staffing will allow the project to be successful at delivering the objectives and outputs as stated in the bid. Furthermore it will allow a dedicated team to be set up who can deliver the project efficiently and effectively across the whole of Tees Valley.

9. BACKGROUND PAPERS

Regeneration Services Committee Item 5.1, ESF Skills Support for the Workforce report as submitted as a key decision, 20th June 2013.

10. CONTACT OFFICER

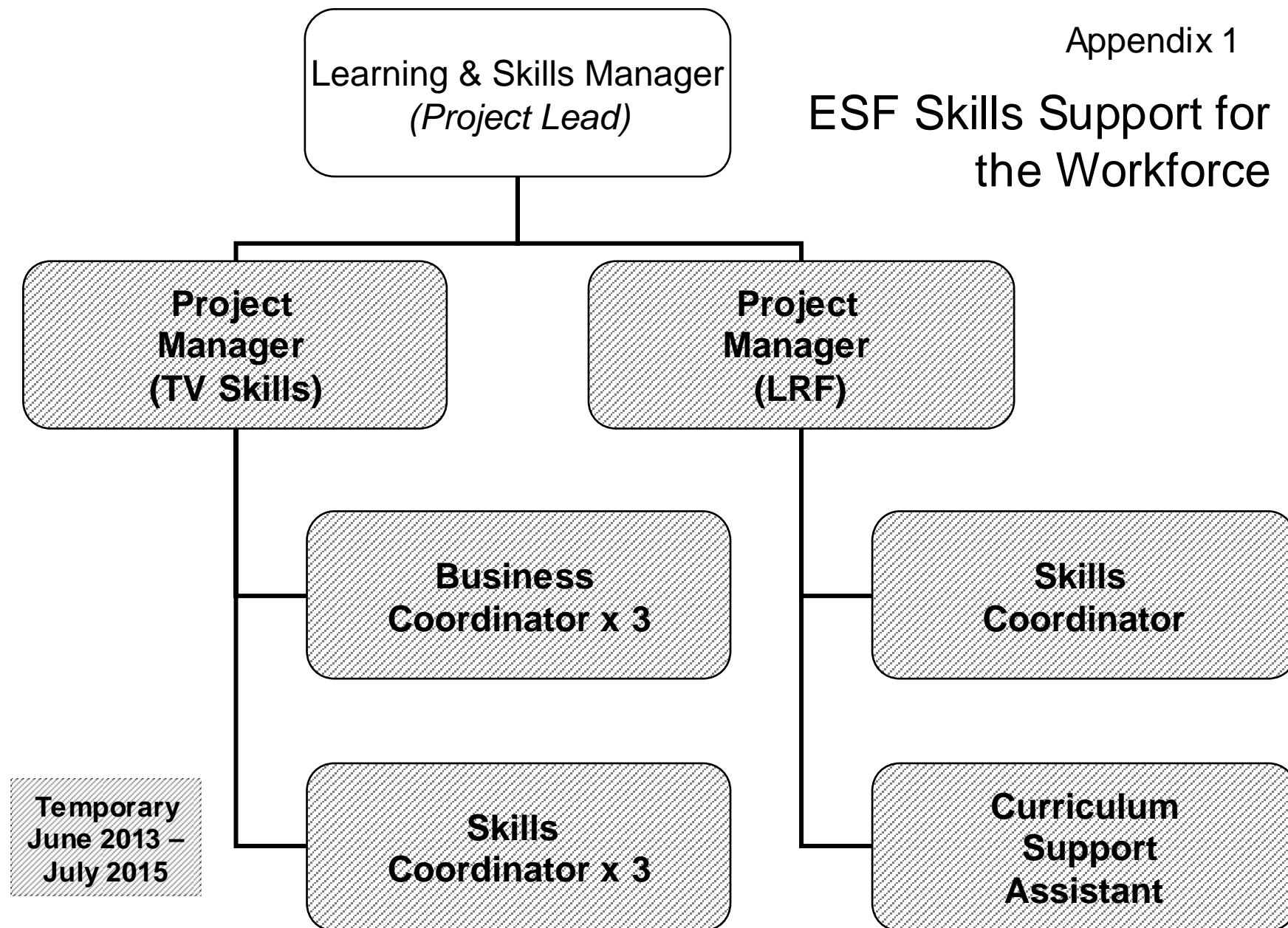
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ESF Skills Support for the Workforce



FINANCE AND POLICY COMMITTEE

28th June 2013



Report of: Assistant Chief Executive

Subject: ICT MANAGED SERVICE

1.0 TYPE OF DECISION/APPLICABLE CATEGORY

Key Decision (test (i)) Forward Plan Reference No. CE56/13

2.0 PURPOSE OF REPORT

- 2.1 The purpose of this report is to inform Finance & Policy Committee of the outcome of the Invitation to Submit Final Tender and the evaluation processes for the selection of the Preferred Bidder for the ICT Managed Service.
- 2.2 On the basis of the evaluation results and the objectives outlined by the Authority at the outset of this exercise, to seek Committee approval, to proceed to Contract Award for the Preferred Bidder.

3.0 BACKGROUND

- 3.1 The ICT Service for the Council has been outsourced since 2001, when a 10 year agreement was established, firstly with Sx3 and then subsequently with Northgate. The original end date of 2011 was extended for two years in 2009 with a number of benefits secured for the Council, including a reduction in the contract price for the period of 2012 to 2013. The current arrangements for ICT services conclude at the end of September 2013.
- 3.2 A report was taken to Cabinet on 9th July 2012 which reported the results of the investigations into the various options available in respect of the proposed reprocurement, namely in-house provision, further private sector provision and collaboration with another public body/bodies and the procurement routes that would need to be taken. The decision was taken to carry out a Competitive Dialogue process with the scope of Private Sector only and with the following objectives:
- Delivery base in Hartlepool (some flexibility in this objective)
 - Retain and grow jobs in Hartlepool
 - Secure local economic benefits

The Authority identified as a key requirement that any procurement exercise should offer a model of service delivery which included, within the context of the services being procured, regeneration within Hartlepool. It was identified that the Authority would be evaluating submissions based upon identifying an organisation to invest in the local economy and detailed proposals for future growth, the investment to be made and the benefits to the town.

- Maintain and improve services

As part of the Invitation To Quote (ITQ) it was identified that the solution was required to combine high quality service delivery, with guaranteed efficiencies in delivery, bidders being required to demonstrate how services will be delivered, to the outcomes that the Authority specified and the required service standards and quality frameworks.

- Achieve savings

Given the external, nationally driven, policy and financial pressures which the Authority is facing, Bidders were required to demonstrate how any proposed delivery model and associated costings delivered ongoing value for money, service flexibility and flexibility in provision to meet the ongoing financial pressures the Authority faces. There was a requirement for providers to identify the savings to be delivered against the current cost base, the approach to the risks in delivering these savings and the assumptions made in determining these.

- 3.3 This Competitive Dialogue exercise is now complete and this report provides details of how the exercise was carried out, explains the evaluation methodology undertaken and provides the results of that evaluation.
- 3.4 The objectives which were set at the outset of the procurement exercise are outlined in 3.2 above. These have formed the basis of the procurement exercise and have given rise to the evaluation framework which has been developed as part of the process.
- 3.5 In addition to the procurement objectives the procurement process has been aligned to the key objectives within the Councils ICT strategy as outlined below :
 - Modernise – ensuring the Authority have the key building blocks in place and the infrastructure is up to date and configured as efficiently as possible.
 - Mobilise – supporting field based staff to work effectively in the communities they serve, supporting flexible working wherever possible and desirable and consolidating desk based staff into core administration buildings.
 - Rationalise – ensuring the ICT landscape is lean and efficient and supports the business as closely as possible.
- 3.6 In addition to the objectives outlined in 3.2 and 3.5, Bidders were encouraged to demonstrate how their proposals would support the Authority in delivering against this strategy.

- 3.7 Underpinning these overall objectives the Authority identified those aspects which formed the core of its requirements in respect of the procurement. Suppliers solutions were required to take account of and respond specifically in respect of their proposed solutions in regard to these elements:-

a) Service Desk
b) Asset and Configuration Management
c) Security Management
d) Data Centre Services
e) Application Services and System Administration
f) Managed Print Service
g) Application Development and Assurance Services
h) Programme / Project Management
i) Procurement of Hardware and Software
j) Deskside Support Services
k) Installs, Moves, Additions and Changes (IMACs)
l) Recycling / Disposal of Hardware
m) Network Support and Management
n) Voice Services
o) ICT Business Continuity / Disaster Recovery
p) Patching and Update Management
q) Service Management & Continuous Improvement
r) Technology Refresh
s) Internet Connectivity and Related Services
t) Non ICT Based Service Requirements including job retention and growth and local economic benefits

- 3.8 The Authority, in line with the requirements of the Medium Term Financial Strategy (MTFS) has determined a maximum budget envelope for the delivery of these services and has, as part of the competitive dialogue phase emphasised both the finite nature of this envelope and the financial position of the authority with particular regard to the ongoing reducing budget position. The benefit of dialogue is that it enables both this clarity and the opportunity for bidders to essentially “size” their solution to meet the objectives of the council, the MTFS and the ICT strategy.

4.0 PROCUREMENT PROCESS AND TIMESCALES

- 4.1 A Competitive Dialogue process was carried out with the following key stages which were established at the outset of the process and have been managed to the original timescales.

Stage	Actual Date
Appoint External Advisors	September 2012
Prior Information Notice (PIN) Published	September 2012
Industry Day	September 2012
OJEU Notice Published	September 2012
Project Information Memorandum (PIM) issued	September 2012
Pre-Qualification Questionnaire issued on request	September 2012
Return of completed Pre-Qualification Questionnaire	November 2012
List of Pre-Qualified Bidders determined	November 2012
Issue Invitation to Participate in Dialogue (ITPD), Evaluation Criteria, Draft Contract & Contract Schedules, ICT Output/Outcome based specification	November 2012
Competitive Dialogue phase opened	December 2012
Submission of Outline Solutions	January 2013
Short-List for Competitive Dialogue on Detailed Solutions selected	February 2013
Invitation to Submit Detailed Solutions (ISDS) issued	February 2013
Commence Second Dialogue phase	March 2013
Issue Invitation to Submit a Final Tender	May 2013
Submission of Final Tenders	May 2013
Finance & Policy Committee Meeting	June 2013
Preferred Bidder selected	July 2013
Preferred Bidder discussions commence	July 2013
Contract signature	Sept 2013.
Contract Award	1 st October 2013

- 4.2 Whilst the Competitive Dialogue process has been resource intensive and time consuming, it has a major benefit in that many weeks are spent in detailed dialogue with bidders. This helps to ensure that the Authority's requirements are clearly articulated and understood and bidders proposed solutions are discussed prior to submission so there are no surprises at submission and the likelihood of unacceptable bids being submitted is vastly reduced.

- 4.3 Using this procedure has also allowed the Authority to use the expertise of potential suppliers who have a much wider knowledge of the technical possibilities and potential problems so that the final specification will be more likely to provide effectively for the Authority's needs moving forward.
- 4.4 During the dialogue phase and in addition to the eight dialogue meetings, the three bidders have also given separate presentations to Elected Members and the Hartlepool Joint Trade Union Committee.
- 4.5 Given the criticality of the ICT service to the Authority and the need to ensure that the process was carried out successfully, the internal project team was enhanced through the appointment of external advisors, as agreed by Council, to provide expertise in legal and technical areas. Following a procurement exercise to appoint these advisors, the contracts were awarded to Ward Hadaway in respect of Legal advice and Specialist Computer Systems (SCS) in respect of Technical advice. This external expertise has proved to be extremely helpful throughout the process.

5.0 EVALUATION METHODOLOGY

- 5.1 The evaluation methodology has been established to take into account the objectives established for the procurement and in line with the importance of a robust solution (with the underpinning infrastructure to support this), the financial objectives established as part of the MTFS, the service levels to be achieved (and the associated penalty mechanisms if these are not achieved) and the local economic benefits to be achieved. As part of this an evaluation methodology was developed with the following weightings.

<u>Top Level Criteria</u>	<u>Weighting</u>
Technical Solution	30%
Commercial Solution	35%
Service Delivery Solution	30%
Local Benefits	5%

- 5.2 These top level criteria were further broken down into more detailed sub-criteria as shown below

Criteria	Weighting	Sub-criteria	Weighting
Technical Solution	30	Flexibility	5
		Quality of Solution	12
		Nature of Solution	13
Commercial Solution	35	Cost of delivery	28
		Pricing	5
		Payment Profile	2
Service Delivery Solution	30	Service Levels	19
		Service Credits	6
		Contract Management	5

Local Benefits Solution	5	Job Retention & Growth	3
		Regeneration Activities	2

- 5.3 The above sub-criteria were developed by the project team to demonstrate the relative importance of a variety of Authority issues to Bidders, ensuring that responses would be structured in a way which supported the aims and objectives of the procurement project. It was critical that, in addition to securing competitively priced bids which generated savings, the Authority received bids which addressed its needs in terms of service delivery.
- 5.4 In the event that none of the bids received were acceptable to the Authority, the Authority reserved the option to not agree to accept any solution proposed. The Dialogue process essentially mitigates this risk as the 8 week dialogue process has provided the opportunity for the Authority to ensure that key issues are addressed and that the solutions that are being developed by bidders are capable of meeting the needs of the Authority. This right was reserved on the part of the Authority as it is only when final submissions are received that the authority can be clear of the totality of the solution including the finalised financial models being proposed by bidders.

6.0 Scoring of Responses

- 6.1 For the purposes of scoring responses to questions, the following scoring table was devised.

Score	Detail
10	Exceptional, significantly exceeds expectations in all major respects
9	Excellent, significantly exceeds expectations in the majority of respects
8	Very Good – above expectations in a significant number of respects
7	Good – exceeds expectations in a greater number of respects
6	Slightly exceeds expectations in a very limited number of respects
5	Satisfactory – Meets expectations
4	Below expectations in a very limited number of respects.
3	Poor – below expectations in a greater number of respects than above.
2	Weak – well below expectations in a significant number of respects
1	Very Weak – almost unacceptable – below expectations in the majority of respects
0	Extremely poor or no answer at all

- 6.2 This scoring mechanism was applied to all areas with the exception of Cost of Delivery. For Cost of Delivery the scoring was based around a sliding scale where a budget cost of £3.3m per annum scored 5 (as this meets the requirements of the Authority as identified in the MTFS) with a lower price scoring more (up to a maximum of 10) and a higher price scoring less.
- 6.3 The weightings identified in 5.2 above are then applied to the scores to give the scores shown in the confidential Appendix B.

7.0 BID SUBMISSIONS

- 7.1 The Competitive Dialogue process involved a number of stages, with down-selection at each stage.
- 7.2 Following the publication of the OJEU notice, Pre-Qualification Questionnaires (PQQ) were returned by 8 organisations. Of these, 1 was rejected as they did not meet the basic requirements (specifically the financial requirements). The evaluation of the PQQs identified 5 organisations that were invited to submit Outline Solutions. During the period between issuing the Invitation to Submit Outline Solutions (ISOS) documentation and the deadline for receipt of responses, one of the suppliers advised the Authority that they were no longer in a position to bid for the contract. Outline bids were received by 4 potential suppliers and these were evaluated according to the criteria outlined above, with 3 being selected to continue to the Detailed Dialogue stage.
- 7.3 All three of these bidders have completed the Detailed Dialogue stage and submitted compliant bids which have been evaluated.
- 7.4 A summary of the bid submissions is attached at Section 4 of the confidential Appendix B as they include commercially confidential information and detail regarding both the solution proposed by Bidders and the financial and other benefits attributable to their submissions which cannot be made public at this stage. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3) Information relating to the financial or business affairs of any particular person (including the authority holding that information).**
- 7.5 **Clarifications AFTER receipt of Submissions – i.e. The Authority's clarification of Bidder's submissions.**
- 7.6 There were some areas of Bidders submissions where detail was lacking. Whilst the Authority was not obliged to seek additional information from Bidders by way of bid clarification, the Authority had reserved the right to do so based on an assessment of the overall clarity of the original response.
- 7.7 There were a number of issues which the evaluation team felt required clarification and contact was made with Bidders to arrange for the provision of this additional information.
- 7.8 It is not unusual at this stage of a process such as this for services of this nature for there to be a significant number of clarifications. This does not reflect necessarily on the quality of the submissions or of the detailed dialogue process. It is a demonstration of the robustness of the evaluation process and the desire on the part of the authority to ensure that we are absolutely clear that we are evaluating comparable bids and that there is no ambiguity in the consideration of certain aspects of the submissions.

- 7.9 It must be emphasised that the process entailed clarification of submissions only, there being no negotiation undertaken as part of any written or verbal communications and there has been no exchange of information which could distort competition.
- 7.10 The post-quotation clarification process has not resulted in any changes to Bidders submissions, only the clarification of information already submitted as part of the bid which assisted in the evaluation process. Had any information received by the Authority from Bidders constituted a change in the submitted bid it would have been disregarded.

8.0 RISK IMPLICATIONS

- 8.1 There are a number of areas of risk within a contract of this size and complexity which need to be covered. The Authority needs to be satisfied that the following risks are mitigated and arrangements have been put in place (or are planned for) as part of the procurement process and / or they have been encompassed through the dialogue process which are encompassed below.
- 8.2 **Procurement Related Risks.** The procurement process which has been developed and followed for this exercise has followed recognised good practice and legal requirements. The determination to follow the staged process, and evaluation and down selection at the stages identified in 4.1 above has enabled the potential risk to the Authority to be mitigated through robust evaluation processes. The provision of external legal advice has also ensured that at all key stages the Authority is clear of both its obligations and the process which should be followed. The Competitive Dialogue approach to procurement has also mitigated the risk of a single tender process which may result in the requirements of the Authority (in financial and service terms) not being met when any tenders are submitted. Competitive Dialogue has enabled the Authority to ensure that the requirements established at the outset are met.
- 8.3 **Poor or inadequate contract documentation.** The Authority has utilized standard contract documentation for this type of service provision which encompasses all aspects of the service and the proposed provision. This has been aligned with external legal advice with significant experience of this type of procurement and the contractual issues which may relate to it to ensure that the position of the Authority is not compromised.
- 8.4 **Delivery of the Procurement to Timescale.** The project has been actively managed in terms of the overall timescales as they align to the end of the current contractual arrangements to ensure that the key stages of the process can be managed and delivered. The staged approach undertaken has been delivered according to the originally envisaged timescales and the proposed move to Preferred Bidder stage as a result of this report is in line with these requirements.
- 8.5 **Transferred Service Risks.** In a contract with a range of services as complex as those encompassed by a significant managed ICT service contract there is a potential risk which may apply should the service transfer

to a new supplier. These risks encompass a number of potential issues including TUPE requirements, continuity of service and change required as proposed by the solution (be that back office storage, disaster recovery or the desktop environment). As part of the Detailed Dialogue stage of the procurement a number of elements have been considered and bidders are required as part of their final submission to include detailed information on their transition plans (including detail on their own and the Authority's responsibilities), testing arrangements and arrangements for milestone sign off (to the acceptance of the Authority) as part of any transfer and or implementation of new arrangements as part of the proposed solution.

- 8.6 **Risks in achieving the Authority's stated objectives.** The Authority has been very clear about the objectives set as part of this procurement exercise. The objectives and expected outcomes have been clearly stated at each stage of the process. Whilst it is only in one area that the Authority has provided detailed guidance in respect of its expectations (namely in regard to the expected financial savings levels as part of the MTFS) the Authority has been very clear that the evaluation at each stage will be based on tangible deliverables. This has been determined as being the robustness of these deliverables as they are demonstrated to the Authority through the submission and firm commitments which are contractually binding. Other commitments which are not contractually binding (and or which may put the Authority in a worse position than that outlined) have been evaluated accordingly.
- 8.7 **Failure to deliver cost savings** - As part of any such procurement (particularly one where TUPE applies) there is a need to include provision for potential right sizing. This right sizing is as a result of detailed salary and TUPE information not legally being required to be made available until 14 days before service commencement. (This is a standard part of second generation contracts and is not unusual/unique to this one). It is not anticipated that this will take bid prices over the cost envelope due to the significant work which has been undertaken to date. However should this be the case then the Authority has reserved the right to re-open dialogue with all 3 bidders with a view to achieving a solution within the Authority's cost envelope.
- 8.8 **Risk of Challenge.** The Authority has applied equitable and consistent requirements in respect of all bidders. The provision of information, where it does relate to a specific supplier solution and or a unique element of their proposed response has not been provided to all bidders as required. Bidders have been required where final detailed information is not available to provide costings on a consistent basis to ensure an equitable treatment of costs. This is particularly the case where TUPE information which is not required to be finalised legally until 14 days before the commencement of the contract is the case. The evaluation criteria have been made available to all bidders in conjunction with the Authority's requirements and due diligence information to enable the bidders proposed solutions to be sized and costed. The Authority has ensured that adequate information has been provided to all bidders and that the submissions reflect this. All appropriate measures have been taken to mitigate this risk.

9.0 EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 An Equality Impact Assessment has been undertaken and is attached at Appendix A.

10.0 FINANCIAL APPRAISAL

- 10.1 The detailed financial appraisal of the three bids is Section 3 of the confidential Appendix B to the main report. The following paragraphs provide an overview of the process adopted by the Council to assess the total financial saving over the lifetime of the new contract and the General Fund savings which can be reflected in the 2013/14 to 2016/17 Medium Term Financial Strategy (MTFS).
- 10.2 It is intended that the new contract will commence on 1st October 2013, therefore to assess the savings achieved from this contract the costs of the three bids have been assessed against the annual budget provisions included in the MTFS for 2013/14 to 2016/17. As the contract year runs from 1st October to 30th September, the annual contract prices provided by the three bidders have been converted into costs based on the Council's financial year – i.e. 1st April to 31st March. This enables the lifetime contract savings to be assessed across individual financial years and aligned with the MTFS.
- 10.3 Previous MTFS reports anticipated a part year saving in 2013/14 of £0.3 million and a full year saving from 2014/15 of £0.7 million. The achievement of the full year saving of £0.7 million is a key element of the overall contract evaluation and all three bidders have met this requirement.
- 10.4 In line with the Council's current planning assumptions the base budgets for these services are uplifted annually for anticipated inflation and this is reflected in the financial assessment. For the purpose of this evaluation the current inflation planning assumptions has been rolled forward to 2020/21 to cover the 7 year contract period, based on a contract end date of 30th September 2020. This provides a consistent basis for all bids and a clear link to the requirements of the MTFS. Clearly, this planning assumption will need to be reviewed each year in light of actual inflation when the MTFS is rolled forward.
- 10.5 In terms of assessing the relevant merits of these proposals this has been reflected in the overall tender evaluation. Whilst inflation is potentially an issue for future years, in financial terms the critical factor in assessing the financial implications of the three bids is the level of the annual contract price for each year of the contract. These figures form the largest element of the commercial assessment.
- 10.6 To assess the financial impact of future potential inflationary increases on the MTFS the financial appraisal of the bids is based on a planning assumption of 2.5%. This is a prudent assumption for assessing the baseline savings over the lifetime of the contract as this is the level of inflation included in the 2013/14 to 2016/17 MTFS forecasts for all non pay budgets.

- 10.7 Whilst, future inflation cannot be guaranteed, the Council may achieve additional savings in future years against this baseline budget. Conversely, if inflation is higher than 2.5% this may reduce future savings which can be taken to the MTFS. The potential benefits of lower inflation and / or the impact of higher inflation are detailed in Table 5 of the confidential Appendix B.
- 10.8 The financial appraisal also allocates the gross annual saving between the General Fund budget and non General Fund budgets (i.e. specific grant regimes and trading accounts) pro-rata to existing charges for the ICT services used. This ensures compliance with current accounting practices.
- 10.9 More importantly for the Council, this should avoid a future General Fund budget pressure if any specific grant regimes are cut in future years. The contract includes provision to manage this situation through the inclusion of volumetric changes, which will reduce the contract price if the level of service supported reduces. However, the share of the overall costs charged to non General Fund budgets includes a contribution towards the fixed costs of the ICT service and these costs will not be affected by volumetric changes. Therefore, in the event that all non General Fund specific grant regimes are withdrawn there is a potential risk of a future General Fund budget pressure as a proportion of the fixed costs would no longer be funded from the specific grant regimes.
- 10.10 For the period of the current MTFS i.e. up to 2016/17 this risk is assessed as low and it is anticipated that any such costs which do arise can be offset from the higher actual savings from this contract than anticipated in the MTFS. This risk may increase in the longer term if the Government reduces funding for specific grant regimes. This position will need to be reviewed on an annual basis and may mean that part of the additional anticipated savings, over and above the minimum saving figure included in the MTFS, need to be used to offset these costs. However, it is still anticipated that the actual net savings to the General Fund will still exceed the 'target' included in the MTFS of £0.7m from 2014/15.
- 10.11 Owing to the complex nature of this contract a 'contingency' amount has been reflected in the net savings which can be taken to the General Fund budget to cover any unforeseen costs. This provision is designed to protect the Authority's financial position by retaining an element of the gross saving until the detailed due diligence work has been completed and the Authority is satisfied that the contract specification fully addresses our requirements. It is anticipated that this is a low risk area and it is hoped that the 'contingency' will not be needed, which would release additional savings to the General Fund budget. At this stage this approach is recommended as it enables the Council to manage this complex change and the position can be reviewed within six months of the new contract commencing and reported to Members as part of the normal financial management reports. This review will determine if there are additional savings if the contingency is not needed.

- 10.12 Tables 1 to 3 of the confidential Appendix B to the main report summarises the financial evaluation of the 3 bids and show:
- The cumulative savings against the baseline ICT budget;
 - The aggregate annual saving to be taken to the MTFS over the lifetime of the contract.
- 10.13 Table 4 of the confidential Appendix B summarises the cumulative saving of the bids.

11.0 ASSET MANAGEMENT CONSIDERATIONS

- 11.1 The Authority has made all bidders aware of the Accommodation Strategy and the plans which are inherent within this. As part of this strategy, the ICT strategy and the emphasis on mobility and flexibility within accommodation has been highlighted as a key driver for the authority in conjunction with the rationalization of the Authority administrative buildings utilisation. All bidders have had information in relation to this driver and their solutions have, determined by their own business strategies (and commercial considerations in responding to the authority requirements) reflected this in their solutions. The individual bidder responses in respect of their submissions are identified in the confidential Appendix B along with the nature of any commitments.

12.0 CONTRACT MANAGEMENT CONSIDERATIONS

- 12.1 Outsourced arrangements will only work effectively where there is a robust contract management arrangement in place to ensure the contract delivers effectively and efficiently and that the Authority's requirements continue to be met. Without clear governance, the Authority is risking lack of control over expenditure and service delivery levels.
- 12.2 The ICT service has been outsourced since 2001 and there is currently an ICT contract management function in place within the Corporate ICT Team. The requirements of the Authority and the commercial environment have changed since then, and it is essential that this provision is aligned to ensure it is more in line with current and future requirements, without incurring additional costs. Essentially, the new arrangements which are likely to be implemented provide the Authority with a more robust framework within which to manage performance, capacity and change. In addition the requirements of the framework as established by the Authority give a greater degree of control in any instances of underperformance. It will be necessary to maintain this level of contract management to ensure that the benefits are realized.
- 12.3 Regardless of which bidder is successful there will be a need for additional focus during the interim change period to ensure a smooth transition between the current and future contract arrangement and the continued provision of an ICT service. It is vital that the ICT used to support the delivery of front line services continues to be supported seamlessly during this period. It is intended that this will be handled through a realignment of resources and tasks within the Corporate ICT team. In addition to the initial

transition period it is likely, dependent upon the determination of the Preferred Bidder, that there will be a number of significant changes in both the desktop environment and underpinning infrastructure that will require ongoing management.

13.0 SUMMARY

- 13.1 All three potential suppliers have submitted bids which are compliant with the requirements of the Authority although there are variances between the bidders. A summary is included below with further detail on the submissions included in the Confidential Appendix B.

Key Objectives of Authority	How the Bidders will meet them
Base in Hartlepool	All bidders will deliver the services relating to the ICT contract from a base in Hartlepool. The basis of the investment to deliver these services and how they relate to other commitments differs between the bidders but the requirements of the Authority have been met.
Retain and Grow Jobs	All bidders have identified a commitment to the retention of jobs and growing the number of jobs to be based in the town. The nature and scale of these commitments vary between bidders. There is a differentiation between the bidders in respect of the extent of any commitments and the associated evaluation of this has taken into account this variation.
Local Economic Benefits	All bidders have identified that they will invest in the local economy with there being, in all cases, a Hartlepool base for the delivery of services (and their expansion, though to varying degrees and with variable contractual commitment across the bidders). All bidders have identified a commitment to apprenticeships and work placements (though the commitments vary) and a variety of commitments across the bidders in relation to working with the local community and businesses and their investment (in time and other resources) to this. There are range of potentially differentiating factors across the three bidders as they relate to local investment, commitments to number of jobs created, level of investment to deliver services, support for new start businesses and gain share proposals.
Maintain and Improve Services	All bidders have provided solutions and contractual commitments in respect of the service levels required by the authority. The required commitments in terms of service levels were broadly in line with those being currently achieved (in the light of the significantly reduced financial envelope) The nature of the solutions provided by the bidders is in line with, or above, the requirements identified by the authority in all aspects. All bidders have proposed service delivery solutions which meet the objectives of the Council (in respect of the overall objectives of this procurement, the objectives of the ICT strategy and broader Council objectives). All

	<p>bidders have met the performance standards of the authority, required service credit arrangements, quality assurance, user survey, governance mechanisms and other contractual commitments.</p> <p>All bidders have identified ICT solutions moving forward that will deliver high quality services to the Authority and new ICT solutions that will further enable the flexibility required by the authority in terms of home and remote working, hot desking, energy efficiency etc. although the technical nature of the solutions proposed varies.</p> <p>All bidders have met the authority's requirements in terms of network and data centre requirements although they differ in their proposals which may impact on energy usage by the authority and business continuity solutions as requested</p> <p>All bidders include technical refresh within their bids although one proposal includes additional resilience built in, over and above the current services.</p> <p>The nature of the solutions proposed do vary in a number of aspects. These variations concern aspects of timing, the underpinning infrastructure and the nature of the commitments around elements of the provision of the services and the manner in which they are reflected in the contract.</p>
Achieve Savings	<p>All bidders deliver net savings over the current contract price over the life of the contract and in the first year. The bidders do not deliver the same profile of savings and the detailed financial models have been assessed to determine their robustness and to ensure that all necessary costs are included.</p> <p>The net savings levels offered by the bidders offer significant differences in respect of the contribution to the Medium Term Financial Strategy and the objectives set in terms of the first year's costs and the overall cost over the 7 year initial duration of the contract.</p> <p>The detailed financial evaluation is included in the confidential appendix and has been verified by the Chief Finance Officer prior to inclusion in this report.</p>

14.0 CONCLUSIONS

- 14.1 The process for the reprocurement of these services has been managed to timescale and the objectives established at the outset of this process have been achieved.

- 14.2 The current contract ends on 30th September 2013 and this process has been managed to ensure there can be a smooth transition to the new contractual arrangements in line with this timescale. It is intended (and the recommendations to the committee reflect this) that the authority now moves to preferred bidder stage to address any further outstanding issues with a view to signing a new contract to allow this transition. These are not significant.
- 14.3 The summary of those non confidential elements of the submissions received has been included in this section of the report. It has not been possible to include all information as significant parts of this are commercially sensitive to the individual bidders but all information that can be provided in this open report has been.
- 14.4 The Authority has, through the Competitive Dialogue process been able to ensure that the objectives established at the outset of this exercise have been delivered (and to varying degrees exceeded) and to the timescales originally envisaged. The process has been long and has required significant effort but has resulted in solutions which meet the requirements of the authority in terms of the ICT strategy and the original objectives for this procurement, have been delivered within the cost envelope established by the authority (with significant savings delivered through this), offered solutions which will meet service standards, and deliver significant investment in the infrastructure and local economic benefits and other benefits aligned to the authority's overall objectives.
- 14.5 The evaluation has been carried out by the Bid Team (which includes external advisors). This evaluation has considered the submissions in detail. Each submission is essentially the contract for the provision of the services developed over the period of detailed dialogue. This evaluation process has utilised the methodology outlined in this report and is only based on the information submitted, essentially the team have utilised an approach which was clearly articulated to the bidders which is that if it isn't included in the submission, whether it has been discussed through the dialogue process or not, then we are not in a position to either evaluate it or give any credit for it.
- 14.6 It is the recommendation of the bid team that the supplier identified in the confidential appendix with the highest score is identified as the preferred bidder. A summary of scores for each bidder is attached in the confidential appendix to the main report.. The Competitive Dialogue and evaluation processes have been robust and have delivered (and in a number of significant cases exceeded) the requirements established at the outset of this procurement..

15.0 RECOMMENDATIONS

- 15.1 Finance & Policy Committee are recommended to:

- Consider the information included in this report and the appendices in respect of the process undertaken and the evaluation results.

- On the basis of the evaluation results and the objectives agreed by the Authority at the outset of this exercise, agree that Bidder 2 is recommended as the Preferred Bidder.
- Agree that officers can proceed to Contract Award with the Preferred Bidder.

16.0 REASONS FOR RECOMMENDATIONS

- 16.1 The recommendations are made on the basis that the Competitive Dialogue exercise has been successfully completed and evaluated. The evaluation and proceeding to Contract Award with the Preferred Bidder will allow the Authority to achieve the objectives agreed at the beginning of this exercise.

17.0 BACKGROUND PAPERS

Cabinet report of 9th July 2012, Medium Term Financial Strategy – ICT Services

18.0 CONTACT OFFICER

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Andrew.atkin@hartlepool.gov.uk

APPENDIX A**EQUALITY IMPACT ASSESSMENT**

Department	Division	Section	Owner/Officer
Chief Executive's	Corporate Strategy	Corporate ICT	Joan Chapman
Function/Service	<p>To report on the outcome of the procurement exercise regarding the selection of the Preferred Bidder for the ICT Managed Services.</p> <p>The ICT Service for the Authority has been outsourced since 2001. The current arrangements for ICT services conclude at the end of September 2013.</p> <p>Cabinet on 9th July 2012 agreed to carry out a Competitive Dialogue process for parties wishing to be considered as potential suppliers for the provision of the ICT Managed Service contract.</p> <p>The Authority placed an advertisement in the Official Journal of the European Union on 21st September 2012 (OJEU Ref.2012/S 183-300880) inviting expressions of interest in the form of completed Pre-Qualification Questionnaires (PQQs).</p> <p>The Competitive Dialogue process has involved a number of stages, with down-selection of Bidders at each stage.</p> <ul style="list-style-type: none"> - Pre-Qualification - Invitation to Submit Outline Solutions - Invitation to Submit a Final Tender <p>In accordance with EU legislative framework and procurement rules, the Authority, throughout the process, has adhered to the procurement principles of equality of treatment, objectivity, transparency and non-discrimination.</p>		
Information Available	<p>There are a number of areas of risk within a contract of this size and complexity. The Authority needs to be satisfied that risks are mitigated and arrangements have been put in place as part of the procurement process.</p> <p>Procurement Related Risks. The procurement process which has been developed and followed for this exercise has followed recognised good practice and legal requirements.</p> <p>Poor or inadequate contract documentation. The Authority has utilised standard contract documentation for this type of service provision which encompasses all aspects of the service and the proposed provision. This has been aligned with external legal advice with significant</p>		

	<p>experience of this type of procurement and the contractual issues which may relate to it to ensure that the position of the Authority is not compromised.</p> <p>Transferred Service Risks. In a contract with a range of services as complex as those encompassed by a significant managed ICT service contract there is a potential risk which may apply should the service transfer to a new supplier. These risks encompass a number of potential issues including TUPE requirements, continuity of service and change required as proposed by the solution. As part of the Detailed Dialogue stage of the procurement a number of elements has been considered and bidders were required as part of their final submission to include detailed information on their transition plans (including detail on their own and the Authority's responsibilities), testing arrangements and arrangements for milestone sign off (to the acceptance of the Authority) as part of any transfer and or implementation of new arrangements as part of the proposed solution.</p> <p>Risks in achieving the Authority's stated objectives. The Authority has been very clear about the objectives set as part of this procurement exercise. The objectives and expected outcomes have been clearly stated at each stage of the process.</p> <p>The process for consideration of the procurement exercise has incorporated a number of aspects which have been designed to manage a number of risks such as:-</p> <ul style="list-style-type: none"> • The risk of an overall reduced service to the public of a new service provider will be mitigated through a clear contract performance specifications and effective contract monitoring. • The risk of a reduced service during the transition period to a new service provider will be mitigated through an effective Implementation Plan. • The TUPE Regulations provide employment and pension protections for staff all of which are employed directly by the current ICT Provider. <p>The Preferred Bidder will be responsible for adherence to any Equality Standards Legislation.</p>																
<p>Relevance</p> <p><i>Identify which strands are relevant to the area you are reviewing or changing</i></p>	<table> <tr> <td>Age</td><td></td></tr> <tr> <td>n/a</td><td></td></tr> <tr> <td>Disability</td><td></td></tr> <tr> <td>n/a</td><td></td></tr> <tr> <td>Gender Re-assignment</td><td></td></tr> <tr> <td>n/a</td><td></td></tr> <tr> <td>Race</td><td></td></tr> <tr> <td>n/a</td><td></td></tr> </table>	Age		n/a		Disability		n/a		Gender Re-assignment		n/a		Race		n/a	
Age																	
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	Religion	
	n/a	
	Sex	
	n/a	
	Sexual Orientation	
	n/a	
	Marriage & Civil Partnership	
	n/a	
	Pregnancy & Maternity	
	n/a	
Information Gaps	<p>The Preferred Bidder is contractually required to ensure that all of their employees, who are employed or engaged in the provision of the Services, comply with any applicable anti-discrimination legislation.</p> <p>The Preferred Bidder is also required to acknowledge that the Authority has a duty to promote equality of opportunity and good relations between all persons irrespective of race, gender, gender reassignment, disability, age, sexual orientation or religious belief and undertakes to comply with the provisions relating to diversity and equality within the Contract and will assist the Authority in meeting those objectives.</p> <p>Within six months of the Contract Signature the Preferred Bidder is contractually required to submit a draft diversity and equality delivery plan to the Authority for its approval.</p> <p>Once the plan is approved by the Authority, the plan will be formally reviewed, revised & resubmitted, at least once a year, to the Authority.</p>	
What is the Impact	<p>There is no specific impact on any equality strands and no distinction between them in the implementation of the new ICT Managed Services contract. The ICT Managed Service in itself is available freely to all of the Authority's employees and is not concerned with race, age, sex, religion etc. of its end users.</p>	
<i>Aim 1 : Eliminate unlawful discrimination, harassment, victimisation, and any other conduct prohibited by the act.</i>		
n/a		
<i>Aim 2 : Advance Equality of opportunity, between people who share protected characteristics and those who don't.</i>		
n/a		
<i>Aim 3 : Foster good relations between people who share a protected characteristic and those who do not share it.</i>		
n/a		
Addressing the impact	1. No Major Change - n/a	
	2. Adjust/Change – n/a	
	3. Continue as is	
	4. Stop/Remove – n/a	

Action identified	Responsible Officer	By When	How will this be evaluated?
Assuming that the Finance & Policy Committee give approval to proceed to the Preferred Bidder stage, the following will occur:-			
An Implementation Plan will be put in place through the transition period to ensure no reduction in service to the public.	As set out in the governance regime	Immediately following Contract Award	As set out in the governance regime
A contract performance specification and contract monitoring regime will be implemented to ensure the service to the public is maintained.	As set out in the governance regime	Immediately following Contract Award	As set out in the governance regime
Within six months of the Contract Signature a draft diversity and equality delivery plan will be submitted to the Authority for its approval.	As set out in the governance regime	Within six months of the Contract Signature	As set out in the governance regime
Date sent to Equality Rep for publishing		14/06/13	

FINANCE AND POLICY COMMITTEE

28th June 2013



Report of: Director of Regeneration and Neighbourhoods

Subject: Acquisition of Assets - Jacksons Landing

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Key Decision test i and ii apply Reference Number: RN 98/11

2. PURPOSE OF REPORT

2.1 The purpose of the report is to seek approval to purchase Jacksons Landing to facilitate the regeneration of a key site in Hartlepool.

3. BACKGROUND

- 3.1 Jacksons Landing is a prominent building/site in a strategically important location which is identified within the Councils Central Investment Regeneration Framework. The building is also included within the key derelict building and untidy land listing.
- 3.2 The site which extends to approximately 5 acres is central to the Marina in a highly prominent location currently occupied by a former retail outlet building that has been derelict for over 10 years with no interest being forthcoming despite extensive marketing.
- 3.3 Currently the building is having a blighting effect on the remainder of the Marina, however, due to its strategic location the site has significant potential for redevelopment either for residential or a mix of residential, commercial and leisure uses.
- 3.4 Scrutiny, Cabinet and subsequently Council have previously considered the opportunity to purchase Jacksons Landing in 2011 and a report to Council on 4th August 2011 gave approval to purchase the site in order to facilitate the onward sale and redevelopment.
- 3.5 In order to minimise any risk to the Council a significant amount of work has been undertaken to identify a suitable residential developer who would be

willing to undertake a quality scheme on a 'back to back' basis that would both complement the quality of design at the adjoining Historic Quay and provide a range of housing to add sustainability to the Marina.

- 3.6 Although a suitable developer had been identified and a scheme prepared unfortunately at a very late stage they decided to withdraw from the purchase. All other residential developers with north east land requirements both nationally and locally have been contacted to seek further interest but at this time they are unwilling to commit to buy due to other obligations. As such it is currently not possible to achieve a 'back to back' sale.
- 3.7 In order to secure the site it will be necessary to commit to a purchase without the comfort of an onward sale. Although this represents a risk, the benefit of having control of a strategic site critical to the long term sustainability of the Marina with the ability to address a large derelict building in a key location is fundamental to the implementation of the Councils Central Investment Framework. Furthermore as the site is located in one of the best locations in the town it also represents a prudent medium/long term investment.
- 3.8 As the property market improves the value of the site and its desirability will increase and the Council will be able to determine the type and form of development on the site that will add maximum economic development impact for the town. It is important for the town that the land is available for development and that it is not purchased and land banked by a third party which could create long term blight.
- 3.9 In the short term income can be generated from the site through use as events/promotional space which will also increase the profile of the site and the town.

4. OPTIONS

The options are:

- 4.1 **Option 1-** Acquire the site on the terms and conditions as set out in Confidential Appendix A without an agreed onward 'back to back' sale with a view to holding the land until the property market improves and a suitable viable regeneration scheme is identified.
- 4.2 **Option 2-** Withdraw interest and rely on the owners to continue marketing the site and trust a sale is concluded for a scheme that is complementary and is undertaken within the short/medium term accepting the risk that the site may be land banked and continues to blight a strategic high profile area of the town.
- 4.3 It is recommended that Option 1 is approved as this will enable the Council to control the development of this key site. If Members adopt this option it is also recommended that if no alternative and financially viable use of this site

for operation purposes is identified by December 2014 that the site be disposed of for housing and or commercial development.

- 4.4 The onward sale is expected to generate a net capital receipt after repayment of the initial purchase price. Proposals for using these resources will need to be developed as part of the ongoing budget process. It is not recommended that these monies are committed until they are received.

5. FINANCIAL CONSIDERATIONS

- 5.1 The Medium Term Financial Strategy report submitted to this Committee on 31st May 2013 outlined the significant financial challenges facing the Council over the next 3 years in relation to the following key issues:

- Addressing ongoing cuts in the core Government grant and the resulting General Fund budget deficit forecast between £17.4m to £19.4m over the next three years;
- Risks in relation to the retained Business Rates income and the impact of the Power Station;
- Risks in relation to managing the Local Council Tax Support scheme; and
- The existing requirement to achieve a capital receipts target of £4.5m to fund Housing Market Renewal commitments, plus an additional capital receipts target of £2m in relation to developments at the Brierton site.

- 5.2 The above factors need to be taken into account when considering the purchase of Jacksons Landing as the timeframe for this project occurs at the same time as these other significant financial risks are being managed. Therefore, a financing strategy needs to be developed for the Jackson's Landing proposal which minimise the additional financial risks to the Council.

- 5.3 The proposal detailed in paragraph 4.3 of a time limited period for securing the redevelopment of this site provides the basis for a risk management strategy, although this does depend on achieving a successful sale of the site for housing development as a fall back position.

- 5.4 A strategy is also needed to manage the short-term implications of this proposal as the Council will need to identify funding for the purchase costs of this asset, pending repayment of this funding from the redevelopment or onward sale of the site. Owing to the financial challenges facing the Council this up front will need to be funded from a loan.

- 5.5 It is anticipated that this project should be eligible for a 'Growing Places' loan and an application has been submitted to enable this process to commence, pending Members consideration of this issue at today's meeting. The Growing Place loan will be an interest free loan repayable no latter than August 2015.

- 5.6 A successful application for a Growing Places loan will mean that this project can proceed without an un-budgeted revenue cost to the Council for the period of this loan. Without this funding the Council would need to use traditional borrowing and over the period of the Growing Places loan (i.e. up to August 2015) this would have an un-budgeted revenue cost of approximately £45,000, based on current interest rates.
- 5.7 In the event that an alternative use, or onward sale of this site, is not achieved the Council would still have to repay the Growing Places funding. This would need to take the form of a new long term loan in August 2015 when the Growing Places loan becomes repayable, which would result in an ongoing unbudgeted loan repayment cost in 2015/16 of around £25,000 for the part year and a full year cost of £50,000 from 2016/17, based on forecast interest rates.
- 5.8 A further report will be submitted to a future Finance and Policy Committee to address the implications of managing this longer term financial risk and the repayment of the Growing Places Loan if the redevelopment or onward sale is not completed within the timeframe detailed in this report.
- 5.9 In accordance with existing Local Authority financial regulations all borrowing, including a Growing Places loan, is classified as Prudential Borrowing. Therefore, to progress this issue and to draw down the Growing Places loan it is recommended that full Council approval is sought to increase the Prudential Borrowing Limits up to the maximum of the purchase price details in Appendix A, **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (paragraph 3) information relating to the financial or business affairs of any particular person (including the authority holding that information).**

6. RECOMMENDATIONS

- 6.1 It is recommended that Members:
- i) approve that Jacksons Landing should be acquired on the terms as agreed and set out in confidential Appendix A; **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (paragraph 3) information relating to the financial or business affairs of any particular person (including the authority holding that information).**
 - ii) approve that by December 2014 the Council will either have identified an alternative use for this site, or achieved an onward sale, and to note that if this is not achieved the Council will face unbudgeted revenue costs as detailed in paragraph 5.7.

7. REASONS FOR RECOMMENDATIONS

- 7.1 Acquisition will secure a strategic regeneration site with significant future economic development potential and benefit for the town.

8. BACKGROUND PAPERS

- Scrutiny Co-ordinating Committee 25th March & 3rd June 2011.
- Cabinet 4th July 2011
- Council 4th August 2011.

9. CONTACT OFFICER

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FINANCE AND POLICY COMMITTEE

28th June 2013



Report of: Director of Regeneration and Neighbourhoods

Subject: MILL HOUSE MASTERPLAN - FIRST PHASE

1. TYPE OF DECISION/APPLICABLE CATEGORY

- 1.1 Key Test (i) and (ii) applies, Forward Plan Reference No RN 90/11 Mill House Site Development and Victoria Park.

2. PURPOSE OF REPORT

- 2.1 The purpose of the report is to adopt the Mill House masterplan and to seek agreement to enter into a development partnership with Gus Robinson Developments, on land to the North of the football club, for the first phase of delivery.

3. BACKGROUND

- 3.1 As previously reported to Cabinet on the 19th March 2012 Gus Robinson Developments were selected as the preferred bidder to develop a masterplan for the Mill House area of Hartlepool, which encompasses 6Ha close to the town centre north of Morrisons supermarket between Clarence Road and Raby Road.
- 3.2 The area includes the Council owned leisure centre, indoor bowls club, car parks, the freehold of land at Victoria Park and land to the North of the Club. Also included within the area are the privately owned Mill House Pub, Rium Terrace, the former Clock garage site, the former Odeon Cinema and the neighbouring Young Street Land at Raby Road. See **Appendix 1**.
- 3.3 The objectives of the masterplanning exercise were to derive value out of the site, explore links with the football club and look at other development options including replacement leisure facilities.
- 3.4 The inclusion of the privately owned sites does not necessarily mean that they will be purchased and included within the final development proposals,

however they are included for the strategic planning of the area in order to explore any complementary opportunities.

- 3.5 Discussions have been held with the Football Club regarding their expansion plans for the north stand and how they could be included within the masterplan.

4. MASTERPLAN FIRST PHASE

- 4.1 Gus Robinson Developments previously produced proposals for a masterplan which were reported to Cabinet on the 19th March 2012. They now wish to commence with the delivery of the first phase of development which involves providing housing on the Council owned land to the North of the site.
- 4.2 In order to facilitate the delivery of the scheme it is proposed that the Council enters into a Development Partnership with Gus Robinson Developments. In order to enable the first phase it is proposed that the partnership will share the risk of development and as such it is proposed that the Council transfers the land and Gus Robinson provides the capital and development expertise. Any profit in excess of the development/masterplan preparation costs and land value will be divided equally between the parties. The land to be transferred extends to some 1.06 acres and is identified in **Appendix 2**.
- 4.3 The revised masterplan proposals detailed in **Appendix 3** include two options depending on whether the existing leisure facilities are redeveloped on the existing site or relocated elsewhere. Alternative sites are currently being reviewed to determine the viability of the leisure proposals.
- 4.4 It is therefore proposed to adopt the masterplan with two options which include leisure facilities either being redeveloped on the existing site or relocated to an alternative location. A detailed report determining the future of the leisure facilities at Mill House will be brought back to the committee at a future date.
- 4.5 Both proposals identify residential development on the land to the North of the football club and therefore the proposal is to commence development on this land prior to the adoption of the final masterplan. This will not affect the wider objectives but forms a very positive indication to the market that the site is viable. This will assist to change the overall perception of the area and raise confidence. The land to the North of the site is one of the most viable and deliverable sites within the masterplan at the present time.

5. RISK IMPLICATIONS

- 5.1 There is a risk that the phase 1 development and associated masterplan costs exceed the development value which will affect the Council's return on land value/profit share. There is therefore the risk that the Council may not

benefit from any profit from the proposals and will therefore not receive any financial return.

- 5.2 There is also a risk that following the first phase of development the wider masterplan may not proceed once further development work has been undertaken. Further feasibility work may identify issues with the financial viability, procurement or delivery mechanisms of the proposals..

6. FINANCIAL CONSIDERATIONS

- 6.1 The land to be transferred to Gus Robinson Developments has been valued at £100k, as residential land, by the Asset & Property Manager. The Council is therefore making a significant contribution towards the delivery of the masterplan. The Council may not receive a capital receipt from the transfer of the land to contribute towards its capital receipt target.

7. LEGAL CONSIDERATIONS

- 7.1 A development partnership with Gus Robinson Developments will be entered into for the delivery of the first phase of the scheme which will include a reversionary clause to ensure that in the event of the developer ceasing to trade the land reverts back to the Council.
- 7.2 Alternative sites are currently being reviewed for replacement leisure facilities for the Mill House Leisure Centre. The mechanism for including these sites within the Mill House masterplan will be reviewed as part of future feasibility work.

8. RECOMMENDATIONS

- 8.1 The Finance and Policy Committee is requested to:
- Adopt the Mill House masterplan with two options depending whether the leisure facilities are to be redeveloped on the existing site or relocated elsewhere.
 - Approve the creation of a development partnership between the Council and Gus Robinson Developments in order to facilitate the delivery of housing on land identified in **Appendix 2** as part of the first phase of the delivery of the Mill House Masterplan.

9. BACKGROUND PAPERS

- 9.1 Cabinet Report- 19th March 2012- Mill House Site Masterplan and Potential Disposal of Land at Victoria Park.

10. CONTACT OFFICER

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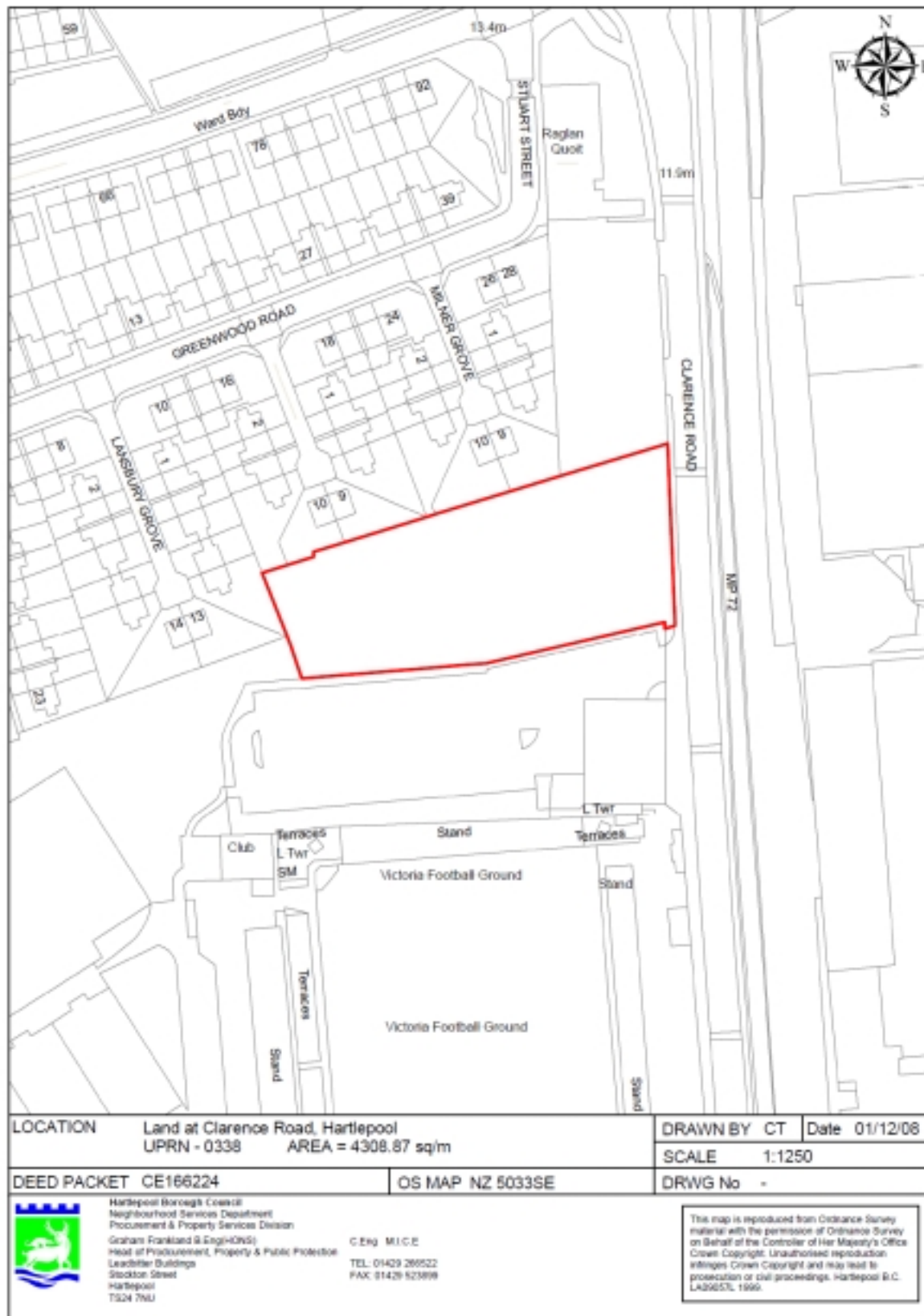
APPENDIX 1

Aerial Photograph of the Mill House Site



APPENDIX 2

Land to the North of the Mill House Masterplan.





MILL HOUSE

HARTLEPOOL



MASTERPLAN PROPOSAL

JUNE 2013

A Public Private Partnership
delivering regeneration in the heart
of Hartlepool



CONTENTS

1.0 The Vision

2.0 Strategic Approach

3.0 Site Analysis

1. Introduction
2. Site Description
3. Flood Risk
4. Ground Issues
5. Services
6. Legals
7. Transport and Highways
8. Ecology
9. Archaeology

10. Landscape

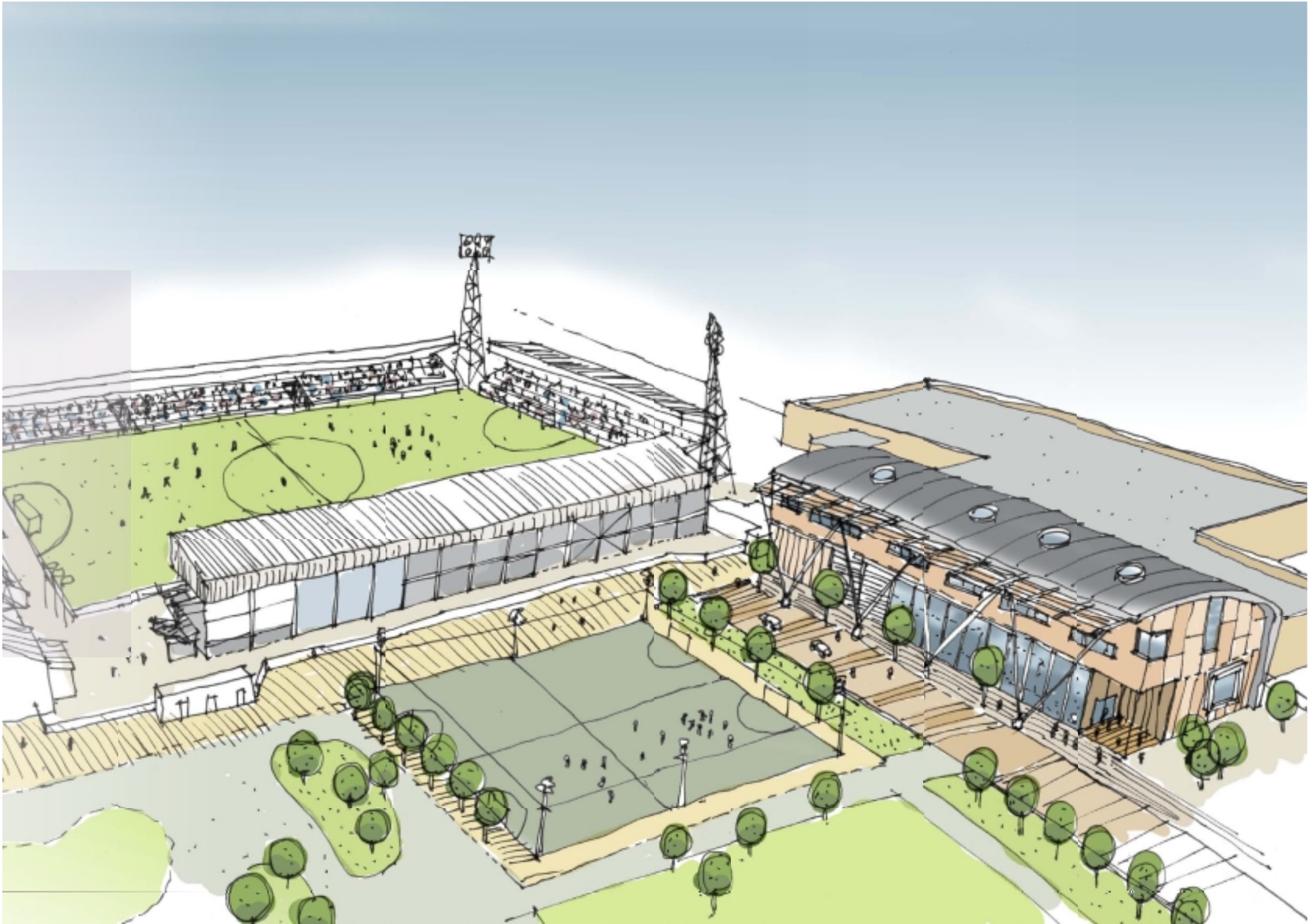
11. Co-ordinated Constraints

4.0 Planning and Design

1. Design Options
2. Preferred Option 1
3. Preferred Option 2

5.0 Conclusion





1. THE VISION

This report seeks to form the foundation for the comprehensive redevelopment of the Mill House site in Hartlepool. This pivotal site, just adjacent to the town centre offers a valuable opportunity to work in partnership with the Local Authority and other local stakeholders. By multiplying the positive effects of a combined investment, wide-ranging activities and accommodation a truly sustainable hub can be created.

This document initiates that process through a thorough desktop appraisal of the site and potential opportunities. It is not meant to be definitive but serves as a routemap for the process of engagement and collaboration that has already begun.

A dynamic partnership drawing together local stakeholders and partners to deliver regeneration, affordable housing, training and employment opportunities in Hartlepool Town Centre.

What is the aim?

1. Eco-friendly living

Let's find a new way of living that helps the planet and us

2. Special Identity

Let's celebrate Hartlepool's unique local identity

3. Innovate and prosper

Let's explore the best ideas the world has to offer and find local opportunities

4. Connected community

Let's connect locally, regionally and globally using every sustainable method

5. Delight and play

Let's have fun, exercise, play and find delight in our environment



2.THE STRATEGY

Hartlepool Borough Council have been seeking Development Partners to assist them in the regeneration of the Mill House Area of Central Hartlepool. The Borough Council have wet and dry leisure facilities in the area which were built in 1972 and now are approaching the end of their working life. Hartlepool Borough Council has initiated a Partnership that can deliver a comprehensive regeneration of the area. An initial agreement has been reached with Gus Robinson Developments as Preferred Developer on the site.

As a team, the partners have engaged with a wide number of potential stakeholders to ensure the proposal is as robust and inclusive as possible. Some of those approached to date include:

- Hartlepool Football Club
- Hartlepool College of Art and Design
- Hartlepool College
- Cameron's Brewery
- Local Landowners

Gus Robinson Organisation finds common cause with all organisations and seeks to bring them together as Stakeholders and Partners together with subsequent contributors from the community to deliver a coordinated Masterplan that will drive forward the regeneration of the Mill House area around the delivery of nationalised and enhanced community facilities. These new buildings will draw the organisations into an effective and helpful Partnership; a symbiosis that will provide economies in the running and maintenance of the buildings, enhanced footfall and improved revenue and income.

The potential for providing training, enterprise and community investment will be one of the key criteria in steering the Masterplan forward.

An early project that will form an effective "pointer for change" will be put forward in the short-term to build confidence in the Masterplan process as well as focus positive local opinion behind the delivery of the Masterplan.

The Masterplan itself will be robust yet flexible. Robust in that it will deliver training, enterprise, and social investment – flexible in that it will respond to commercial investment and Grant type opportunities during the short, medium and long term of the Masterplan programme.

The envisaged Public Private Sector Partnership (PPSP) enables the private sector to procure elements of the delivery package unfettered by the timescale and expense associated with OJEU procedures.

PPSP enables all parties and stakeholders to be involved in the evolution of a regeneration masterplan for the area.

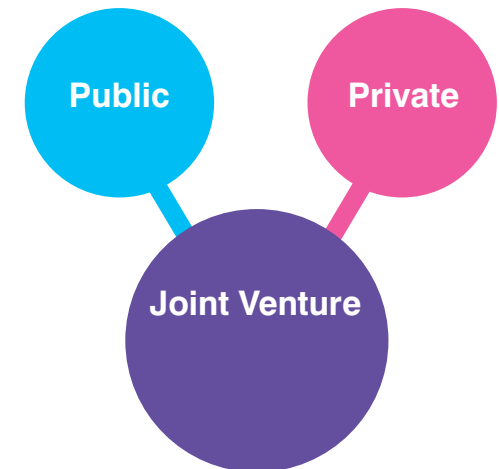
- Within a fast-track timescale
- Efficient consultation processes
- Delivered in accordance with an agreed timescale

The Delivery body will draw in both Stakeholders and Partners:

Stakeholders represent those bodies making a contribution of land, funding or work in kind.

Partners are all those parties who will be affected by the regeneration programme, and will benefit from its hard and/ soft outputs (buildings and spaces delivered/training and employment places offered)

- The masterplan for the area needs to create a 'critical mass' of development
- The most valuable and realisable/re-use of the site that can be delivered within the current economic cycle



3 months to set up

There is a pressing need to kick-start investment and regeneration within Hartlepool

The potential for a mixed use masterplan must be thoroughly investigated. Any mixed use elements will therefore be allocated within the medium and long term phasing

There is an existing need for affordable housing in the town centre

A flexible and responsive masterplan will logically use this demand to satisfy the very important 'First Phase – Scene Setting'.

It is important to establish an early 'pointers for change' project within the site

New high quality affordable housing in the Mill House area will meet pent-up local demand

It will be a powerful 'pointer for change'

Local employment will be created helping to re-inflate the local economy

Training and apprenticeships will be created on the basis of the 1st Phase Works

To create confidence in the delivery process

To attract investment and local commitment

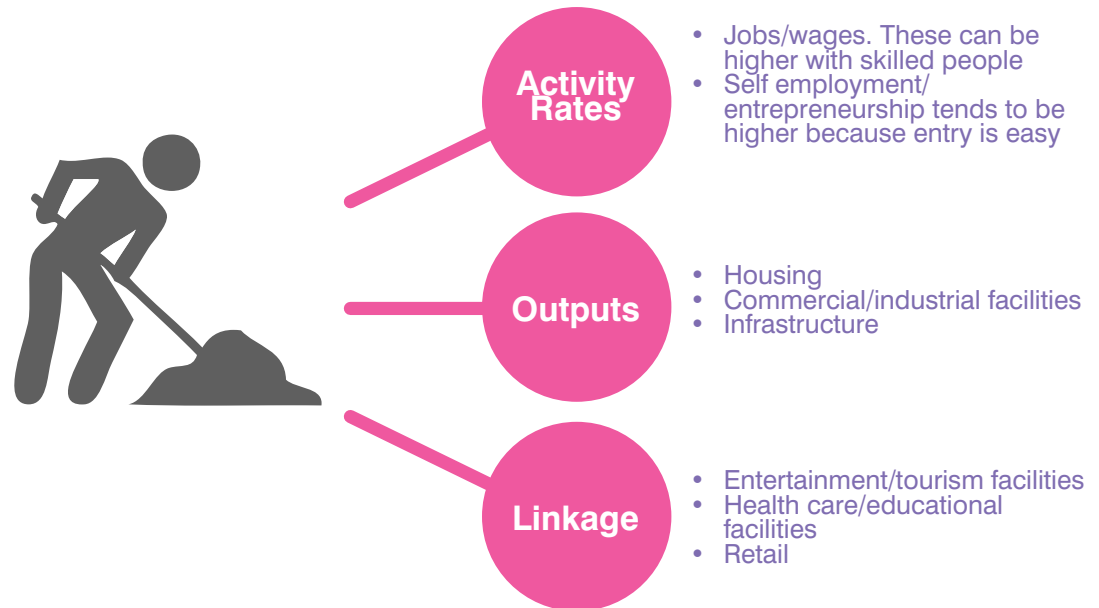
To galvanise local people around the masterplan delivery process

The masterplan process is envisaged to involve short, medium and long term programmes (3, 6, and 9 years)

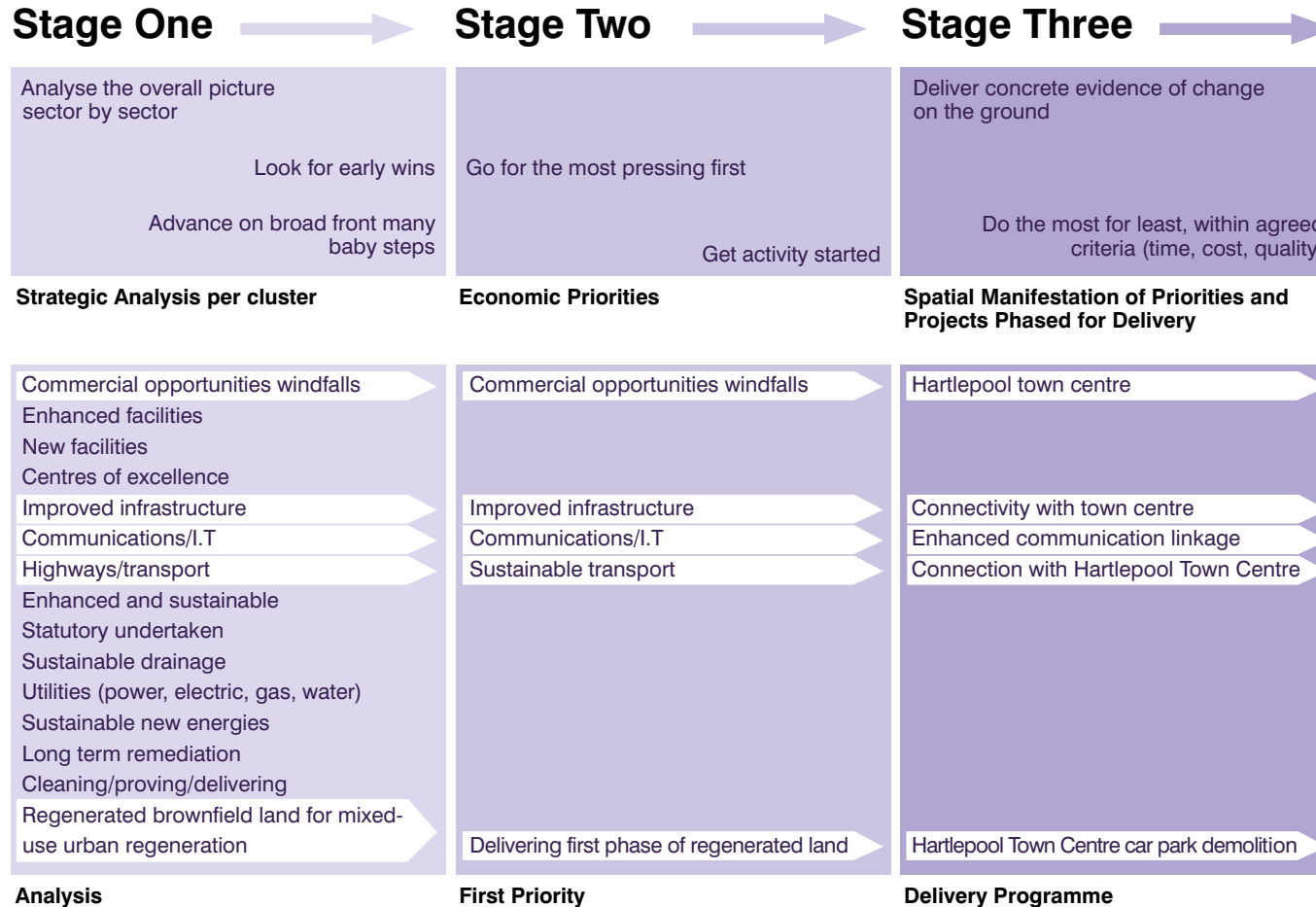
Flexibility is the key quality in a successful masterplan

Getting the first step taken is a crucial point in the delivery of regeneration as we gradually emerge from the recession.

The importance of local construction



The identification of key strategic development projects



3. SITE ANALYSIS

1.1 Background

Hartlepool Borough Council have been seeking Development Partners to assist them in the regeneration of the Mill House Area of Central Hartlepool. The Borough Council have wet and dry leisure facilities in the area which were built in 1972 and now are approaching the end of their working life. The aim is to develop a Partnership that would deliver the regeneration of this site as a whole. Part of this solution would ideally be to resolve the future of the current outdated facilities. The current facilities: swimming, gym, indoor bowls and ancillary facilities, are located in a number of separate buildings on the site. These are placed in a way that makes it difficult to economically develop the area around them and the costs of running independent facilities are high. The challenge is put forward phased development that can work with or replace the existing facilities but ensures continuity of service delivery.

1.2 Site Description

The site sits at a key location on the northern edge of the town centre and to the west of the historic docks. The regeneration area is bounded by Raby Road to the west, the Morrisons supermarket to the south and Clarence Road to the east. The Newcastle to Middlesbrough railway line runs parallel to Clarence Road. This is culverted and forms a physical barrier to eastern movement. Existing buildings include the Hartlepool Football Club ground and ancillary buildings, as well as the Council-owned Leisure Centre, indoor bowls facility and swimming pool. There is also a MUGA (Multi-Use Games Area) and skatepark on the site. To the north is a residential neighbourhood with Victorian terraced housing to Addison Road northwards and later semi-detached and terraced housing the immediate east of this. The site is generally flat with open spaces grassed. There are some amenity trees to the western and northern boundaries.







1.3 Flood Risk & Drainage

Although a detailed Flood Risk Assessment will need to be carried out as part of the planning process, some initial observations are included here. The site does not fall within an area of flooding as indicated on the national Environment Agency Flood Map database. There are also no nearby watercourses that could give rise to flooding. Remaining flood risks relate to surface water runoff either from adjacent sites or within the site itself. The Morrisons and its carpark are a relatively new development and as such would have been designed with drainage to take the maximum flows of surface water. The surrounding area does not contain any adverse slopes that might contribute to surface water flooding. Provided that the existing drainage is suitable, there should thus be very little risk posed from flooding for this site. As detailed designs are prepared a full FRA should be commissioned along with an Outline Drainage Strategy.

1.4 Ground Issues

The site has been subject to a variety of uses during its life. However most of the site has been left open or used as allotments since the 1860's. Any contamination should thus be localised. Part of the site was once used as a car repair shop but this is in the position of the current Hartlepool FC carpark and is likely not to be disturbed as part of the development. It is possible that parts of the site may have been used to dispose of rubbish so there is some potential for ground gases to be present. A detailed Soil Investigation (SI) report will confirm this through taking core samples.

In terms of ground bearing capacity there is no evidence currently available to determine this in any detail. An SI report should thus be commissioned at the earliest stage to provide this detail and allow appropriate costs to be allocated for the suitable foundation design.

1.5 Services

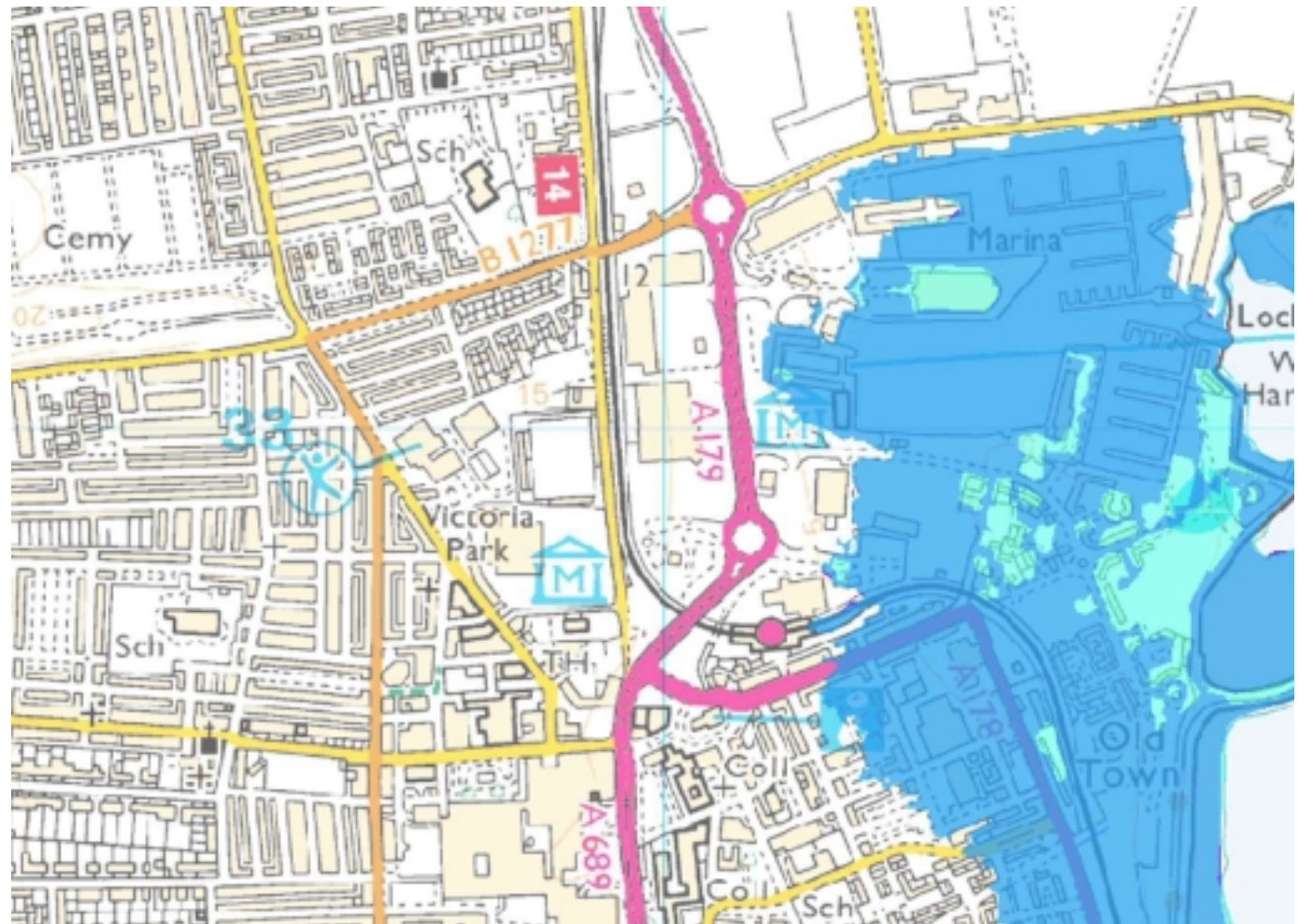
Due to the urban nature of the site and its proximity to the town centre, the site is serviced with mains electricity and gas. The exact location of these service runs will be determined once a utilities search has been completed, however they are likely to run in the footpaths adjacent to Raby Road and Clarence Road with spurs serving the existing buildings on the site.

There is also access to the local BT network and again these are likely to run in the footpaths of the adjoining roads. Similarly

cable broadband is available on this site and is usually located adjacent to the BT network.

The site benefits from mains water and foul connections. It is unlikely that there would be large distribution pipework running east-west across the site given the barrier of the culverted railway line to the other side of Clarence Road. It is more likely that the distribution is north-south along Raby Road and Clarence Road.

Final locations will only be determined once a full utilities search has been carried out.



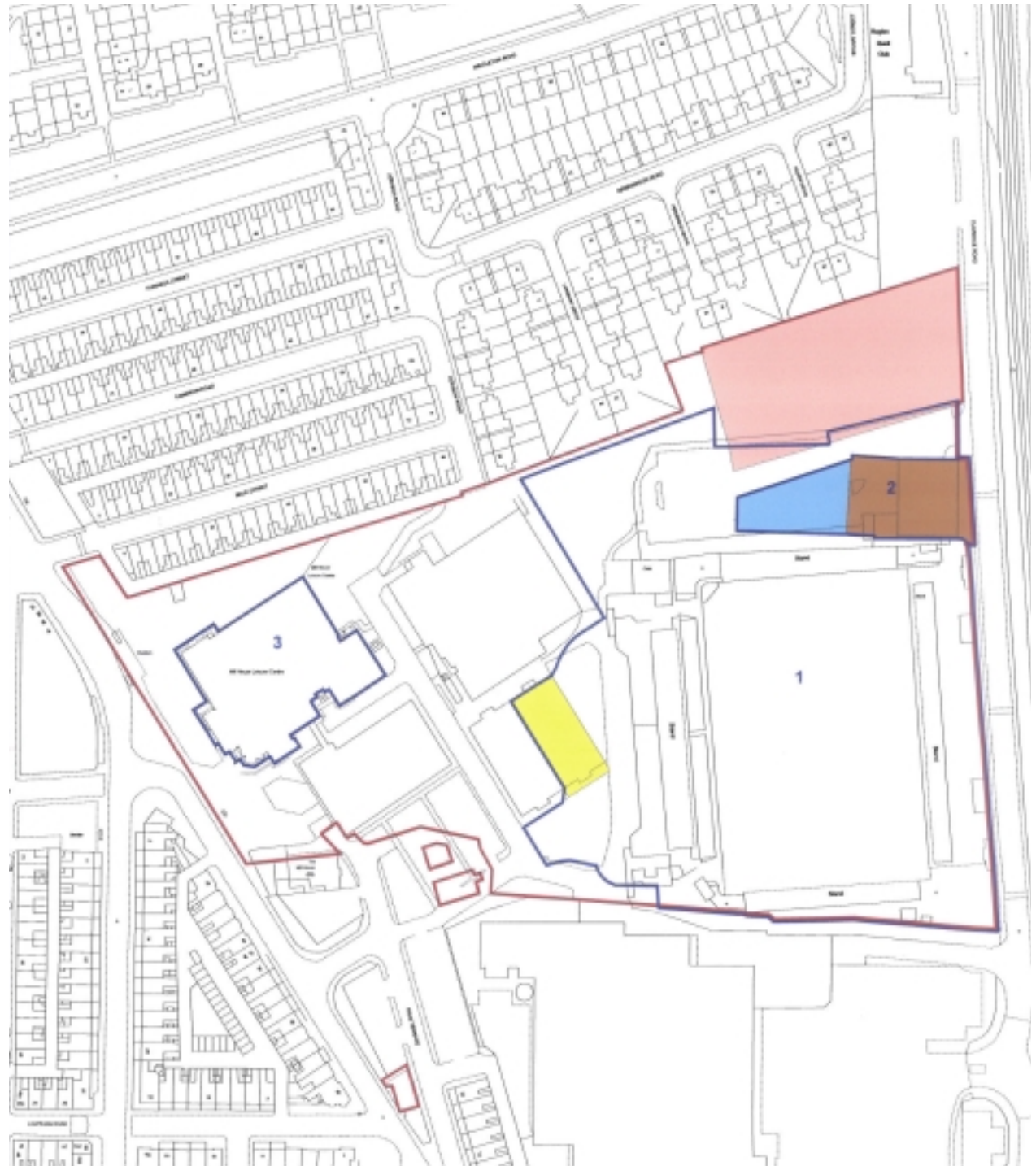
Environment Agency local Flood Map

.1.6 Legals

The diagrams at right highlight the ownerships in an adjacent to the site. The majority of the site is currently owned by Hartlepool Borough Council with a large element that includes the football ground and some adjacent area leased to Hartlepool Football Club. The lease on this was entered into on the 19th June 1997 for a period of 70 years.

The Millhouse Pub is not part of the Council ownership and the exact boundaries should be determined to highlight any discrepancies with the proposed development. In addition there are several 'gaps' in the Council ownership to the south west corner and a search should be undertaken to ensure that these are not under private ownership.

There are several restrictive covenants attached the the title deeds and these are contained as Appendix A. These may have an impact on the future use of the land. The areas subject to these are highlighted in the diagram at far right.

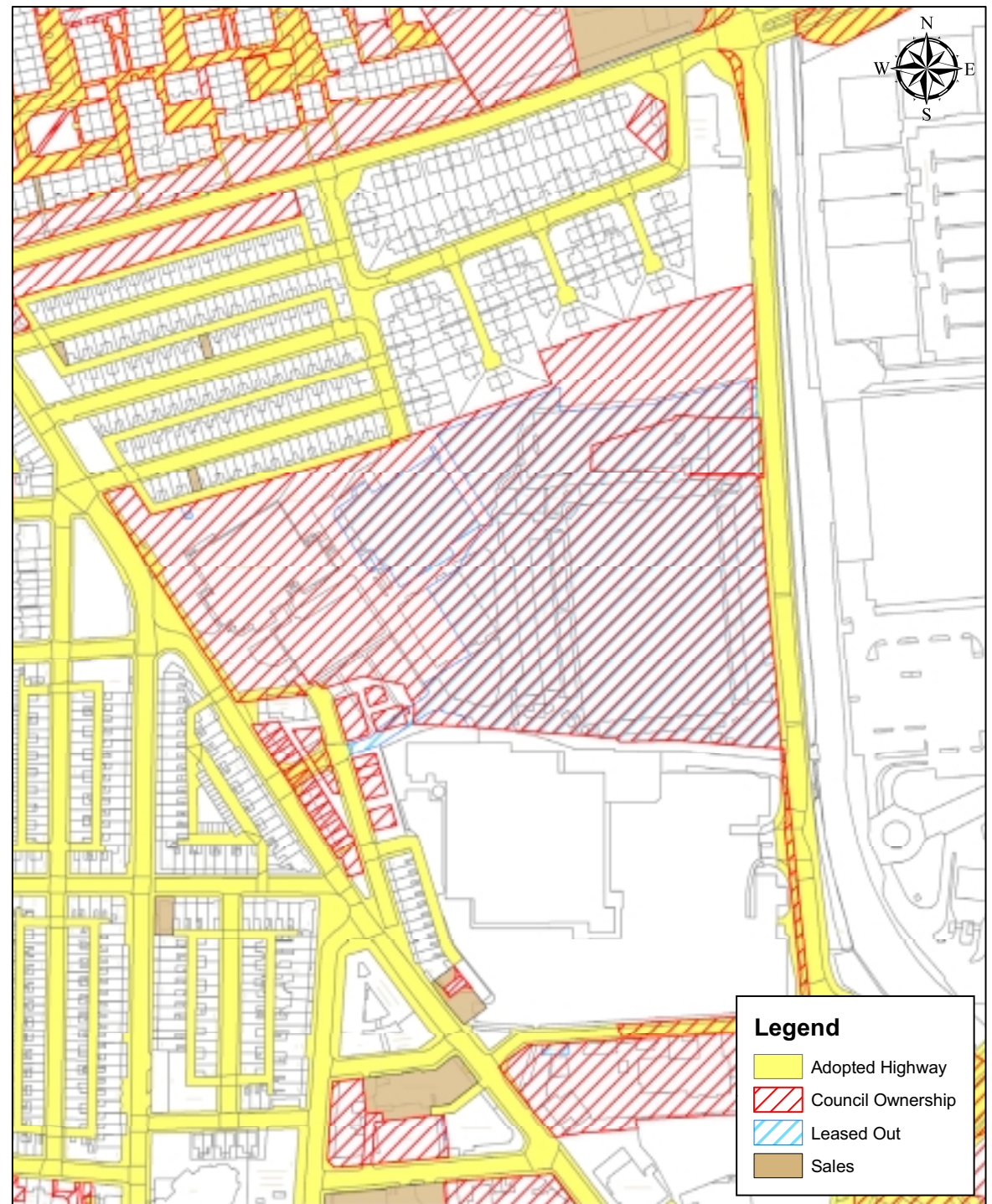


Plan highlighting existing covenants and long leases.

1.7 Transport & Highways

There are current two vehicular access points to the site. These are: from Clarence Road to the north east end of the site and off Raby Road adjacent to the Mill House pub to Ruim Terrace. In terms of public transport, there are currently two bus stops outside the existing Leisure Centre opposite the Odeon Cinema Site. These provide access to local bus routes. On the Clarence Road frontage there are no bus stops although there is one further along the street associated with the Morrisons supermarket.

Pedestrian access is facilitated due to its close proximity to the town centre. This is a 5 minute walk away.



Local plan highlighting areas of Hartlepool Borough Council ownership

1.8 Ecology

There appears to be no significant ecology attached to the site. Areas of open space are grassed and there are few trees of significant size. These are mostly to the frontage of the Leisure Centre and appear to have been planted at around the time this was developed. These do provide some amenity value and should be retained if possible within any proposed development. There are currently no Tree Protection Orders on the trees on the site. It seems unlikely that there would be any Protected Species on the site, but this will be raised by the Local Authority as part of the planning process if it is deemed to be a risk.

1.9 Archaeology

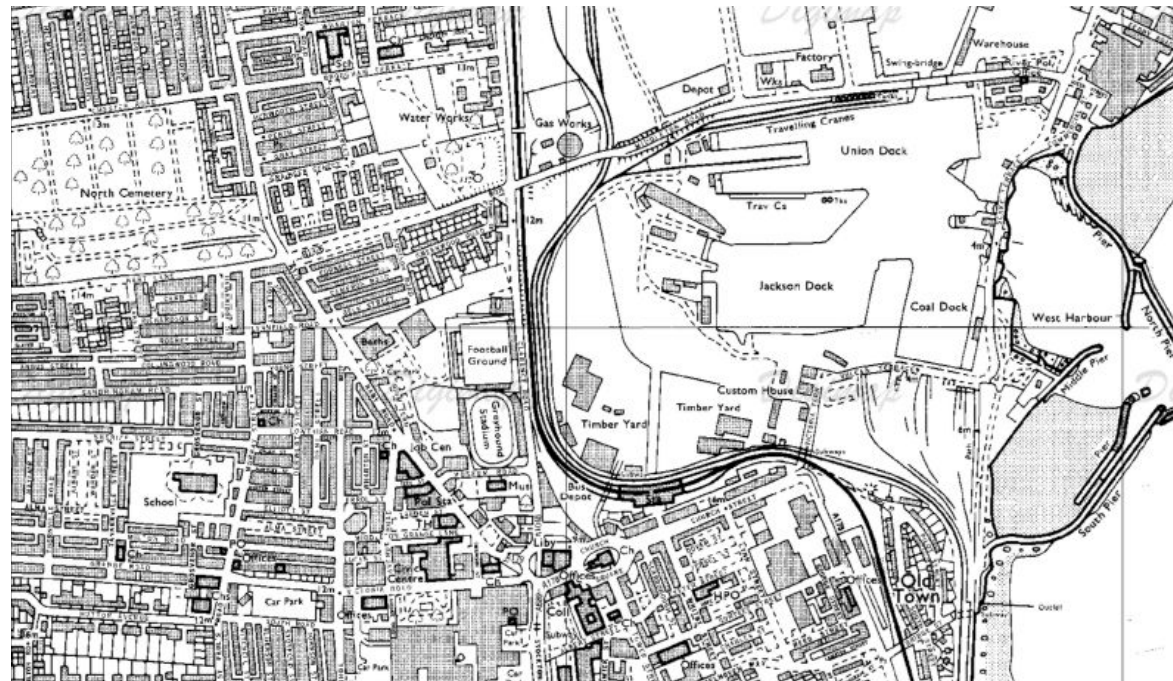
The historic maps on the right chart the development of the site from the 1890's. It is unlikely that the site was developed before this time so the risk of archaeological remains being present is low. In terms of development from the 19th century, the site contained a Football Ground on the site of the current one, houses fronting Raby Road and allotments between the two. The area to the north of the site is shown as open ground. This configuration remained much the same throughout the site's history. The only additional early development was the construction of a ballroom in the late 1920's and later a mechanic's garage on the site of the existing Hartlepool FC Clubhouse in the 1930's.



1890s



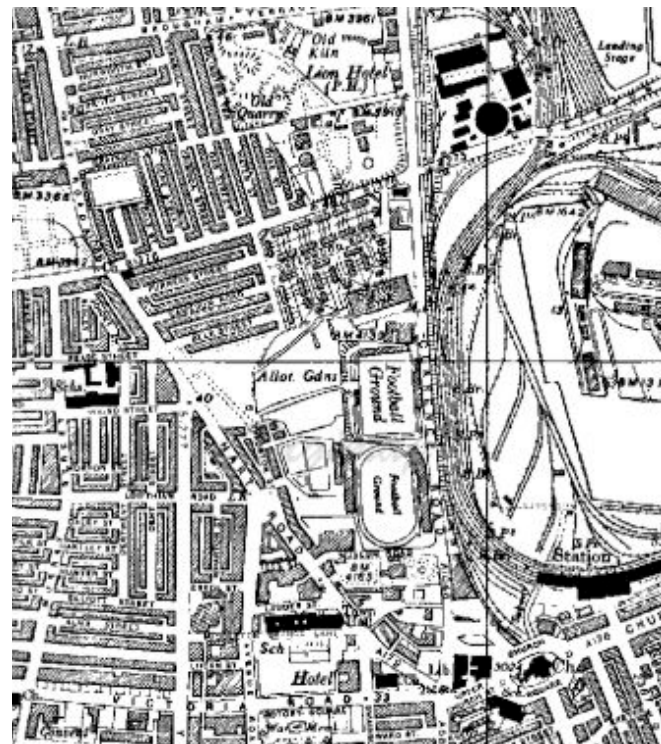
1920s



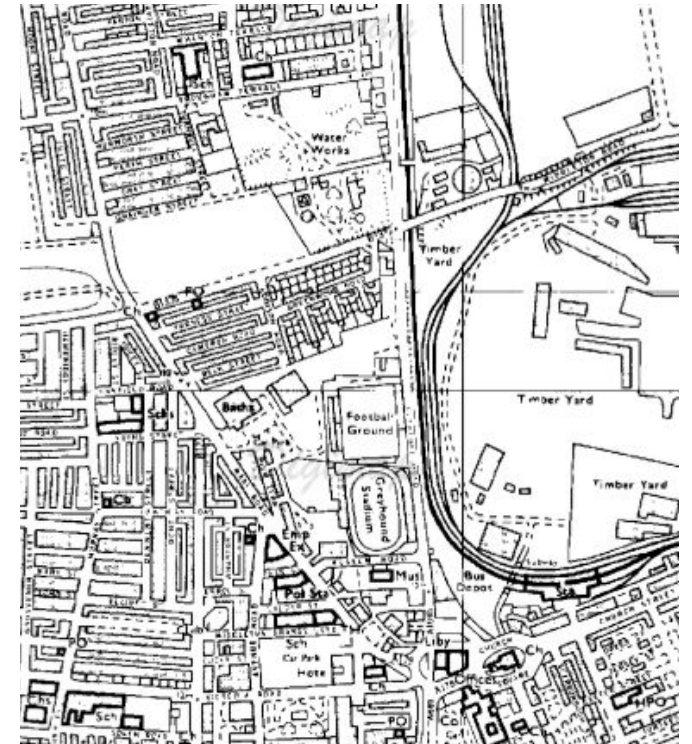
1980s



1930s



1940s



1970s

1.10 Co-ordinated Constraints

STRENGTHS

- Flat site
- Close to town centre
- Vehicular access from both sides
- MUGA and skatepark provide good quality outdoor youth facilities

WEAKNESSES

- Poor site layout that creates ill-defined spaces, weak frontage to Raby Road and unkempt waste ground.
- Sports facilities are mostly blank with no connection to the surrounding spaces.
- Large areas are dominated by parking

OPPORTUNITIES

- Some buildings at the end of useful life. Opportunity to consolidate with new, more efficient facilities.
- Create better quality outdoor space with stronger connection between the buildings and spaces.
- Create high quality leisure/health hub

THREATS

- Potential conflict between residential and leisure uses.
- Retain sufficient parking.
- Need to phase development to ensure continuation of leisure facilities during demolition.

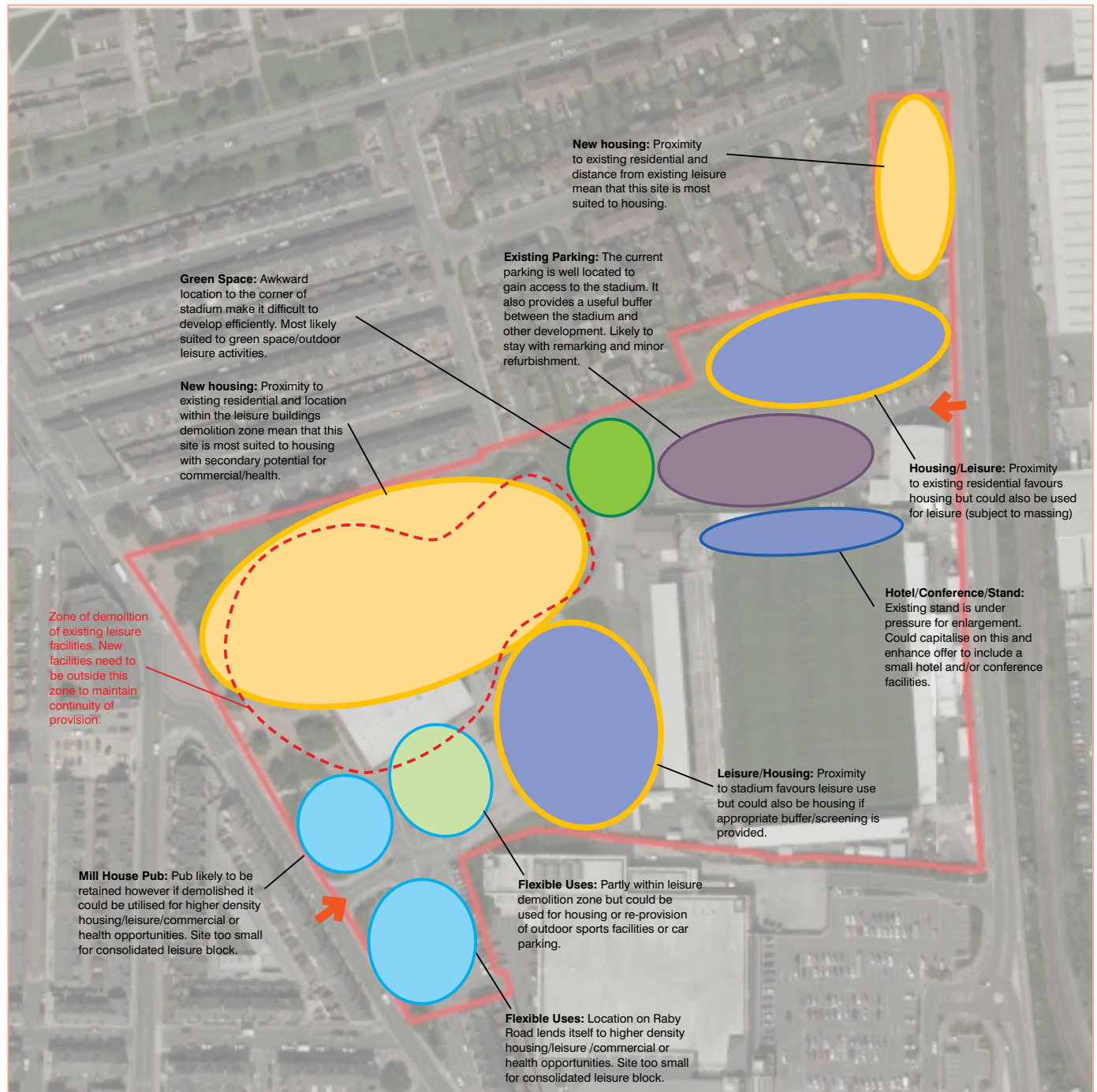


4. PLANNING & DESIGN

4.1 Design Options

Through a joint workshop session with the stakeholders a number of options were proposed for likely development scenarios. After a discussion and brainstorming session these were refined and are reflected in the five options that are discussed on the following pages.

The primary drivers for use and building type are detailed in the diagram to the right.

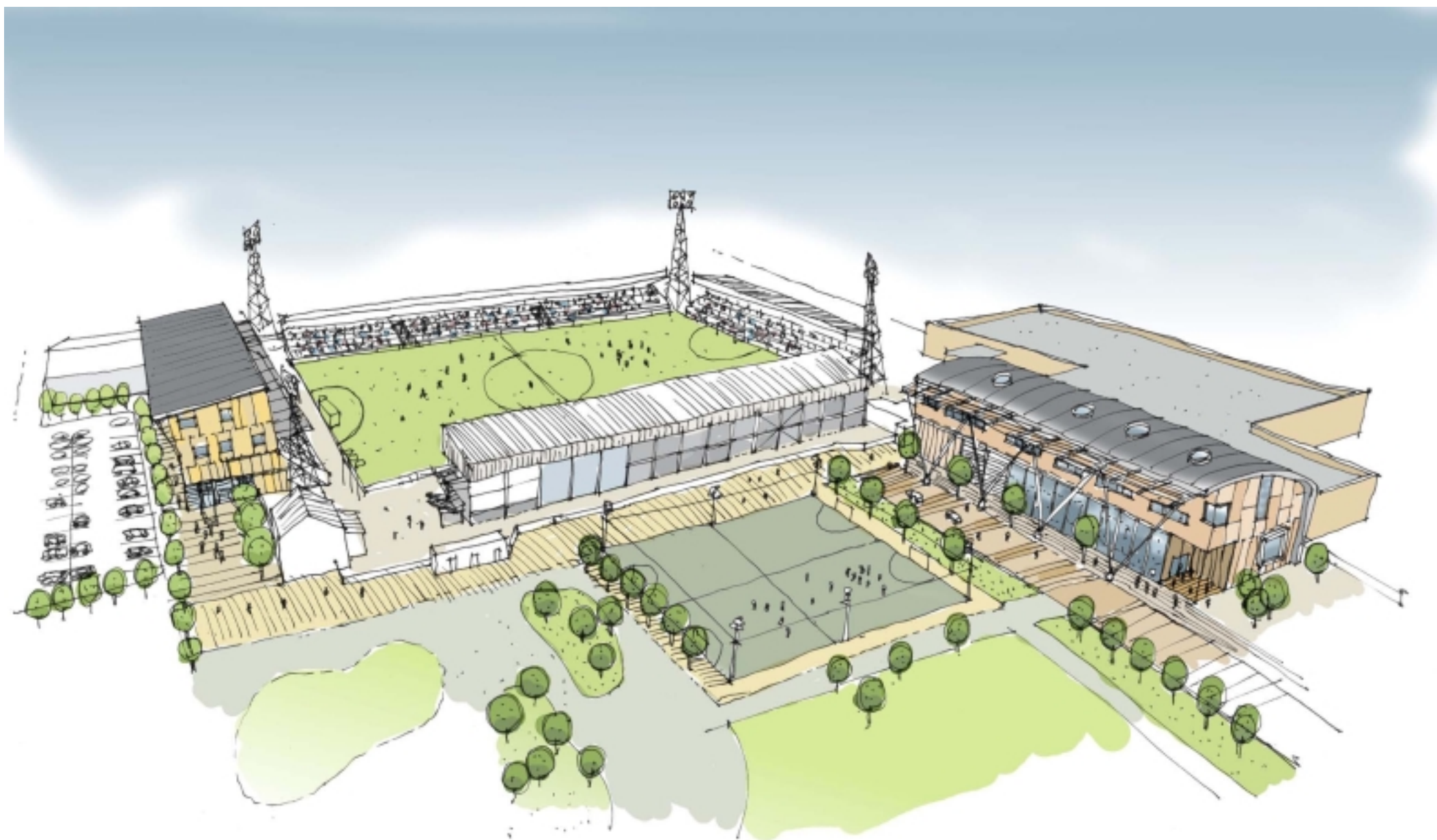


4.2 Preferred Option 1

This includes:

- Consolidated Leisure Facility
- Enhancements to Hartlepool FC
- Adult Learning Difficulties Centre
- Dementia Care Centre
- Key Worker Housing
- General Needs Housing
- Outdoor Sports and Leisure





Accommodation Schedule Option 1

EXISTING (to be replaced)						
Description	Occupancy	No.	Area sq/m	Area sq/ft	Total Area sq/m	Total Area sq/ft
Leisure Centre (Dry Facilities)		1	2400.00	25834	2400	25834
Pool (Wet Facilities)		1	1140.00	12271	1140	12271
Indoor Bowls		1	2100.00	22604	2100	22604
TOTAL			5640	60709		
PROPOSED						
Description	Occupancy	No.	Area sq/m	Area sq/ft	Total Area sq/m	Total Area sq/ft
Combined Leisure Facility (Wet and Dry)		1	4970.00	53497	4970	53497
45 Bed Hotel	45	1	840.00	9042	840	9042
Health Centre (4 gp practice + pharmacy)		1	720.00	7750	720	7750
Student Accommodation 3st (5 unit cluster + shared kitchen) 10.3sq/m per unit		30	1310.00	14101	39300	423025
Key Worker Accommodation (see breakdown)		45	2766.00	29773		
North stand training/conference suite			250.00	2691	0	0
Mill House Inn pub retained						
Rebuilt north stand - capacity to be agreed						
TOTAL NEW			10856	116854		
Housing to remainder of Mill House site approx.	2B4P	25	67.50	727	1688	18164
	3B4P	26	75.60	814	1966	21158
	3B5P	8	83.52	899	668	7192
TOTAL NEW		59			4321	46514
Multi-Use Games Area (MUGA)						
Clarence Road (Garage) Site (0.19ha)						
Adult Learning Difficulties Centre						
1B2P (apartment unit)	1B2P	12	51.75	557	621	6684
2B3P (apartment unit)	2B3P	4	62.60	674	250	2695
Communal and circulation					210	2255
TOTAL NEW		16			1,081	11,635
Raby Road Cinema Site (0.22ha)						
3B4P-K 2st kitchen front	3B4P	2	76.60	825	153	1649
2B4P-wide house	2B4P	2	68.50	737	137	1475
TOTAL NEW		4			290	3,124
Dementia Care Facility						
1B2P (dementia unit)	1B2P	12	51.75	557	621	6684
2B3P (dementia unit)	2B3P	4	62.60	674	250	2695
Dementia Communal and circulation					396	4263
TOTAL NEW		16			1,267	13,642

PROPOSED SPORTS BUILDING						
Description		No.	Area sq/m	Area sq/ft	Total Area sq/m	Total Area sq/ft
8 Lane Pool		1	815.00	8773	815	8773
Sports Hall (4 court)		1	695.00	7481	695	7481
Gym and Fitness Rooms		1	140.00	1507	140	1507
6 Lane Bowls		1	1345.00	14478	1345	14478
Wet Changing		1	410.00	4413	410	4413
Dry Changing		1	280.00	3014	280	3014
Dry Storage		1	140.00	1507	140	1507
Wet Storage		1	90.00	969	90	969
Reception/Admin/Café		1	120.00	1292	120	1292
Plant		1	190.00	2045	190	2045
Circulation		1	360.00	3875	360	3875
Lounge/ Seating		1	160.00	1722	160	1722
Other Toilets		1	65.00	700	65	700
Bowls Lounge Area		1	160.00	1722	160	1722
TOTAL NEW			4970	53497		

KEY WORKER HOUSING (3st)						
Description		No.	Area sq/m	Area sq/ft	Total Area sq/m	Total Area sq/ft
2 bed flat		21	58.00	624	1218	13111
1 bed flat		24	48.00	517	1152	12400
Circulation and ancillary space					396	4263
TOTAL NEW		45			2766	29773

4.3 Preferred Option 2

This includes:

- Adult Learning Difficulties Centre
- Dementia Care Centre
- Key Worker Housing
- General Needs Housing
- Outdoor Sports and Leisure



Accommodation Schedule Option 2

EXISTING (to be replaced)						
Description	Occupancy	No.	Area sq/m	Area sq/ft	Total Area sq/m	Total Area sq/ft
Leisure Centre (Dry Facilities)		1	2400.00	25834	2400	25834
Pool (Wet Facilities)		1	1140.00	12271	1140	12271
Indoor Bowls		1	2100.00	22604	2100	22604
TOTAL			5640	60709		
PROPOSED						
Description	Occupancy	No.	Area sq/m	Area sq/ft	Total Area sq/m	Total Area sq/ft
Health Centre (4 gp practice + pharmacy)		1	720.00	7750	720	7750
Student Accommodation 3st (5 unit cluster + shared kitchen) 10.3sq/m per unit		30	1310.00	14101	39300	423025
Key Worker Accommodation (see breakdown)		45	2788.00	29773		
North stand training/conference suite			250.00	2691	0	0
Mil House Inn pub retained						
Rebuilt north stand - capacity to be agreed						
TOTAL NEW			5046	54315		
Housing to remainder of Mil House site approx.	284P	25	67.50	727	1688	18164
	384P	26	75.60	814	1968	21158
	385P	8	83.52	899	668	7192
TOTAL NEW		59			4321	46514
Multi-Use Games Area (MUGA)						
Clarence Road (Garage) Site (0.19ha)						
Adult Learning Difficulties Centre						
1B2P (apartment unit)	1B2P	12	51.75	557	621	6684
2B3P (apartment unit)	2B3P	4	62.60	674	250	2695
Communal and circulation					210	2255
TOTAL NEW		16			1,081	11,635
Raby Road Cinema Site (0.22ha)						
3B4P-K 2st kitchen front	3B4P	2	76.60	825	153	1649
2B4P-wide house	2B4P	2	68.50	737	137	1475
TOTAL NEW		4			290	3,124
Dementia Care Facility						
1B2P (dementia unit)	1B2P	12	51.75	557	621	6684
2B3P (dementia unit)	2B3P	4	62.60	674	250	2695
Dementia Communal and circulation					396	4263
TOTAL NEW		16			1,267	13,642
Homes for Heroes						
1B2P (apartment unit)	1B2P	12	51.75	557	621	6684
2B3P (apartment unit)	2B3P	4	62.60	674	250	2695
Communal and circulation					210	2255
TOTAL NEW		16			1,081	11,635
KEY WORKER HOUSING (3st)						
Description		No.	Area sq/m	Area sq/ft	Total Area sq/m	Total Area sq/ft
2 bed flat		21	58.00	624	1218	13111
1 bed flat		27	48.00	517	1152	12400
Circulation and ancillary space					396	4263
TOTAL NEW		48			2766	29773

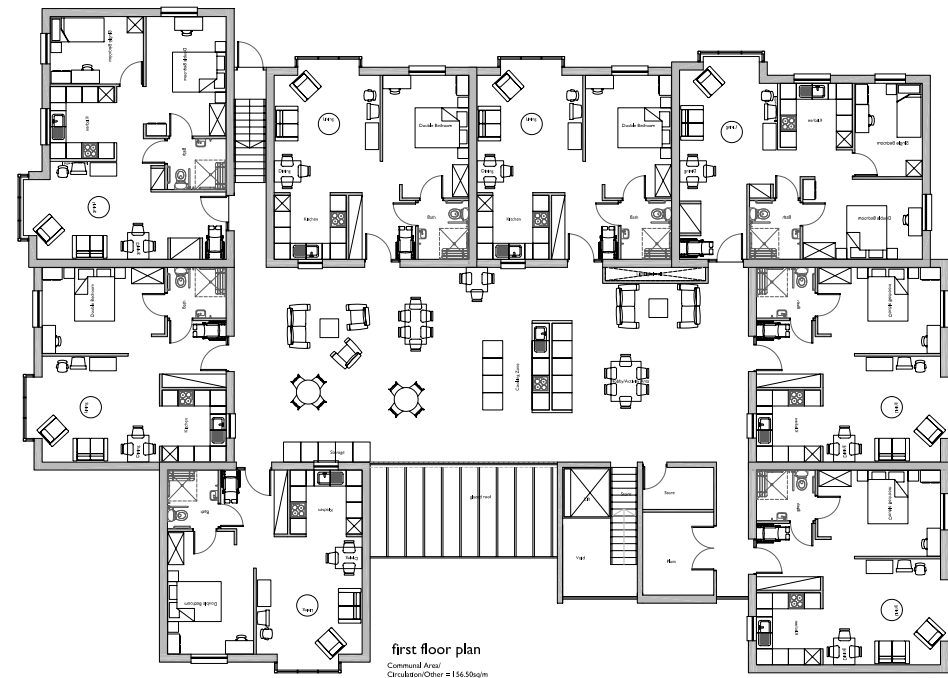
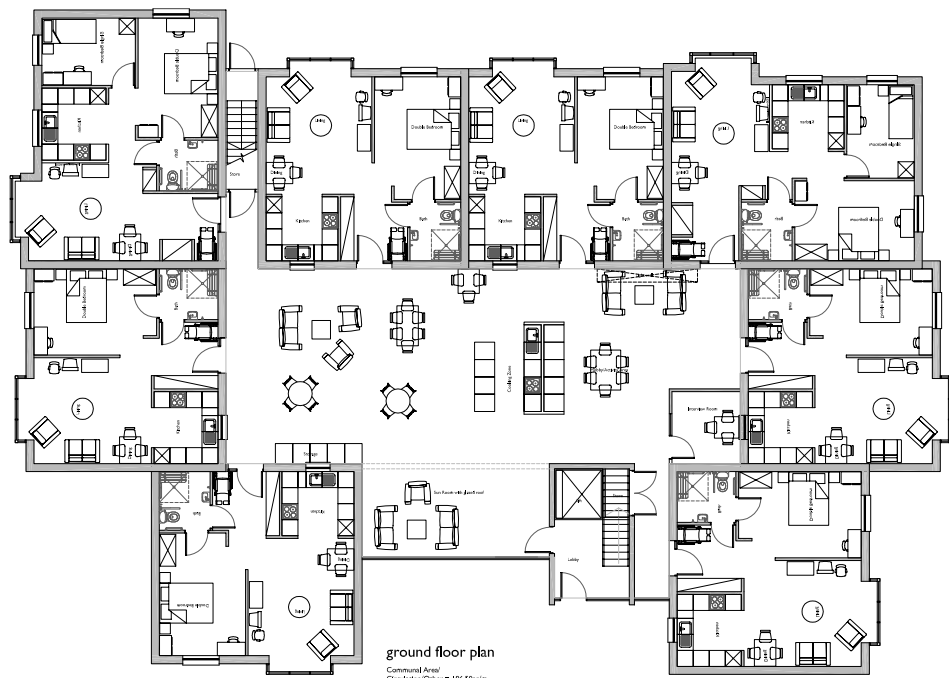
Facilities to be Provided

Indicative Illustrations

Sports Facility



Dementia Care Facility





Adult Learning Difficulties Accommodation







FINANCE AND POLICY COMMITTEE

28th June 2013



Report of: Director of Regeneration and Neighbourhoods

Subject: COMMISSIONING AND PROCUREMENT
STRATEGY 2013-2014

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non Key Decision.

2. PURPOSE OF REPORT

2.1 To provide the Committee with suggested revisions to the Commissioning and Procurement Strategy and seek comments on and endorsement of the Strategy.

3. BACKGROUND

3.1 Current Government legislation and regulations firmly identify the future role of Local Government to be that of commissioner of services, with service provision being obtained from the most economic, efficient and effective sources, whether they are within the public, private or voluntary sectors, and/or combinations or partnerships thereof. The thrust of the legislation is to improve outcomes for local people including the local economy.

3.2 The Council is seeking to deliver this strategy through its Corporate Procurement Team (CPT). The CPT will provide advice and support through the commissioning and procurement cycle as well as undertaking tendering exercises, utilising e-tender technology.

3.3 The Strategy was originally considered by the then Portfolio Holder for Finance and Corporate Services on the 13th March 2013 with the following result:-

- i) That the endorsement of the Commissioning and Procurement Strategy for 2013 -14 be deferred to the April meeting of the Finance and Corporate Services Portfolio.

- ii) That all chairs of the Policy Committees be invited to that meeting to give their feedback on the strategy document
 - iii) That briefing sessions be arranged prior to that meeting to inform the Policy Committee chairs on the detail of the strategy.
- 3.4 The draft Strategy was circulated to the Chairs and a briefing session was held on 28th March 2013.
- 3.5 Comments from the original Portfolio meeting and the briefing meeting were incorporated into a revised report that was re-submitted to the Portfolio Holder on 17th April 2013 and endorsed.
- 3.6 Subsequently discussions have taken place on various aspects of the Strategy and this report provides a number of revisions to reflect those discussions. The revisions are summarised in Section 5 of the report and are included in more detail in the body of the Strategy itself which is included in **Appendix 1**. The revisions to the Strategy have been shaded grey for ease of reference.

4. COMMISSIONING AND PROCUREMENT STRATEGY

- 4.1 The revised Commissioning and Procurement Strategy for 2013 - 2014 is attached to this report as **Appendix 1**.
- 4.2 The objectives of the Strategy need to be strategically aligned with the Council's priorities as detailed in the 2012/13 Corporate Plan. These priorities are described in the following extract from the Corporate Plan:

'Priorities

Overall Aim/Vision

The Council's overall aim remains: -

“To take direct action and work in partnership with others, to continue the revitalisation of Hartlepool life and secure a better future for Hartlepool people”.

The Council's aim is based on the Hartlepool Partnership's new long term vision, agreed in July 2008, looking 20 years ahead is: -

“Hartlepool will be a thriving, respectful, inclusive, healthy, ambitious and outward looking community, in an attractive and safe environment, where everyone is able to realise their potential.”

- 4.3 The Commissioning and Procurement Strategy describes:
- the current situation in relation to national, regional and local procurement activities,

- commissioning and procurement at Hartlepool Borough Council,
- the Council's approach to corporate and social responsibility in the context of its procurement activities;

and

- provides useful information to procurers by describing the various procurement processes available to officers and how to decide which one to follow.

4.4 Procurement at Hartlepool Borough Council

This part of the strategy explains where responsibility and accountability sits amongst the various parties involved in Council procurement, from Members to senior management through to those involved in operational procurement activities.

Following on from this, the strategy describes what is meant by commissioning and procurement and the impact these activities have on important stakeholders and areas of spend, i.e. the Voluntary and Community Sector (VCS) and Public Health Commissioning.

To support officers in their procurement activities, a quick guide to the various procurement routes open to officers is provided in the strategy's appendices.

The strategy describes the procurement principles to which the Council adheres, designed to ensure that we maximise the benefits our procurement activities can deliver and support the Council's priorities in terms of health and safety, equality and sustainability.

The strategy also covers a range of general issues and activities, stating the Council's approach, for example, around how we will interact with suppliers, stakeholders and collaboration partners. In the current economic climate where Council's have to look critically at the services they deliver the strategy focuses on the issue of service delivery options appraisal, describing the range of options available and expanding into the decision making process which surrounds options appraisal in an attached appendix.

4.5 Corporate and Social Responsibility

This part of the strategy starts by focussing on recent legislative changes which impact upon the Council and its procurement practices, i.e. the Public Services (Social Value) Act 2012 and the 'Right to Challenge' element of the Localism Act. The strategy describes in broad terms the actions the Council will have to take to comply with this legislation and look for local benefits that can be derived from and by suppliers.

The latter part of this section describes the actions the Council has taken to support local businesses, both through the development of its own Contract Procedure Rules and also through its use of e-procurement technology.

5. SUMMARY OF REVISIONS AFTER DISCUSSIONS WITH POLICY CHAIRS

5.1 Use of In-house Teams

Members have emphasised the need to maximise the use of in-house teams and to ensure this happens Commissioners and Procurers must always ask the question – “Does the Council have an in-house provider?”

The Council has a variety of in-house teams that provide materials and other goods (via a stores service and corporate procurement) as well as professional, and technical services including “blue collar” delivery teams.

The benefits of the in-house route include:-

- Promotion of Social Value “at home”
- Retention and growth of jobs
- The ability to grow our own expertise
- The recovery of Council overheads

5.2 Social Value

There is a common thread of social value questions to be built into relevant procurement projects and this should be taken into account during the whole end-to-end commission and procurement cycle. Social value should be measured throughout the contract.

5.3 Price Quality

Price / quality strategies must ensure a high level of transparency in relation to the following:-

- Scope of the contract
- Reasons for tender packaging and structure of lots
- Basis of any price / quality split to be used in the evaluation process
- The links with social value to quality. The Council's Contract Procedure Rules require that this information be recorded and available for review by the relevant Policy Committee if required.

For the guidance of commissioners and procurers the list below provides non-exhaustive examples of quality measures which could be used in a tender evaluation as appropriate to the tender:-

- Responsiveness
- Quality targets
- Service levels
- Location
- Retain and grow jobs
- Training and apprenticeships

- Local employment
- Outcomes
- Customer benefit
- Community benefits – residents and businesses

5.4 Staff Training/Development

There is a need for training in new (and existing) processes to ensure consistency and compliance and to meet the objectives and principles of the Strategy. This needs to be embedded in staff's everyday dealings in Procurement. To this end 3 training sessions have now been provided with a total of 100 staff briefed on the Contract Procedure Rules and their link with the Strategy. The training presentation is included in **Appendix 3** for Members information.

5.5 Member Training/Development

There may be a similar need for Members and this could be built into the new governance transition. The Committee's views are welcomed.

5.6 Local Economy

There is still a priority wherever possible to promote the local economy in the Council's procurement processes.

5.7 Commissioning and Procurement Teams

Members advocated the bringing together of Commissioning and Procurement teams across the Council to achieve consistency and maximum efficiency.

5.7 Contract Management

This element of the procurement process needs to be emphasised and undertaken in such a way that it secures performance but also informs future specifications, procurement strategies and supplier choice. This may be assisted by the bringing together of Commissioning and Procurement teams across the Council. It would also assist in reviewing our own processes and checking whether they provided the required outcomes including relevant social value / local benefits.

5.8 North East Procurement Organisation (NEPO)

The current review of the organisation was welcomed. It was felt that we need to maximise the Hartlepool approach and have a joint approach on a focused number of areas that can make a difference rather than NEPO trying to do everything.

5.9 Contract Extensions

Contract Procurement Rules need to control the need and request for exemptions and extensions to contracts where they can be avoided.

6. FINANCIAL CONSIDERATIONS

- 6.1 Whilst the Strategy itself has no financial implications, the delivery and implementation, through individual procurements must produce the best value for the Council and deliver savings wherever possible.

7. LEGAL CONSIDERATIONS

- 7.1 The Strategy sits alongside the need to comply with EU and UK Procurement regulations and the Council's Contract Procedure Rules which protect the Council and individual officers.

8. EQUALITY AND DIVERSITY

- 8.1 The Strategy covers the requirement to be open and transparent in any commissioning and procurement that the Council undertakes.

9. ASSET MANAGEMENT

- 9.1 There are no asset management implications.

10. STAFF ISSUES

- 10.1 There are no staffing implications in relation to the strategy itself but individual procurement decisions can have implications which need to be addressed on a case-by-case basis.

11. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 11.1 There are no implications.

12. RECOMMENDATIONS

- 12.1 That Finance and Policy Committee makes comment, identifies any changes or additions and endorses the Commissioning and Procurement Strategy for 2013 – 2014.

- 12.2 The Finance and Policy Committee is asked to acknowledge that the endorsement is given on the basis that further minor amendments may be made to the document by the Assistant Director (Resources) to accommodate any appropriate feedback received.

13. REASONS FOR RECOMMENDATIONS

- 13.1 To update the previous strategy, ensuring that developments in legislation which have an impact on the Council's commissioning and procurement activities are incorporated into the Council's methods of operation.

14. BACKGROUND PAPERS

- 14.1 None

15. CONTACT OFFICER

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Commissioning and Procurement Strategy 2013- 2014



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1. INTRODUCTION

1.1 *National Context*

In its May 2010 Spending Review, the Coalition set out a programme of savings to be made throughout Government, including through the renegotiation of contracts with major suppliers, which naturally has a 'knock-on' effect into the Local Government sector.

The Government have identified that it is becoming increasingly important for decision makers to challenge the assumption that 'big is best' in procurement contracting and to consider new and better ways of purchasing Government goods and services with SME's.

The Government has recognised the potential of small and medium enterprises (SME's), which account for 50% of turnover in the UK economy but only win around 6.5% of procurement contracts, and has set out a plan for increasing this share to 25%.

In addition to the above, the Local Government Association (LGA) have identified that Council spend in the private and voluntary sectors is worth over £62bn each year. Councils recognise the need to maximise the opportunities that procurement provides in ensuring value for money, and in helping support their local economy. This is particularly so as councils wrestle with an average 28% reduction in their funding during the current Spending Review period, as well as the wider economic downturn.

The changing landscape of council contracting arrangements includes increasing numbers of shared service arrangements, pooling of resources and working with a range of providers. Reductions in funding mean that councils are seeking better value for the tax payer as services are reconfigured, and there is more co-production with citizens and the voluntary sector.

After consultation the LGA has launched a Local Government Procurement Pledge to highlight the sector's commitment to greater collaboration with business, SME's and the voluntary sector, to help drive improvements and efficiencies in how councils procure goods and services.

The pledge makes the following commitments on behalf of the Local Government sector:

Local government will use all efforts to use procurement to help:

- Deliver value for public money
- Drive local social and economic growth and regeneration
- Provide inclusive services through a diverse supplier base.

To this end we pledge to increase our efforts:

- to promote and implement procurement processes that are less bureaucratic and burdensome,

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- to build our skills, capacity and expertise in procurement,
- to engage effectively with users, citizens, community organisations and partners to ensure that the goods and or services being procured meet their needs and where appropriate involve them in the procurement process,
- to engage effectively with suppliers through market days, pre-procurement dialogue, and provide transparent feedback, making them aware of trading opportunities and securing their input and expertise,
- to use procurement in a socially and environmentally responsible way, promoting fair employment practices, ethical sourcing practices, and environmental sustainability wherever possible,
- to engage with the Chambers of Commerce and the Federation of Small Businesses, voluntary sector representatives (as set out in their voluntary sector Compact) and other representative trade & industry bodies,
- to seek feedback from suppliers and use this learning to further improve procurement processes,

and;

- to promote collaborative working where appropriate using the Professional Buying Organisations; Government Procurement Service and others to make best use of existing expertise, resources, and to share best practice

In addition to the above, the Public Services (Social Value) Act 2012 has been introduced. The Act requires public authorities to consider a range of issues around how the letting of a contract might improve economic, social and environmental wellbeing. Whilst the scope of the Act is limited to services contracts with a value in excess of the prevailing EU Public Procurement threshold, Hartlepool Borough Council fully supports the aims of the Act and will, additionally, endeavour to implement its principles and practices, where appropriate, for contracts with a value below the prevailing EU Public Procurement threshold.

As described above, Hartlepool Borough Council, like so many other Council's, face challenging financial issues as a result of current economic conditions. These pressures have added real urgency to the efficiency agenda and the need to look at new ways of delivering public services and ensuring that all third party spend is necessary, efficient and gives value for money.

1.2 Regional Context

Hartlepool Borough Council continues to work collaboratively with other public bodies, and not just within the Local Government sector. We are active members of the North East Procurement Organisation (NEPO) and also work closely, although on a more informal basis, with our fellow Tees Valley Local Authorities.

By working collaboratively to develop new regional and local supply arrangements we have been able to develop closer working relationships and use new leverage, knowledge and expertise in our own procurement environment.

Work is currently underway in relation to a three borough collaboration which may yet result in even closer working relationships with Darlington and Redcar &

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Cleveland Borough Councils with possible extension to other Tees Valley Authorities where appropriate.

1.3 Local Context

The status and importance of procurement in the public sector is growing and there is increasing pressure on the Council to improve procurement performance for a number of reasons. Most importantly:

- Procurement has a critical role to play in supporting the Council's need to improve value for money and service performance.
- It is critical that the optimum procurement routes and the 'whole life' costs of a contract are considered.
- Through the application of the above, savings are realised, enabling the released funds to be channelled into priority services or into reducing the Council's net capital and/or revenue expenditure.
- As a public body, the Council is required to comply with the EU Public Procurement regulations and is accountable for achieving best value
- Implementation of e-procurement processes is a key element in improving procurement efficiency.
- The Council seeks to improve the local economy by stimulating and encouraging opportunities for local businesses, making use of the opportunities the Public Services (Social Value) Act 2012 affords, with regard to tender evaluation and subsequent contract award.
- The Council has a role to play in structuring its requirements in such a way that the local Voluntary and Community Sector are not prevented, albeit within the limitations of the Council's resources, objectives and requirements, from competing for Council funding and contracts.

2. PROCUREMENT AT HARTLEPOOL BOROUGH COUNCIL**2.1 Implementation Responsibility and Accountability****2.1.1 Corporate Management Team**

The Corporate Management Team, through the Assistant Director (Resources) – Regeneration and Neighbourhoods as the corporate lead for Procurement, is responsible for owning, leading, driving and challenging services to implement the procurement strategy and to ensure its success.

2.1.2 Members

To provide political commitment to this strategy, the Finance and Policy Committee has lead responsibility for procurement and will ensure that procurement is recognised and proactively considered in the political processes of the Council and its partners.

2.1.3 Heads of Service, Managers and Team Leaders

Operational responsibility for procurement of a value less than £60k (or £100k for Works) rests with individual managers throughout the Council. They manage and undertake procurement activity in line with the strategy and acting within the Contract Procedure Rules (CPR's) specified in the Council's Constitution. They are expected to implement any good practice guidance provided by the Corporate Procurement Team and to contribute to the sharing of information around good practice, to improve the procurement performance of the Council.

Departmental commissioners and procurers are also responsible, as budget holders and Client managers, for development of specifications, development of contract conditions particular to the service/products/works required, and following contract award, for the ongoing management of the contract.

2.1.4 Corporate Procurement Team

The team has responsibility for managing all tender activity and all EU tenders. The team also advises service areas on issues around smaller value quotes.

The team provides an interface between the Council and the collaborative procurement partners it engages with.

The team is responsible for ensuring that all Council spend is compliant with EU Procurement Regulations.

The Corporate Procurement team are also responsible for the development of contract conditions for corporate contracts, and following award, for the management of the corporate contract.

In addition to procurement activities, the team also provides bid management services for areas of the Council tendering to win business with other organisations and a disposals service.

APPENDIX 1**2.2 Efficient and Effective Commissioning and Procurement****2.2.1 Definition of Commissioning and Procurement**

The starting point for the Commissioning and Procurement strategy are the definitions of Commissioning and Procurement.

COMMISSIONING

Commissioning can be defined as:

“The process for deciding how to use the total resource available in order to improve outcomes in the most efficient, effective, equitable and sustainable way”. It includes the whole cycle of planning from assessing needs, designing services and securing and funding delivery.”

Commissioning covers the activities and processes used by the Council in making decisions about how best to provide a wide range of services, for example children's services, adult services or health services.

PROCUREMENT

The term 'Procurement' has a far broader meaning than simply purchasing, buying or contracting. It is about securing services, products or building works that best meet the needs of users and the local community in the widest sense. It incorporates the 'Whole Life' approach to assets or service contracts, dealing with every stage from the initial definition of needs, through to the end of the useful life of the asset or service contract.

The National Procurement Strategy for Local Government defines procurement as "The process of acquiring goods & services to meet the customer's requirement while achieving the optimum combination of whole life costs & benefit". For the purposes of this guidance 'Procurement' is defined as any form of arrangement entered into by Council officers for:

The supply or disposal of goods or materials.

The hire, rental or leasing of goods or equipment.

The execution of works.

The delivery of services, including those offered by consultants.

These definitions demonstrate the differences between commissioning and procurement. The Council has the option to award grants as an alternative to executing a competitive tendering process, the decision around which route to use being made based upon knowledge of the service to be delivered and the marketplace available to deliver the service.

2.2.2 Purpose of Commissioning and Procurement

Commissioning and Procurement is at the heart of everything that the Council does to achieve its objectives at every level.

It covers the process of acquiring goods and commissioning services and works either from third parties or through in-house sources and covers the entire cycle from identifying needs through to the end of a contract. It is important that the Council sets clear rules for the procurement of these goods, services and works to ensure that procurement is carried out with openness, integrity and accountability, that the probity and transparency of the process is evidenced and that the Council is fulfilling its responsibilities.

The Council recognises that procurement is not the responsibility of one team, but requires an organisation-wide approach.

The decision making process with regard to the various procurement routes is detailed in Appendix 2.

It is important to note that there is an explicit requirement that, where they exist, in-house services are used for the provision of goods, services and works. As a result of the services being delivered by in-house resources, there is no procurement process to follow, a potential cost saving in itself.

There is a common thread of social value questions to be built into relevant procurement projects and this should be taken into account during the whole end-to-end commission and procurement cycle. Social value should be measured throughout the contract.

2.2.3 In-house Teams

The primary procurement route for all goods, services and works is via in-house teams.

Commissioners and Procurers must always ask the question – “Does the Council have an in-house provider?”

The Council has a variety of in-house teams that provide materials and other goods (via a stores service and corporate procurement) as well as professional, and technical services including “blue collar” delivery teams.

The benefits of the in-house route include:-

- Promotion of Social Value “at home”
- Retention and growth of jobs
- The ability to grow our own expertise
- The recovery of Council overheads

2.2.4 Voluntary and Community Sector (VCS) Strategy

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Outside of its commissioning activities in relation to social care, children's services, and adult's services the Council also commissions services from the Voluntary and Community Sector (VCS) and has sought to describe its relationship with the sector through the development of its VCS strategy.

The Council adopted its VCS strategy in late 2012, combining the former Hartlepool Compact and Voluntary Sector Strategy into one comprehensive document. Developed in partnership with public sector partners and the VCS, the document clearly outlines the Council's commitment to the commissioning process when working with the VCS and the implications that this may have in terms of capacity, skills, training and resources. The shared undertakings outlined within the 3 objectives of the strategy form the basis of the working relationship between partners whilst informing the commissioning processes that the Council adopts. These objectives are as follows:

- Have a say
To ensure that voluntary and community sector organisations are able to comment on and influence public sector strategies and service delivery plans, in order to develop more reliable and robust policies and strategies that better reflect the community's needs and wishes.
- Take Part and Deliver
To improve the relationship between public sector partners and the VCS within Hartlepool in managing and using resources to achieve a strong and prosperous VCS that contributes to the delivery of good public services within the town.
- Strengthen and Develop
To ensure a strong and diverse VCS that promotes inclusion across the town as well as a clearer understanding of community groups within the sector as a whole. The VCS is able to get involved, build capacity and develop, strengthening the local communities that they serve.

2.2.5 Community Pool

One tangible element of the VCS strategy is the Council's 'Community Pool' arrangement. This is a pool of funding which is targeted at specific Council priorities and these are addressed by undertaking competitive procurements for each. There is a general fund which forms part of the pool and this provides an opportunity for organisations to apply for grants to support their work. Clearly any grants awarded do not duplicate the work supported by other contracts let by the Council.

2.2.6 Public Health Commissioning

The government has reorganised the way public health services are delivered in England.

At a National level this has resulted in the creation of a new body, within the Department of Health, called Public Health England and at a local level, health

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improvement functions have moved into local authorities (LAs) and will be allocated a ring fenced budget.

As a result of this reorganization, the Council now has responsibility for the commissioning of Public Health contracts, an activity which will be managed and organized by the Council's Director of Public Health with support being provided by the Council's Corporate Procurement Team.

2.2.7 Tactical Procurement Strategies

There are a variety of tactical procurement strategies which the Council can employ. The choice of which strategy to pursue affects the procurement route to be followed, the scope of a contract, the scale of a contract etc.

All of these decisions impact upon the suppliers in the marketplace and can either encourage, discourage or even prevent suppliers from bidding for Council work.

As a result of the importance of these decisions, officers are required to record details of and the rationale behind the procurement strategy to be employed. As a minimum, the details must include the following:

- Scope of the contract
- Reasons for tender packaging and structure of lots
- Basis of any price/quality split to be used in the evaluation process
- Contract extensions

To ensure that these decisions are available for review, this information will be retained for audit purposes and in the event that the relevant Policy Committee requests a review of the procurement process.

Further information on the issues which impact upon the chosen procurement strategy is described in the Council's Contract Procedure Rules.

2.3 Objectives

The objectives of the Corporate Procurement Team are strategically aligned with the Council's priorities as detailed in the 2012/13 Corporate Plan.

These priorities are described in the following extract from the Corporate Plan:

'Priorities***Overall Aim/Vision***

The Council's overall aim remains: -

“To take direct action and work in partnership with others, to continue the revitalisation of Hartlepool life and secure a better future for Hartlepool people”.

The Council's aim is based on the Hartlepool Partnership's new long term

vision, agreed in July 2008, looking 20 years ahead is: -

“Hartlepool will be a thriving, respectful, inclusive, healthy, ambitious and outward looking community, in an attractive and safe environment, where everyone is able to realise their potential.”

2.3.1 Procurement Principles

Procurement activity supports the Council's aims and priorities in several ways:

- a) Where services are delivered via third parties, we will implement contractual solutions which enable the Council to ensure that our suppliers provide high quality public services which meet the needs of residents and improve the quality of life of the community.
- b) Wherever possible we will contribute to the revitalisation of Hartlepool life by providing opportunities to local suppliers to supply to the Council, without compromising the drive to obtain best quality at optimum cost.
- c) We will assist in controlling costs by cost effective procurement, through ensuring the best possible commercial deals with suppliers and the development of cost effective procurement processes, operated in accordance with EU directives.
- d) We will endeavour to work only with suppliers with clear policies supporting equality and diversity and who oppose any form of prejudice and discrimination.
- e) We will ensure that suppliers have appropriate health and safety policies, processes and procedures in place to ensure the safe delivery of products and services, thus contributing to a safer community.
- f) We will endeavour to ensure that sustainability issues are fully taken into account in sourcing products and services to protect and improve our environment.
- g) Where suppliers aspire to improve their policies, processes and procedures we will work with them to help them achieve this aspiration.
- h) By requiring and assessing social value in our tenders we will contribute to the social economic and environmental well being of Hartlepool.

2.3.2 Procurement Policies, Procedures and EU Directives

1. Procurement is governed by the Council's Contract Procedure Rules. In order to assist major procurements and to ensure that the above principles are adhered to, the following protocols will be adhered to:
 - We will provide potential suppliers with clear specifications of our requirements at the earliest possible stage and ensure these are understood.
 - For high value purchases (over the EU procurement thresholds) we will always publish our tender evaluation criteria at the tender stage to make clear to prospective suppliers how we intend to select the

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preferred supplier. We will follow and keep up to date with legislation and provide continuous learning opportunities for procurement staff.

- The EU Remedies Directive came into force on 20 December 2009 and affects all procurement activity after that date. The directive provides rights to an unsuccessful tenderer to pursue the Council for damages if the Council has failed to comply with the EU Procurement legislation. The Council's constitution requires any tendering that exceeds the EU threshold to be managed by the Corporate Procurement Team to reduce any contractual or supply risk transferring to the Council.
- We will offer to provide feedback (in writing or face to face) all parties to a tendering process as to why they were or were not successful.
- Contracts will only be placed on the Council's standard terms and conditions or appropriate industry standards (e.g. JCT/NEC for works contracts), except with the authority of the Council's Legal Services section.
- The Council will work collaboratively with other regional and sub-regional procurement groups in order to be able to deliver best value to the Council taxpayer.
- The Council has implemented an electronic procurement system and will continue to embed this and expand its use and functionality wherever possible.

2.3.3 Analysis Of Spend

Expenditure analysis is an ongoing activity to inform the Council's areas of focus, including identifying opportunities to aggregate and contract for areas of spend currently 'below the radar'. Procurement arrangements in all these areas offer opportunities to develop new supply arrangements through local suppliers and support the local economy.

2.3.4 Procurement Option Appraisal (Services)

There are seven approaches that local authorities can take when choosing an appropriate service delivery option. These are:

- Withdraw from the activity. This is not likely to be possible for most major areas of the authority's activity. However, it may be possible for aspects of a service. It is clearly possible where the authority has *powers* rather than a duty to do things.
- Provide the service through an improved in-house approach. There will still need to be improvement targets and a plan for how they will be reached. There will still be public monitoring of service delivery.
- Joint commissioning involves joining with other local authorities or public bodies to jointly provide or purchase services. It can include delegation of powers to another authority, pooling of budgets, working with other government agencies, or arrangements with non-profit organisations.

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- Market testing i.e. competition with an in-house bid.
- Externalisation i.e. competition without an in-house bid.
- Transfer includes circumstances where the authority's client role is passed to another organisation. This may be a not for profit organisation, such as a housing or community association, or a public/private partnership such as Joint Venture Company. In these cases the authority retains a residual interest (rights to nominate people to use the service, a seat on the board) as in housing stock transfers or some transfer of leisure services, or minority shareholding, as in the case of joint-venture companies.

This situation could become more commonplace as a result of successful challenges through the community right to challenge facility provided through the Localism Bill (described later in this document).

- Hybrid options. In reviewing a service or function the authority must consider whether to break up activities currently treated as a single service or delivered through a single contract, and, equally, to consider whether to amalgamate services currently delivered separately. Where a service includes a variety of different types of activity, the option most likely to deliver best value may well be different for different activities. In such cases, the best value choice will involve different choices for different parts of the service and will be led by the Council's service commissioners who have expertise in relation to the services required and the marketplaces which exist to deliver these.

Appendix 1 of the document provides a summary of the circumstances which will influence the choice of procurement route.

2.3.5 Contract Specification

In order to achieve maximum benefits from contracts with third parties, the Council will focus on improving the specification for contracts and the terms of the contracts.

It will seek specialist advice on the drafting of its major contracts and improve the drafting skills of its staff. Where appropriate it will consider innovative contractual arrangements which provide the flexibility to respond to changing needs over the term of the contract.

The Council will continue to make use of the north east council's harmonised tender documents in order to help simplify our processes for potential suppliers.

2.3.6 Evaluation of Tenders

Evaluation of tenders will be conducted in accordance with the latest EU directives, relevant case law and Government Procurement Service (GPS)

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guidance will be based strictly on criteria and the respective weightings published in the tender documentation.

The use of evaluation criteria will be proportional to the size of the procurement. For lower cost requirements simplified criteria can be applied, however, depending on the complexity and level of risk associated with the contract, it may be deemed necessary to use more sophisticated criteria.

Wherever possible the Council will seek to award contracts on a competitive, most economically advantageous basis and, where appropriate, an evaluation and comparison of whole life costs will be performed and considered in making award recommendations.

Where the Council elects to use a price/quality evaluation split, this will be defined prior to the procurement commencing and an agreed marking mechanism will be developed which describes the ratio. Decisions taken with regard to the price/quality split ratio will be appropriate and justifiable.

2.3.7 Price / Quality Evaluation

Price / quality strategies must ensure a high level of transparency in relation to the following:-

- Scope of the contract
- Reasons for tender packaging and structure of lots
- Basis of any price / quality split to be used in the evaluation process
- The links with social value to quality (see 3.2) The Council's Contract Procedure Rules require that this information be recorded and available for review by the relevant Policy Committee if required.

For the guidance of commissioners and procurers the list below provides non-exhaustive examples of quality measures which could be used in a tender evaluation as appropriate to the tender:-

- Responsiveness
 - Quality targets
 - Service levels
 - Location
 - Retain and grow jobs
 - Training and apprenticeships
 - Local employment
 - Customer benefit
 - Community benefits – residents and businesses
- } Social Value Outcomes

Price/quality splits in tender evaluation must be carefully considered to get the right balance, particularly where the price is fixed.

Where price is fixed the tender evaluation must ensure the quality measures are heavily weighted possibly 100% of the evaluation so long as a threshold in meeting price and financial requirements is met. An allowance will need to be

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considered in the event a tenderer offer produces a saving on the fixed price. Tender instructions need to be suitably formed in conjunction with the corporate procurement team.

2.3.8 Capital Assets and High Risk Procurement Projects

In the event that the Council does not have the necessary in-house expertise to manage the procurement of major capital assets and/or high risk service projects, it will appoint subject matter experts to advise it on the procurement as required to ensure optimal value for money and risk management.

The Council recognises that procurement should not end with the provision of the capital asset or award of the service contract but involves the whole-life cost and it uses whole-life cost analysis to support bid analysis and comparison, including, where appropriate, disposal costs.

2.3.9 Collaboration and Shared Procurement

Hartlepool Borough Council (HBC) is a member of NEPO (the North East Procurement Organisation), along with the other 11 regional Council's. In addition, HBC works closely with the other Councils in the Tees Valley sub-region, through the Tees Valley Joint Procurement Group (TVJPG).

NEPO is a shared resource funded through Local Authority subscriptions. It provides a range of services to its members including management of the region's e-procurement portal, which is used extensively across HBC, and a range of contracts for generic goods and services used by Council's across the region, e.g. gas and electricity, food, stationery etc.

Currently NEPO's funding model provides a rebate to Council's based upon the value of the transactions each Council has made against NEPO contracts. HBC use this rebate to part fund the Corporate Procurement Team.

On a less formal basis, HBC also works with other Council's in the Tees Valley through the TVJPG. This collaboration takes the form of a monthly meeting at which the respective Council's Heads of Procurement meet and develop ideas and opportunities for collaborative contracts. Typically the contracts will be frameworks developed by one of the group with an allowance included for other authorities in the sub-region to use the arrangement should it suit their purposes to do so.

There is no direct funding provided to this group and attendance at meetings and subsequent contracting activities are absorbed within current resources.

In addition to these collaborative activities there is an additional area of work relating to wider collaboration between Hartlepool Borough Council, Redcar & Cleveland Borough Council and Darlington Borough Council.

2.3.10 Risk

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The Council will make sure that any risk to the authority or the community it serves is properly recognised in all its procurement dealings. It will identify risks, evaluate their potential consequences and effectively manage those risks accordingly at every stage of procurement.

Risk in procurement is the potential exposure to financial, legal and reputational damage through either an unplanned event or unwanted outcome happening. In anticipating and managing risks the Council will carry out a thorough investigation of all risks prior to any procurement activity, to ensure that the appropriate sourcing strategy is chosen.

In terms of the Council's procurement process, most risks can be categorised in four areas, as follows:

- Strategic – e.g. long term impact of bad decision or poor implementation.
- Procedural – e.g. failure to comply with legislation, internal procedures, processes, codes.
- Legal – e.g. illegal or unethical practices or lack of documentation.
- Operational – e.g. poor contract management, failure to deliver, terms do not meet requirements/expectations.

It is important that these risks are recognised where they exist and measures taken to mitigate them.

2.3.11 Business Continuity

Business continuity is the process of preparing for and responding to a disaster event or situation that could have a serious impact on the delivery of the Council's services. All contracts for key service provision, or which support in-house services which are named in the Council's Business Continuity arrangements, have approved business continuity plans in place which will ensure continuity of service in the event of normal service disruption.

Depending upon the service being tendered, the Council will include a condition that bidders must provide details of their business continuity plans. Failure to have such plans in place may result in the rejection of an offer.

3. CORPORATE & SOCIAL RESPONSIBILITY**3.1 Sustainability and Social Goals**

Hartlepool Borough Council recognises its responsibility to carry out its procurement activities sustainably: providing value for money and in an environmentally and socially responsible manner. Sustainable procurement safeguards the long-term interests of the communities in Hartlepool and this policy supports the delivery of Hartlepool's Community Strategy.

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We recognise our role in encouraging our suppliers and contractors to minimise any negative impacts of their activities and to promote economic and community regeneration associated with the products and services they provide.

As part of our commitment to sustainability, we will consider whole-life costing wherever appropriate. This is achieved during the options appraisal stage of the procurement process where staff need to be aware of the true or whole life cost of the product.

In addition, where relevant and suitable, the Council will endeavour to secure commitment from bidders to offer training, apprenticeships etc. in the event they are awarded a contract. This approach has proved successful with construction type contracts.

3.2 Public Services (Social Value) Act 2012.

The Council has amended its CPR's to accommodate the requirements of the Public Services (Social Value) Act 2012.

The Act's purpose is to require public authorities to have regard to 'economic, social and environmental well-being' in connection with public services contracts and for connected purposes.

Hartlepool Borough Council will now consider, prior to undertaking the procurement process, how any services procured (whether covered by the Public Contracts Regulations 2006 or otherwise) might improve the economic, social and environmental wellbeing in areas which we exercise our functions. Social value should be measured throughout a contract. Furthermore we will consider how we can secure such improvements as part of the process.

- **Links with Public Services (Social Value) Act 2012**
By Recording the strategy for procurement, coupled with the record keeping requirements of the Social Value Act will enable the Authority to evidence where:
 - It has considered contract size/structure to reflect available in-house provision, the structure of local supply markets and capabilities of 3rd sector/VCS organisations
 - As above but considering which procurement process is the most appropriate
 - How it has structured its price/quality split to reflect the needs of the service and the locality
- How what is being proposed to be procured might improve the economic, social and environmental wellbeing of the relevant area (and this is the Authority's own area (or combined areas if it is a joint procurement) in which it 'primarily exercised its functions')
- How, in conducting the procurement process, it might act with a view to securing that improvement (although the Act makes it clear, in order to remain in line with EU law, that anything under this limb must be relevant and proportionate in respect of the proposed contract)

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- Whether they need to undertake any consultation
- Consider letting smaller contracts and/or breaking down into constituent parts
- Consider letting smaller contracts with less onerous application procedures
- LAs should consider whether the high level of importance they sometimes attach to a minimum turnover requirement is necessary or relevant

The Council's Contract Procedure Rules require the following in relation to Social Value:-care will be taken to ensure that evaluation criteria are utilised which reflect the Council's obligation to secure Best Value and meet the requirements laid down in the Public Services (Social Value) Act 2012, i.e. to consider how the procurement can promote or improve the social, economic or environmental well-being of the authority's area.

In addition, care will be taken to ensure that Third Sector and Voluntary & Community Sector organisations are not excluded from bidding for services as a result of the Council incorporating requirements which are not proportional to the value of the service and any associated risks relating to public safety, service delivery, service continuity etc.'

By requiring the primary procurement route of the Council to be via in-house teams Social Value is promoted "at home".

3.3 Localism Act 2011 – "Right To Challenge"

Once a decision has been made to procure a service following acceptance of a challenge submitted under the 'Community Right to Challenge' legislation, the Council's Contract Procedure Rules come into effect.

As with all other procurement activities undertaken by the Council, the procurement procedure will be selected by assessing the value of the contract to be awarded.

Given the possible nature of the services subject to challenge, care will be taken to ensure that evaluation criteria are utilised which reflect the Council's obligation to secure Best Value and meet the requirements laid down in the Public Services (Social Value) Act 2012, i.e. to consider how the procurement can promote or improve the social, economic or environmental well-being of the authority's area.

In addition, care will be taken to ensure that Third Sector and Voluntary & Community Sector organizations are not excluded from bidding for services as a result of the Council incorporating requirements which are not proportional to the value of the service and any associated risks relating to public safety, service delivery, service continuity etc.

In addition to the above, any planned procurement activity will take into account any pre-existing contractual obligations the Council may have. This may result in decisions being required on whether to extend or terminate an existing contract.

3.4 Developing the Local Economy and Voluntary Sector

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For the purpose of this strategy document, the term 'local supplier' refers to any company whose presence in the Borough of Hartlepool provides significant local benefits to the community, through employing staff, offering training opportunities and demonstrates a commitment to the local economy.

HBC is keen to support its local supply base and provides training workshops for local suppliers which can range from tendering workshops to sessions about certain elements of procurement.

HBC also provides support to local business organisations and has worked on several occasions with the Federation of Small Businesses (FSB).

HBC's procurement pages on its corporate website include a 'Selling to the Council' guide which is designed to make it easier for potential suppliers to do business with us.

Our constitution also requires that all sub-tender level business opportunities which are normally placed through a quotation-gathering process must include a minimum of 2 (where available) local suppliers on the list of bidders to be invited.

3.5 E-Procurement

The Council recognises that e-procurement provides significant opportunities for substantial expenditure savings, reduced transaction costs and improved operational efficiency.

All tenders are now carried out using the Council's e-procurement portal and all quotations over £2000 are also required to be managed using the e-procurement 'quick quotes' system.

The Council also makes extensive use of corporate purchase cards which provides an aggregated billing (one monthly invoice to create savings in transaction costs) facility, and stationery ordering is carried out using an on-line system.

3.6 E-Procurement of Common Commodities

Many of the goods and services procured by the Council are common to other councils. NEPO and the Tees Valley Joint Procurement Group (TVJPG) has become the main forum for jointly purchasing common commodities throughout north east or Tees Valley councils. In some cases, electronic reverse auctions can be used to achieve the lowest price against a pre-defined 'basket' of requirements.

The Council's strategy is to continue with this partnership with other councils wherever prudent, and to this end we maintain regular contact with NEPO and the TVJPG to identify when suitable opportunities arise.

3.7 Equality and Supplier Diversity

APPENDIX 1

As a Council, we deliver services to customers and value our employees equally, irrespective of their ethnicity, gender, age, religion or belief, disability, sexual orientation or any other irrelevant factor. We recognise and value difference and respect our staff and service users as individuals.

To ensure that the Council procures goods, works and commissions services in a way which promotes equality and diversity, we strive to:

- have a fair and accessible procurement process
- make sure that where contractors deliver services on our behalf, they do so in a way which meets the needs of all our residents and/or employees

By being proactive in these two areas, the Council will help to achieve its vision of creating an ambitious, healthy, respectful, inclusive, thriving and outward-looking community, in an attractive and safe environment, where everyone is able to realise their potential.

We will also be meeting our statutory duties to eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010 against individual's relevant protected characteristics.

The Council will ensure a fair and accessible procurement process by continuing to:

- simplify the guidance available to potential suppliers about how we procure goods, works and services
- make information about the Council's procurement opportunities more accessible including, for example, attending 'Meet the Buyer' events and updating information on the website
- engage with suppliers and provide training to them where appropriate.

When we use contractors to deliver services on our behalf, we will make sure that they do so in a way which meets the needs of all our residents and/or employees by:

- seeking information from tenderers about their equality and diversity policies and practices
- including equality and diversity clauses as a standard feature in contracts to ensure contractors meet relevant statutory duties

3.8 Local Suppliers

The Council sees the promotion of the local economy in the procurement process (where possible) as a priority.

The Council's contract procedure rules include a requirement that, wherever possible, a minimum of two local suppliers are to be given the opportunity to submit quotations for Council requirements.

This, coupled with the requirements of the Public Services (Social Value) legislation, provide the Council with the ability to offer local suppliers

APPENDIX 1

opportunities win business from the Council and to demonstrate the benefits that a local supply base can provide.

3.9 Contract and Supplier Management

Contract management is the management of contracts made with customers, vendors, partners, or employees. Contract management includes negotiating the terms and conditions in contracts and ensuring compliance with the terms and conditions, as well as documenting and agreeing any changes that may arise during its implementation or execution. It can be summarised as the process of systematically and efficiently managing contract creating, execution, and analysis for the purpose of maximising financial and operational performance and minimising risk.

The Council implements a range of contract management practices, with the majority of effort being focussed on high value / high risk contracts. Some contract management arrangements incorporate clear governance and reporting arrangements extending through to the Council's corporate management teams.

Contract Management must be undertaken in such a way that it secures performance but also informs future specifications, procurement strategies and supplier choice. It should assist in reviewing our own processes and checking whether they provide the required outcomes.

4. MEMBER AND OFFICER TRAINING AND DEVELOPMENT

There is a continuous need for training in existing and any revised/new processes to ensure consistency and compliance and to meet the objectives and principles of the Strategy.

Appendix 1 OPTIONS APPRAISAL

Each option will be appropriate in particular circumstances and some of the options can manifest themselves in different ways. The following tables set out when each option may be more, or less, appropriate. The bullet points are *alternative* reasons why the option may be more or less suitable; they are not checklists of conditions that must be met.

1. *Withdrawal*

The authority decides that it should withdraw from providing a service or taking part in an activity.

More suitable

- Evidence of no need or demand for the service;
- Other providers can continue without intervention or support from the local authority;
- Costs of the service or activity considerably outweigh benefits;
- Service or activity makes no contribution to corporate objectives.

Less suitable

- Doubts about the evidence;
- Uncertainty about whether the alternative providers do meet existing needs or demands;
- Potential for future service development.

2. *Improved internal service management*

Service is provided in-house. Management may be through traditional hierarchy, internal trading arrangements, or service level agreements. The authority may involve, or consult, users in decisions about overall objectives and in monitoring service quality.

More suitable

- The existing internal service is, or is close to, meeting local targets and national standards;
- There is no supply market;
- Costs of externalisation are likely to be high;
- High impact if service fails.

Less suitable

- Poor existing internal services;
- Need for external investment;
- Active, competitive, market with established suppliers;
- Service is easy to specify and monitor.

3. Joint commissioning

Two or more public service organisations agree to commission or provide services together. There is no 'client' or 'contractor' and the organisations are jointly involved in management.

More suitable

- Services are provided from a single point (e.g. a one-stop-shop, or a call centre);
- Participating organisations are willing to agree mutual objectives in the interests of the joint service;
- Financial and other risks can be shared on an equitable basis;
- Participating organisations do not have the wide range of expertise or sufficient resources to deal with all requests for service but the volume of requests does not justify investment by each authority;
- Sharing resources, staff, etc. will produce significant economies and improve quality;
- All participating organisations require the same, or very similar service;
- Clear lines of responsibility and accountability can be established.

Less suitable

- Organisational identities and imperatives are more important than a seamless service;
- There are no obvious and willing partners;
- Legal constraints cannot be overcome.

4. Market testing

The in-house organisation competes with external service providers to win the work.

More suitable

- The pressure of competition is necessary to ensure improvements or clarity of definition in in-house performance;
- There is an active and competitive supply market;
- The service is easy to specify and monitor;
- A new service area is being developed where there is the possibility of both in-house provision and the use of external provision;
- In-house performance can be benchmarked against competition.

Less suitable

- Potential suppliers likely to suspect the authority is 'going through the motions' and not bid;
- Staff are unlikely to make the improvements necessary;
- The costs of preparing for competition (both client and contractor) outweigh benefits;
- The authority's service objectives go beyond a simple cost calculation;
- The in-house team has no real chance of winning;

APPENDIX 1

- Market testing is suggested as a last ditch effort to avoid externalisation.

5. Externalisation (1)

Service is provided by external organisations that compete to do the work. Management is through the specification, which sets out the work to be done, and the contract conditions that form the basis of the relationship between client and service provider.

More suitable

- Poor existing internal services, or new services where internal supply is thought inappropriate;
- There will be a clear client/contractor relationship;
- There is an active, competitive market with established suppliers;
- Benefits of using the market outweigh the costs;
- Service is easy to specify and monitor.

Less suitable

- Internal service management is demonstrably best value;
- Opportunists or monopolists dominate the market;
- The Council's service objectives go beyond a simple cost calculation;
- Service is difficult to specify and monitor;
- Other methods of provision offer better value.

6. Externalisation (2) A contract supplemented by a formal "partnership" arrangement

The services are supplied through a contract that places greater emphasis on shared objectives and on the relationship with the supplier. These arrangements are also referred to as "partnering arrangements".

More suitable

- The service is difficult to specify and monitor;
- The authority wants to work with an organisation it can "do business with" rather than one that just "does the business";
- It is possible to agree on a programme of future innovation;
- There is a high level of mutual trust between authority and suppliers;
- External suppliers can offer savings, innovation, or other benefits that cannot be found in-house.

Less suitable

- Opportunists dominate the market;
- The service is easy to specify and monitor;
- In-house supply is more likely to deliver best value;
- The Council's main objective is to achieve savings.

7. Transfer

The authority ceases to be the 'client'. That role is taken over by another organisation. This may be residents' association, community group, charity, co-operative or trust. The authority may still have a residual role, for example, a seat on the board, nominating people for services; grant aid; or by subsidising service delivery to the public.

More suitable

- The activities of, or services provided by, the organisation fit with the Council's overall objectives;
- The local authority and other organisations agree on the level of accountability required;
- Community groups already exist or are being formed;
- Services are provided to the community or the community and individuals make a contribution to the service;
- Community groups have, or can be trained in, necessary management skills;
- The authority has a commitment to community development and the involvement of communities in service management;
- Organisational independence is necessary to ensure users' trust or 'ownership' of the service or activity;
- Where transfer offers advantages financially or in other ways by means of the legal standing of another organisation, for example, a trust.

Less suitable

- The Council has clear service objectives that it wants to achieve;
- The service is significant (in financial or operational terms) and needs close management, specification, and monitoring;
- Personal or highly regulated services;
- It would be more appropriate (in line with Best Value and the authority's policies) to make contracts, or partnering arrangements, with local or community businesses;
- There is little, or no, community interest in service management and delivery;
- There is an active supply market and no policy gain can be made by transfer.

8. Hybrid options

The authority decides that no single option is appropriate. The service includes a variety of different types of activity, or the "Best Value" tests applied to different parts of the service come up with different answers.

More suitable

- A "service" is made of discrete aspects that have different Best Value tests applied to them;
- Areas of excellence exist side-by-side with services that need considerable improvement;
- Different elements make clearly different contributions to overall service delivery and Best Value;

APPENDIX 1

- There is a wide range of user needs which are best met in different ways;
- External resources can most effectively be used to support in-house services rather than competing with them;
- Evidence from the review is equivocal.

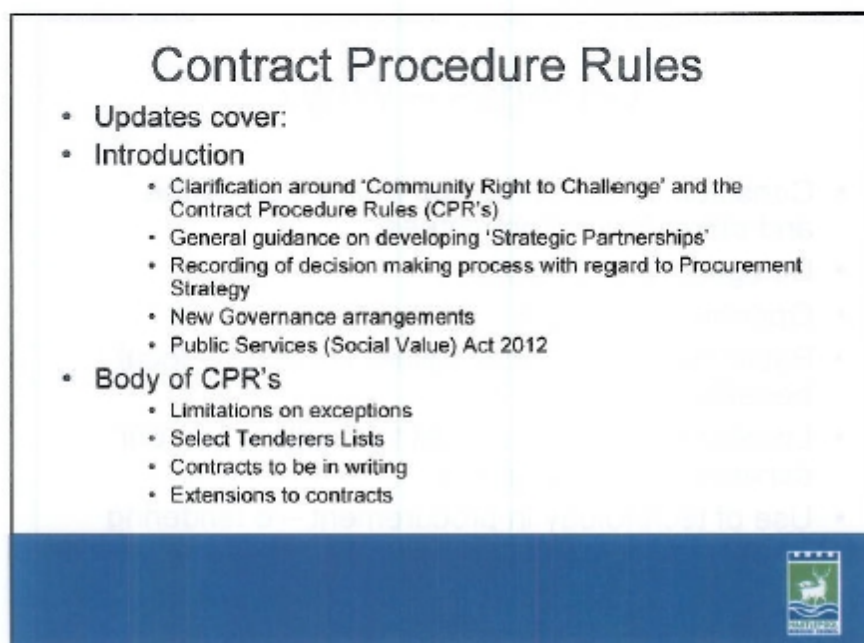
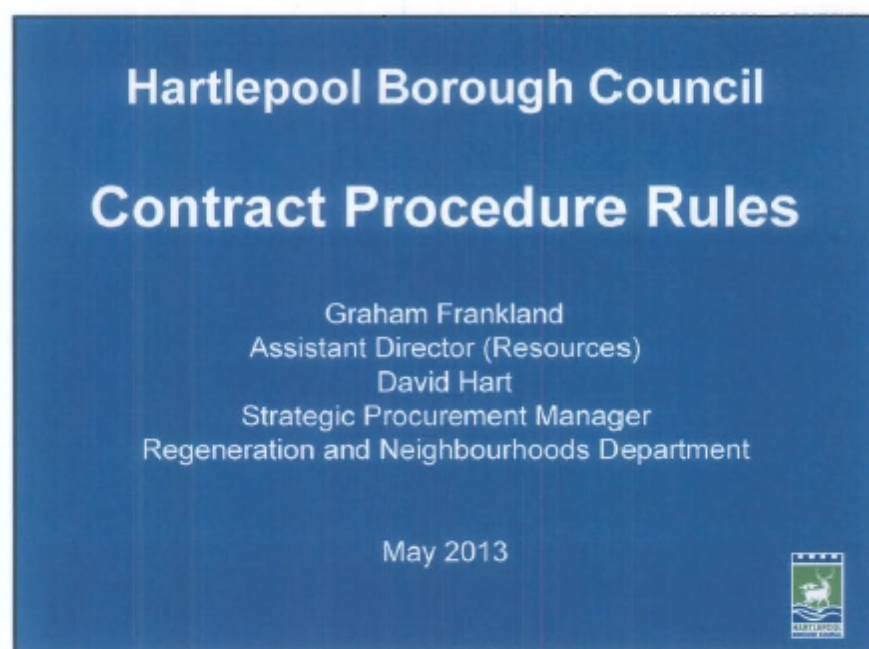
Less suitable

- The service is easy to specify and monitor;
- The service is a clearly definable single service;
- The service is made up of so many separate elements that a hybrid approach could lead to an unmanageable complexity of contracts, agreements, and inter-dependencies;
- Economy and effectiveness are served best by a single service delivery organisation.

PROCUREMENT ROUTES


The following diagram provides a summary of the questions Council Officers should ask themselves once a need for goods or services has been identified.






CPR's Have Changed

- Legal changes
- Constitutional changes
- Technology development



Changes – Why?

- Constitution – Finance and Policy Committee and other Policy Committees
- Delegations to Officers
- Opening of Tenders
- Public Services (Social Value) Act 2012 – local benefits
- Localism Act 2011 – “Right to Challenge” – our services are up for grabs
- Use of technology in procurement – e tendering



Policy Committees

- To determine the policy aims of the project, or service to be acquired
- To establish the level of expenditure for the project or service
- To waive any element of the Contract Procedure Rules in the case of an individual project / service or class or group of contracts / services and to delegate such decisions to the relevant Chief Officer or the Council's Corporate Lead for Procurement where deemed appropriate



Finance and Policy Committee

- The same functions as above in its role as a Policy Committee
- To receive and examine quarterly reports on the monitoring and outcome of contract letting procedures including outputs, values, value for money considerations and performance (incorporating if necessary provider comparative analysis) where lowest / highest price is not payable / receivable.
- To receive and examine reports to any exemptions granted to the Contract Procedure Rules



Audit and Governance Committee

- To monitor contracts (at the discretion of the Committee) subject to the formal quotation and tendering procedures.



Role of Officers

The Chief Officer / Officer Team will have the responsibility

- To prepare the specification and procurement strategy
- To approve use of selected tendering lists or frameworks, if none available, to determine the tendering list for the contract
- To advertise / issue invitations for expressions of interest, where appropriate
- To determine a marking mechanism for each contract or for categories of contracts



Role of Officers

The Chief Officer / Officer Team will have the responsibility

- To select contractors for participation in contracts procedures
- To evaluate proposals and contractors and allocate scores
- To approve the successful contractor
- To open all tenders in conjunction with Democratic Services and the Corporate Procurement Unit



Role of Officers

The relevant Chief Officer must:-

Record the outcome of all tenders indicating:-

- Contract Name and Reference Number
- Description of Goods / Services being procured
- Department / Service area procuring the Goods / Services
- Bidders
- Prices (separate to Bidders details to preserve commercial confidentiality)
- Identity of successful Bidder

And report the above information to the Finance and Policy Committee on a quarterly basis



Contract Procedure Rules

- **Scope of the Rules**
 - The rules apply to every contract for the supply of goods, materials or services or works
EXCEPT
 - Contracts in which the knowledge and skill of the persons/contractors employed in delivery of the contract is of the primary importance,
 - Or where the contract is for the provision of caring services to children or vulnerable persons
- Exemptions granted (other than those detailed above) are recorded and reported to the Finance and Policy Committee (F&PC) on a quarterly basis and can only be valid for 12 months.



Contract Procedure Rules

- **Select Tenderers Lists**
 - This section describes the process for developing and reviewing select lists
 - E.g. update every 2 years & review every 4 years
 - Recent update requires that lists must have a minimum of 4 providers, with 2 (where possible) being local
- **Corporate or Collaborative framework agreements**
 - Where a decision has been made to adopt a framework corporately and to the exclusion of other channels
 - E.g. Stationery
 - Maximum duration 4 years
 - Exemptions require approval of Corporate Lead for Procurement & reported to F&PC



Contract Procedure Rules

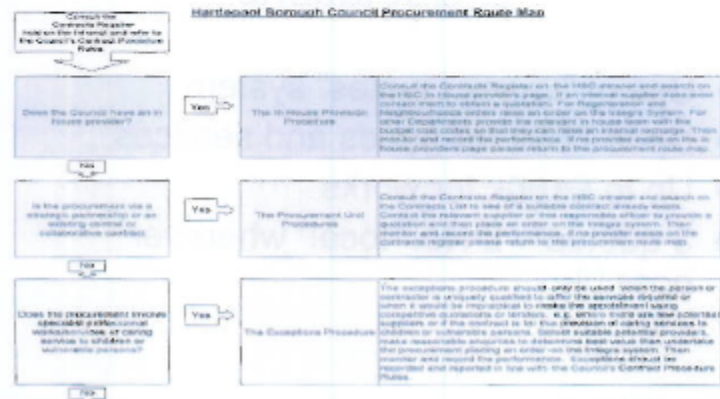
- Procurement Procedures
 - This section does not relate to requirements which are:
 - Delivered in-house
 - Subject to a corporate framework (see previous slide)
 - Subject to a Select List (see previous slide)

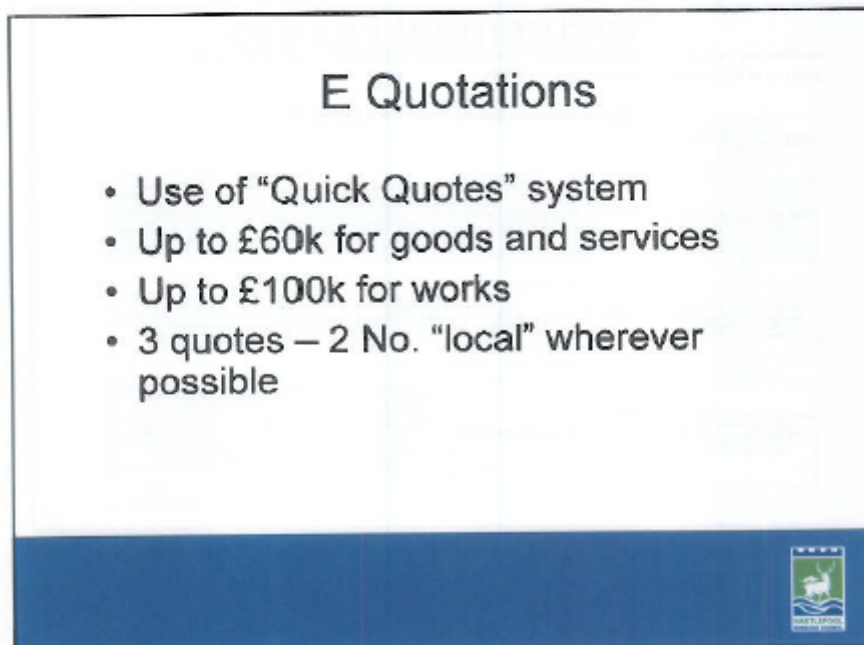
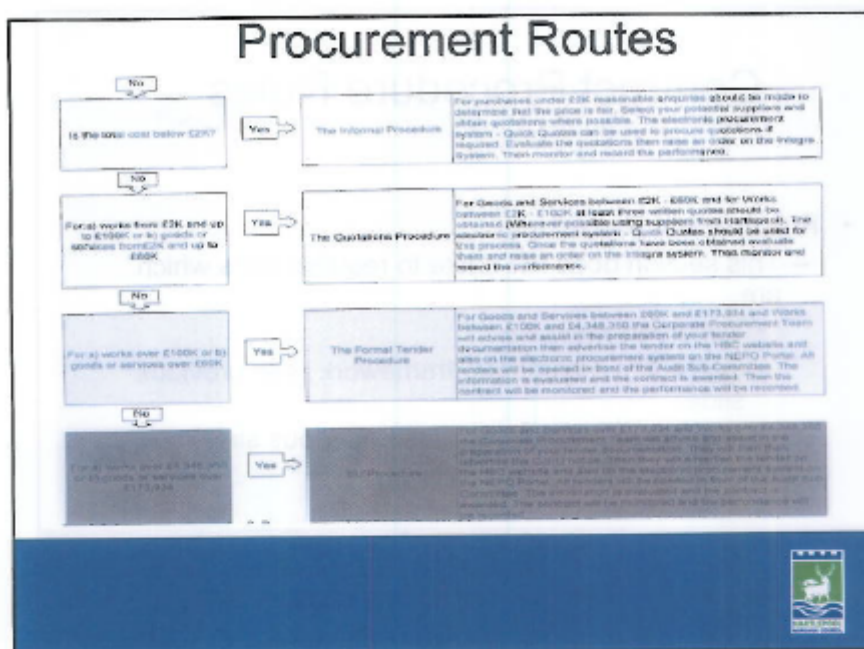


Procurement Routes

The following diagram provides a summary of the questions Council Officers should ask themselves once a need for goods or services has been identified.

Hartlepool Borough Council Procurement Route Map





	Contract Value	Process required		
		Goods, Materials & Services	Works	
Informal Process / Purchase Cards	£0 £2,000	Informal process - reasonable enquiries required Must be recorded	Informal process - reasonable enquiries required Must be recorded	Informal Process / Purchase Cards
E-quotation process	£20,000 £100,000	At least 3 formal, written quotations 2 Local	At least 3 formal, written quotations 2 Local	E-quotation process
E-tender process (Corporate Procurement Team)	£100,000 £173,934 £4,348,350	At least 4 tenders	At least 4 tenders	E-tender process (Corporate Procurement Team)
		EU procedures	EU procedures	

Advertising requirements		
Contract Value	Places Advertised	
	Goods, Materials & Services	Works
£60,000 £100,000	14 days notice in: One or more local newspapers circulating in the district, and/or On the procurement pages of the Council's Website, and/or On the Council's chosen procurement portal And/or Whenever the value or amount of the contract exceeds £100,000 in the case of execution of any works or exceeds £60,000 in the case of goods, materials or services, and where deemed appropriate, in one or more newspapers or journals circulating among such persons as undertake such contracts.	14 days notice in: One or more local newspapers circulating in the district, and/or On the procurement pages of the Council's Website, and/or On the Council's chosen procurement portal And/or Whenever the value or amount of the contract exceeds £100,000 in the case of execution of any works or exceeds £60,000 in the case of goods, materials or services, and where deemed appropriate, in one or more newspapers or journals circulating among such persons as undertake such contracts.
£173,934 £4,348,350	As above plus Advertisement in the OJEU (where appropriate)	As above plus Advertisement in the OJEU (where appropriate)

Contract Procedure Rules

- Quotations
 - Minimum of 3, where available, to be invited to quote (2 to be local, where possible)
- Tenders
 - Minimum of 4, where available, to be invited to tender



Contract Procedure Rules

- Price/Quality Contracts
 - An Agreed Marking Mechanism must be established prior to commencement of the procurement process
 - The latest Commissioning and Procurement Strategy requires an improved level of transparency in relation to the following:
 - Scope of the contract
 - Reasons for tender packaging and structure of lots
 - Basis of an price/quality split to be used in the evaluation process and links to social value
 - **The Strategy requires that the above information be available for review for audit purposes and in the event that the relevant Policy Committee requests a review of the procurement process (contd. on next slide).**



Contract Procedure Rules

- Links with Public Services (Social Value) Act 2012
 - Recording the strategy for procurement (as described on previous slide), coupled with the record keeping requirements of the Social Value Act will enable the Authority to evidence where:
 - It has considered contract size/structure to reflect available in-house provision, the structure of local supply markets and capabilities of 3rd sector/VCS organisations
 - As above but considering which procurement process is the most appropriate
 - How it has structured its price/quality split to reflect the needs of the service and the locality (contd. on next slide)



Contract Procedure Rules

- Price/Quality Contracts
 - Defining what is a quality measure – Contract by Contract
 - Responsiveness
 - Quality targets
 - Service Levels
 - Location
 - Retain and grow jobs
 - Training and apprentices
 - Customer benefits
 - Community benefits
 - Impact of community businesses



Contract Procedure Rules Social Value

- How what is being proposed to be procured might improve the economic, social and environmental wellbeing of the relevant area (and this is the Authority's own area (or combined areas if it is a joint procurement) in which it 'primarily exercised its functions')
- How, in conducting the procurement process, it might act with a view to securing that improvement (although the Act makes it clear, in order to remain in line with EU law, that anything under this limb must be relevant and proportionate in respect of the proposed contract)
- Whether they need to undertake any consultation



Contract Procedure Rules Social Value Guidelines

- Consider letting smaller contracts and/or breaking down into constituent parts
- Consider letting smaller contracts with less onerous application procedures
- LAs should consider whether the high level of importance they sometimes attach to a minimum turnover requirement is necessary or relevant



Contract Procedure Rules Social Value Guidelines

- Consider designing tender documents to include open questions with regard to sustainability with the assessment panel having a comprehensive list (with weighting) of the benefits they would be looking for. These could be adapted to local circumstances to meet local objectives
- Consider making a greater percentage of the quality / price split related to community / environmental added value e.g. of the 70% quality 40% potential to add value
- Prioritise community / environmental benefits equally with performance indicators and other contract objectives



Contract Procedure Rules

- The CPR's make an important statement regarding evaluation criteria which, although located under the section around Localism Act 'Right to Challenge', applies generally.
- This statement is detailed on the next slide.....



Contract Procedure Rules

.....care will be taken to ensure that evaluation criteria are utilised which reflect the Council's obligation to secure Best Value and meet the requirements laid down in the Public Services (Social Value) Act 2012, i.e. to consider how the procurement can promote or improve the social, economic or environmental well being of the authority's area.

In addition, care will be taken to ensure that Third Sector and Voluntary & Community Sector organisations are not excluded from bidding for services as a result of the Council incorporating requirements which are not proportional to the value of the service and any associated risks relating to public safety, service delivery, service continuity etc.'



Contract Procedure Rules

- Strategic Partnerships
 - Advice always to be taken from Legal Division
- Opening of Tenders
 - Relevant Chief Officer or representative
 - Democratic Services
 - Corporate Procurement
- Contracts to be in writing
 - All contracts (apart from those deemed as exempt) shall be the subject of a Council Purchase Order



Contract Procedure Rules

- Extensions to contracts
 - Extensions limited to 12 months (over the overall contract term including options)
 - Anything over 12 months subject to Chief Officer / Corporate Lead for Procurement's approval.
 - Limited to value below EU threshold

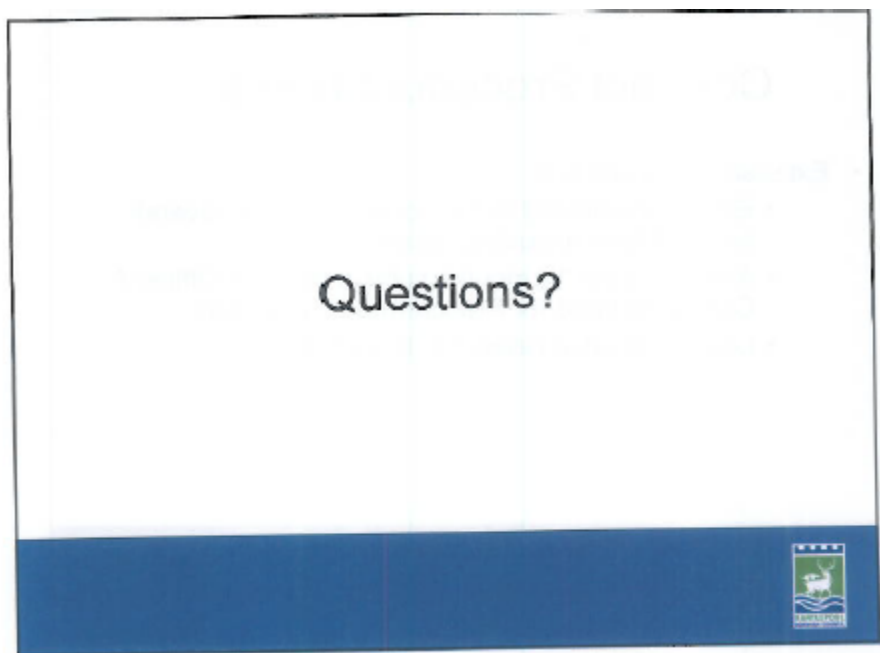


Key Messages

- In-House first
- Local benefits
- Social value – build in and measure (end to end)
- Price/Quality
- Training and compliance
- Contract management
- Procurement planning



Finance and Policy Committee – 26.6.2013



FINANCE AND POLICY COMMITTEE

28 June 2013



Report of: Assistant Chief Executive

Subject: CELEBRATING ACHIEVEMENT 2013

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key

2. PURPOSE OF REPORT

- 2.1 To request that the Finance and Policy Committee approve the proposal to hold a 2013 celebrating achievement event.

3. BACKGROUND

- 3.1 On 6th July 2007, the first ever HBC Celebrating Success event was held at the Borough Hall and was attended by almost 300 employees, guests and sponsors. The second event in July 2008, proved to be a bigger event with almost 400 people in attendance and nominations submitted increasing from 50 in 2007 to 101 in 2008. Subsequent events proved to be just as successful and also included an afternoon event which incorporated the long standing long service awards event and started to formally recognise academic/vocational achievements.
- 3.2 For a variety of reasons including budget availability, it was agreed to hold a 'scaled down' event in 2011 and subsequent years which recognised long service and academic/vocational achievements only.

4. PROPOSAL

- 4.1 The importance of employee engagement cannot be overstated, especially during difficult times. It is therefore important that employee engagement is maximised, where appropriate, to ensure the workforce has the ability to handle major change, uncertainty and daily pressures without becoming unduly stressed or overwhelmed.

- 4.2 It is widely acknowledged that employee recognition can contribute to levels of employee engagement as people who feel appreciated are more positive about themselves and their ability to contribute. The Chief Executive fully appreciates this concept, and is very supportive of retaining the event which recognises long service and academic/vocational achievements and extending this by reinstating an annual event that recognises the other achievements of the workforce.
- 4.3 The focus of the reinstated aspect of the event would be to acknowledge the loyalty, effort and dedication of employees, that despite the unprecedented challenges faced, continue to deliver excellent services to the people of Hartlepool. On this basis it is suggested that the annual event is re-branded to 'Celebrating Achievement' to echo this sentiment.
- 4.4 It is proposed that an afternoon event covering long service and academic/vocational achievement continues and takes place on 6 September 2013 in the Council Chamber and an evening event recognising the other achievements of the workforce is held on 27 September 2013 at the Borough Hall.
- 4.5 It is important that this event is something which is undertaken jointly by Elected Members and Senior Managers within the authority. To this end it is intended that the Leader of the Council, the Ceremonial Mayor and the Chief Executive have a key role to play in both the recognition of long service and academic achievement and the "Celebrating Achievement" event.
- 4.6 The proposed award categories are attached at Appendix 1. It is proposed that the categories will be judged by the Leader and Chief Executive to select the overall winner for each category.
- 4.7 If the proposal to reinstate the evening event is not agreed the afternoon event will continue unchanged.

5. FINANCIAL CONSIDERATIONS

- 5.1 The afternoon event will continue to be funded from existing budgets.
- 5.2 It is estimated that the costs of holding the evening event will be around £5.5k - £6k with the costs of the event to be funded by sponsorship from outside organisations or in the event of being unable to do this the event would be scaled down and delivered within the funding received. All costs will be minimized as far as possible.

6. RISK IMPLICATIONS

- 6.1 In addition to the risk that the level of sponsorship will not cover the additional costs, there is also the risk that there will be a perception by the people of Hartlepool that the Council is incurring unnecessary expenditure at a time when it is making significant savings. It is important to recognise the significant changes the authority has faced and is continuing to face, the

ongoing budget reductions and the reductions in the size of the authority. In the light of all of this change the staff are one of the most important resources the authority has. This has been recognised by the Leader of the Council in his very first communication with staff. The event will not be funded using Council resources but has an important part to play in the engagement of employees and their motivation.

7. RECOMMENDATIONS

- 7.1 The Finance and Policy Committee are asked to approve the proposals for holding a Celebrating Achievement Event.

8. REASONS FOR RECOMMENDATIONS

- 8.1 Holding a celebrating achievement event at no cost to the authority has the potential to benefit greatly by increased levels of employee engagement.
- 8.2 Employee recognition is vital in order to demonstrate to the workforce that they are valued and appreciated particularly during these difficult times; it is also a powerful tool for fostering employee engagement. Employee engagement impacts positively on employee wellbeing and levels of absenteeism, on customer service, on innovation and on positive outcomes in public services.

9. CONTACT OFFICER

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Wally.Stagg@hartlepool.gov.uk

Appendix 1

Celebrating Achievement Event

Category Suggestions

Leadership Award

This award recognises excellence in leadership (and not necessarily a 'manager') from an individual who inspires and motivates others to achieve a common goal.

Innovation and Improvement Award

This award recognises significant improvements to a particular service or area of work. This person or team has exceeded the normal requirements of the job and demonstrated an innovative or creative approach.

Customer Focus Award

This award recognises excellence in customer care, people will have benefitted from the excellent service provided, which has delivered above and beyond what would normally be required.

Teamwork Award

This award recognises teams that have worked together to overcome a challenge. This will be a team which has delivered outstanding results.

Outstanding Service Award

This award recognises examples of outstanding contribution and commitment to Hartlepool Borough Council. This will be a person or team with a desire to get things done, shown a positive attitude and gone well beyond their normal job requirements to deliver 'outstanding' service.

Apprentice Award

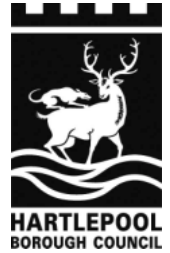
This award recognises an Apprentice who has embraced and made the most of their apprenticeship opportunity.

Special Recognition

This will recognise an employee who has provided a positive and sustained contribution to Hartlepool Borough Council.

FINANCE & POLICY COMMITTEE

28th June 2013



Report of: Assistant Chief Executive

Subject: EMPLOYEE SICKNESS ABSENCE
ANNUAL REPORT 2012/13

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key Decision.

2. PURPOSE OF REPORT

- 2.1 To update the Committee on the Council's performance in 2012/13 in relation to employee sickness absence and seek approval for the sickness absence targets (paragraph 3.6) and key focus areas (paragraph 3.7) for 2013/14.

3. BACKGROUND

- 3.1 The extent to which employees are absent from work due to illness has a direct impact on the quality, level and cost of the provision of services. As such the Council have included this as a Local Performance Indicator (HRPI 5A) – The number of working days/shifts lost due to sickness absence in its group of Corporate Health Performance Indicators.

4. SICKNESS ABSENCE PERFORMANCE INFORMATION 2012/13

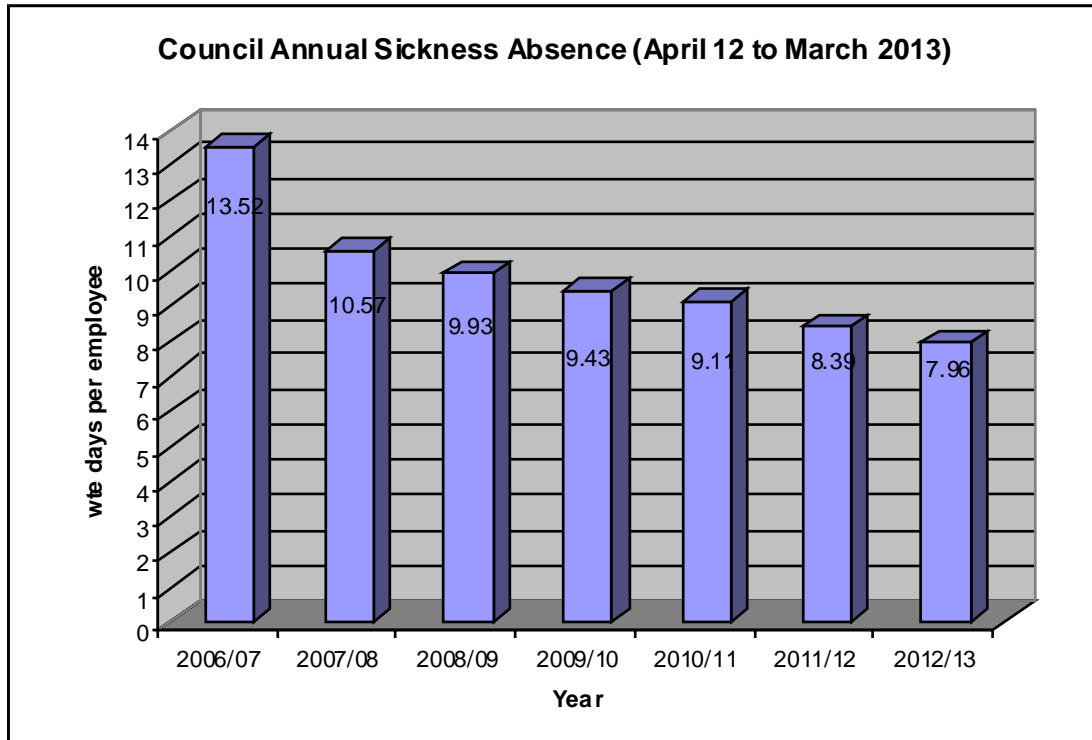
4.1 Sickness Absence Performance 2012/13

The target figure for 2012/13 for the Council is 7.70 wte days absence per wte employee (whole time equivalent). The end of year figure, although not meeting the target, still shows an improved figure of 7.96 days per wte per employee per annum as illustrated in Figure 1 below.

This shows a continued reduction in levels of sickness absence rates for the sixth year running and represents a reduction of 5.56 wte days per employee / annum since 2006/7. The Council continues to focus on sickness absence management to drive these figures down further.

This commitment is demonstrated in the target proposed at paragraph 3.6.

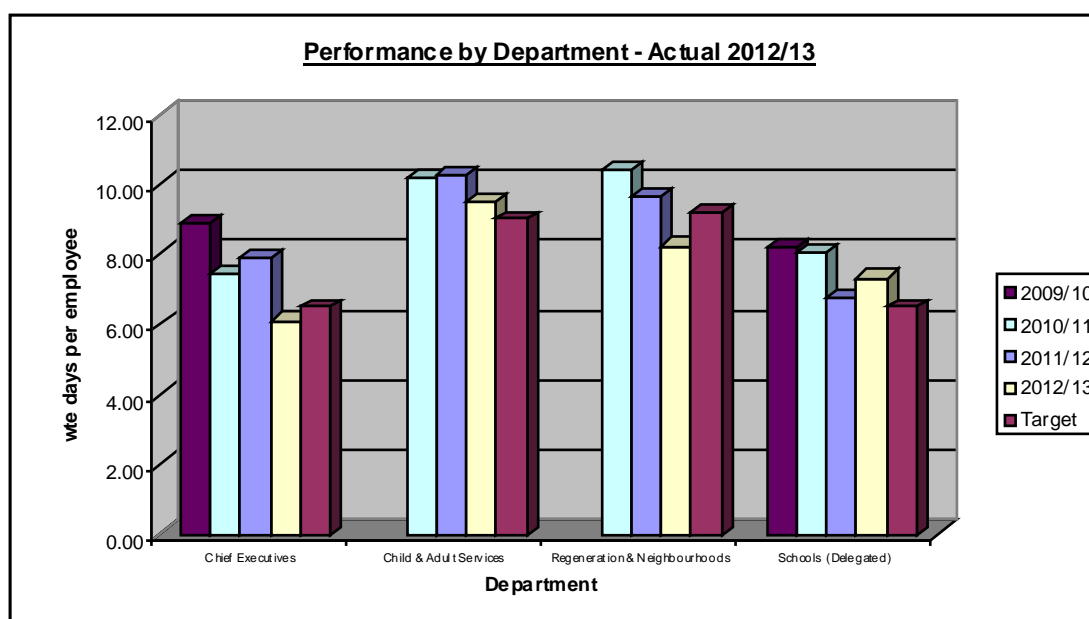
Figure 1



4.2 Figure 2 below illustrates the actual performance for each Department and Schools as at 31 March 2013. This can be compared to performance over the last three years in Chief Executives and Schools. However due to corporate restructuring, Regeneration & Neighbourhoods and Child & Adults Services Departments show the last two years data. The final column shows the 2012/13 annual target set by each Department and Schools.

The figure identifies that there is a continued overall downward trend in sickness absence rates in Schools and Regeneration & Neighbourhoods. There has been an increase in rates in both Chief Executives and Child & Adult Services due to the number of long terms ill health cases in these departments during the 12 month period. However, overall the Council has achieved an overall reduction in annual sickness rates from 8.39 to 7.96 wte.

Figure 2



- 4.3 The last Workforce Survey undertaken by Local Government Association in 2011/12 highlights the average wte days per employee per annum lost due to sickness absence for Authorities (England) as 8.2 wte. Long term sickness averages 4.6 wte and short term average is 3.6 wte.

The Corporate Institute of Personnel & Development (CIPD) in their annual survey in 2012 report the average sickness rate at 6.8 days per employee across all sectors. The public sector sickness averages are at their lowest recorded level at 7.9 days per employee. The not-for-profit sector averages at 8.2 and the private services sector average is 5.7.

Sickness absence figures for 2012/13 from neighbouring Council's in the Tees Valley are as follows:

Redcar	6.98 wte
Darlington	7.80 wte
Middlesbrough	7.85 wte
Hartlepool	7.96 wte
Stockton	8.31 wte

The figures below show the improvement of each Council from 2009/10 sickness absence rates:

Middlesbrough	1.76 wte
Redcar	1.66 wte
Hartlepool	1.47 wte
Stockton	0.76 wte
Darlington	0.66 wte

- 4.4 According to the Local Government Association Workforce Survey in 2011/12 there has been no change to the recent trends for the causes of absence for both long and short term sickness. The top three causes of sickness absence included stress, depression, anxiety, mental health and fatigue (21.7%); musculoskeletal problems (excluding back) 14.7%; and back and neck (12.3%).

The CIPD Absence Survey 2012 identifies that for short term sickness, the main cause is minor illnesses. For long term sickness absence is cites the main cause as stress, acute medical conditions (such as stroke, heart attacks, cancer), musculoskeletal injuries, mental ill health and back pain.

4.5 Long, Medium and Short Term Sickness Absence

Long term = 20 days plus
 Medium term = 5 to 20 days
 Short term = under 5 days

Figure 4

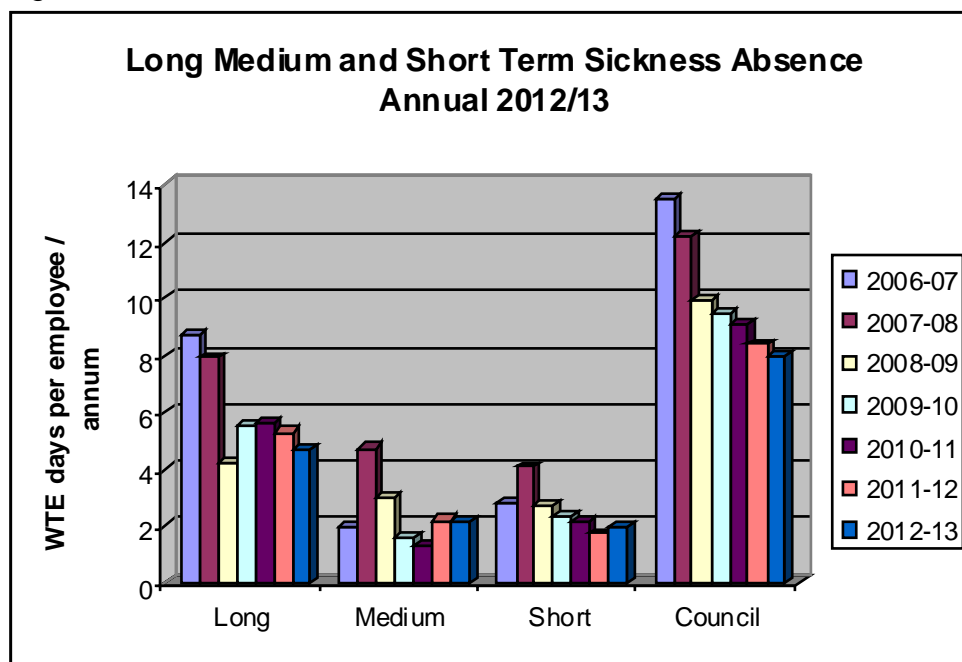


Figure 4 shows a breakdown of long, medium or short terms sickness absence for the past 7 years up to March 2013. The final column shows the impact this had on the overall Council sickness absence figure. The 2008/09 sharp decrease in long term cases can be offset by the increase in medium terms cases which shows as a slight anomaly to the overall trend caused by a fluctuation of long and medium terms cases within Schools.

In 2013 there has been a decline in long and medium term cases. This is offset slightly by a slight increase in short term rates. Overall

this shows a year on year improvement in the management of sickness absence for the Council to date.

4.6 Sickness Absence Targets

Each Department has set their average sickness absence targets for 2013/14 as detailed in Table 1 below. The first two columns show the target and actual sickness for 2012/13 and the final column shows the proposed targets for 2013/14.

Table 1

Department	2012/13 Actual	2012/13 Target	2013/14 Proposed Target
Chief Executive's	6.13	6.5	6.0
Child & Adult Services	9.47	9.0	9.0
Regeneration & Neighbourhoods	8.25	9.2	7.9
Public Health	NA	NA	7.5
Schools	7.34	6.5	6.8
Overall Council	7.96	7.7	7.5

The Council target agreed by CMT for 2013/14 is based upon individual targets set by departments and for schools. The target, if achieved, will represent a realistic improvement in sickness absence performance management for a 12 month period.

4.7 Sickness Absence Management 2013/14

The following are key issues for effective sickness absence management and are supported by the Council within their working practices:

- Early intervention is key and the sooner support is provided the quicker the employee is able to return to their job. The Council support this by monitoring absence at an early stage.
- Work in a well managed workplace is shown to aid recovery and an early return aids both physical and mental health
- Discussions can lead to simple adjustments that enable an early return before 100% fitness

- Encouraging health and wellbeing and supporting employee participation in health initiatives can have a positive effect

There is a commitment to explore the following areas which will assist in driving performance. However it should be noted that this work is ongoing subject to resources.

- In the current climate of annual redundancy programmes; loss of colleagues and increased workloads then the Council need to monitor and reduce workloads to reduce stress related absences
- Consideration of further developing and celebrating a culture of wellbeing
- Review of the Council's sickness absence policy and management arrangements
- Review the development of statistics and monitoring information as a result of the plans for the implementation of a computerised Human Resources Information System (Resource Link)
- Continue to promote flexible working measures, including home working
- Work together with trade unions to manage sickness absence in the Council

5. RECOMMENDATIONS

It is recommended that the Committee notes the information in relation to employee absence in 2012/13 and approves the sickness absence targets (paragraph 3.6) and key focus areas (paragraph 3.7) for 2013/14.

6. BACKGROUND PAPERS

None

7. CONTACT OFFICERS

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FINANCE AND POLICY COMMITTEE

Friday 28th June 2013



Report of: Director of Public Health

Subject: PROPOSAL FOR THE DEPARTMENT OF PUBLIC HEALTH

1. TYPE OF DECISION/APPLICABLE CATEGORY

NON KEY

2. PURPOSE OF REPORT

- 2.1 The purpose of this paper is to seek approval for the proposed management structure within the newly created department of public health.
- 2.2 This proposal is being presented to the Committee for approval as it is proposing a new management structure within a new department that will be funded as part of the ring fenced public health grant. This is in line with the constitutional requirements.

3. BACKGROUND

- 3.1 The Health and Social Care Act 2012, transfers new responsibilities from the NHS to Local Government for improving and protecting the health of the population and ring fenced resources in the form of a grant to enable this to happen.
- 3.2 The Act also created new bodies with responsibilities for some aspects of public health. For example NHS England is responsible for public health interventions including screening and immunisations. The creation of a new Executive Agency 'Public Health England' has public health responsibilities including health protection and public health intelligence and knowledge.
- 3.3 The Health and Social Care Act mandates Local Authorities to ensure the health of the population is improved and protected. The proposed management structure outlined in section 4 for the department of public health is based on delivering the following functions:

- The National Child Measurement Programme
- NHS health Check assessments
- Comprehensive sexual health services (including testing and treatment for sexually transmitted infections, contraception outside of the GP contract and sexual health promotion and disease prevention)
- Dealing with health protection incidents, outbreaks and emergencies
- Ensure NHS Commissioners receive the public health advice they need

Other discretionary functions:

- Tobacco Control and Smoking Cessation services
- Alcohol and drug misuse services
- Public health services for children and young people aged 5-19 (including Healthy Child Programme 5-19) (and in the longer term all public health services for children and young people)
- Interventions to tackle obesity such as community lifestyle and weight management services
- Locally-led nutrition initiatives
- Increasing levels of physical activity in the local population
- Public mental health services
- Dental public health services
- Accidental injury prevention
- Population level interventions to reduce and prevent birth defects
- Behavioural and lifestyle campaigns to prevent cancer and long-term conditions
- Local initiatives on workplace health
- Supporting, reviewing and challenging delivery of key public health funded and NHS delivered services such as immunisation and screening programmes
- Local initiatives to reduce excess deaths as a result of seasonal mortality
- Local authority role in dealing with health protection incidents, outbreaks and emergencies
- Public health aspects of promotion of community safety, violence prevention and response
- Public health aspects of local initiatives to tackle social exclusion
- Local initiatives that reduce public health impacts of environmental risks

3.4 Since the 1st April 2013, Hartlepool Borough Council has assumed responsibility for public health. This new system for public health is aimed at being integrated across all of the various parts but with a strong focus on localism, with Local Government playing a leading role, with public health teams led by a Director of Public Health.

3.5 The staffing resources that form part of the public health directorate include public health staff who transferred from NHS Hartlepool to Hartlepool

Borough Council on 1st April 2013 and the existing Hartlepool Borough Council staff who form part of the drug and alcohol action team, under the Safer Hartlepool Partnership arrangement.

- 3.6 Prior to 1st April 2013, public health staff that transferred from NHS Hartlepool had been funded through mainstream NHS resources. Up until 1st April 2013, the staff working within the Drug and Alcohol Action Team had been funded by the pooled treatment budget. From the 1st April 2013, the ring fenced public health grant is the funding source for both staff groups as the pooled treatment budget has ended and the costs of drug and alcohol services is now within the ring fenced grant.
- 3.7 On 18th March 2013, Cabinet agreed a corporate restructure that proposed that a public health department be established from the 1st April 2013 accountable to the Chief Executive and led by the Director of Public Health. It is also noteworthy that in this report, the following reference was made regarding public health and other functions in the council:

‘During the course of the year public health would be reviewed with a view to bringing together those functions we would class as public health during 2013/14 and 2014 /15’ (page 9).

It is with this in mind also that this structure is being proposed.

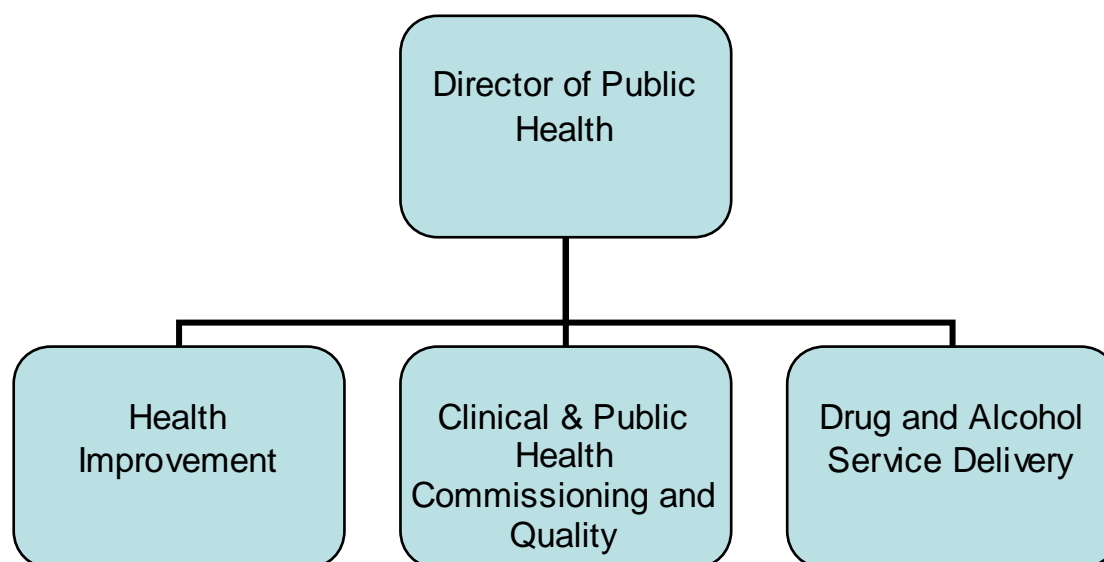
- 3.8 This service review has been undertaken in the light of the new governance arrangements for Hartlepool Borough Council and constitution adopted in May 2013. It should be noted that the main route of governance for all decisions relating to public health is through the Finance and Policy Committee. Given the breadth of public health issues, it should be noted that the work of the department may also be of interest to other policy committees. The work of the public health department also supports the delivery of both the work of the Health and Well Being Board, Safer Hartlepool Partnership as well as the statutory health scrutiny discharged through Audit and Governance Committee.
- 3.8 In the light of the above changes and new funding arrangement, the Director of Public Health has undertaken a review of all public health activity in order to propose a new structure for the department of public health.

4. PROPOSAL MANAGEMENT STRUCTURE

- 4.1 In January 2013 the staff transferring from the NHS to the Local Authority were made aware as part of declaring any ‘measures’ that a service review would be undertaken into functions, roles and responsibilities post transfer on 1st April 2013. As the Drug and Alcohol Team is managerially accountable within Hartlepool Borough Council to the Director of Public Health, they were also informed that this function would also be part of the service review process.

4.2 On 19th March 2013, both staff groups spent a day considering what the new public health duties are; the changes to funding with the inception of the ring fenced public health grant; challenges and opportunities of change and that the information generated on this day would be used by the Director of Public Health to develop management proposals for the public health directorate.

4.3 In the light of the above the following structure is proposed:



The following sections will describe the functions within each part of the management structure.

4.4 ***Director of Public Health***

In October 2012, the Department of Health issued best practice guidance on the role and responsibilities of the Director of Public Health. This guidance is due to be republished after April 2013 as guidance that local authorities must have regard to.

The key elements of the guidance include:

- Each authority must appoint a specialist Director of Public Health, appointed jointly with the Secretary of State, who will be accountable for the delivery of the local authority public health functions.
- Director of Public Health is a statutory Chief Officer and principal advisor on all health matters within the local Authority.
- The Director of Public Health should provide leadership, expertise and advice on a range of health matters from outbreaks of disease to improving health within the local

population through health improvement and access to health services.

- Improve population health through understanding needs and factors that determine ill health and how to change behaviours to reduce health inequalities.
- Provide the public with objective and expert advice on health matters.
- Work through the local resilience for to ensure plans are effective and tested to protect the population from risks to public health.
- Work with local criminal justice partners and police and crime commissioners to promote safer communities.
- Contribute and influence commissioners of health services such as the Clinical Commissioning Groups and NHS England.
- Play a full part in the authority's action to meet the needs of vulnerable children such as linking effectively with the Local Safeguarding Board.
- Directors of Public Health must be active members of the Health and Well Being Board, developing joint strategic needs assessments and health and well being strategies.
- The Director of Public Health has a statutory duty to prepare a public health annual report and the authority has a duty to publish it.

4.5 The best practice guidance also suggests that Directors of Public Health need to take responsibility for the management of their authority's public health services, with professional responsibility and accountability for their effectiveness, availability and value for money. In the light of this, the Director of Public Health has assumed the leadership role in the service review and proposed structure described below.

4.6 **Health Improvement**

4.7 It is proposed that this function is responsible for the following:

- Build capacity within communities and organisations to improve health and wellbeing and address health inequalities and contribute to increased life expectancy.
- Lead on portfolios of work covering issues including but not limited to cardiovascular disease; children and young people's health and well being; drug and alcohol issues; early detection of cancer; workplace health; obesity and physical activity; excess winter deaths; health of older people; smoking and tobacco control; sexual health; mental health and well being.
- Contribute to and co-ordinate areas within the Joint Strategic Needs Assessment on specific topic areas identifying gaps in provision. Research the academic evidence base for

interventions and contribute to the development of service specifications and quality indicators with clinical commissioners for their individual portfolio of service areas.

- 4.8 The service also includes health information and resources to provide support to organisations and individual workers in the development of effective approaches to health education and the ‘delivery’ of health information. Examples include access to a resource library, development of new resources, campaign support, leaflet design, innovative approaches to targeting hard to reach groups.
- 4.9 It is proposed that the workplace health post funded through an NHS grant is transferred from the management of the health, safety and well being team into the health improvement function within the public health directorate.
- 4.10 **Clinical Quality and Public Health Commissioning**
- 4.11 It is proposed that this function will be responsible for the following:
- Develop a comprehensive three year commissioning / decommissioning programme for public health supported by the health improvement function in the light of the ring fenced public grant allocation.
 - Manage public health services and programme contracts to cost, quality and volume.
 - Develop information and quality schedules to support robust clinical and financial governance.
 - Ensure effective Clinical Governance arrangements are in place for all contracts.
 - Advise and audit programmes against professional Quality and Performance standards (e.g. NICE guidelines)
 - Support the Tees Valley Shared Public Health Service to undertake negotiations on an agreed set of services with providers based on the specifications and quality indicators.
 - Performance manages contracts including executing and monitoring remedial action plans, invoking penalty clauses and co-ordinating the dispute resolution process.
 - Support service reviews including those pertaining to the Local Authority’s Best Value Duty.
 - Support the wider local authority procurement processes and comply with the Local Authority contract procurement rules.
 - Prepare performance reports using a range of data to demonstrate delivery of the public health outcomes framework. This requires working across all departments within the local authority and other health bodies. Performance information will be provided specifically in relation the Healthy Heart Check Programme, National Childhood Measurement Programme, Drug Treatment Services (NDTMS).

4.12 The clinical commissioning and quality function will be responsible for the following contracts:

- Healthy Heart Check programme Locally Enhanced Service through GP practices.
- Primary prevention (COPD and Cancer) through GP practices
- Sexual Health Contract with Assura x 1 (as part of a wider Tees contract)
- Drug and alcohol contracts
- North Tees and Hartlepool Public Health Contract in relation to
 - Smoking services
 - School nursing services
 - Health trainer services
 - Falls service
 - National childhood measurement programme
- Pharmacy enhanced services – smoking cessation x 4 agreements
- Public health non recurring investments

4.13 During 2013/14 additional capacity for drug and alcohol planning and commissioning will be provided by two officers employed by Safe in Tees Valley. This arrangement will be reviewed in 2013/14.

4.14 This function will also receive support through the Tees Valley Shared Public Health Service in relation to NHS contacting, intelligence, prescribing expertise and clinical advice.

4.15 **Drug and Alcohol Service Delivery**

4.16 It is proposed that this function will be responsible for the following:

- Delivery of an effective criminal justice intervention team
- Management of substance misuse treatment centre
- Coordination of all treatment service activity across commissioned services for offenders, drug and alcohol misusers.
- Provide effective data and performance information as required by NDTMS and other systems related to drug and alcohol misusers and offenders.

5. FINANCIAL CONSIDERATIONS

- 5.1 During the service review one member of staff expressed an interest in voluntary redundancy and this has been progressed. The service review has also identified a vacant post that will not be recruited to. However, a need for a new service development and commissioning officer post has been identified. Therefore the recurring saving from the ring fenced public health grant following this service review is £60,042.

6. RECOMMENDATIONS

- 6.1 It is recommended that Finance and Policy Committee approve the proposed management structure within the new public health department.

7. REASONS FOR RECOMMENDATIONS

- 7.1 To seek approval for the proposed public health management structure to enable formal consultation and human resource processes to commence during early July 2013.

8. BACKGROUND PAPERS

- 8.1 Cabinet paper 18th March 2013 'Corporate Restructure' report for the Chief Executive.

Department of Health (2012) *Directors of Public Health in Local Government- Roles, responsibilities and context*. Best Practice Guidance

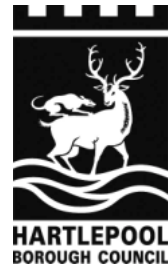
9. CONTACT OFFICER

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FINANCE AND POLICY COMMITTEE

28 June 2013



Report of: Overview and Scrutiny Chairs

Subject: **SCRUTINY INVESTIGATION INTO SELECTED
JOINT STRATEGIC NEEDS ASSESSMENT
(JSNA) TOPICS – FINAL REPORT**

1. TYPE OF DECISION / APPLICABLE CATEGORY

1.1 This is a non-key decision.

2. PURPOSE OF REPORT

2.1 To seek:-

- i) Consideration of the conclusions / recommendations contained within the Overview and Scrutiny final report, formulated following completion of the 2012/13 investigation(s) of selected JSNA topics; and
- ii) Subject to the approval of the reports recommendations, delegation of responsibility for the monitoring of actions to the appropriate Policy Committee(s).

3. BACKGROUND

- 3.1 As part of the Overview and Scrutiny Work Programme for 2012/13, it was agreed that the Scrutiny Co-ordinating Committee, and each of the individual Scrutiny Forums, would consider selected JSNA topics and formulate views and comments for consideration where appropriate.
- 3.2 Consideration of the selected topics was completed in accordance with the agreed timescale and the resulting reports have been drawn together under one covering report (at **Appendix 1**). It was felt that this would be the most appropriate course of action given the co-ordinated nature of the 2012/13 overview and scrutiny work programme.
- 3.3 Reports from each Scrutiny Forum are attached to **Appendix 1**, as detailed over the page:-

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. PROPOSALS

4.1 The Finance and Policy Committee is asked to receive the report of the Scrutiny Co-ordinating Committee and consider if it wishes to:-

i) Accept / approve the Committees recommendations and explore their implementation (with the assistance of the Action Plans provided at item 6.6 of today's agenda); or

ii) Note the Committees recommendations with no further action required.

5. IMPLICATIONS OF RECOMMENDATIONS

5.1 Details of any financial or other considerations / implications will be subject to further evaluation.

6. RECOMMENDATIONS

6.1 The Finance and Policy Committee is asked to:-

i) Receive the Overview and Scrutiny final report and associated appendices, formulated following completion of the 2012/13 investigation(s) of selected JSNA topics;

ii) Consider acceptance / rejection of the conclusions / recommendations contained within the Overview and Scrutiny final report; and

- iii) Subject to the approval of the reports recommendations, delegate responsibility for the monitoring of actions to the appropriate Policy Committees.

7. REASONS FOR RECOMMENDATIONS

- 7.1 The aim of Scrutiny Co-ordinating Committee and the Scrutiny Forums investigations into JSNA topics was 'to strategically evaluate and contribute towards the development of Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principles.'

8. BACKGROUND PAPERS

Background paper(s) used in the preparation of this report:-

Report of the Chairs of Overview and Scrutiny entitled 'Joint Strategic Needs Assessment Overview and Scrutiny Investigation' – presented to Scrutiny Co-ordinating Committee on 3 May 2013.

9. 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

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

Report of: SCRUTINY CO-ORDINATING COMMITTEE

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

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.

<p style="text-align: center;">Diseases</p> <p style="text-align: center;">Burn Valley Ward – You would be at an increased risk of CVD and cancer compared to the rest of England</p>	
<p style="text-align: center;">Best Start</p> <p style="text-align: center;">Manor House Ward – You have an 80% chance of not being breast fed</p>	<p style="text-align: center;">Long Life</p> <p style="text-align: center;">Hart Ward – You can expect to live to over 80 years</p>
<p style="text-align: center;">Income</p> <p style="text-align: center;">Fens and Rossmere Ward – You are more likely to be claiming incapacity benefit than people in Elwick</p>	<p style="text-align: center;">Inequality</p> <p style="text-align: center;">Victoria Ward – You would live about 10 years less than those in Hart</p>
<p style="text-align: center;">Risky Behaviour</p> <p style="text-align: center;">Headland and Harbour Ward – You would have at least a 25% chance of experiencing nicotine before you are born</p>	

- 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 First Contact Support Hub 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 First Contact Support Hub, 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 First Contact Support Hub 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 First Contact Support Hub 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 First Contact Support Hub 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 First Contact Support Hub 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, First Contact Support Hub 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), First Contact Support Hub 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"> - Presentation; and - Case Study Discussions (inc. food bank statistics and welfare reform information). <p>Evidence from the Portfolio Holder for Adult & Public Health Services.</p>

Report of: SCRUTINY CO-ORDINATING COMMITTEE

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

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

- 5.43 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

Report of: ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

Subject: FINAL REPORT – INVESTIGATION INTO THE JSNA TOPIC OF ‘OLDER PEOPLE’

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

- (b) Ensure that reducing social inequalities in pupils' educational outcomes is a sustained priority;
- (c) 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.
- (d) 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?

- 5.2 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?

- 5.3 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.
- 5.4 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?

- 5.5 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.
- 5.6 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?

- 5.7 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.
- 5.8 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.
- 5.9 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.
- 5.10 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.
- 5.11 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.
- 5.12 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?

- 5.13 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

- 5.14 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?

- 5.15 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?

- 5.16 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.
- 5.17 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.
- 5.18 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.

- 5.19 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.
- 5.20 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

- 5.21 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?

- 5.22 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.
- 5.23 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.

- 5.24 Members recommended that the views expressed regarding services for older people be incorporated into the JSNA, where appropriate.

What additional needs assessment is required?

- 5.25 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?

- 5.26 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.
- 5.27 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.
- 5.28 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 Homsby – 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':-

Date of Meeting	Evidence Received
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.

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.

- 2.3 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':-

Date of Meeting	Evidence Received
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.

Report of: NEIGHBOURHOOD SERVICES SCRUTINY FORUM

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

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.

- 2.4 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 effect 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':-

Date of Meeting	Evidence Received
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	<p>Presentation – Climate Change – <i>Climate Change Officer</i></p> <p>Information from the Health Protection Agency - Health Effects of Climate Change in the UK 2012</p>
19 December 2012	<p>Presentation – One Planet Living – <i>Middlesbrough Council Community Protection Officer</i></p> <p>Presentation – Local Environmental Quality (Cleanliness) – <i>Environment Team</i></p> <p>Presentation – Hartlepool Neighbourhood Policing - <i>Chief Inspector of Neighbourhood Policing</i></p>
13 February 2013	<p>Presentation – Noise – <i>Public Protection Team</i></p> <p>Presentation – Noise – <i>Community Safety Team</i></p> <p>Feedback from the North and Coastal and South and Central Neighbourhood Forums</p>

<p>20 March 2013</p>	<p>Presentation – Bathing Water Quality – <i>Parks and Countryside Team</i></p> <p>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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Report of: REGENERATION AND PLANNING SERVICES
SCRUTINY FORUM

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

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.

- 2.5 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;
- (d) Make it easier for people who are disadvantaged in the labour market to obtain and keep work; and
- (e) Improve quality of jobs across the social gradient.

Policy Recommendations

- (e) Prioritise active labour market programmes to achieve timely interventions to reduce long-term unemployment;

- (f) 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.
- (g) 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 Mamot 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.
- 5.22 The Youth Parliament recommended to Members that it would be beneficial for colleges to make substantial links with employers to create work experience programmes. It would be beneficial if colleges and employers could develop a formal recruitment and selection process, the young people believed that this would be very beneficial as the employers could select 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.
- 5.23 The young people believed that self employment opportunities were not very well promoted and suggested that agencies throughout the town needed to make young people more aware of where they can obtain information regarding employment. The young people did express concerns about promoting self employment at a young age as young people may not be equipped with the skills at a young age. However, schools and colleges should be encouraging young people to consider this as an option.
- 5.24 Members received an update on the progress in Hartlepool of the Department for Work and Pensions' Work programme. Members felt that there should be a more collective approach between the Local Authority and

the providers of the work programme as everyone is seeking the same outcomes. There were a number of concerns expressed by Members about the numbers of people in sustainable employment from the work programme in comparison to previous successful initiatives which secured employment, for example the Future Jobs Fund.

What do people say?

- 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.
- 5.26 Members of the Regeneration and Planning Services Scrutiny Forum welcomed the comments and views from the Neighbourhood Forums. A concern was raised at the Neighbourhood Forum meeting regarding the emphasis on qualifications. Members were of the view that schools should offer vocational and enterprise programmes tailored to young peoples' needs, aspirations and skills in order to provide young people with a variety of options, both academic and vocational.

Level of Need

- 5.27 At the meeting of the Regeneration and Planning Service Scrutiny Forum held on 21 February 2013, Members received a presentation from the Skills Funding Agency, National Apprenticeship Service, Hartlepool's Job Centre Plus and the Council's Director of Public Health. The evidence presented covered the following JSNA questions:-
- 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.

- 5.30 In relation to awareness of apprenticeships, Members were very interested to hear how people could be encouraged to apply for apprenticeships. Members welcomed the concept of traineeships, which would last up to six months and enable young people aged 16-18 years who were unemployed to gain skills required for work or an apprenticeship.
- 5.31 Members welcomed the introduction of the Environmental Apprenticeships which had been part funded from Members' Ward budgets. 15 people had been selected to undertake the apprenticeships.
- 5.32 Members questioned whether the Future Jobs Fund could be replicated by work programme providers. It was confirmed that Providers can offer advice and guidance on opportunities but it was the employers' decision whether to take part in an apprenticeship programme or offer permanent employment.
- 5.33 Members were mindful of the need to up skill the workforce but also the need to create longer term sustainable jobs. The Forum was supportive of the need for local authorities to be able to target funding for training into areas where there were local skills shortages, rather than targeted from Central Government. Members recognised that the City Deal bid was looking at direct links between trainers and employers to identify local need with the aim to channel funding into areas of need.
- 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.

What needs might be unmet?

- 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.

- 5.37 Concerns were raised by Members around the potential problem in the future of a shortage of industry workers due to an ageing workforce and people not being skilled to undertake jobs in industry. One of the ways to help tackle this issue was that many training providers were working with retired workers to provide training and share their skills.
- 5.38 In relation to funding, it was highlighted by Members that young people were volunteering within the Voluntary and Community Sector (VCS), but the VCS organisations could not access training and obtain funding for qualifications because there was no funding to access. The representative from the Skills Funding Agency confirmed that there would be opportunities for providers to work with VCS organisations.
- 5.39 Members discussed clawing back of funding and future budget allocations. Members questioned whether provider organisations that had not hit their targets would have more flexibility to offer alternative training. However, it was for the provider organisations to be proactive about marketing and delivering Government priorities.

What additional needs assessment is required?

- 5.40 The Forum was supportive of the additional needs assessment as identified in the JSNA entry for employment.
- 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;
 - 5 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;
 - (f) 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
 - (g) 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':-

Date of Meeting	Evidence Received
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 Recommendations for Commissioning</i> – Presentation – <i>Economic Regeneration Team</i> Verbal Evidence – <i>Hartlepool Youth Parliament</i>

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.

- 2.6 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 SCRUTINY 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':-

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

7 February 2013	<p>Written Report – APAUSE and C-Card – <i>Health Improvement Practitioner</i></p> <p>Written evidence from St Hild’s Church of England School</p>
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FINANCE AND POLICY COMMITTEE

28 June 2013



Report of: Directors of Child and Adult Services, Regeneration and Neighbourhoods and Public Health

Subject: SCRUTINY INVESTIGATION INTO JOINT STRATEGIC NEEDS ASSESSMENT TOPICS – ACTION PLANS

1. TYPE OF DECISION / APPLICABLE CATEGORY

1.1 This is a non-key decision.

2. PURPOSE OF REPORT

2.1 To agree an Action Plan in response to the findings and subsequent recommendations of the Overview and Scrutiny investigation(s) in relation to selected JSNA topics.

3. BACKGROUND

3.1 As part of the Overview and Scrutiny Work Programme for 2012/13, it was agreed that the Scrutiny Co-ordinating Committee, and each of the individual Scrutiny Forums, would consider selected JSNA topics and formulate views and comments for consideration where appropriate. Consideration of the selected topics is now complete and conclusions and overview and scrutiny views and recommendations have been compiled in to the reports provided at item 6.5 of today's agenda.

3.2 To assist the Finance and Policy Committee in its determination of either approving or rejecting the proposed recommendations, action plans have been produced and are detailed along with the recommendations in **Appendix A-G**.

Appendix A - Poverty JSNA Topic (suggested consideration by the Finance and Policy Committee)

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

Appendix C - Older People JSNA Topic (suggested referral to the Adult Services Committee)

Appendix D - Emotional and Mental Wellbeing JSNA Topic (suggested referral to the Children's Services Committee)

Appendix E - Environment JSNA Topic (suggested referral to the Neighbourhood Services Committee)

Appendix F - Employment JSNA Topic (suggested referral to the Regeneration Services Committee)

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

- 3.3 The Committee is asked to consider the actions plans in conjunction with the detailed reports provided. If agreed, recommendations and actions will be monitored by the appropriate Policy Committees as part of the six monthly monitoring of outstanding scrutiny actions. The exception to this will be recommendations / actions in relation to the Sexual Health JSNA Topic, which will be monitored by the Audit and Governance Committee as part of the statutory scrutiny process.

4. PROPOSALS

- 4.1 No options submitted for consideration other than the recommendation(s).

5. IMPLICATIONS OF RECOMMENDATIONS

- 5.1 Details of any financial or other considerations / implications are included in the action plans.

6. RECOMMENDATIONS

- 6.1 Finance and Policy Committee is requested to consider approval of the action plans, as detailed in **Appendix A - G**, in response to the recommendations of Scrutiny Co-ordinating Committee and the Scrutiny Forums investigations into the JSNA topics detailed in section 3 of this report.

7. REASONS FOR RECOMMENDATIONS

- 7.1 The aim of Scrutiny Co-ordinating Committee and the Scrutiny Forums investigations into JSNA topics was 'to strategically evaluate and contribute

towards the development of Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principles.'

8. BACKGROUND PAPERS

The following background paper was used in the preparation of this report:-

Report of the Chairs of Overview and Scrutiny entitled 'Joint Strategic Needs Assessment Overview and Scrutiny Investigation' – presented to Scrutiny Co-ordinating Committee on 3 May 2013.

9. CONTACT OFFICER

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OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Scrutiny Co-ordinating Committee**NAME OF SCRUTINY ENQUIRY:** Overall JSNA and Poverty JSNA Topic**DECISION MAKING DATE OF FINAL REPORT:** 28 June 2013

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE*
Overall JSNA				
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;	The core offer of public health expertise to Clinical Commissioning Groups (CCG) will improve the process of completing JSNA. The Health and Well Being Board including the Local Authority and the CCG as statutory partners places a duty to ensure the JSNA is completed and reviewed.	None	Louise Wallace / Health and Well Being Board	Refreshed JSNA March 2014
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	The JSNA is an ongoing and iterative process. As sections are refreshed members through involvement in policy committees will be able to comment on content on topics relevant to	None	Lead Director for each topic area	Refreshed JSNA March 2014

comment on, the content of the entries;	each policy committee area.			
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;	Local intelligence is continuously being developed through the Tees Valley Public Health Shared Service. As this intelligence becomes available it will be reflected in the JSNA entries.	None	Louise Wallace / Tees Valley Shared Public Health Service	31 December 2013
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;	Implementation of this recommendation needs to be explored by the Health and Well Being Board as part of the 2013/14 refresh to see how practicable and meaningful a quarterly update would be.	None	Louise Wallace / Health and Wellbeing Board	31 October 2013
v) The impact of welfare reform must be reflected fully across all aspects of JSNA topics; and	As part of the ongoing and continued development of the JSNA there will be a range of additional supporting information and requirements in respect of all aspects of the JSNA to make it a document reflective of its importance.	None	Louise Wallace / Health and Wellbeing Board	31 December 2013

	The head officer for the JSNA (Director of Public Health) will highlight the requirements encompassed under actions (v), with all lead officers as part of its development.			
iv) 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.	Child Poverty Strategy and action plan refreshed and to be approved by Children's Services Committee July 2013.	None	Danielle Swainston/ Louise Wallace	Strategy approved July 2013 Action plan completion Mar 14
	The responsibility for Child Poverty has been included in all policy Committees in the new council constitution	None	Andrew Atkin	May 2013 completed
Poverty JSNA Topic Entry				
i) 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:- a) That the entry be amended to reflect the importance of employment (including the	The Poverty JSNA entry will be amended by the Economic Regeneration Team to confirm	No financial implications. Officer time only.	Patrick Wilson	30 th September 2013

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.	that employment is the best way out of poverty.			
ii) In relation to the section of the entry relating to 'What commissioning priorities are recommended' , Members supported the commissioning priorities identified within the entry.	No action required			
iii) 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:- a) 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	Data will be collated as part of the ongoing monitoring of the Community Pool Advice & Guidance contract, the West View Advice & Resource Centre welfare reform additional advice sessions contract and data will	None	John Morton Strategic Welfare Reform Group	31 December 2013

<p>utilised to update the JSNA.</p> <p>b) 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.</p>	<p>also be compiled from Civic Centre customer contacts. Framework and Arrangements will be co-ordinated via Strategic Welfare Reform Group.</p>	None	John Morton Strategic Welfare Reform Group	31 October 2013
<p>iv) 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:-</p> <p>a) 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;</p>	<p>As part of the ongoing and continued development of the JSNA there will be a range of additional supporting information and requirements in respect of all aspects of the JSNA to make it a document reflective of its importance.</p> <p>The head officer for the JSNA (Director of Public Health) will highlight the requirements encompassed under actions (iv), (v), (vi), (viii), (ix) with all lead officers as part of its development.</p>	None	Louise Wallace / Health and Wellbeing Board	31 December 2013

<p>b) 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</p> <p>c) That information in relation to food bank usage be included in the entry, with regular updates to reflect any fluctuations / increases that may occur.</p>				
<p>v) 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.</p>	<p>As part of the ongoing and continued development of the JSNA there will be a range of additional supporting information and requirements in respect of all aspects of the JSNA to make it a document reflective of its importance.</p> <p>The head officer for the JSNA (Director of Public Health) will highlight the requirements encompassed under actions (iv), (v), (vi), (viii), (ix) with all lead officers as part of its development.</p>	None	Louise Wallace / Health and Wellbeing Board	31 December 2013

<p>vi) 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:-</p> <p>a) That this section of the entry be amended to include and reflect:</p> <ul style="list-style-type: none"> - 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. <p>b) That given the role of the JSNA in informing the commissioning of services to</p>	<p>As part of the ongoing and continued development of the JSNA there will be a range of additional supporting information and requirements in respect of all aspects of the JSNA to make it a document reflective of its importance.</p> <p>The head officer for the JSNA (Director of Public Health) will highlight the requirements encompassed under actions (iv), (v), (vi), (viii), (ix) with all lead officers as part of its development.</p>	None	Louise Wallace / Health and Wellbeing Board	31 December 2013
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reflect <u>local</u> need, an assessment of local needs / impacts should be included in the entry to build upon the national information already provided.				
<p>vii) In relation to the section of the entry relating to ‘What needs might be unmet’, Members recommended that:-</p> <p>a) 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</p> <p>b) 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.</p>	<p>The Poverty JSNA entry will be amended by the Economic Regeneration Team to reflect this impact.</p> <p>The Council website will be updated with details of emergency advice and support arrangements covering housing, food and clothing. Emergency contact details will be compiled and circulated for information to Members and Hartlepool Financial Inclusion Partnership members.</p>	<p>No financial implications. Officer time only.</p> <p>Officer time</p>	<p>Patrick Wilson</p> <p>John Morton</p>	<p>30th September 2013</p> <p>31st July 2013</p>

<p>viii) 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:-</p> <p>a) 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.</p> <p>b) 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</p>	<p>As part of the ongoing and continued development of the JSNA there will be a range of additional supporting information and requirements in respect of all aspects of the JSNA to make it a document reflective of its importance.</p> <p>The head officer for the JSNA (Director of Public Health) will highlight the requirements encompassed under actions (iv), (v), (vi), (viii), (ix) with all lead officers as part of its development.</p>	None	Louise Wallace / Health and Wellbeing Board	31 December 2013
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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.				
<p>ix) 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:-</p> <p>a) 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.</p>	<p>As part of the ongoing and continued development of the JSNA there will be a range of additional supporting information and requirements in respect of all aspects of the JSNA to make it a document reflective of its importance.</p> <p>The head officer for the JSNA (Director of Public Health) will highlight the requirements encompassed under actions (iv), (v), (vi), (viii), (ix) with all lead officers as part of its development.</p>	None	Louise Wallace / Health and Wellbeing Board	31 December 2013

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Scrutiny Co-ordinating Committee (Via the Transport Working Group)**NAME OF SCRUTINY ENQUIRY:** Transport JSNA Topic**DECISION MAKING DATE OF FINAL REPORT:** 28 June 2013

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION ⁺	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE*
i) 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.	The Transport JSNA is to be amended, to reflect the Working Group's comments regarding health benefits of 20mph zones.	None	Paul Watson	30 June 2013
ii) 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	Transport Working Group report included on the agenda for the 3 June 2013	To be ascertained through the Neighbourhood Services Committee consideration of Transport Working Group report	Joan Stevens	3 June 2013

rolling the initiative out across Hartlepool.				
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OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Adult and Community Services Scrutiny Forum**NAME OF SCRUTINY ENQUIRY:** JSNA Topic of Older People**DECISION MAKING DATE OF FINAL REPORT:** 28 June 2013

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION ⁺	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE*
(a) 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.	There is an ongoing commitment to providing clear and concise information to people and to supporting people to retain their independence. A new booklet is being developed which will provide information on a range of services including reablement, extra care and residential care.	Limited capacity to produce, maintain and actively promote information.	Jill Harrison	Oct 2013
	The North of Tees Dementia Collaborative is exploring a range of issues affecting people with dementia (including diagnosis and access to reablement services) and is expected to deliver improvements to processes and better outcomes for people.	Current NHS funding for the Dementia Collaborative ceases in October 2013.	Jill Harrison	Oct 2013

<p>(b) 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:-</p> <p>(i) re-delivers dementia awareness training to partner organisations at appropriate intervals; and</p> <p>(ii) incorporates reference to the importance of appropriate training for all service providers in the 'older people' JSNA entry.</p>	<p>The Council is working with partners to promote Dementia Awareness Week (20-24 May 2013) and will aim to deliver further training to providers via the annual training plan, if funding is available.</p> <p>Reference to appropriate training for providers will be included in the JSNA entry for older people.</p>	<p>Limited funding to deliver courses.</p>	<p>Jill Harrison</p>	<p>Oct 2013</p>
<p>(c) 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.</p>	<p>An Expression of Interest has been submitted for the Big lottery Fund's Fulfilling Lives: Ageing Better programme which aims to tackle the problem of social isolation in older people. Successful applicants will be informed by late July 2013.</p>	<p>Successful areas will be awarded funding of between £2 and £6m for projects lasting three to six years.</p>	<p>Jill Harrison</p>	<p>August 2013</p>

(d) 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.	The Health & Wellbeing Board Terms of Reference, which include a Healthy and Independent Adults Delivery Group and outline reporting and communication arrangements, are expected to be ratified by the Board on 24 June 2013.	None identified.	Jill Harrison	July 2013
(e) 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.	All relevant public consultation will be considered for inclusion in appropriate JSNA entries and will feed in to relevant strategies and action plans as appropriate.	None identified.	Jill Harrison	Oct 2013

(f) 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.	The JSNA entry for older people will be uploaded onto the website as soon as possible and will be reviewed at least annually and updated as required.	None identified.	Jill Harrison	Oct 2013
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OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Children's Services Scrutiny Forum**NAME OF SCRUTINY ENQUIRY:** JSNA Topic of Emotional and Mental Wellbeing**DECISION MAKING DATE OF FINAL REPORT:** 28 June 2013

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION ⁺	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE*
(a) 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:- (i) 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	i) The Tees-wide CAMHS Transformation Group is working with Tees, Esk & Wear Valley's NHS Foundation Trust to provide accurate and up to date data on children and young people's emotional and mental health needs.	The universal CAMH Service is commissioned by the North of England Commissioning Support Team working with the Clinical Commissioning Group. The Council currently commissions a smaller specialist service for children in the care of the local authority.	Ian Merritt	31 st December 2013

(ii) as part of future commissioning strategies the provision of actual data sets are included as part of the contract.	The service is currently developing new pathways which will deliver the data that is required. Managers are due to bring an initial report back to the Transformation Group in July 2013.			
(b) 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.	A local CAMHS Partnership is to be re-established led by the Clinical Commissioning Group bringing together those organisations operating within Hartlepool in the field of emotional and mental wellbeing, to consider and address the issues raised by this recommendation.	To implement a single point of access Tees, Esk and Wear Valley's NHS Foundation Trust will have to find the resources for a qualified CAMHS worker to work within the team.	Ian Merritt	31 st December 2013

(c) 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.	Directors and Assistant Directors to be notified of this recommendation and asked to consider the implications of proposals and its impact on the emotional health and wellbeing of children	None	Sally Robinson	
(d) 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.	The JSNA will be updated to reflect new or updated information. It will be the responsibility of the local CAMHS Partnership to ensure that information on JSNA is up to date, reflects local need and views and this is reviewed regularly in light of new and emerging information	None.	Ian Merritt	31 st July 2013
(e) Hartlepool Borough Council works in conjunction with Tees, Esk & Wear Valleys NHS Foundation Trust; schools, and other partner				

<p>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:-</p> <p>(i) 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;</p> <p>(ii) 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</p> <p>(iii) developing ways of increasing community based services, and addressing the issues raised by young people attending Dover House.</p>	<p>i);ii)To be addressed through the Children's Workforce Development Plan in conjunction with Tees, Esk and Wear Valley's NHS Foundation Trust and coordinated through the CAMHS Partnership.</p> <p>iii) Service delivery developments within localities to be progressed through implementation of Early Intervention Strategy and CAMHS Strategy.</p>	<p>Within existing resources</p>	<p>Ian Merritt</p> <p>Ian Merritt</p>	<p>31st December 2013</p>
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(f) 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.	A Review will be undertaken to address: <ul style="list-style-type: none"> • How the provision is delivered and location of service; • Staffing requirements to meet the demand taking into account the number of teaching hours available, the size of teaching groups and the expertise of the teachers. • The learning platform and how this can be maximised to contribute to the achievement outcomes for pupils who attend the provision? 	Within existing resources	Zoe Westley	31 st December 2013
(g) 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.	To be addressed through the local CAMHS Partnership described in Recommendation (b) above.	Need to ensure Information security and governance arrangements are in place.	Ian Merritt	31 st December 2013

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Neighbourhood Services Scrutiny Forum**NAME OF SCRUTINY ENQUIRY:** JSNA Topic of Environment**DECISION MAKING DATE OF FINAL REPORT:** 28 June 2013

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION ⁺	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE*
(a) 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;	<p>A response will be produced in partnership with other stakeholders, including Hartlepool Water, Housing Hartlepool and the Environment Agency.</p> <p>The Director for Regeneration & Neighbourhoods will view and approve the final submission.</p>	<p>Within existing budgets.</p> <p>Within existing budgets</p>	<p>Paul Hurwood</p> <p>Paul Hurwood</p>	<p>30/9/2013</p> <p>30/9/2013</p>

(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.	Relevant officers will ensure that, where their work areas overlap with those of partners, they engage with partners and other stakeholders.	Within existing budgets	Paul Hurwood	30/9/2013
<p>(b) 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:-</p> <p>That the potential to expand the current enforcement activity undertaken by Hartlepool Borough Council is explored through:-</p> <p>(i) further developing collaborative working arrangements with Hartlepool neighbourhood police to increase the use of enforcement powers currently available;</p> <p>(ii) potential flexible working arrangements for Council Officers;</p>	<p>(i) Officers will meet with local Police teams to address local environmental issues.</p> <p>(ii) Discussions will take place</p>	<p>Within existing budgets</p> <p>Further staffing</p>	<p>Craig Thelwell</p> <p>Craig Thelwell</p>	<p>31/12/2013</p> <p>30/09/2013</p>

(iii) delegation of the power to issue fixed penalty notices to more Council Officers; and	with staff, unions and partners with regard to joined up initiatives and flexible working arrangements.	budgets may be required for extended/out of hours work.		
(iv) working in conjunction with partner organisations, such as residents associations, to help reduce the problem of litter and dog fouling.	Discussions will be held with staff, unions and partners to consider the issuing of powers to issue FPNs to more officers.	Within existing budgets	Craig Thelwell	31/12/2013
	A strategy will be produced to look at options for replacing Operation Clean Sweep, with education and enforcement campaigns targeted at problem areas.	Within existing budgets	Craig Thelwell	31/12/2013
	Work will be undertaken to ensure that local waste carriers adopt good practices regarding their Duty of Care.	Within existing budgets	Craig Thelwell	31/12/2013
(c) 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.	The Council's Carbon Reduction & Energy Efficiency (CREE) Team will discuss opportunities for the splitting of income from renewable energy projects to contribute to further energy	No budget required	Denise Ogden	30/9/2013

	efficiency and carbon reduction projects.			
(d) 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.	New opportunities for energy efficiency and fuel poverty promotion will be sought.	None	Paul Hurwood	31/12/2013
	Current and future energy efficiency and fuel poverty opportunities will be publicised widely.	None	Paul Hurwood	31/12/2013
(e) That the energy efficiency of Council buildings is a factor taken into consideration when identifying possible assets for disposal.	Running costs are a key element of the assessment and this will include energy performance	Potential savings through property rationalisation and energy efficiency	Dale Clark	Part of ongoing rationalisation programme 31/12/2013
(f) That the use of solar panel water heaters on Council buildings is investigated.	When systems are being renewed and upgraded the solar panel option will be considered	Potential savings but there may be an initial “invest to save cost”. Business cases will be undertaken	Colin Bolton	To be considered on system renewals/ Upgrades 31/12/2013

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Regeneration and Planning Services Scrutiny Forum**NAME OF SCRUTINY ENQUIRY:** Investigation into the JSNA Topic of 'Employment'**DECISION MAKING DATE OF FINAL REPORT:** 28 June 2013

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION ⁺	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE*
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	Hartlepool Economic Regeneration Team will be responsible for continuously updating the Employment JSNA entry. Further research will be undertaken between the Council and Public Health to analyse the link between employment and improved health.	No financial implications. Officer time only.	Patrick Wilson	31 st December 2013
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:-	The Employment JSNA entry will be revised to include a comprehensive statement on the Council's key issue of increasing the number of new businesses in Hartlepool and how this will be accomplished through the implementation of the Economic Regeneration Strategy.	No financial implications. Officer time only.	Patrick Wilson	30 th September 2013

(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;	As part of the Hartlepool Youth Investment Programme, entrepreneurs will be linked to schools to promote setting up a new business. Economic Regeneration Forum members and Federation of Small Businesses have agreed to support working with schools.	No financial implications. Officer time and in-kind contribution from entrepreneurs.	Tom Argument	31 st December 2013
(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	The Council already provides an existing service to residents seeking advice on setting up in business through the Hartlepool Enterprise Team (HET). Alongside this, further partnership working has been developed between HET and local 'self-employment' training providers to increase the number of adults accessing advice and to specifically target hard to reach groups, including the long term unemployed and returners to the labour market. This work will be ongoing throughout the year.	No financial implications. Officer time only.	Mick Emerson	31 st December 2013

(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	The Council's Economic Regeneration Team will continue to provide advice to businesses on funding opportunities to support growth, such as Let's Grow grant scheme and Regional Growth Fund. In addition, there will be a best practice review of established Council led loan schemes to businesses, such as Portsmouth City Council Revolving Loan Fund (PRLF).	Officer time. As part of the best practice review of loan fund schemes, it will be necessary to provide a follow-up report on the financial and legal implications of establishing a similar scheme in Hartlepool.	Antony Steinberg	31 st December 2013
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;	The Employment JSNA entry will be revised to outline partnership working, particularly in relation to initiatives such as Hartlepool Youth Investment Programme. Hartlepool Youth Investment Programme will be officially launched in September 2013 which will help raise awareness and increase the number of partners involved in this initiative.	No financial implications. Officer time only. No financial implications. Officer time only.	Patrick Wilson Tom Argument	30 th September 2013 30 th September 2013

(b) explore the option of creating work experience programmes for students at secondary school and college;	It should be noted that from September 2012, Government removed the statutory entitlement to work-related learning, including work experience for Key Stage 4 pupils, which will impact on 14-16 year olds. However, schools are still committed to work experience and in the last academic year have placed 100 pupils into a work placement environment. The 11-19 Partnership will further explore work placements for pre and post-16 learners.	Implications as stated.	Tom Argument	30 th September 2013
(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;	Currently, all schools offer Enterprise Days for Year 9-11 pupils and this will be expanded by linking entrepreneurs to schools. Also, all Deputy Heads and Curriculum Managers who form the Raising Achievement Group are in the process of reviewing their curriculum offer for September 2013 and to make a decision on whether they include vocational programmes based on the governments move	Changes to the 14-16 league tables will reduce the range of vocational qualifications, including specialist diplomas that offered ten-days of work experience in an industrial setting.	Tom Argument	30 th November 2013

	<p>towards the bacculaureate system.</p> <p>The Council's Economic Regeneration Team and Integrated Youth Support Service to work in partnership to develop a 'Preparing Young People for the World of Work' session which will be delivered in youth centres.</p>	<p>No financial implications. Officer time only.</p>	<p>Caron Auckland and Beth Storey</p>	<p>30th November 2013</p>
<p>(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</p>	<p>In November 2013, there will be a Tees Valley Skills Event based in Hartlepool which is sponsored by the Department for Business, Innovation & Skills. TVU will lead on this event and will be supported by the five local authorities to bring together school, colleges, training providers and employers to raise awareness to young people on career opportunities in growth sectors, such as engineering.</p> <p>There will be additional events organised by the Council in the next year to promote opportunities in growth sectors</p>	<p>There are no financial implications for the Tees Valley Skills Event as it is funded by BIS.</p> <p>No financial implications for the Council with the delivery of</p>	<p>Tom Argument</p>	<p>30th November 2013</p>

	including:	these additional events. Officer time only.		
	1. Hartlepool Choices Event which will be attended by all Year 11s who will meet local employers and training providers.		Tom Argument	31 st October 2013
	2. STEM Days for Year 9 and Year 10 pupils in partnership with Hartlepool College of Further Education, Hartlepool Sixth Form College, English Martyrs Sixth Form College and Teesside University.		Tom Argument	30 th September 2013
	3. Four Sixth Form A-Level Taster Events in June and July 2013 with a particular emphasis on STEM related subjects at Hartlepool Sixth Form College.		Tom Argument	31 st July 2013
	4. Four Further Education Experience Days in June and July 2013 with a particular emphasis on STEM related subjects at Hartlepool College of Further Education.		Tom Argument	31 st July 2013
	The Council's Adult Education Service is the accountable body	Externally funded programme to be	Maggie Heaps	31 st July 2015

<p>(e) support the devolvement of training funds to local authorities to match training to the local need for skills</p>	<p>for the ESF Tees Valley Skills for the Workforce programme which will upskill over 2000 employed people across the sub-region and support companies facing skills shortages.</p> <p>Tees Valley Unlimited (TVU) has been shortlisted to bid for City Deal status and is currently in the process of developing a final proposal that will be submitted to Government in the autumn. This document will outline Tees Valley's plans for economic growth and also the key 'asks' of Government. In return for strong plans, the Government will negotiate with TVU on devolving financial and planning powers to enable the area to grow, such as giving greater autonomy on how to spend training and skills budgets to meet local need.</p>	<p>delivered between June 2013 and July 2015</p> <p>Financial and devolved powers to be confirmed.</p>	<p>Antony Steinberg</p>	<p>31st December 2013</p>
<p>4) That the Council, through the Health and Wellbeing Board:-</p> <p>(a) focus future health initiatives on preventative actions to</p>	<p>The Council's Economic Regeneration Team and Public Health to work in partnership to develop joint initiatives, such as pre-employment programmes</p>	<p>No financial implications in delivering the programme. Officer time.</p>	<p>Louise Wallace and Patrick Wilson</p>	<p>31st December 2013</p>

<p>stop the escalation of ill-health and mental health within communities; and</p> <p>(b) raise awareness to Council employees of the mental health services available to enable employees to access the services if required</p>	<p>(which incorporate health and well-being) that are targeted at young unemployed people.</p> <p>The Council's Health, Safety and Wellbeing Team delivered mental health awareness raising sessions to Council and School Managers on 30th April and 2nd May 2013. The Council is committed to continuing to raise awareness to staff and will do so through activities including staff newsletters.</p>	<p>No financial implication. Officer time.</p>	<p>Stuart Langston</p>	<p>31st December 2013</p>
<p>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</p>	<p>Council staff have already undertaken The Commercial Skills Programme which included modules on Trading Public Services (For Income Generation) and Financial Planning. Alongside this, further exploratory work will be undertaken on developing an income generation 'staff suggestion' scheme, including reviewing potential rewards.</p>	<p>Officer time. The financial implications will be confirmed as part of the exploratory work.</p>	<p>Andrew Atkin</p>	<p>30th November 2013</p>

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Health Scrutiny Forum**NAME OF SCRUTINY ENQUIRY:** Investigation into the JSNA Topic of 'Sexual Health'**DECISION MAKING DATE OF FINAL REPORT:** 28 June 2013

RECOMMENDATION	PROPOSED ACTION	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE
<p>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:-</p> <p>(a) Increases awareness and understanding of the types of sexually transmitted infections, prevention and the services available through:-</p> <p>(i) social media / internet sites / blue tooth;</p> <p>(ii) schools / colleges / literature</p>	<p>A comprehensive sexual health communications plan will be developed across all partners to ensure sound evidenced based advice and support is available to the whole population.</p> <p>This plan will look at all forms of communication including social media. It will be targeted at different age groups with consistent messages about safe sex.</p>	Officer time / within existing resources	Louise Wallace / Deborah Gibbin	31 December 2013

<p>on school buses; and</p> <p>(iii) counselling / advisory services available to those individuals participating in the night time economy</p> <p>(b) Works with partner organisations to produce marketing material in order to raise awareness and publicise the sexual health services available</p>				
<p>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:</p> <p>(a) Commissioning services that are accessible to all and have good transport links;</p> <p>(b) Integrating easy access to sexual health services into the 'Youth Offer' to ensure that all</p>	<p>The local authority became the commissioner of sexual health services on 1 April 2013.</p> <p>Commissioning sexual health services is a mandatory function and the local authority will seek to maximise all service provision in existing contracts.</p> <p>The commissioning of services will ensure that services provide open access comprehensive sexual health services for the</p>	Officer time / within existing resources	Louise Wallace / Deborah Gibbin	31 October 2013

<p>young people can easily access sexual health services; and</p> <p>(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.</p>	<p>whole population.</p>			
<p>3) That partnership working is integrated into the JSNA 'Sexual Health' entry and that Hartlepool Borough Council:</p> <p>(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</p> <p>(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.</p>	<p>The Public Health Team will ensure effective partnerships and relationships between all sexual health service providers. This will be done through contract management and pathway development.</p> <p>The C-Card scheme will continue to be offered in a wide range of venues as well as training for service providers.</p>	<p>Officer time / within existing resources</p> <p>Officer time / within existing resources</p>	<p>Louise Wallace / Deborah Gibbin</p> <p>Louise Wallace / Deborah Gibbin</p>	<p>31 March 2014</p> <p>31 July 2013</p>

4) That Hartlepool Borough Council commissions the APAUSE programme through the allocated budget for sexual health	The Public Health Team will develop a proposal regarding the commissioning of the APAUSE programme through the ring fenced public health grant.	Officer time / within existing resources	Deborah Gibbin	August 2013
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Finance and Policy Committee

28 June 2013



Report of: Chief Finance Officer

Subject: WELFARE REFORM NEW BURDENS FUNDING

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key Decision

2. PURPOSE OF REPORT

- 2.1 To set out details of funding recently announced by DCLG and the DWP to meet the costs of implementing welfare reform changes in 2013/14 and options for applying some of the available resources.

3. BACKGROUND

- 3.1 The government's Welfare Reforms are wide ranging and represent a major element of government policy. The stated intentions include:

- Encouraging people back into work
- Reducing Welfare Dependency by ensuring that "work pays" – that people are better off in work than on benefits
- Delivering significant savings – a commitment to save £18bn from the Welfare Budget by March 2015 and an announcement in the 2012 budget to reduce welfare spending by a further £10bn.
- Simplifying benefits administration by combining several existing benefits into a single payment of Universal Credit.

- 3.2 In support of the delivery of the overarching government policy objectives, a number of key welfare reform changes are being introduced which will impact on local authorities, in particular on local authority Housing Benefit services:

- Implementation of Social Rented Sector Under Occupancy rules. Housing Benefit is reduced when a household is considered by government rules to be occupying more bedrooms than its assessed needs. The reduction is 14% when the property is under occupied by one bedroom and

25% for two bedrooms. Over 1,600 properties are affected in Hartlepool and in cash terms the loss is estimated at £12 per week to £22 per week, equivalent to £1.2m pa.

- Benefit Cap – the total welfare benefits paid to a household will be capped at £500 per week for a couple or lone parent and £350 for a single person. The Benefit Cap will be implemented in Hartlepool between mid July and the end of September 2013. Any excess benefit above the cap is clawed back, by the DWP requiring local authorities to reduce housing benefit entitlements.
- Implementation of changes to Local Housing Allowance (LHA) - Housing Benefit within the private rented sector, including the move to annual uprating of LHA rates and changes to housing benefit entitlements for those under 35 yrs of age.
- Introduction of Universal Credit, albeit this change programme it is rumoured may be the subject of roll out delays and restrictions in the number / types of claimants that move to Universal Credit in the early stages of its implementation.

3.3 The Government recognise that these welfare reform changes will impose additional workload burdens and challenges to local authorities. In line with the spirit of the New Burdens doctrine, the DWP announced in April 2013 that it would provide national funding of £24.1m to local authorities to support the costs of implementing welfare reform changes. Hartlepool's share of this national funding allocation is £55,812.

3.4 The DWP have indicated that the application of these temporary additional resources is a matter for local determination, but have suggested that the funding could be applied to address:

- additional administration workload within housing benefit teams associated with the Welfare Reform changes,
- the cost of administering high volumes of Discretionary Housing Payments applications including requests for reconsiderations and appeals,
- increased demand for housing options advice and support recognising the forecast need for some individuals to find alternative smaller accommodation,
- the cost of capturing and reporting to the DWP a range of data on how Discretionary Housing Payments are being awarded by councils to support people affected by the welfare reforms.

3.5 The Department for Communities and Local Government (DCLG) are responsible for the funding of Local Council Tax Support

schemes following the abolition of Council Tax Benefit on 31st March 2013. For local authority strategic budget planning analysis purposes, the DWP indicated last year that local authorities would receive in 2013/14 separate amounts from the DWP for the ongoing administration of Housing Benefit and a further amount from the DCLG for the administration of Local Council Tax Support schemes and that together the sums should be broadly similar to the amount received in 2012/13 by councils for administering both Housing Benefit and the then Council Tax Benefit.

- 3.6 The DCLG in late April 2013 confirmed funding allocations to councils for the administration of their LCTS schemes. For Hartlepool, the total amount of central government funding in 2013/14 for administering housing benefit and council tax support schemes is £1,165,806. This is marginally less (£12,388) than the £1,178,194 the Council received in 2012/13. In total, this is broadly in line with the 2013/14 budget planning assumptions and it is anticipated at this stage that the relatively marginal overall administration funding reduction of £12,388 can be accommodated within the 2013/14 Benefits Service budget.

4. IMPACT OF THE WELFARE REFORMS

- 4.1 Nationally, there has been a sharp increase in applications for Discretionary Housing Payments (DHP) following the introduction of the size – criteria restrictions in the social rented sector. Hull, Leeds, Leicester and Southwark have reported applications running at five times the normal level, DHP application numbers are also increasing in Hartlepool. In April, 120 DHP applications were received and about 30 written requests for reconsideration / clarification of Bedroom Tax decisions were received. The Council's Benefits Team is also experiencing high volumes of telephone enquiries from the public and significant amounts of electronic data to process from the DWP associated with the ATLAS project. These workload pressures are both adversely impacting on processing time performance levels.
- 4.2 The Council's Housing Options / advice service has also seen substantial increases in the volumes of enquiries covering both the social rented sector and also the private rented sector. The number of enquiries received at the Housing Options Centre has increased by almost a third from the previous year and all the Registered Providers of social housing in the borough have reported increases in their level of rent arrears. The level of demand for advice from the Housing Options Centre is likely to continue to grow as the wider welfare reforms are implemented which will place additional pressures on this service.
- 4.3 A corporate review of Advice and Guidance Services provided by the Council to the Public is currently being undertaken with a view

to determining their most effective delivery for the future recognising the challenges the Council faces and the needs and requirements of users. The short term application of the temporary funding from the DWP covered by this report and the broad principles for applying the funding as set out in section 2.4 does not compromise the future delivery options that will emerge from the overarching corporate review of Advice and Guidance Services.

5. PROPOSALS

- 5.1 There are a range of options for applying the temporary one off funding provided by the DWP. A Benefits Assessment Officer Band 7 - £21,728 and a Housing Advice Officer Band 9 - £26,442, could be employed on fixed term contracts of 12 months to help address the workload pressures being faced by the Council's Benefits Service and Housing Options Service as set out in Section 3 and ensure customer service standards are sustained. These fixed term temporary contract temporary funded posts could be considered for any individual on the Council's redeployment register and any training required for staff wishing to take up the redeployment could be funded from the resources set aside as part of the 2012/13 budget for this purpose.
- 5.2 The Council is committed to providing training and development opportunities for young adults. As part of the corporate modern apprenticeship programme, a position could be created within the Revenues and Benefits services at a year 1 cost of £7,032. This appointment would provide additional staff resource capacity to initially help deal with the administrative challenges of the welfare reform changes. In years 2 and 3, this position will also allow the individual to participate in a structured training programme to gain knowledge and expertise across Council Tax, Business Rates, Housing Benefits and the Hartlepool Local Council Tax Support scheme. The relatively modest Year 2 and Year 3 costs of employing a modern apprentice would be factored within the 2014/15 and 2015/16 Revenues and Benefits salaries budgets and would be funded from savings accruing from staff requests for changes in their hours.
- 5.3 The Council will in future have to report a wider range of data to the DWP on DHP awards as part of the DWP's monitoring of the application of the enhanced DHP allocations by local authorities. This will require the Council to make IT system amendment and process changes to ensure the Council can effectively discharge its accountability / reporting responsibilities to the DWP.
- 5.4 Alternatively, the Council could consider increasing capacity within Hartlepool Connect for face to face enquiries or earmark some of the available funding to extend the Welfare Reform additional advice services commissioned from West View Advice and

Resource Centre which are contracted to the end of September 2013.

- 5.5 The recommended options which are aligned with the broad intentions of the funding as set out in 2.4 are to adopt a balanced approach which would involve the appointment of a Benefits Assessment Officer, a Housing Advice Officer and a Revenues and Benefits Modern Apprentice to address on going high levels of customer enquiries/workload and provide a training/ development opportunity. This will help the Council to sustain service and performance levels in these key front line service areas. In addition, the recommended approach is to apply the small balance of the available funding to ensure the Council can meet its future DHP reporting responsibilities to the DWP.

6. FINANCIAL CONSIDERATIONS

- 6.1 The DWP has provided one off temporary funding of £55,812 to support the costs of implementing the Welfare Reforms. It is proposed that this funding is applied as follows;

	£
Appointment of Housing Benefits Assessment Officer (12 months)	21,728
Appointment of Housing Advice Officer (12 months)	26,442
Appointment of Revenues & Benefits Modern Apprentice	7,032
IT and System Amendments	610
TOTAL	55,812

7. RECOMMENDATIONS

Finance and Policy Committee is asked to approve the application of the 2013/14 temporary DWP welfare reform impacts funding to:

- i) The Appointment on a 12 month Fixed Term contract of a Benefits Assessment Officer - Band 7 and a Housing Advice Officer - Band 9 at a combined cost of £48,170.
- ii) The Appointment of a Modern Apprentice to work within the Revenues and Benefits services at a year 1 cost of £7,032.
- iii) Implement the necessary IT and process amendments covering Discretionary Housing Payment reporting to the DWP using the balance of one off funding of £610.

8. REASONS FOR RECOMMENDATIONS

To enable Members to determine the application of temporary one off funding received from the DWP.

9. BACKGROUND PAPERS

None

10. CONTACT OFFICER

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FINANCE AND POLICY COMMITTEE

28 June 2013



Report of: Assistant Director, Children's Services and
Chief Finance Officer

Subject: ADOPTION REFORMS

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key

2. PURPOSE OF REPORT

- 2.1 To inform the Finance and Policy Committee of the Department for Education, Adoption Reforms, how the Council proposes to implement the reforms and its financial priorities for the (2013 – 2014) Adoption Reform Grant.

3. BACKGROUND

- 3.1 In the last 2 years the government has raised the profile of adoption, highlighting a national crisis in the numbers of children waiting for adoptive placements. Since the report published in March 2012 'Action Plan for Adoption – Tackling Delay,' there has been a range of initiatives announced aimed at improving adoption for children and adoptive parents.
- 3.2 To support the required reform of adoption services, the Department for Education has provided additional monies to Local Authorities through a one year Adoption Reform Grant. The grant is authorised by the Secretary of State for Education under powers conferred by section 31 of the Local Government Act 2003 and comes in 2 parts; Part A is an allocation of £100m (non ring fenced) of which Hartlepool's allocation is £169,978. The grant allocation is calculated based on a mixture of the under 5's population, deprivation, and a scarcity to allocated money. An area cost adjustment has been applied to account for the differing cost of inputs in different local authorities.

- 3.3 Part B of the Adoption Reform Grant is an allocation of £50m (ring fenced) of which Hartlepool's allocation is £166,420. The allocation of the ring fenced grant is determined by the number of children placed for adoption and the number of children where there has been an adoption decision but the child is still awaiting an adoption placement per local authority.
- 3.4 The splitting of the grant into two parts is an administrative matter for National Government and at a local level the split is not relevant for local authorities. The key issue for the Council is the development and implementation of measures to use this one off grant to bring about improvements in local adoption services to meet the Government's priorities which are:
- Structural reform of adopter recruitment to increase the supply of adopters. This includes the equalisation of the inter-agency and inter-authority fees and other reforms that will increase the use of adopters recruited by the voluntary sector and other local authority adoption agencies;
 - Reducing the backlog of children waiting for adoption, particularly by developing innovative ways of finding adoptive families for children who traditionally wait longer than average to be adopted.
- 3.5 The Government will be using existing data collections to understand the impact of this grant alongside its other adoption reforms. In addition, as a condition of this grant, local authorities are required to write to the Department providing details of what the grant was spent on and the impact that this expenditure has had. Within the context of the adoption reforms detailed later in this report, there is a clear expectation from Government that the funding will be used to significantly improve performance in relation to adoption, for example by increasing the numbers of adopters, increasing the numbers of children placed for adoption and improving the timeliness of adoptions. The Government is closely scrutinising the performance of local authorities in relation to adoption and has made its intentions clear that it will legislate to require local authorities to outsource some adoption functions in those authorities that fail to meet the Government's expectations.

Adoption Score Cards

- 3.6 The Department for Education has published adoption scorecards detailing local authorities' performance in relation to the placement of children for adoption. The scorecards form part of the current approach by the Government to address delay for children within the adoption system. In publishing national adoption score cards, the Department for Education hopes to encourage local authorities to monitor their own performance and compare it with that of others. The performance thresholds will be raised incrementally over the next three years until they reflect the levels set out in statutory guidance.

- 3.7 The adoption scorecard shows, against three key indicators, how swiftly children in need of adoption are placed for adoption in each local authority area. These scorecards allow local authorities and other adoption agencies to monitor their own performance and compare it with that of others. In the future adoption scorecards will also include data on how swiftly local authorities and adoption agencies deal with prospective adopters.
- 3.8 To aid effective comparison between local authority areas and give a more contextualised and rounded picture of a local authority's performance, additional information has been included, such as an indicator of the timeliness of the local family justice system, and the numbers of older children being adopted.

Finding children loving homes without delay

- 3.9 The Government is attempting to reduce the time children wait by;

- **Removing duplication of adoption panel functions.**

Until October 2012, the plans in relation to children being adopted were considered by an independent Fostering and Adoption Panel who then made a recommendation to the Agency Decision Maker. Amendments have been made to Regulations to discontinue this arrangement and the decision now lies solely with the Agency Decision Maker.

- **26 week limit on care proceeding**

Historically the timescale for care proceeding to conclude could be up to 18 months and this can cause unnecessary delay for children. As part of the Family Justice Review and to meet its adoption aspirations, the Department for Education (DfE) is seeking to reduce the maximum timescale for care proceedings to 26 weeks. Nationally this is viewed as a very challenging timescale but within the Teesside courts the judiciary is committed to achieving this and has been working towards reducing the length of time taken for care proceedings for some time. Social workers are finding that these timescales are being rigidly held where possible by the Court. This has a significant impact on the capacity of the social workers workload as the timescale for completing necessary reports and assessments have significantly contracted and it is essential to ensure that the quality of the work undertaken with children and their families is not compromised.

- **Searching for perfect or partial ethnic matches**

The DfE found evidence to suggest children were left waiting for adoptive parents for long periods of time as social workers searched for adoptive parents that could meet the children's racial, culture and linguistic needs; it was felt that some children were being deprived of loving adoptive families whilst social workers search for the 'perfect match'.

The Children and Families Bill 2013 has removed the explicit requirement to consider religious persuasion, racial origin, culture and linguistic background when seeking an adoptive placement for a child. The overriding principle in finding a match for a child will remain what is in the child's best interest throughout his or her life.

3.10 **Securing early permanence**

- **Foster to Adopt/ Early Placement**

With the aim of finding loving permanent homes for children as early as possible and to minimise disruption to children moving between placements, DfE advise that where a local authority has decided that adoption is the plan for a child, it should aim to place that child as early as possible with carers who are likely to become their adoptive parents. This can never pre-empt the decision of the Court that a child should be adopted, however, it ensures that whether or not a child is placed for adoption, they should suffer less trauma from disruption.

There is a level of legal uncertainty for adopters in Foster to Adopt arrangements and the support, training and supervision of these adopters will need to be enhanced and carers will have dual approval as foster carers and adopters.

- **Concurrent Planning**

There is a drive to promote concurrent planning which is a concept originally from America and developed in the UK by the Manchester Adoption Society followed by Coram Adoption Agency, to date, the use of this practice in the U.K. has been relatively small. Essentially adoptive parents are also approved as foster carers, a child will be placed with them and they will work with social worker and birth families whilst assessments and reunification plans are being formulated. If the plan becomes adoption then the child would remain with the adopters and it is anticipated he or she would be adopted by the carer.

Whilst this work is complex, challenging and highly emotive, the potential outcomes for the child are extremely positive, in that, it provides consistent parenting and promotes positive attachments. The impact on adopters are significant, in that, they could be the only people to have cared for their adopted child and it is known that children placed from birth or at a very young age are less likely to have suffered damage to their attachments, however there is a chance that children are returned to their birth parents so the emotional risk can be very high for adopters.

Hartlepool are currently leading on sub regional work to produce a policy, procedure, training and support pack in preparation to deliver concurrent/ 'foster to adopt' placements.

- **Adopter led matching**

Adoption Activity Days have been piloted by British Association for Adoption and Fostering (BAAF). Essentially the activity days bring together prospective adopters with children awaiting an adoptive placement; it gives adopters a chance to meet children and share an activity with them as opposed to reading their profile and seeing pictures. The pilot has been successful however very careful planning and preparation needs to be undertaken to ensure safety for all concerned.

Sub regionally, there is a proposal to host an Adoption Activity Day and Middlesbrough Council are leading on this initiative.

- **Changes to Adoption Register**

The Children and Families Bill 2013 proposes to amend legislation to offer approved adopters access the Adoption Register for the purpose of assisting them to find a child for whom they would be appropriate adopters.

- **The National Gateway for Adoption**

First4Adoption has recently been launched and will provide a national service to adopters providing information to prospective adopters in relation to assessment, approval and support.

The DFE are providing 'pump prime' grant to Community and Voluntary Adoption Agencies to increase their numbers of approved adopters and local authorities will be required to seek placement from this sector.

There is currently an inter-agency fee framework for purchasing adoptive placements from another provider with Local Authority Adoption Agency placements costing £13,138 and Voluntary Adoption Agencies costing £27,000. The Government has advised that there will be a leveling of the interagency fee across agencies and current proposals are that all fees will rise to £27,000.

- **Adopter Approval**

The DFE has introduced a new two stage adopter approval process aimed at reducing the timescales for adopters to be approved. For new adopters the first stage (pre-qualification) will be two months and second (full-assessment) will be four months. There will be a fast-track process for people who have adopted before or who are already approved foster carers wishing to adopt a child in their care.

3.11 **Adoption Support**

- **Treating Adopters Fairly**

Statutory adoption pay and leave will be brought in line with maternity pay.

- **Being Clear about Adoptive Parents' Rights**

There will be a responsibility on local authorities to publish an adopter friendly document clarifying their entitlements in terms of support and a legal duty on local authorities to inform adopters of their rights.

Adoptive parent have reported poor access to specialist support when they need it and as a consequence, the Government has asked National Institute of Clinical Excellence (NICE) to produce guidance on attachment disorders with an emphasis on evidence based interventions.

There will be e-learning material available on the new Department of Health, Children and Young People Mental Health e portal by 2014 for use by health professionals and there will also be revised statutory guidance for the NHS aimed at giving better access to specialist services for adopted children and adopters.

The DfE plan to pilot personal budgets for adopters who have been assessed as requiring services to enable them to purchase the support they believe best meet their needs, it is anticipated the pilots will commence by summer 2013.

3.12 **System Reform.**

- **Further Action on Adoption: Finding more loving homes**

The DfE will be looking for fewer adoption agencies operating at a larger scale. This is likely to have a significant impact on Hartlepool as the local authority size is unlikely to fit with the DfE agenda. In response to this, on a sub regional basis, collaborative work is being undertaken which could mitigate any direct DfE intervention.

Within the Children and Families Bill, the Government has included a power requiring local authorities to outsource their adoption functions, potentially paving the way for those functions to be undertaken by a Voluntary Adoption Agency and has provided the Community and Voluntary Adoption Agencies with a £1m grant to support them to increase their adoption provision.

4. PROPOSALS

4.1 The allocation of the Adoption Reform Grant will be used to support the implementation of local adoption reform. The Government's adoption reforms raise considerable challenges to local authorities both in terms of the accelerated rate of change and the wide reaching nature of the reforms that have been introduced. To support local authorities, one year funding has been made available to kick start these changes but currently there is no indication of any future funding to embed and sustain the significant practice changes. This has to be considered against a national shortage of adopters with more than 4,200 children waiting for adoption nationally. The grant allocation to Hartlepool amounts to a total of £336,398.

4.2 It is proposed that the one year grant funding is used to:

- Create a dedicated Family Finder post to strengthen practice in searching for families for children. This role will also support social workers in completing Child Permanence Reports and life story work with children undertake any direct work with the child to prepare him or her for adoption;
- Provide additional social work capacity within the adoption team to meet the reduced timescales for training and approval of adopters and increase recruitment of adopters;
- Create a part time development post to lead on recruitment, foster to adopt, concurrent planning and skill up the wider workforce in relation to life story and placement preparation and develop adopter information;
- Create part time post to lead further development of robust post adoption support for children, birth families and adopters;
- Create an additional newly qualified social worker post within fieldwork teams to strengthen capacity;
- Provide additional funding to the placement budget to reflect the increased interagency fees.

Summary Adoption Reform Grant Expenditure

<u>Social Work Posts</u>	160,000
Family Finder Post	
Strategic Planner/advisor/development Officer	
Post Adoption Support/Training	
Front Line Social Work	
Purchased Placements 6 x £27,000	162,000
Additional project expenditure	14,000
	336,000

- 4.3 Given the short term nature of the grant funding the additional posts will be one year fixed term posts and as a consequence, it may be difficult to recruit suitably experienced and qualified social workers. To manage this, it is proposed that workers are seconded into the one year posts from within the existing team and wider children's social care workforce.

5. RECOMMENDATIONS

- 5.1 The Finance and Policy Committee is asked to note the Adoption Reforms taking place at a national level, approve the plans for local implementation and the use of the one-off grant provided by the Government, detailed in paragraph 4.2.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Adoption Reforms will have a significant impact on the statutory work of the Council and outcomes for children looked after and as such it is essential that the Finance and Policy Committee is aware of the changes taking place and approve local arrangements.

7. BACKGROUND PAPERS

An action plan for Adoption – Tackling Delay – Department of Education;
Adoption Score Card – Department of Education
Children and Families Bill 2013 – Department of Education

8. CONTACT OFFICER

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FINANCE AND POLICY COMMITTEE

28 June 2013



Report of: Assistant Chief Executive

Subject: VIEWPOINT 39 – CITIZENS PANEL RESULTS

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 The report is for information.

2. PURPOSE OF REPORT

2.1 None – for information only

3. BACKGROUND

3.1 Viewpoint, Hartlepool Borough Council's citizen's panel, is one of the ways the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.

3.2 Each phase of Viewpoint covers various topics and within this phase there were questions on:

- Children's Centre's and Youth Centre's
- Internet, Technology and Smartphones
- Awareness of Benefits Welfare Reform

3.3 Viewpoint 39 was sent in December 2012 to all 1,415 active members of the panel. A response rate of 70 per cent was achieved with 968 questionnaires being returned. It is important to note here that 70 per cent is an excellent response rate for a citizens panel survey.

3.4 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all panel members complete the questionnaire at each phase.

- 3.5 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular newsletter.
- 3.6 Since Viewpoint was launched in August 1999, the council has asked Viewpoint members to let us know their thoughts and opinions on 164 topics (up to and including VP39). Some of these topics have been repeated in order to monitor change over time; however, as a rule topics will only be repeated in Viewpoint after three years. As we try to refresh a third of our panel annually, theoretically we should have a new panel every three years, and therefore Viewpoint members will not be answering questions they have already answered.
- 3.7 The Regeneration and Neighbourhoods Department is the most frequent user of Viewpoint; however all departments have used Viewpoint at some point since it was launched. Cleveland Police Authority, Cleveland Fire Brigade, and Radio Hartlepool have also asked questions through Viewpoint as external agencies. See table 1 for the breakdown of departmental use of Viewpoint.

Table 1: Use of Viewpoint by departments – number of topics covered up to and including Viewpoint 39

	%	(No.)
Regeneration & Neighbourhoods	51	(83)
Child & Adult Services	26	(42)
Chief Executive's Department	21	(34)
External agencies	3	(5)
(N=164)		

4. SUMMARY OF RESULTS FOR VIEWPOINT 39

- 4.1 What will follow will summarise the key findings from the Viewpoint 39 survey. Attached as Appendix 1 is the full results report for this Viewpoint phase.
- 4.2 Children's and Youth Centre's
Integrated Youth Support Service – Child & Adults Department
 The Integrated Youth and Support Services wanted to get a better understanding of Viewpoint members thoughts on Children's Centre's and Youth Centre's. The Viewpoint survey was not intended to be a users survey, but did find out what proportion of Viewpoint members had used these centre's in the past three years, and what proportion plan to use the centre's in the next year. The Viewpoint survey also explored opinion about Children and Youth Centres sharing a building, extending services provided to a wider age group, and how much activities and services should be charged at.

- 4.3 Only a third of Viewpoint members know where their closest Children's Centre (32%) and Youth Centre (34%) is. Only fifteen per cent of Viewpoint members have used a Children's Centre in the past three years and nine per cent of members have used a Youth Centre in the past 3 years. When asked if Viewpoint members, or a member of their household, would use a Children's Centre or a Youth Centre in the next year, only one in ten (12% and 7% respectively) said they would.
- 4.4 Viewpoint members were presented with a list of Council Children's and Youth Centres and were asked to tell us which they, or a member of their household, had used in the past three years. Viewpoint members were more likely to say they had used Rossmere Children's Centre, and Rossmere Youth centre in the past three years (11% and 7% respectively).
- 4.5 When asked which of these Children's and Youth Centres they would use in the next year, again, Viewpoint members said Rossmere Children's Centre (8%) and Rossmere Youth Centre (5%).
- 4.6 Viewpoint members thought that the cost to use Children or Youth Centres should be between 51p and £1. They also thought that Children's Centres should provide services for the whole family (40%), and that services provided through children's and youth centres should be joined (44%).
- 4.7 Internet, Technology and Smartphone's
Corporate Strategy, Chief Executives Department
The Corporate Strategy Team wanted to find out more about how people are accessing the internet and what technology they are currently using. This will help us to look at how we are delivering services and providing information to Hartlepool residents in the future.
- 4.8 Nearly nine out of ten (87%) Viewpoint members have internet connection in their home, and practically all of these (99%) have broadband internet connection.
- 4.9 There has been a move away from households having a computer in their home (59%), towards households having a laptop in their home (74%). However, households were more likely to have a mobile phone in their home than any other piece of technology (80%). Viewpoint members aged between 25 and 44 years were more likely to have the technologies listed in this question. Overall, over half of Viewpoint members had a smartphone in their household, which increased to 77% for people in the 25 – 44 year age band.
- 4.10 Six out of ten (62%) Viewpoint members who have a smartphone or tablet PC access the internet through it. Viewpoint members aged between 18 and 44 years old were more likely to say they had accessed the internet through their Smartphone or tablet PC (between 86% and 88%).

- 4.11 A third of smartphone or Tablet PC owners have scanned a QR code with their phone, a similar proportion would use QR codes again. Male Viewpoint members, and members aged between 25 and 44 years old, were more likely to have used QR codes in the past, and to say they would use them in the future (between 41% - 49%).
- 4.12 A quarter of members have noticed QR codes on Council publications, most notably the Hartbeat magazine (23%).
- 4.13 Three quarters of smartphone or tablet PC owners have downloaded an app onto their device. Viewpoint members aged between 18 and 44 years old were more likely to have done this.
- 4.14 When asked if Viewpoint members would be interested if the Council developed apps for people to pay for Council services, or to get Council information, four out of ten (42%) Viewpoint members said yes, they would. A further seventeen per cent said they did not know. Viewpoint members aged between 18 and 44 years were more likely to say they would use these apps (between 50% and 58%).
- 4.15 Next, Viewpoint members were asked to tell us if they were aware of, and follow, the Councils two social media sites – Facebook, and Twitter. Overall, around half of Viewpoint members were not aware of these sites (between 45% and 50%), just under half of members are aware of these sites, but do not follow them (between 46% and 48%), and a small proportion are aware of and follow these sites (between 4% and 8%).
- 4.16 Awareness of Benefits Welfare Reform
Benefits, Chief Executives Department
 Central Government is making a range of changes to the welfare system as part of national government reforms. Some of these changes came into force in April 2013, and some changes were made earlier than this. These reforms represent some of the biggest changes to the welfare system in decades and will mean significant impacts and challenges for many people in Hartlepool.
- 4.17 The Benefits Team wanted a better understanding of how aware Hartlepool residents were aware of these changes, if they were aware that it is the responsibility of the Department of Work and Pensions to tell people about the reform, and where Hartlepool residents would go to for help and advice about these changes. They also wanted to find out if Viewpoint members were aware of, or if they had used the West View Advice and Resource Centre, the Families Information Support Hub (as it was called at the time of the survey), or the Councils Benefit Service.
- 4.18 Six out of ten (57%) of Viewpoint members said they do not currently receive any benefits. One in five (20%) Viewpoint members said they receive Council Tax Benefit and Child Benefit.

- 4.19 Three quarters (73%) of Viewpoint members were aware of the welfare reform changes that are happening. Just over two out of ten (22%) respondents felt the changes would have some impact on them, however, only 7% of these felt these changes would have a significant impact on them.
- 4.20 Less than half (46%) of Viewpoint members were aware it is the responsibility of the Department of work and Pensions to tell people about the reform. However, over half (54%) thought that people would go to the Department of Work and Pensions for help and advice about these changes. Six out of ten (59%) Viewpoint members thought that people would go to the Citizens Advice Bureau for help and advice.
- 4.21 Next, we explained to Viewpoint members about the role of the West View Advice and Resource Centre, the Families Information Support Hub (FISH), and the Council's Benefit Service. We wanted to know if Viewpoint members were aware of these services, or if they had used these services before. Two thirds of Viewpoint members were not aware of the FISH service, whereas four out of ten Viewpoint members were not aware of the West View Advice and Resource Centre (39%) or the Council's Benefit Service (44%). Viewpoint members were more likely to say they had used the West View Advice and Resource Centre before (16%). Viewpoint members from the North and Coastal neighbourhood were more likely to say they had used the West View Advice and Resource centre in the past (20%, compared with 13% for South and Central neighbourhood).
- 4.22 Finally, two-thirds of Viewpoint members felt the information leaflet designed to explain some of the changes that are happening to benefits was useful.
- 4.23 Next Steps
A copy of the headline results and detailed tables (excluding responses of 5 counts and under) have been provided to the officers who requested the survey topic, and have also been uploaded online.
- 4.24 With the next Viewpoint survey, members will be sent a newsletter summarising these findings. This newsletter will also include a section explaining what has happened as a result of previous Viewpoint topics. This feedback will also be included in future reports to Finance and Policy Committee.

5. RECOMMENDATIONS

- 5.1 It is recommended that the Finance & Policy Committee note the results of Viewpoint 39.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The report is for information only therefore the Policy Committee is only requested to note the results of Viewpoint 39.

7. BACKGROUND PAPERS

None.

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Corporate Strategy



39th Viewpoint Survey Results Report

**Lisa Anderson
May 2013**

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1. Introduction

- 1.1 This report details results from the December 2012 survey. The specific topic areas covered in this survey were:
- Text reminder service
 - Children's Centres and Youth Centres
 - Internet, Technology and Smartphone's
 - Awareness of Benefits Welfare Reform
- 1.2 In December 2012, a questionnaire was distributed by post and via the council's e-consultation system to all 1,415 active members of the panel. Viewpoint members were given approximately four weeks to complete and return the questionnaire, after which time a reminder email and/or letter was sent out to those members who had not responded.
- 1.3 This report will comment on the key findings from the recent Viewpoint survey.

Response rates

- 1.4 The response rate was 70% (968 returns). A small number of cases were excluded from the sample (including Viewpoint members who had moved out of the area or those who requested to be removed from the panel) (Table 1.1).

Table 1.1 Response rates

	Number of cases
Total sample	1415
Excluded cases	27
Total possible sample	1388
Completed questionnaires	968
No response	420
Response rate	70%

2. Key findings

2.1 What will follow will be an analysis of each question included in Viewpoint 39, including commentary on any noticeable differences between age, gender and location demographics. Also, if questions have been included in previous Viewpoint surveys, a comparison will be provided between the datasets. This analysis excludes open ended questions.

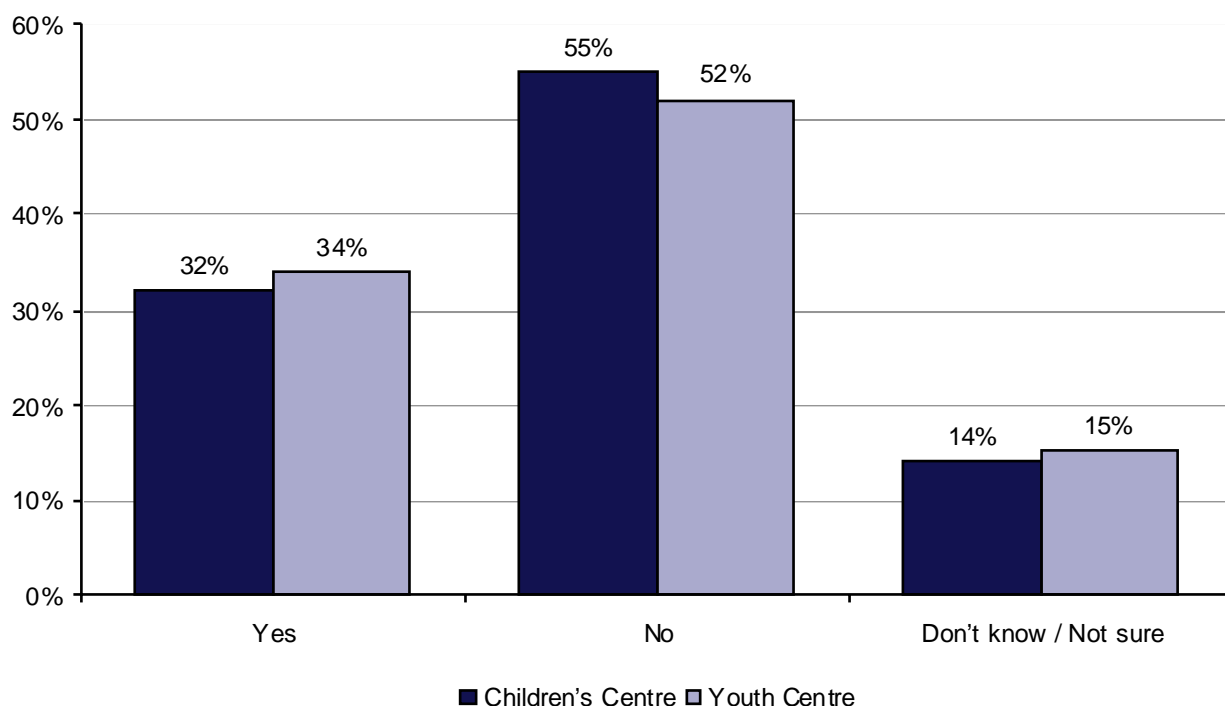
2.2 Explanation of Q1

Children's Centres and Youth Centres

2.3 The Council wanted to find out Viewpoint members thoughts on Children and Youth Centres in Hartlepool.

Q2 Do you know where your closest Children's Centre and Youth Centre are?

2.4 A third of Viewpoint members knew where their closest Children's Centre (32%) and Youth Centre are (34%). However, over half of Viewpoint members did not.

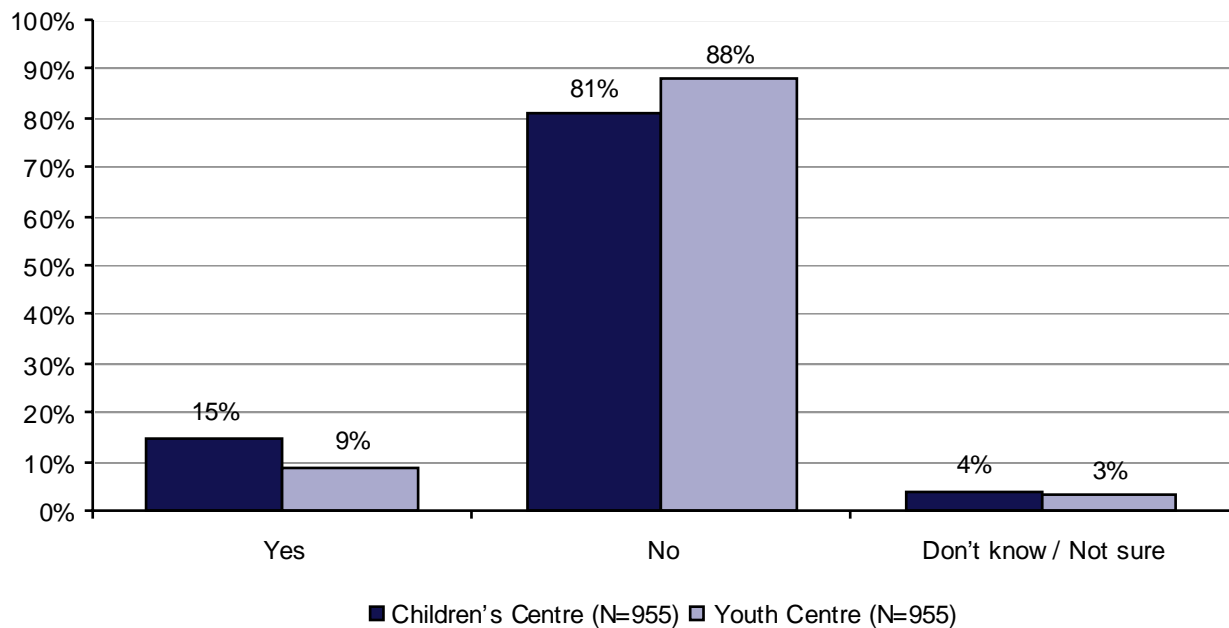


2.5 When looking at the detailed results, we can see that Viewpoint members aged between 25 and 44 years were more likely to say they knew where their closest Children's Centre was (40%), as were women (34%), and members from South and Central neighbourhood (34%).

2.6 The detailed results show that respondents were more likely to know where their closest youth centre was if they were aged between 45 and 64 (36%), male (38%), or from South and central neighbourhood (34%).

Q3 Have you, or a member of your household used any Children's Centre or Youth Centre in the past three years?

- 2.7 When asked if any Viewpoint member or member of their household had used any children's or youth centres in the past three years, the majority said no. Only 15% said they, or a member of their household, had used a children's centre in the past three years, and only 9% said they, or a member of their household, had used a youth centre in the past three years.

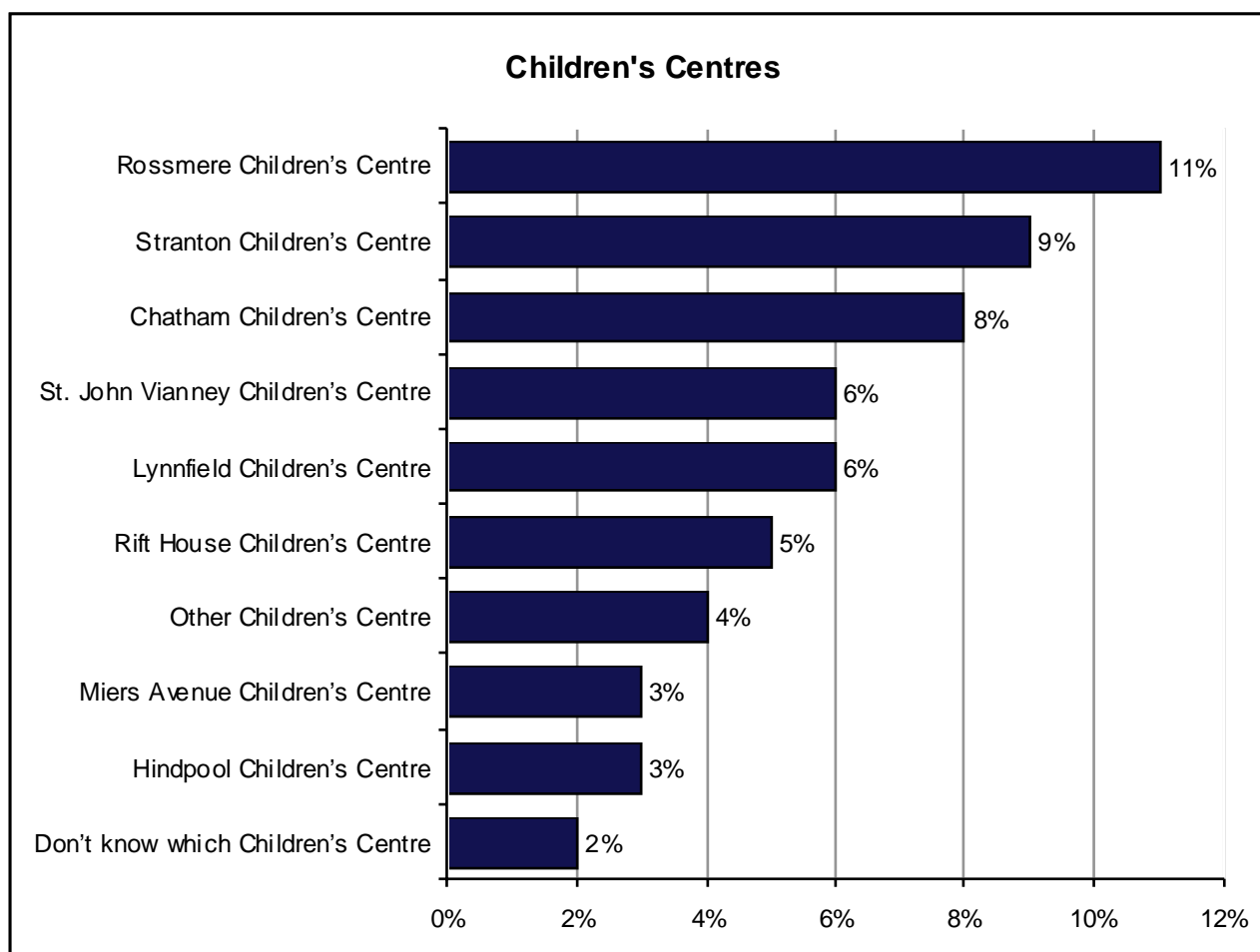


- 2.8 Viewpoint members who were more likely to say they, or a member of their household, had used a children's centre in the past three years were usually aged between 25 and 44 years, and from the North and Coastal neighbourhood (17%).
- 2.9 Members who were more likely to say they, or a member of their household, had used a youth centre in the past three years were usually aged between 18 and 24 years (15%), and from the North and Coastal neighbourhood (11%).

Q4 Have you, or a member of your household, used any of the following Children's Centre or Youth Centres in the past three years?

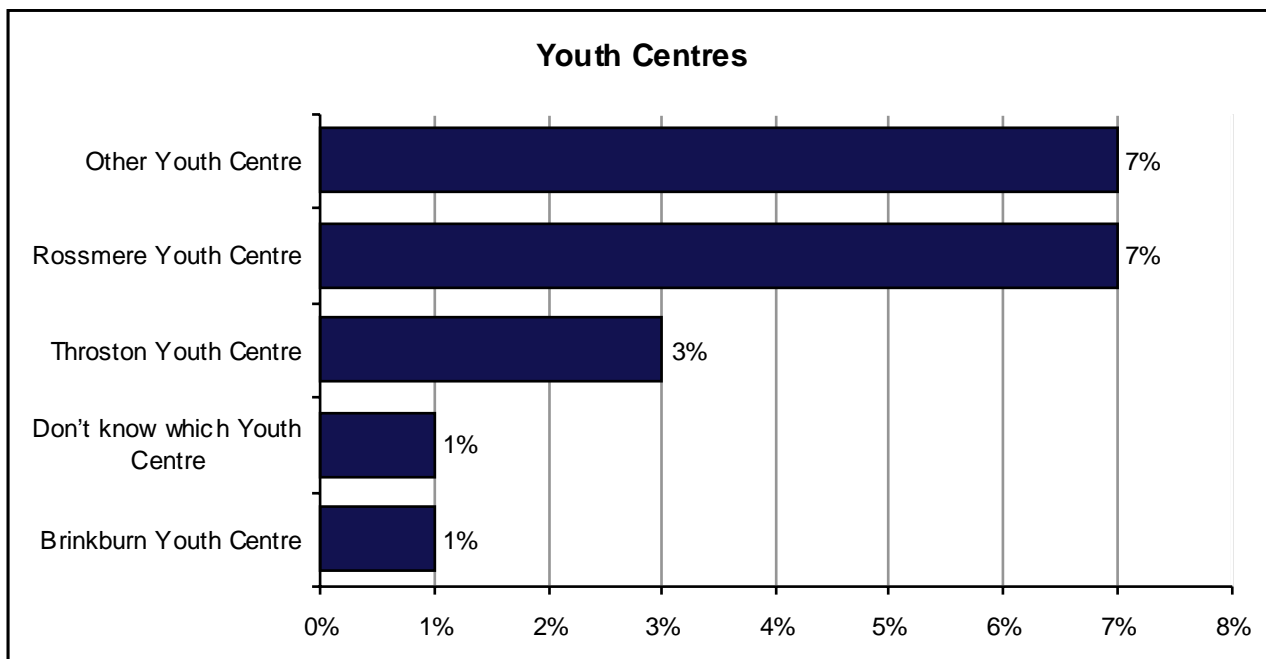
2.10 Viewpoint members were then asked to tell us if they or a member of their family, had used any of the following children's or youth centres in the past three years.

2.11 Over seven out of ten (72%) Viewpoint members said they or a member of their family had not used any of the following children's centres in the past three years (not included in bar chart). Viewpoint members were more likely to say they had used Rossmere Children's Centre (11%).



2.12 Viewpoint members who had used one of these children's centres in the past three years were more likely to be aged between 25 and 44 years old. Nineteen percent of respondents from this age group had used Rossmere children's centre in the past three years, and seventeen per cent had used Stranton Children's Centre. Again, women tend to be the main users of these children's centres.

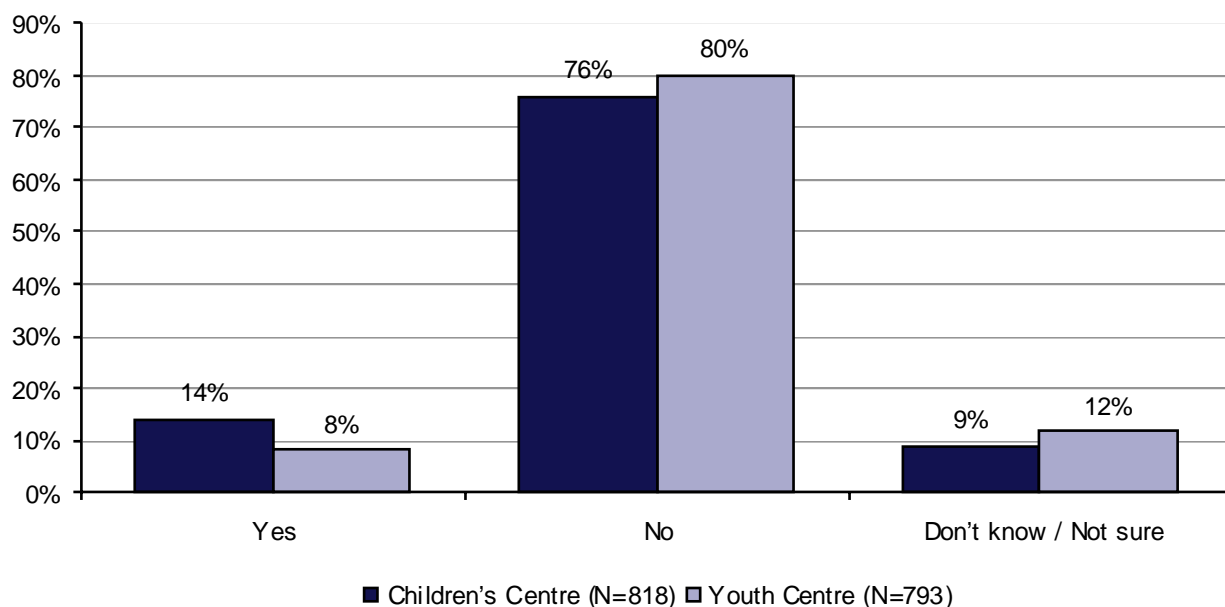
- 2.13 Over eight out of ten (82%) Viewpoint members said they, or a member of their family, had not used any of the following youth centres in past three years (not included in bar chart). Viewpoint members were more likely to say they have used Rossmere Youth Centre or another youth centre in the past three years.



- 2.14 There are no real differences to report on from the detailed results for this question.

Q5 Do you think you, or a member of your household, will use any Children's centre or Youth Centre in the next year?

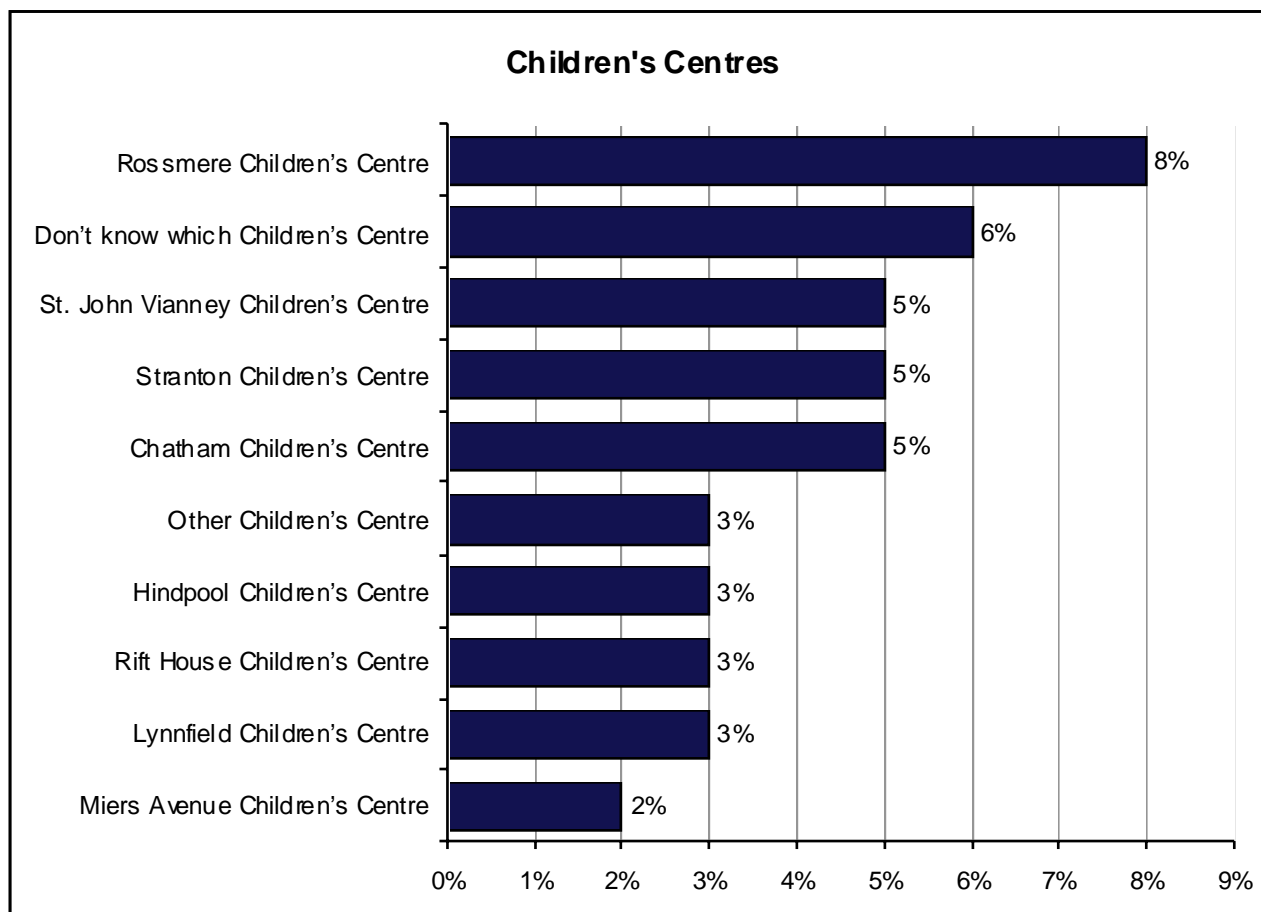
2.15 When asked if Viewpoint members think they, or a member of their household, will use a children's centre or youth centre in the next year, eight out of ten respondents said no.



2.16 Viewpoint members aged between 25 and 44 years were more likely to say they would use a Children's Centre (24%) or a Youth Centre (14%) in the next year.

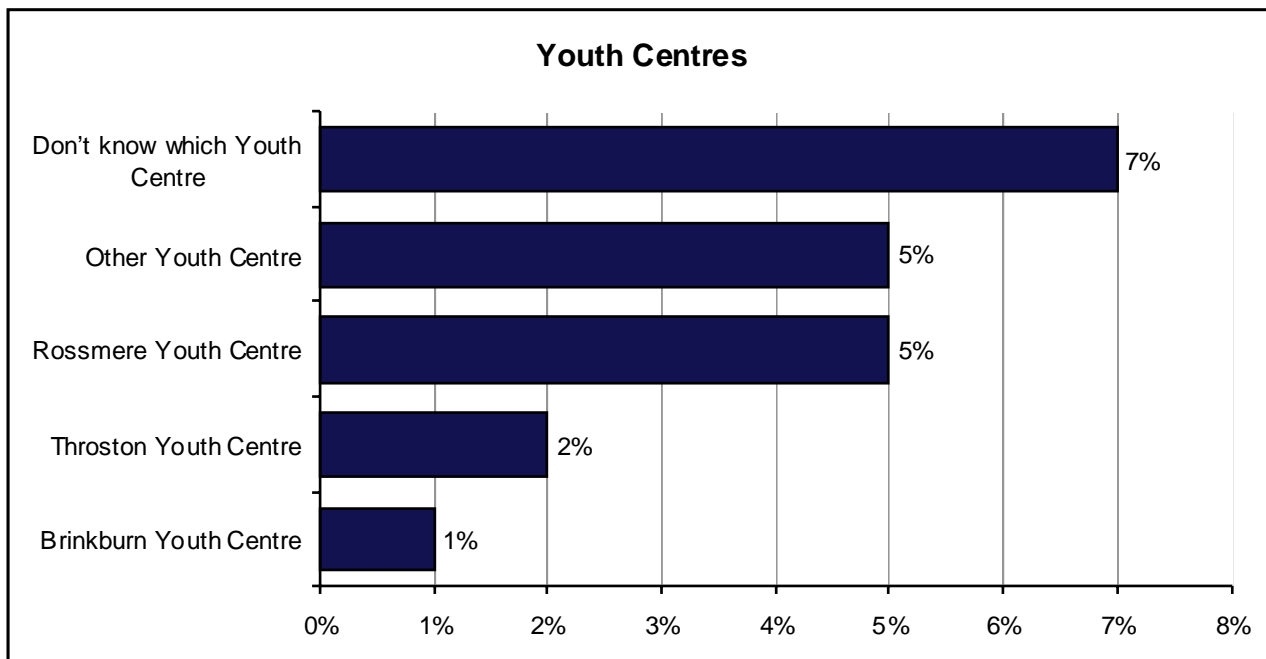
Q6 Do you think you, or a member of your household, will use one of the following Children's Centre or Youth Centres in the next year?

2.17 When asked if Viewpoint members, or a member of their family, will use one of the following Children's Centres in the next year, three quarters (75%) of respondents said no (not included in bar chart). Viewpoint members were more likely to say they would use Rossmere Children's Centre (8%).



2.18 Again the main age group to use the majority of these venues are Viewpoint members aged between 25 and 44 years.

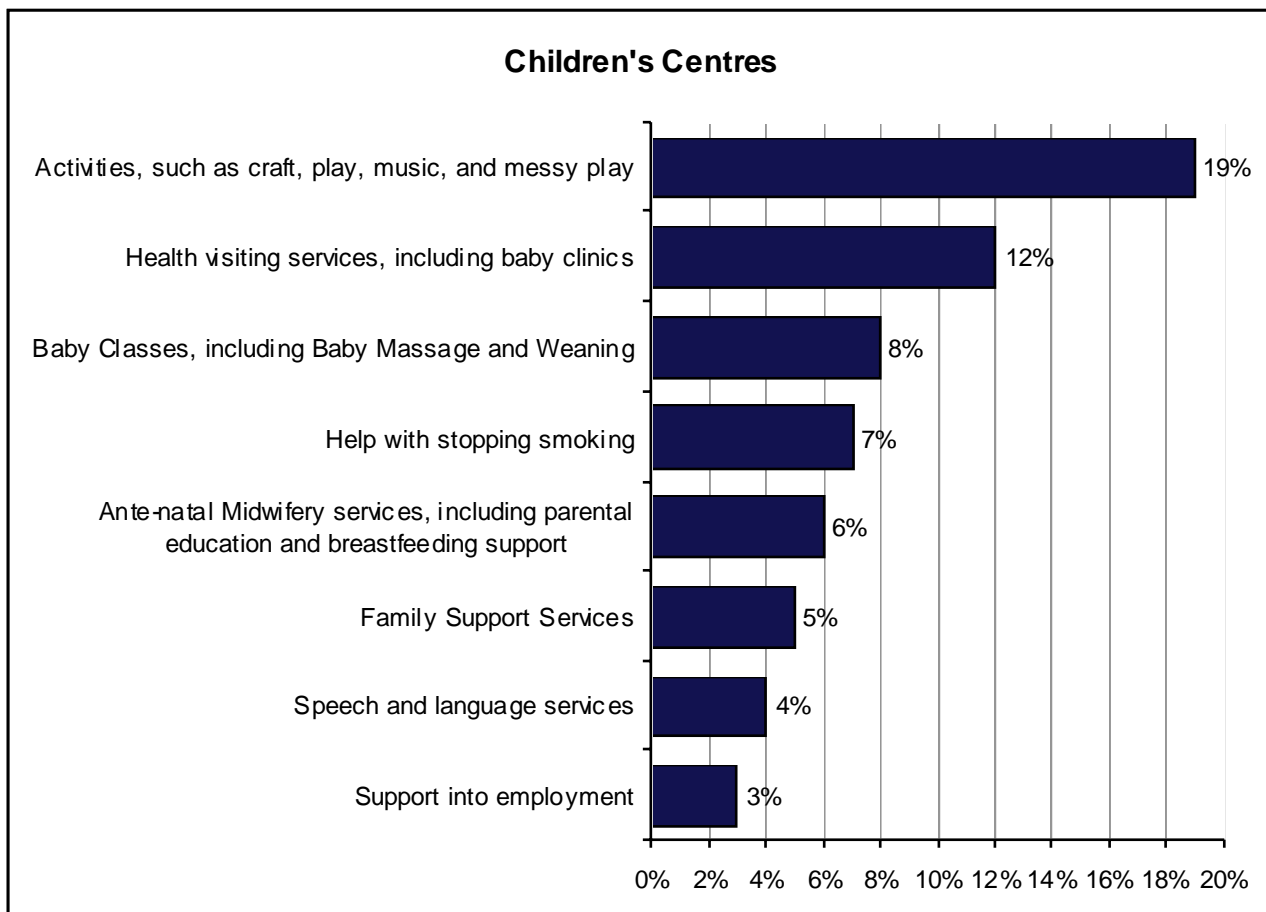
2.19 When asked if Viewpoint members, or a member of their family, will use one of the following Youth Centres in the next year, over eight out of ten (82%) respondents said no (not included in bar chart). Viewpoint members were more likely to say they did not know what youth centre they would use over the next year (7%).



2.20 There are no real differences to report upon from the detailed results from this question.

Q7 If you think you or a member of your household will use a Children's Centre in the next year, which services do you think you will use?

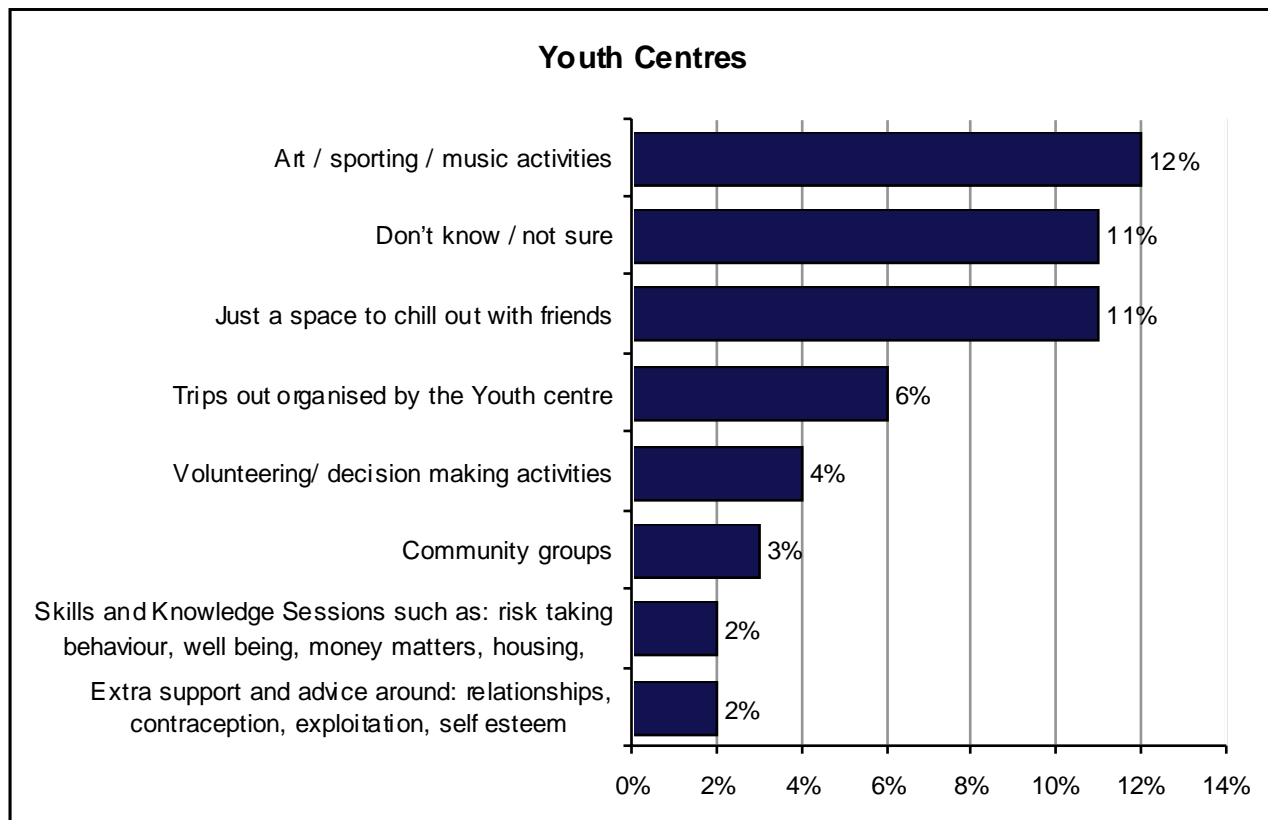
2.21 Next, we asked Viewpoint members what services they think they will use at Children's Centres in the next year. Over seven out of ten (71%) said their household would not use a children's centre in the next year (not included in bar chart). Two out of ten responders (19%) said they would do activities such as craft, play, music and messy play at children's centres, and one in eight (12%) said they would use health visiting services, such as baby clinics.



2.22 Viewpoint members aged between 25 and 44 years were more likely to say they would use activities such as craft, play, music, and messy play (34%), and health visiting services (23%) in children's centres in the next year. North and Coastal area were also more likely to identify these two activities (24% and 14% respectively).

Q8 If you think you or a member of your household will use a Youth Centre in the next year, which services do you think you will use?

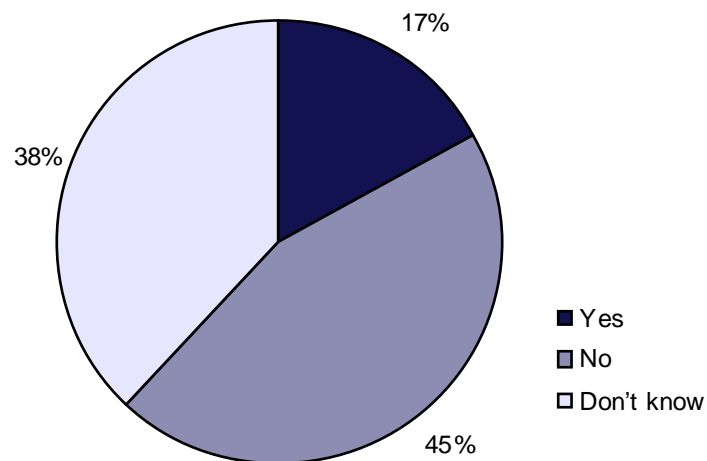
2.23 When asked what services Viewpoint members think they will use at Youth Centres in the next year, over seven out of ten (71%) said their household would not use a youth centre in the next year (not included in bar chart). One in eight (12%) said they would use a youth centre for art, sport or music activities. A similar proportion said they would use it as a space to chill out with friends (11%), or did not know what they would use it for (11%).



2.24 Viewpoint members aged between 25 and 44 years, and male Viewpoint members were more likely to say they would use youth centres for art, sporting and music activities (20% and 16% respectively), and a space to chill out with friends (18% and 14% respectively).

Q9 Do you think there are enough activities for young people to do in Hartlepool?

2.25 We asked Viewpoint members to tell us if they think there are enough activities for young people to do in Hartlepool, and only 17% said yes. Just under half (45%) said no, and four out of ten members (38%) said they did not know.

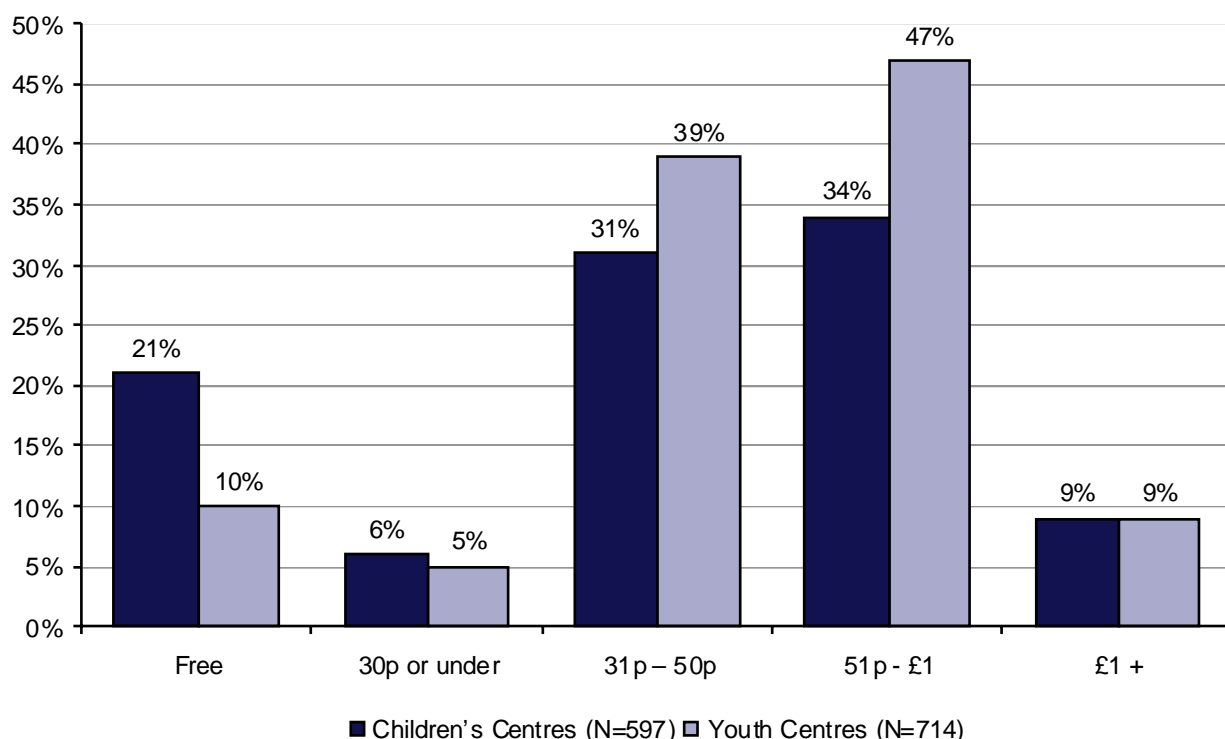


2.26 Results were fairly consistent across the different demographic groups.

Q10 What do you think the prices should be for activities and services at Children's Centres and Youth Centres?

2.27 We explained to Viewpoint members how the current cost for activities at Children's Centres were usually free, and the entrance cost for youth centres is about 30p. We wanted to know how much people would be prepared to pay for these services.

2.28 The majority of Viewpoint members felt the cost to use these services should be between 51p and £1. Viewpoint members were more likely to think this for youth centres (47%).

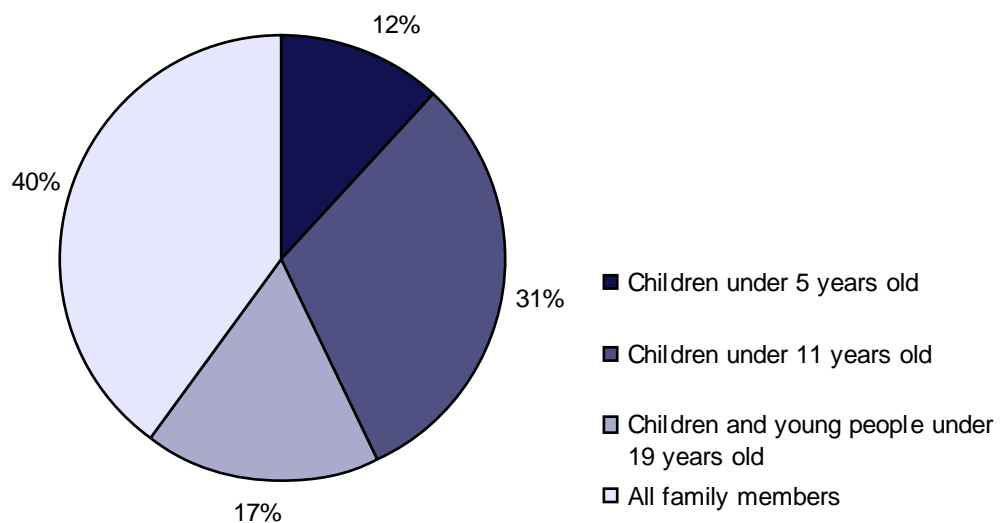


2.29 Viewpoint members aged 45 years and over were more likely to suggest a charge under 50p to use Children's Centres, whereas younger Viewpoint members (aged 44 years and under) were more likely to suggest a charge over 50p for children's centres.

2.30 For youth centres, Viewpoint members aged 65 years and over were more likely to suggest a charge under 50p. However, Viewpoint members aged 64 years and under were more likely to suggest a charge over 50p.

Q11 Who do you think Children's Centres should provide services for?

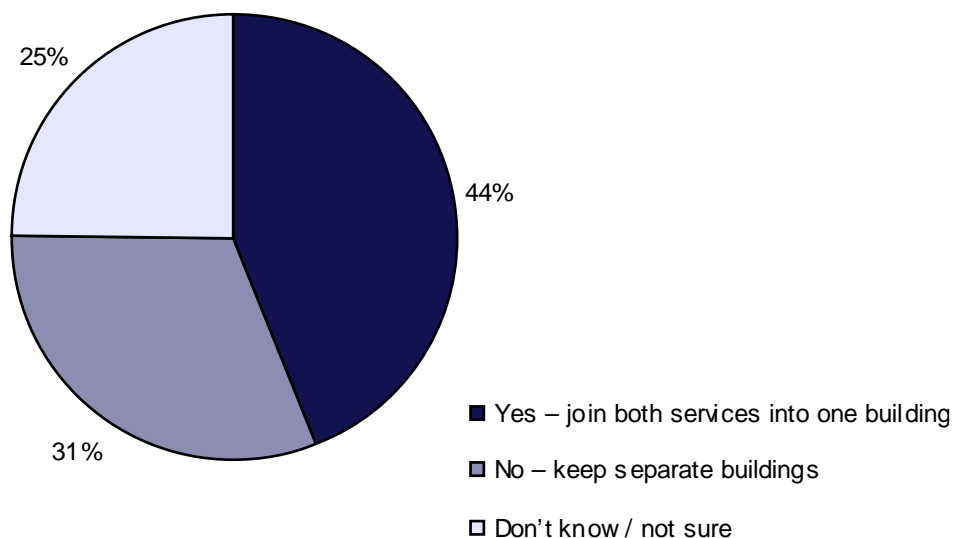
2.31 We explained to Viewpoint members how currently, Children's Centres provide services for children and parents of children aged five years and under, but that the Council were thinking about extending the services offered to other age groups or to all family members. We wanted to know who Viewpoint members thought Children's Centres should provide services for, and the majority of respondents said for all family members (40%).



2.32 There were no real differences to report on from the detailed results for this question.

Q12 Do you think that Children's centres and Youth centres should share a building?

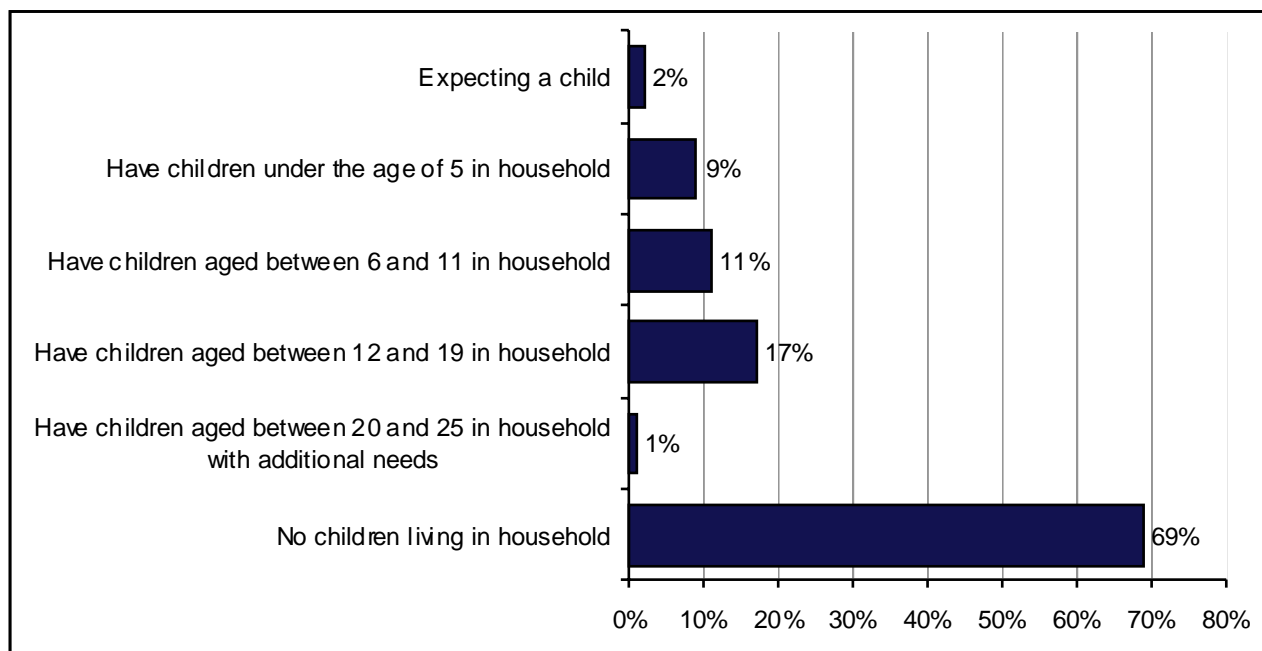
- 2.33 Viewpoint members were told how the Council is looking at ways to save money, while still delivering services through Council ran Children's Centres and Youth Centres. One of the things the Council is looking at is using the same building to deliver services for both Children's Centres and Youth Centres. Both venues are currently set up to deliver services for their target age groups, and so some modifications may be needed to make one of these venues suitable to deliver services for the two Centres. It would also mean that young people, who currently have their own space through a youth centre, would have to share space with other users. It would also mean that the space that babies and nursing mothers currently enjoy would also be shared.
- 2.34 Viewpoint members were then asked to tell us if they thought that children and youth centres should share a building, and the majority of responders (44%) said yes.



- 2.35 Viewpoint members aged 44 years and under were more likely to say no, that children's centres and youth centres should not share a building. However, respondents aged 45 years and over were more likely to agree that they should share a building.

Q13 Do you have any children living in your household, or are you expecting a child?

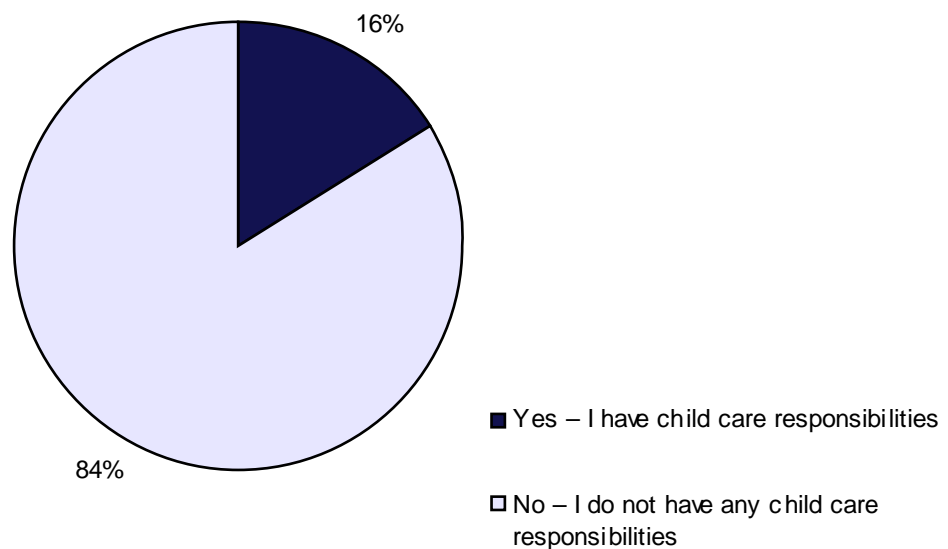
- 2.36 We wanted to know how many children Viewpoint members had in their household. Seven out of ten (69%) said they had no children living in the household. Three out of ten Viewpoint members (31%) had one or more children living in their household, or were expecting a child.



- 2.37 In order to ensure the information held on Viewpoint members was up to date, and to help us analyse future Viewpoint surveys, we asked Viewpoint members to tell us the ages of the children living in their household. This information was excluded from the results tables, and from this report.

Q15 Finally, do you have any caring responsibilities for any other child/children?

2.38 Finally, we asked Viewpoint members to tell us if they have any caring responsibilities for any other children, which could include children who do not currently live with them permanently, or children they watch for a friend or relative for at least once a week. Only sixteen percent of Viewpoint members said they did.



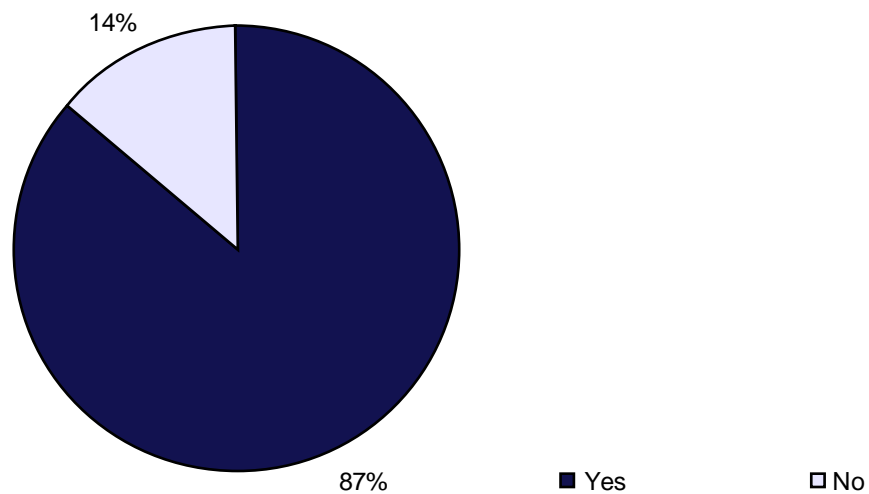
2.39 Again, there are no real differences in the demographic information to report upon for this question.

Internet, Technology and Smartphone's

2.40 We wanted to find out more about how people access the internet, and what technology they were currently using. This will help the Council to look at how we are delivering services, and providing information to Hartlepool residents.

Q16 Do you have internet connection in your home?

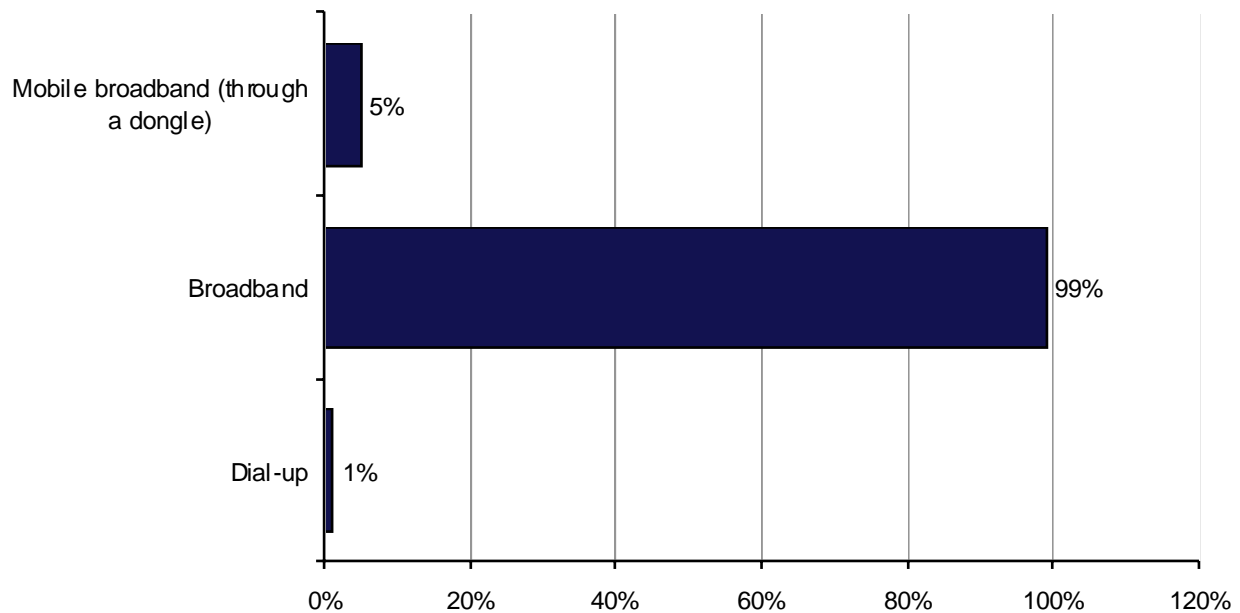
2.41 We asked Viewpoint members if they have internet connection in their home, excluding through mobile phones, and nine out of ten members said yes they did.



2.42 Viewpoint members aged 65 years and over were less likely to have internet connection in their home (64%)

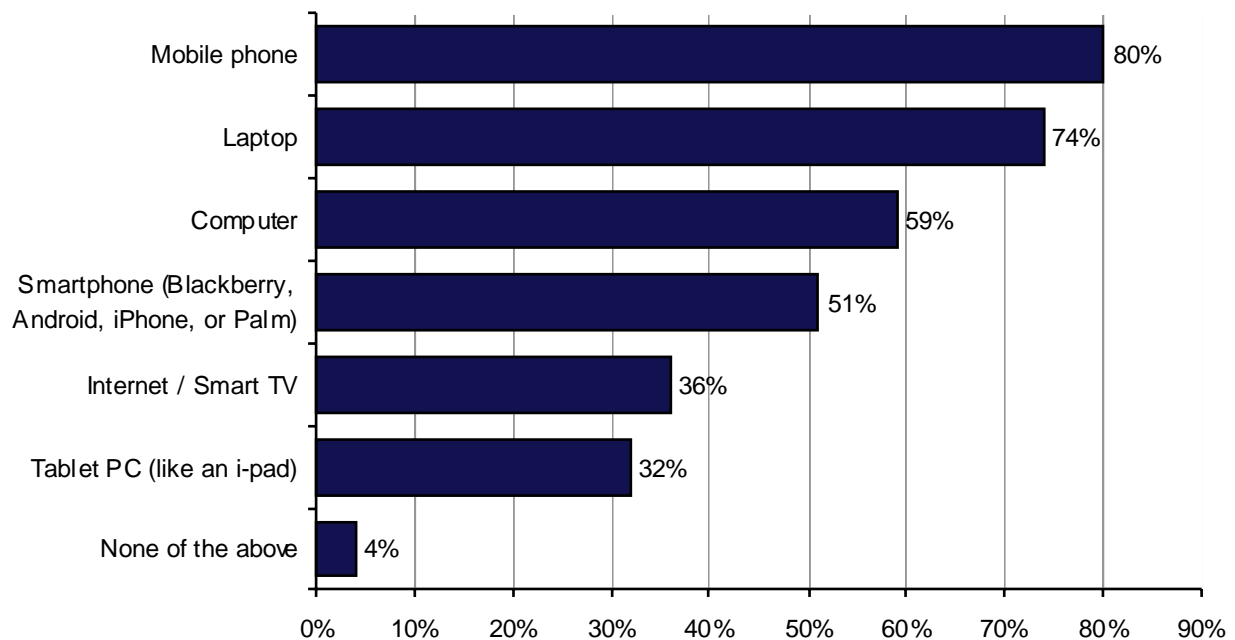
Q17 What type of internet connection do you have in your home?

2.43 When asked what type of internet connection Viewpoint members have in their home, nearly all (99%) said broadband. There was no differences to report upon from the detailed results



Q18 Do you have any of the following technology in your home?

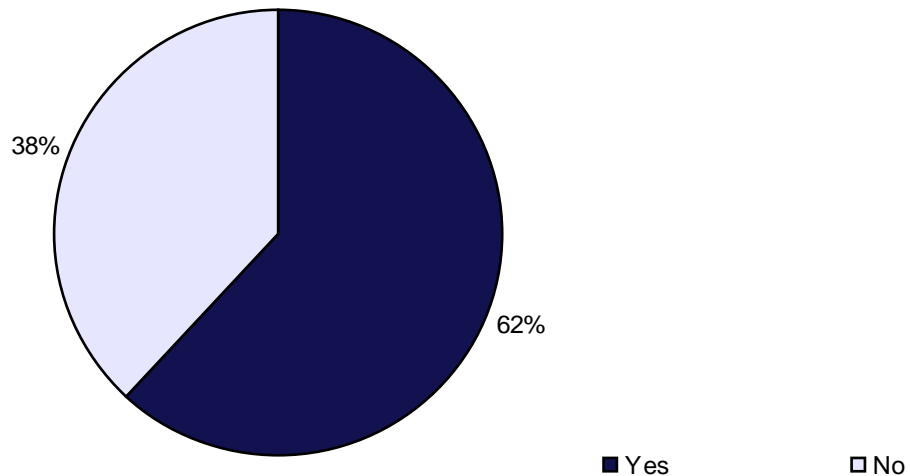
2.44 Viewpoint members were then asked to tell us what technology they had in their home. Eight out of ten members said they had a mobile phone, and three-quarters of members said they had a laptop. Only six out of ten Viewpoint members said they had a computer.



2.45 Viewpoint members aged between 25 and 64 were more likely to have a computer in their home (between 63% and 64%).. Members aged between 18 and 44 were more likely to say they had a laptop in their home (between 86% and 89%), and also a smartphone (between 71% and 77%). Viewpoint members aged between 25 and 44 years were more likely to have a tablet PC in their home (44%).

Q19 If you have a mobile phone or Smartphone, do you access the internet through it?

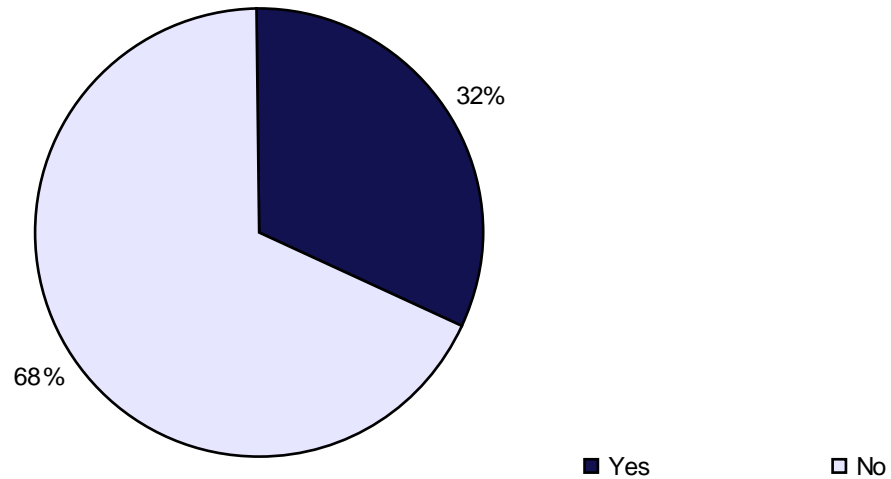
2.46 Viewpoint members were asked to tell us if they access the internet through their smartphone if they have one, and two-thirds of respondents said yes (62%).



2.47 Viewpoint members aged between 18 and 44 were more likely to access the internet through their smartphones (between 86% and 88%).

Q20 If you have a Smartphone or tablet PC, have you scanned and used a QR code?

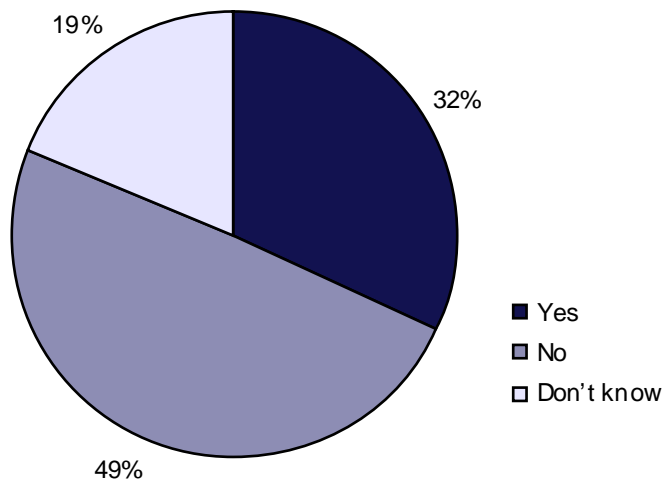
2.48 Viewpoint members were asked to tell us if they had ever scanned a QR code with their mobile phone, and only a third of members said yes.



2.49 Viewpoint members aged between 25 and 44 were more likely to say they have scanned a QR code with their mobile phone in the past (49%). Men were also more likely to have scanned a QR code than women (43%, and 20% respectively).

Q21 Would you be interested in using a QR code either for the first time or again?

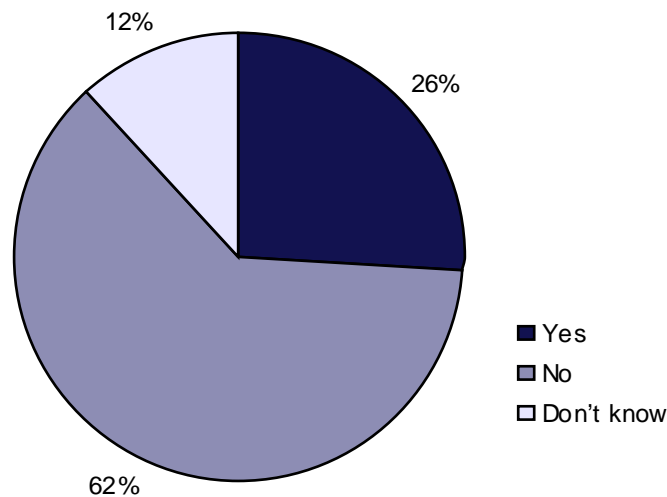
2.50 When asked if Viewpoint members would be interested in using QR codes in the future, a third of respondents said yes, and a fifth of respondents said they were not sure.



2.51 Again, Viewpoint members aged between 25 and 44 were more likely to say they would use QR codes in the future (42%), as were male Viewpoint members (41%, compared with 23% for women).

Q22 The Council is using QR codes more on its publications, including your Viewpoint surveys. Other than Viewpoint, have you noticed these QR codes on other Council publications?

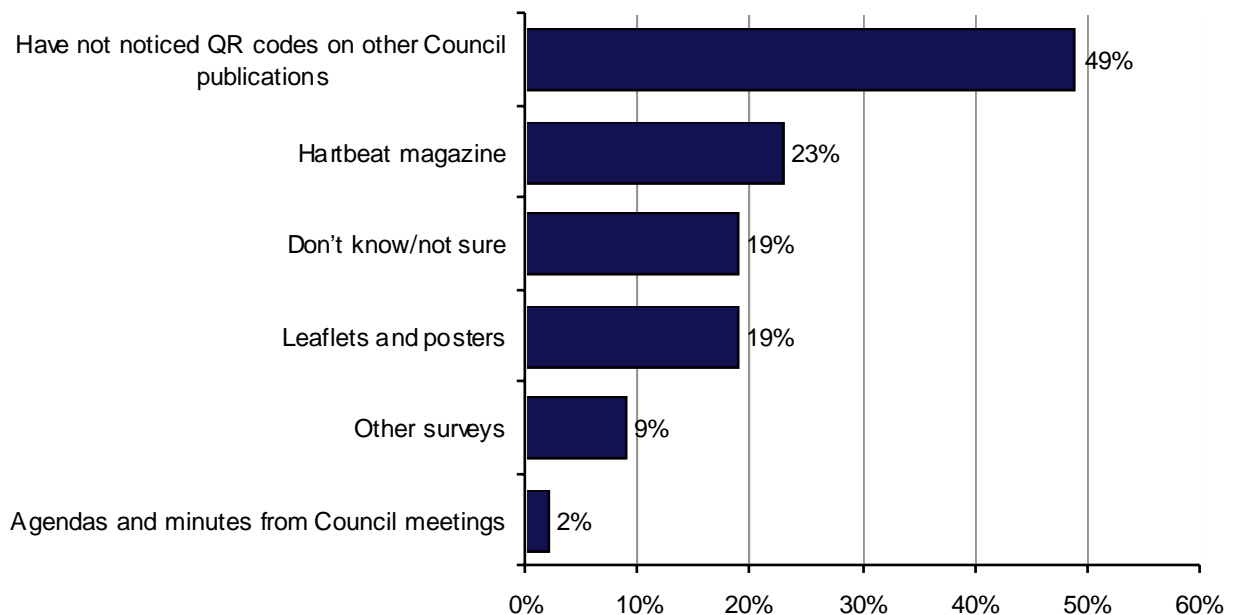
2.52 When asked if Viewpoint members had noticed QR codes on other Council publications other than the Viewpoint surveys, a quarter of members said yes.



2.53 Again, male Viewpoint members aged between 25 and 44 years were more likely to have noticed them (31% and 32% respectively).

Q23 If you have noticed these QR codes on other Council publications, what have you seen them on?

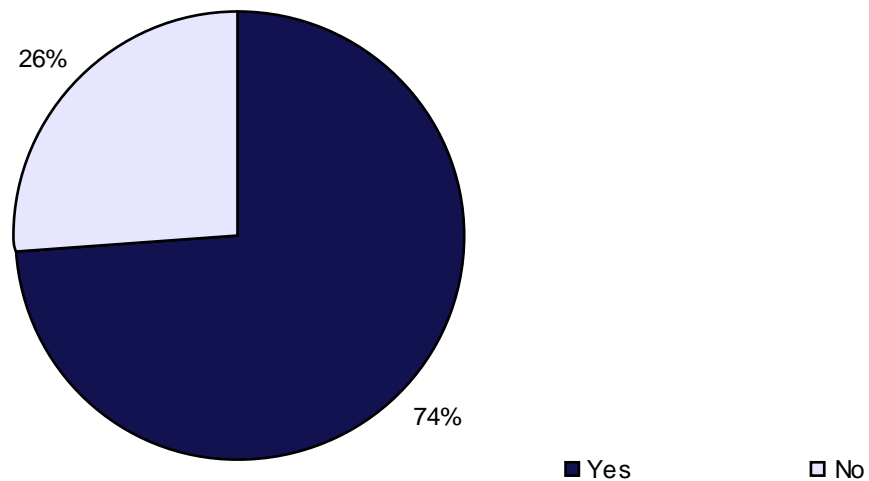
2.54 When asked where Viewpoint members had noticed QR codes, half of respondents said they had not noticed them. A quarter of respondents said on the Hartbeat magazines, and a fifth of respondents said on leaflets and posters.



2.55 There were no real differences to report from the detailed results.

Q24 If you have a Smartphone or tablet PC, have you ever downloaded and used an App?

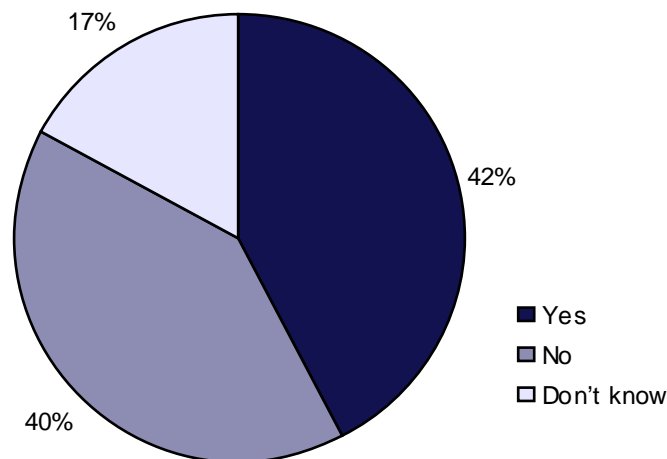
2.56 Next, we asked Viewpoint members if they had downloaded an 'app' onto their smartphone, and three quarters of respondents said yes they had.



2.57 Viewpoint members aged between 18 and 44 were more likely to say they had downloaded an app (between 87% and 90%).

Q25 If the Council were to develop apps for people to pay for Council services or to get Council information, do you think you would be interested in using them?

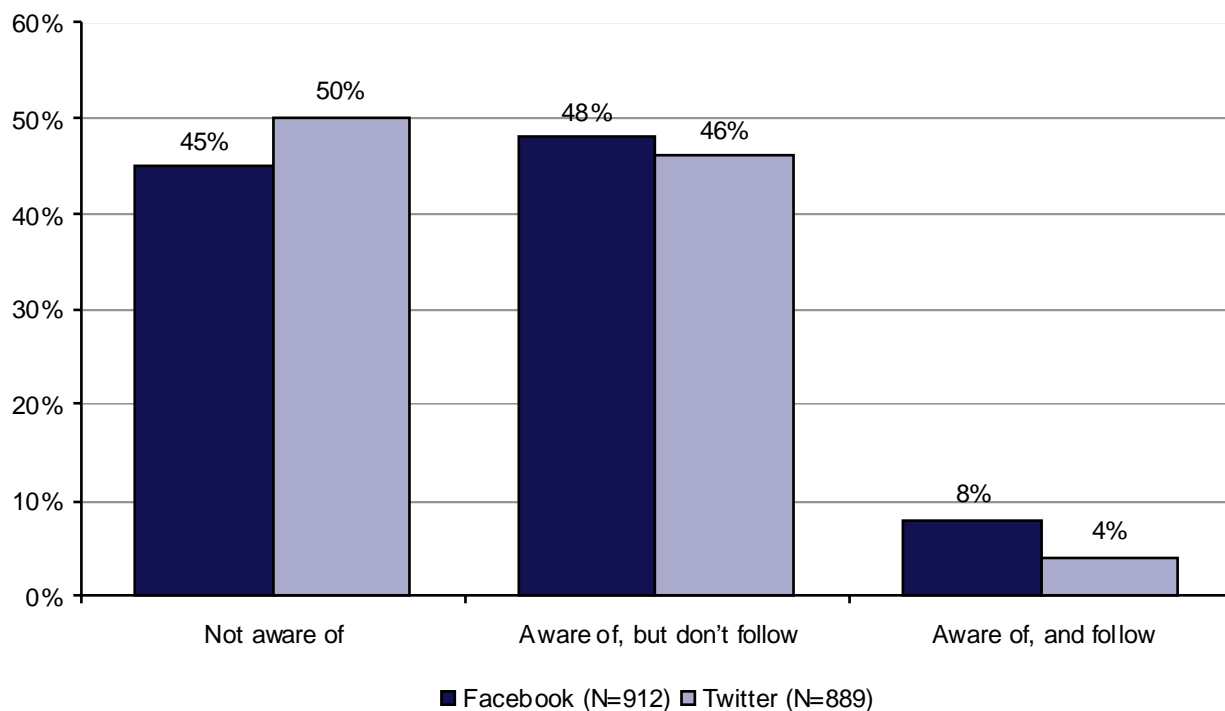
2.58 Next Viewpoint members were asked if they would be interested in using apps developed by the Council to pay for Council services or to get Council information, and four out of ten (42%) said yes they would. A further 17% said they did not know if they would use these apps.



2.59 Again, Viewpoint members aged between 18 and 44 were more likely to say they would use such apps (between 50% and 58%), as were male respondents (49%).

Q26 Are you aware of, or have you used, the following Council Social Media Sites?

2.60 Viewpoint members were asked to tell us if they were aware of, or have used, the Councils social media sites. About half (between 45% and 50%) were not aware of the Councils Facebook or Twitter social media sites. A similar proportion (between 46% and 48%) were aware of these sites but did not follow them. And a small proportion (between 4% and 8%) are aware of these sites and do follow them on social media.



2.61 There was no real difference to report upon from the detailed results for this question.

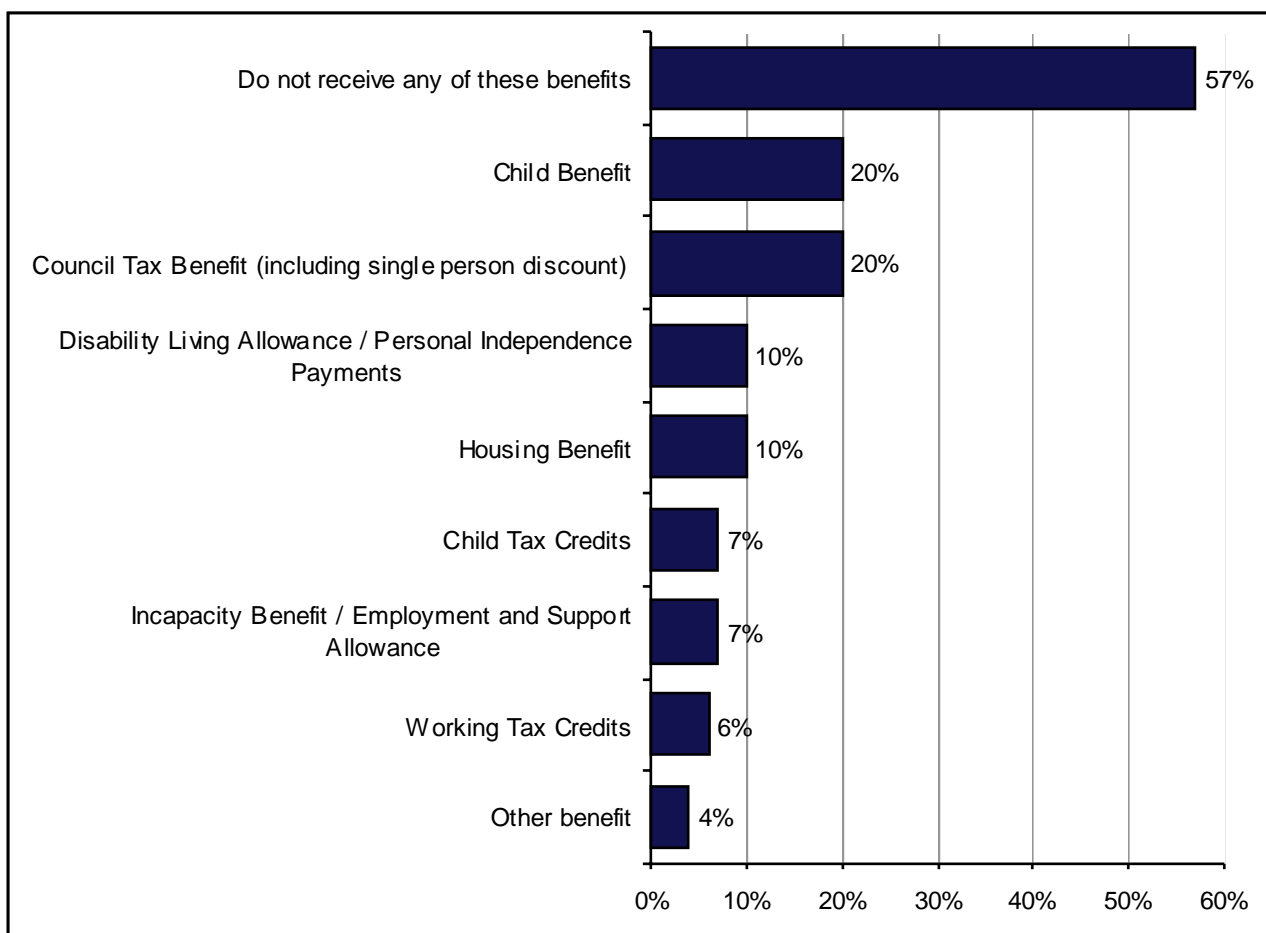
Awareness of Benefits Welfare Reform

2.62 Viewpoint members were told how Central Government are making changes to the welfare system as part of national government reforms. These reforms represent some of the biggest changes to the welfare system in decades and will mean significant impacts and challenges for many people in Hartlepool. We wanted to know if Viewpoint members were aware of these changes and how they may affect members. We also wanted to know where Viewpoint members thought people should go for advice and information about these changes.

Q27 Do you currently receive any of the following benefits?

2.63 First of all, Viewpoint members were asked which of the following benefits they currently receive, if any, and six out of ten members (57%) said they don't receive any of these benefits.

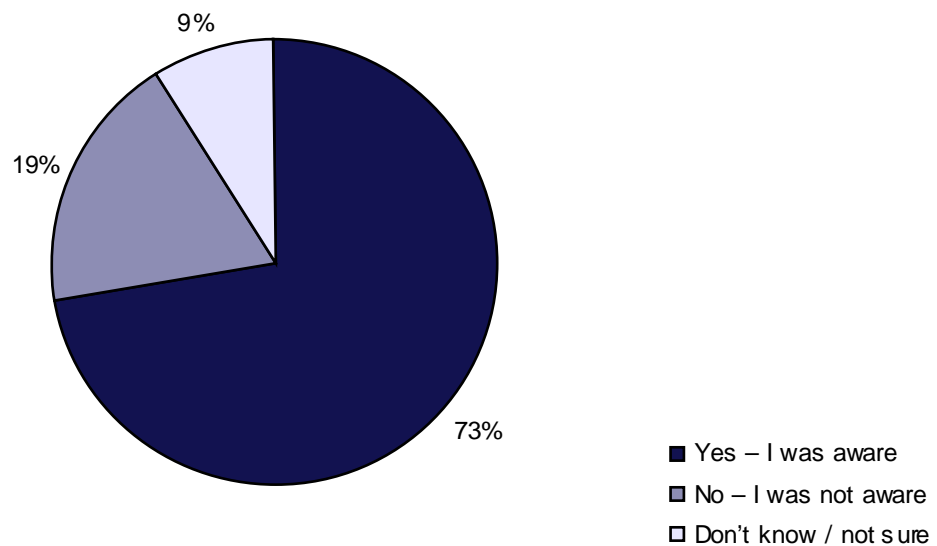
2.64 Two out of ten members receive child benefit, and a similar proportion receive council tax benefit.



2.65 Viewpoint members aged between 25 and 44 years were less likely to say they don't claim any of these benefits (41%), but were more likely to say they claim child benefit (44%).

Q28 Before receiving this Viewpoint questionnaire, were you aware of the welfare reform changes that are happening?

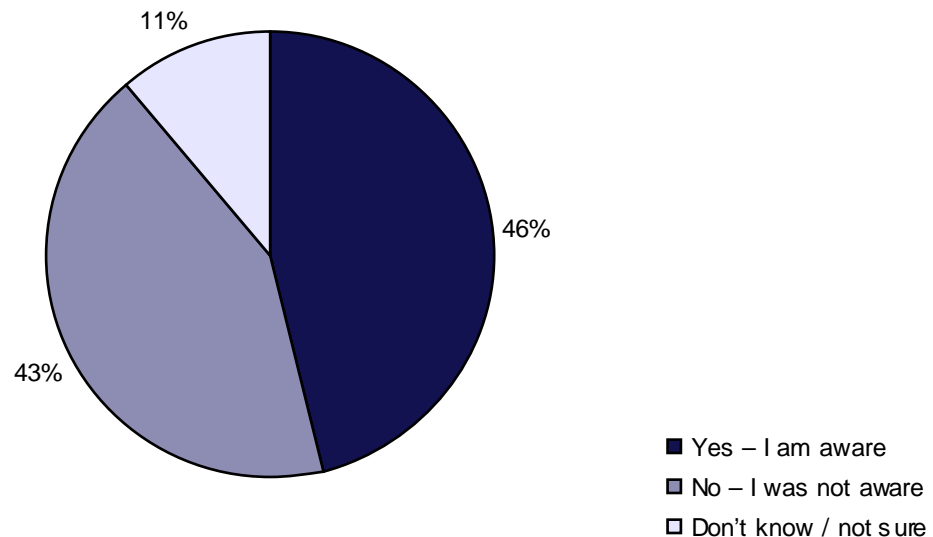
- 2.66 Viewpoint members were asked to tell us if they were aware of the changes to benefits before receiving the latest Viewpoint survey, and seven out of ten members said they were.



- 2.67 There was no real differences to report upon from the detailed results for this question.

Q29 Before receiving this latest Viewpoint questionnaire, were you aware that it is largely the responsibility of the Department of Work and Pensions to tell people about the Welfare Reform?

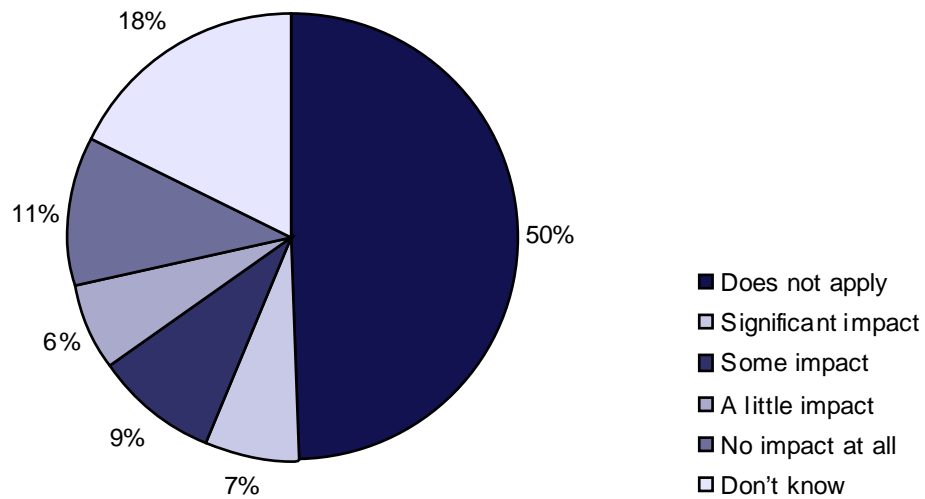
2.68 Next, we asked Viewpoint members to tell us if they were aware that it is largely the responsibility of the Department of Work and Pensions to tell people about the welfare reform, and less than half of respondents said yes, they were aware (46%).



2.69 Again, there were no real differences to report from the detailed results for this question.

Q30 What impact do you think the welfare reform changes will have on you?

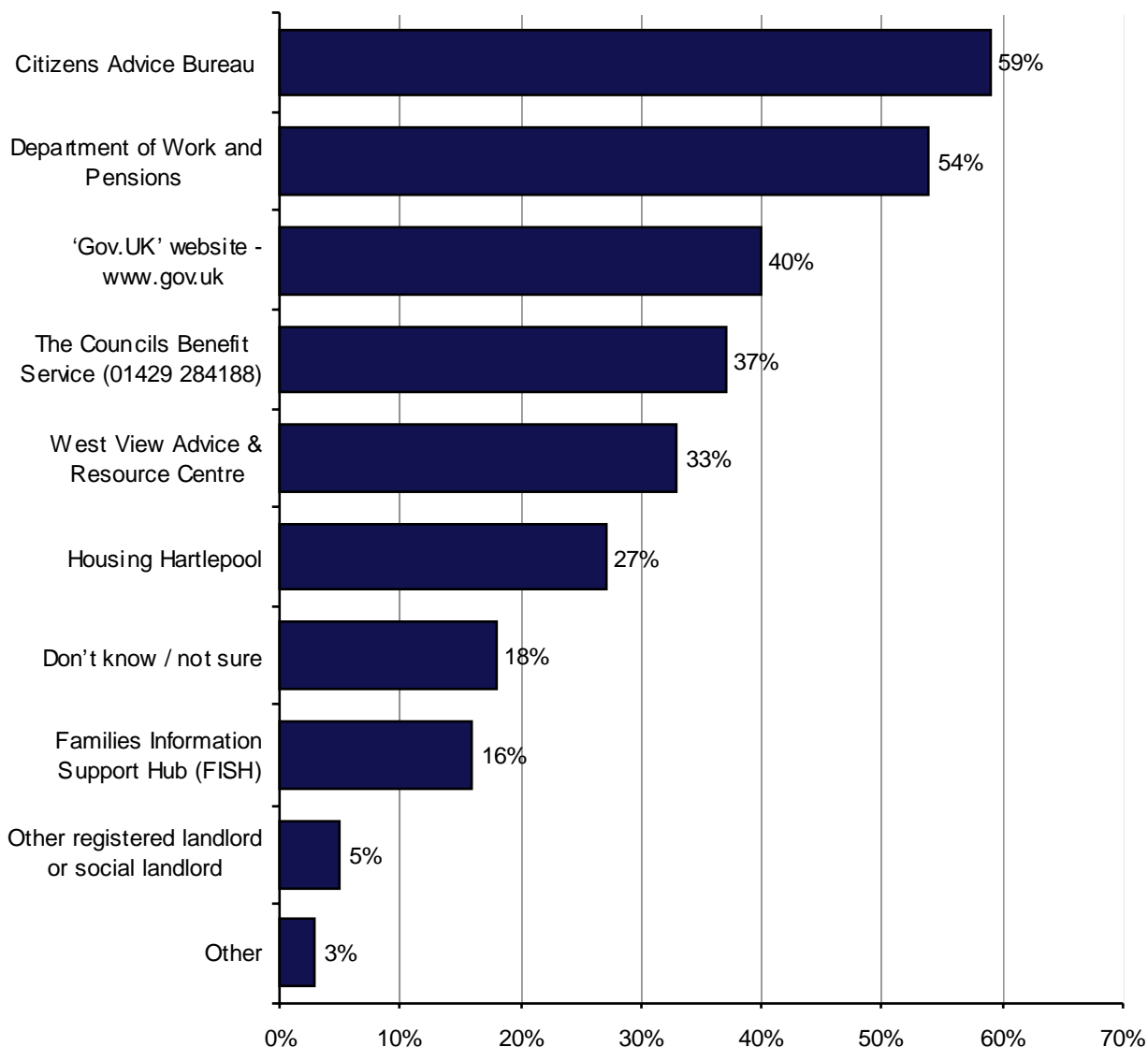
2.70 Next, we asked Viewpoint members what impact they thought the welfare reform changes will have on them, and half of respondents said the changes did not apply to them. One in five (22%) felt the changes would have an impact of them, but only 7% of these felt the impact would be significant.



2.71 A third of Viewpoint members aged between 25 and 44 years felt these changes would have an impact on them, whether significant (13%), some impact (12%), or a little impact (9%).

Q31 Where do you think people would go to for help and advice about these changes?

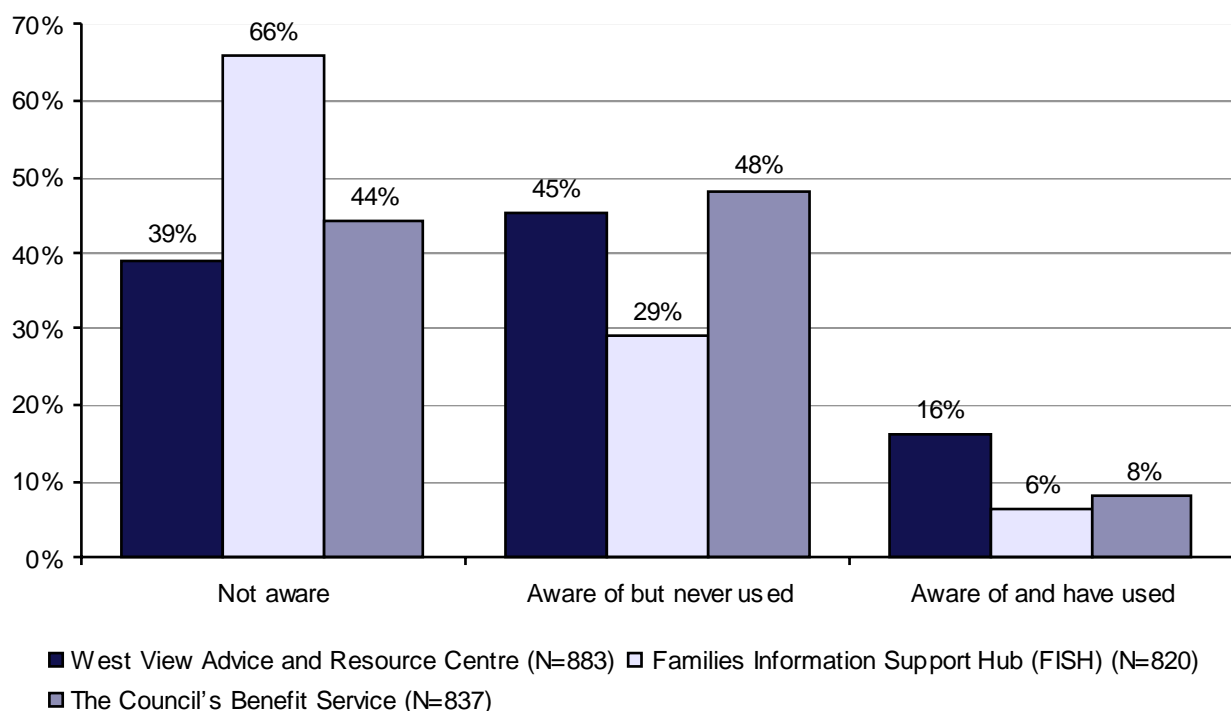
2.72 Viewpoint members were asked to tell us where they thought people would go to for help and advice about the welfare Reform changes, and six out of ten respondents said the Citizen's Advice Bureau, and over half (54%) said they would go to the Department of Work and Pensions. Just under four out of ten (37%) Viewpoint members would contact the Council about these changes.



2.73 There were no real differences to report from the detailed results from this question.

Q32 Before receiving this Viewpoint survey, were you aware of, or have you used any of the following services?

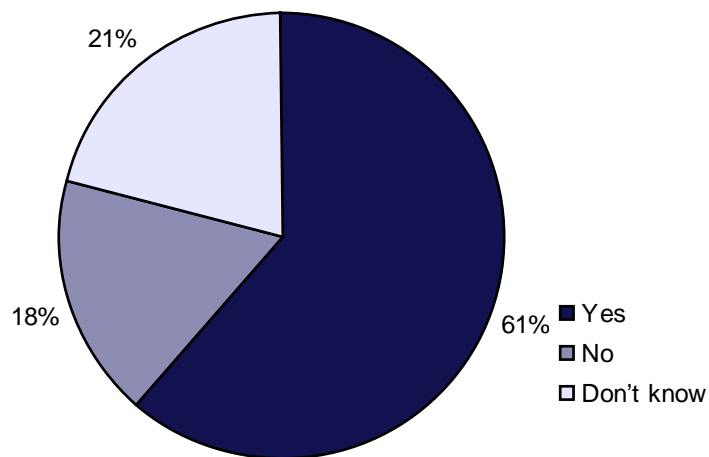
- 2.74 Next, we explained to Viewpoint members about the West View Advice and Resource Centre, the Families Information Support Hub (FISH), and the Council's Benefit Service. We wanted to know if Viewpoint members were aware of these services, or if they had used these services before.
- 2.75 Two thirds of Viewpoint members were not aware of the FISH service, whereas four out of ten Viewpoint members were not aware of the west View Advice and Resource Centre (39%) or the Council's Benefit Service (44%).
- 2.76 Viewpoint members were more likely to say they had used the West View Advice and Resource Centre before (16%).



- 2.77 Viewpoint members from the North and Coastal neighbourhood were more likely to say they had used the West View Advice and Resource centre in the past (20%, compared with 13% for South and Central neighbourhood).

Q33 Included with this survey was a leaflet designed to explain some of the changes that are currently happening to benefits. Did you find the information leaflet useful?

2.78 Finally, we asked Viewpoint members to tell us if they found the information leaflet about the benefit changes useful, and six out of ten respondents said yes, they did.



2.79 There were no real differences to report from the detailed results.

Appendix 1: Background Information on Viewpoint

Background

Viewpoint, Hartlepool Borough Council's Citizens' Panel, is one of the ways that the council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the council and Hartlepool as a whole.

The panel was refreshed in 2012 to ensure that each Viewpoint member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. The panel members are kept informed of the findings of the Viewpoint project and what the council is doing in response via a regular newsletter.

Aims of Viewpoint

The Viewpoint panel aims to:

- Listen to the community
- Involve local people in the council's decisions and in its policy planning and reviews
- Consult the panel regularly on important local issues
- Discover what the community priorities are for future council activities

Methodology

Viewpoint was launched in August 1999 under its original name, Viewpoint 1000. From the initial recruitment, 1,000 Hartlepool residents were selected to mirror the Hartlepool community as closely as possible. A range of variables was used to balance the sample, including gender, age and geographical location.

The panel is refreshed at regular intervals. Refreshing the panel helps avoid the problems of drop-outs, consultation fatigue and respondents becoming local government "experts".

The Viewpoint panel gives the authority the advantage of access to a large group of people from across the community willing to be involved in consultation exercises. The principal disadvantage is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel membership is in line with the demographic make up of the area and includes all sectors of the community.

As with most surveys there is a tendency for certain groups to respond less than others, for example, young male respondents. To address this, the data have been weighted slightly by age, gender and geographical location. However, when the weighted and unweighted results are compared there is very little difference in the overall results. The weighting has most effect when small minority groups are examined.

The report

All percentages in tables are rounded to the nearest whole number. In some instances the number of responses is greater than 100 per cent due to the fact that respondents have been asked to choose multiple answers. Also, because data are weighted, the total number of respondents shown in tables may not match the total number of surveys returned. Finally, in some questions, respondents who did not reply or answered “don’t know” were excluded from the analysis reported here.

Appendix 2: Background information on respondents

		Total		Unweighted	
		%	(No.)	%	(No.)
Neighbourhood	South & Central	56	(537)	57	(553)
	North & Coastal	44	(416)	41	(401)
Gender of respondent	Male	49	(466)	47	(459)
	Female	51	(488)	52	(506)
Age of respondent	18 - 24	12	(113)	4	(41)
	25 - 44	32	(308)	16	(159)
	45 - 64	35	(333)	45	(435)
	Total 65+	21	(199)	33	(318)
Total		100	(955)	100	(968)

Appendix 3: **Headline Results**

Text Reminder Service

In the last Viewpoint survey, we asked if you would be interested in receiving a text reminder service for your Viewpoint survey, and a fifth of you said you would. We have now looked into this some more, and would like to trial a text reminder service for your next Viewpoint survey, which will be sent out in February / March 2013. If you would like to sign up for this trial, please could you provide us with your mobile number in the space below:

- 1. Please write in your mobile number in the space below ONLY if you wish to sign up for our Viewpoint text reminder service.**

Children's Centres and Youth Centres

The Council would like to find out your thoughts on Children's Centres and Youth Centres in Hartlepool. Even if you do not have children in your household or use these centres, we would still like to hear your thoughts. If you do not feel you can answer a question, please just skip it and move on to the next one. A Children's Centre provides activities and services for children, and parents of children, aged 5 years and under. A Youth Centre is aimed at providing activities for children aged between 13 and 19 years old and up to 25 for those young people who have additional needs.

If you would like any further information on this topic please contact Beth Storey on (01429) 523762 or via email beth.storey@hartlepool.gov.uk

- 2. Do you know where your closest Children's Centre and Youth Centre are?** Please tick one box on each line (N=955)

	Yes	No	Don't know / Not sure
Children's Centre	32%	55%	14%
Youth Centre	34%	52%	15%

- 3. Have you, or a member of your household used any Children's Centre or Youth Centre in the past three years?** Please tick one box on each line

	Yes	No	Don't know / Not sure
Children's Centre (N=955)	15%	81%	4%
Youth Centre (N=955)	9%	88%	3%

- 4.**

5. Have you, or a member of your household, used any of the following Children's Centre or Youth Centres in the past three years? Please tick all that apply in both columns (N=955)

Children's Centres		Youth Centres	
Rossmere Children's Centre	11%	Rossmere Youth Centre	7%
Lynnfield Children's Centre	6%	Brinkburn Youth Centre	1%
Chatham Children's Centre	8%	Throston Youth Centre	3%
Stranton Children's Centre	9%	Other Youth Centre	7%
Rift House Children's Centre	5%	Don't know which Youth Centre	1%
St. John Vianney Children's Centre	6%	Have used none of these Youth Centres	82%
Hindpool Children's Centre	3%		
Miers Avenue Children's Centre	3%		
Other Children's Centre	4%		
Don't know which Children's Centre	2%		
Have used none of these Children's Centres	72%		

6. Do you think you, or a member of your household, will use any Children's Centre or Youth Centre in the next year? Please tick one box on each line

	Yes	No	Don't know / Not sure
Children's Centre (N=818)	12%	65%	8%
Youth Centre (N=793)	7%	66%	10%

7. Do you think you, or a member of your household, will use one of the following Children's Centre or Youth Centres in the next year? Please tick all that apply in both columns (N=955)

Children's Centres		Youth Centres	
Rossmere Children's Centre	8%	Rossmere Youth Centre	5%
Lynnfield Children's Centre	3%	Brinkburn Youth Centre	1%
Chatham Children's Centre	5%	Throston Youth Centre	2%
Stranton Children's Centre	5%	Other Youth Centre	5%
Rift House Children's Centre	3%	Don't know which Youth Centre	7%
St. John Vianney Children's Centre	5%	Will use none of these Youth Centres	82%
Hindpool Children's Centre	3%		
Miers Avenue Children's Centre	2%		
Other Children's Centre	3%		
Don't know which Children's Centre	6%		
Will use none of these Children's Centres	75%		

8. If you think or a member of your household, will use a Children's Centre in the next year, which services do you think you will use? Please tick all that apply (N=955)

Family Support Services	5%
Activities, such as craft, play, music, and messy play	19%
Baby Classes, including Baby Massage and Weaning	8%
Ante-natal Midwifery services, including parental education and breastfeeding support	6%
Health visiting services, including baby clinics	12%
Speech and language services	4%
Support into employment	3%
Help with stopping smoking	7%
Household would not use a Children's Centre in next year	71%
Other (37 comments)	

9. If you think a member of your household will use a Youth Centre in the next year, which services do you think they will use? Please tick all that apply (N=955)

Just a space to chill out with friends	11%
Art / sporting / music activities	12%
Trips out organised by the Youth centre	6%
Community groups	3%
Extra support and advice around: relationships, contraception, exploitation, self esteem	2%
Skills and Knowledge Sessions such as: risk taking behaviour, well being, money matters, housing, independent living skills.	2%
Volunteering/ decision making activities	4%
Household would not use a Youth Centre in next year	71%
Don't know / not sure	11%
Other (17 comments)	

10. Do you think there are enough activities for young people to do in Hartlepool? Please tick one box only (N=909)

Yes	17%
No	45%
Don't know	38%

Currently, activities at Children's Centres are usually free, and we charge about 30p for entrance into a Youth Centre. We want to know how much people would be prepared to pay for these services.

11. What do you think the prices should be for activities and services at Children's Centres and Youth Centres?

	Free	30p or under	31p – 50p	51p - £1	£1 +
Children's Centres (N=597)	21%	6%	31%	34%	9%
Youth Centres (N=714)	10%	5%	39%	47%	9%

Currently, Children's Centres provide services for children and parents of children aged five years and under. We are thinking about extending the services we offer to other age groups or to all family members.

12. Who do you think Children's Centres should provide services for? Please tick one box only (N=839)

Children under 5 years old	12%
Children under 11 years old	31%
Children and young people under 19 years old	17%
All family members	40%

The Council is looking at ways to save money, and still deliver services through Council ran Children's Centres and Youth Centres. One of the things the Council is looking at is using the same building to deliver services for both Children's Centres and Youth Centres. Both venues are currently set up to deliver services for their target age groups, and so some modifications may be needed to make one of these venues suitable to deliver services for the two Centres. It would also mean that young people, who currently have their own space through a youth centre, would have to share space with other users. It would also mean that the space that babies and nursing mothers currently enjoy would also be shared.

13. Do you think that Children's Centres and Youth Centres should share a building? Please tick one box only (N=897)

Yes – join both services into one building	44%
No – keep separate buildings	31%
Don't know / not sure	25%

We would like to look at the results to these questions by Viewpoint members who have children, those who look after children, and members with no child care responsibilities. Therefore, it would be very helpful to us if you could answer the following questions.

14. Do you have any children living in your household, or are you expecting a child? Please tick all that apply (N=955)

No children living in household	69%
Expecting a child	2%
Have children under the age of 5 in household	9%
Have children aged between 6 and 11 in household	11%
Have children aged between 12 and 19 in household	17%
Have children aged between 20 and 25 in household with additional needs	1%

15. Could you please tell us how old the children are in your household: Please write in the boxes below.

To follow in report

16. Finally, do you have any caring responsibilities for any other child/children? This might be your children who do not currently live with you permanently, or children you watch for a friend or relative, for at least once a week or more? (N=889)

Yes – I have child care responsibilities	16%
No – I do not have any child care responsibilities	84%

Internet, Technology and Smartphone's

We would like to find out more about how people access the internet, and what technology they are currently using. This will help us to look at how we are delivering services and providing information to Hartlepool residents.

17. Do you have internet connection in your home (excluding mobile phones)? Please tick one box only (N=926)

Yes 87% **Go to Q18**

No 14% **Go to Q19**

18. What type of internet connection do you have in your home? Please tick all that apply (N=792)

Dial-up 1%

Broadband 99%

Mobile broadband (through a dongle) 5%

Don't know *

19. Do you have any of the following technology in your home? Please tick all that apply (N=924)

Computer 59%

Laptop 74%

Internet / Smart TV 36%

Tablet PC (like an i-pad) 32%

Mobile phone 80%

Smartphone (Blackberry, Android, iPhone, or Palm) 51%

None of the above 4% **Go to Q23**

20. If you have a mobile phone or Smartphone, do you access the internet through it? Please tick one box only (N=855)

Yes 62%

No 38%

Don't have a mobile phone or Smartphone * **Go to Q23**

QR Codes

A QR code is a square barcode that can be scanned with a Smartphone or Tablet PC, and which will then take you to a website. You may have noticed these QR codes on the front of Viewpoint surveys and in Viewpoint newsletters. The QR code to take you to this Viewpoint survey looks like this:



21. If you have a Smartphone or tablet PC, have you ever scanned and used a QR code? Please tick one box only (N=621)

Yes	32%
No	68%
Don't know	*
Do not have a Smartphone or Tablet PC	*

Go to Q23

22. Would you be interested in using a QR code either for the first time or again? Please tick one box only (N=700)

Yes	32%
No	49%
Don't know	19%

23. The Council is using QR codes on more of its publications, including your Viewpoint surveys. Other than Viewpoint, have you noticed these QR codes on other Council publications? Please tick one box only (N=906)

Yes	26%
No	62%
Don't know	12%

24. If you have noticed these QR codes on other Council publications, what have you seen them on? Please tick all that apply (N=755)

Other surveys	9%
Leaflets and posters	19%
Hartbeat magazine	23%
Agendas and minutes from Council meetings	2%
Don't know/not sure	19%
Have not noticed QR codes on other Council publications	49%
Other	
FISH (2 comments)	
The Museum of Hartlepool (5 comments)	

‘Apps’

An ‘app’ is a special type of software that can be downloaded and used on Smartphone and Tablet PCs. These apps can help you to perform specific tasks, from shopping, to playing games, to paying for things, and getting information. There are thousands of apps available to cover just about everything.

25. If you have a Smartphone or tablet PC, have you ever downloaded and used an App? Please tick one box only (N=635)

Yes	74%
No	26%
Don't know	*
Do not have a Smartphone or Tablet PC	*

Go to Q27

26. If the Council were to develop apps for people to pay for Council services or to get Council information, do you think you would be interested in using them? Please tick one box only (N=737)

Yes	42%
No	40%
Don't know	17%

Social Media

The Council have both a Facebook page (www.facebook.com/hartlepoolcouncil) and Twitter page (<https://twitter.com/hpoolcouncil/>). We are interested in finding out if Viewpoint members are aware of these sites, and if they use them.

27. Are you aware of, or have you used, the following Council Social Media sites? Please tick one box on each line only

	Not aware of	Aware of, but don't follow	Aware of, and follow
Facebook (N=912)	45%	48%	8%
Twitter (N=889)	50%	46%	4%

Awareness of Benefits Welfare Reform

Central Government are making a range of changes to the welfare system as part of national government reforms. Some of these changes have already happened, and some will be introduced in April 2013. These reforms represent some of the biggest changes to the welfare system in decades and will mean significant impacts and challenges for many people in Hartlepool. We would like to know if you were aware of these changes and how they may affect you. We would also like to know where you think people should go for advice and information about these changes.

Included with this questionnaire is a guide which summarises the changes that are happening to the benefits system. It may help you to read this leaflet before answering the following questions.

If you would like any further information on this topic please contact the benefits team on (01429) 284188 or via email benefits@hartlepool.gov.uk

28. Do you currently receive any of the following benefits: (N=892)

Council Tax Benefit (including single person discount)	20%
Housing Benefit	10%
Disability Living Allowance / Personal Independence Payments	10%
Incapacity Benefit / Employment and Support Allowance	7%
Child Benefit	20%
Job Seekers Allowance	2%
Income Support	2%
Child Tax Credits	7%
Working Tax Credits	6%
Other benefit	4%
Don't know / not sure	1%
Do not receive any of these benefits	57%

29. Before receiving this Viewpoint questionnaire, were you aware of the welfare reform changes that are happening. Please tick one box only (N=930)

Yes – I was aware	73%
No – I was not aware	19%
Don't know / not sure	9%

Central Government are making these changes to benefits, and it is the responsibility of the Department for Work and Pensions to tell people how they will be affected by these benefit changes.

30. Before receiving this latest Viewpoint questionnaire, were you aware that it is largely the responsibility of the Department of Work and Pensions to tell people about the Welfare Reform? Please tick one box only (N=926)

Yes – I am aware	46%
No – I was not aware	43%
Don't know / not sure	11%

31. What impact do you think the welfare reform changes will have on you? If you do not claim any benefits – please tick 'does not apply'. If you do not know how the changes will affect you, please select 'don't know'. Please tick one box only (N=924)

Does not apply	50%
Significant impact	7%
Some impact	9%
A little impact	6%
No impact at all	11%
Don't know	18%

32. Where do you think people would go to for help and advice about these changes? Please tick all that apply (N=915)

Department of Work and Pensions (www.dwp.gov.uk or an 0800 telephone number, quoted on letters)	54%
'Gov.UK' website - www.gov.uk (this website replaces 'Direct Gov' and 'Business link')	40%
West View Advice & Resource Centre	33%
Families Information Support Hub (FISH)	16%
The Councils Benefit Service (01429 284188)	37%
Citizens Advice Bureau	59%
Housing Hartlepool	27%
Other registered landlord or social landlord	5%
Don't know / not sure	18%
Other	3%

West View Advice and Resource Centre

The West View Advice and Resource Centre offer free, independent advice for all Hartlepool residents, including debt advice, money advice, benefits advice, housing / homelessness advice. Their website is www.wvarc30.org.uk, and they can be contacted on 01429 271275 or email Reception@wvarc30.org.uk

The Families Information Support Hub

The Families Information Support Hub (FISH) provides advice and guidance on services and support for children and young people. It also helps families with finance and budgeting, and benefit and entitlement checks. FISH can be contacted on 01429 284284 or via email: fish@hartlepool.gov.uk

The Council's Benefit Service

The Council's Benefits Service provides advice and guidance on Housing Benefit, Council Tax Benefit and Free School Meals matters and can provide general welfare benefits advice. They can be contacted on 01429 284188, or email: benefits@hartlepool.gov.uk

33. Before receiving this Viewpoint survey, were you aware of, or have you used any of these following services? Please tick one box on each line only

	Not aware	Aware of but never used	Aware of and have used	Don't know
West View Advice and Resource Centre (N=883)	39%	45%	16%	*
Families Information Support Hub (FISH) (N=820)	66%	29%	6%	*
The Council's Benefit Service (N=837)	44%	48%	8%	*

34. Included with this survey was a leaflet designed to explain some of the changes that are happening to benefits. Did you find the information leaflet useful? Please tick one box only (N=885)

Yes 61%

No 18%

Don't know 21%

Thank you for completing this round of Viewpoint. Please return the questionnaire in the reply paid envelope by 4th January 2013

By completing this questionnaire you give Hartlepool Borough Council the authority to collect and retain information about you. The information collected about you will be held securely and will be processed to produce statistical reports. No personal data will be disclosed. In order to run Viewpoint Citizens Panel, the Council has entered into a contract with ADTS, and will share the information with that organisation.

For the purposes of provision of this service, ADTS acts as a department of the Council and is bound by the contract to treat your information confidentially. Hartlepool Borough Council is the Data Controller for the purposes of the Data Protection Act.

Appendix 4: Crosstabulation by age, gender and location

- All values 5 and below (excluding 0), have been shaded for data protection issues

		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
2a. Do you know where your closest Children's Centre is?	Yes	25	23%	122	40%	93	29%	51	28%	133	29%	159	34%	115	29%	176	34%
	No	77	69%	152	50%	177	55%	97	53%	259	57%	244	52%	225	56%	278	54%
	Don't know / not sure	9	8%	32	10%	52	16%	35	19%	59	13%	68	14%	63	16%	65	12%
Q2b. Do you know where your closest Youth Centre is?	Yes	32	30%	99	32%	109	36%	61	35%	164	38%	136	30%	130	33%	171	34%
	No	63	60%	167	55%	148	48%	82	46%	213	49%	246	54%	201	51%	259	52%
	Don't know / not sure	11	10%	38	13%	50	16%	34	19%	56	13%	77	17%	62	16%	70	14%
Q3a. Have you, or a member of your household used a Children's Centre in the past three years?	Yes	16	16%	69	26%	29	11%	10	6%	58	15%	67	16%	59	17%	65	14%
	No	83	84%	190	71%	235	86%	153	90%	313	81%	348	82%	275	79%	386	83%
	Don't know / not sure	0	0%	10	4%	11	4%	8	5%	16	4%	12	3%	16	5%	12	3%
Q3b. Have you, or a member of your household used a Youth Centre in the past three years?	Yes	14	15%	30	11%	25	9%			36	10%	37	9%	39	11%	34	7%
	No	82	85%	235	87%	231	87%	152	94%	328	88%	372	88%	294	86%	407	90%
	Don't know / not sure	0	0%			10	4%	6	4%	9	2%	12	3%	10	3%	10	2%
Q4a. Have you, or a member of your household used any of the following Children's Centres in the past three years?	Rossmere			45	19%	19	8%			34	10%	38	11%	28	9%	45	12%
	Lynnfield			23	10%	11	4%			15	5%	24	7%	17	6%	22	6%
	Chatham	9	11%	29	12%	9	4%			23	7%	29	8%	35	11%	17	5%
	Stranton			41	17%	14	6%			24	7%	36	10%	20	6%	41	11%
	Rift House			25	10%	7	3%			14	4%	21	6%	14	5%	21	6%
	St. John Vianney	0	0%	26	11%	11	5%			16	5%	23	7%	26	9%	12	3%
	Hindpool			12	5%					11	3%	11	3%	17	5%		
	Miers Avenue	0	0%	12	5%	7	3%			7	2%	14	4%	9	3%	11	3%
	Other	0	0%	22	9%					16	5%	13	4%	16	5%	13	3%
	Don't know	0	0%	6	2%					6	2%					8	2%
	Not used	68	81%	134	56%	187	79%	102	87%	244	74%	249	70%	218	71%	274	73%

		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Q4b. Have you, or a member of your household used any of the following Youth Centres in the past three years?	Rossmere	10	11%	23	10%	12	5%			22	7%	27	8%	14	5%	35	9%
	Brinkburn	0	0%														
	Throston			9	4%	6	2%			7	2%	12	3%	13	4%	6	2%
	Other	9	10%	20	9%	16	7%	6	5%	28	9%	22	6%	34	11%	17	4%
	Don't know	0	0%														
	Not used	72	79%	179	79%	208	88%	113	92%	279	84%	293	85%	245	83%	327	85%
5a. Do you think you, or a member of your household, will use any Children's Centre in the next year?	Yes	14	15%	66	24%	28	10%	9	5%	57	15%	60	14%	56	16%	62	13%
	No	78	83%	170	61%	232	83%	140	85%	292	76%	329	76%	265	75%	356	77%
	Don't know / not sure			41	15%	20	7%	16	10%	36	9%	44	10%	34	10%	45	10%
5b. Do you think you, or a member of your household, will use any Youth Centre in the next year?	Yes	8	9%	39	14%	16	6%			35	9%	33	8%	33	10%	35	8%
	No	77	86%	188	68%	228	84%	138	89%	303	80%	329	79%	273	80%	358	79%
	Don't know / not sure			49	18%	26	10%	13	8%	40	11%	53	13%	34	10%	59	13%
6a. Do you think you, or a member of your household, will use any of the following Children's Centres in the next year?	Rossmere			30	13%	16	7%			25	8%	28	8%	16	5%	37	10%
	Lynnfield	0	0%	10	4%	7	3%			8	2%	10	3%	8	3%	11	3%
	Chatham			21	9%	6	2%			20	6%	14	4%	21	7%	13	4%
	Stranton	0	0%	23	10%	11	5%			13	4%	24	7%	13	4%	24	6%
	Rift House	0	0%	14	6%	7	3%			9	3%	13	4%	10	3%	13	3%
	St. John Vianney	0	0%	22	10%	11	4%			18	6%	16	5%	28	9%	6	2%
	Hindpool			8	4%					8	2%	9	3%	13	4%		
	Miers Avenue					6	2%					8	2%	9	3%		
	Other	0	0%	14	6%					14	4%	8	2%	11	4%	11	3%
	Don't know	0	0%	27	12%			6	5%	15	5%	23	6%	12	4%	25	7%
	Not used	71	84%	130	57%	198	82%	105	87%	236	74%	269	76%	221	74%	284	75%
6b. Do you think you, or a member of your household, will use any of the following Youth Centres in the next year?	Rossmere			20	8%	9	4%			18	5%	17	5%	7	2%	28	7%
	Brinkburn	0	0%							7	2%					6	2%
	Throston	0	0%	6	2%	7	3%			6	2%	7	2%	10	3%		
	Other			18	7%	9	4%			19	6%	17	5%	22	7%	14	4%
	Don't know	0	0%	34	14%	10	4%			22	6%	25	7%	12	4%	35	9%
	Not used	81	91%	160	67%	215	88%	122	93%	274	81%	304	83%	259	85%	320	80%

		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Q7. If you think you or a member of your household will use a Children's Centre in the next year, which services do you think they will use?	Family support services			12	6%	8	4%			14	5%	13	4%	9	4%	18	6%
	Activities such as craft, play, music, and messy play	9	14%	65	34%	26	13%	8	8%	47	18%	62	20%	58	24%	51	16%
	Baby classes	0	0%	34	17%	10	5%			19	7%	28	9%	22	9%	25	8%
	Ante-natal midwifery services			22	11%	8	4%			11	4%	24	8%	19	8%	16	5%
	Health visiting services			44	23%	14	7%			35	13%	31	10%	34	14%	33	10%
	Speech and language services	0	0%	10	5%	9	4%			15	6%			7	3%	13	4%
	Support into employment			9	5%					8	3%	10	3%			15	5%
	Help with stopping smoking			15	8%	14	7%			25	9%	13	4%	14	6%	24	7%
	Household would not use	44	70%	103	53%	158	78%	92	88%	185	70%	213	71%	162	67%	236	73%
Q8. If you think you or a member of your household will use a Youth Centre in the next year, which services do you think they will use?	Space to chill out with friends	7	12%	35	18%	18	8%			38	14%	26	8%	32	13%	33	10%
	Art / sporting / music activities			39	20%	19	9%	7	7%	44	16%	26	9%	22	9%	48	14%
	Trips out	7	12%	15	8%	8	4%			19	7%	13	4%	16	7%	16	5%
	Community groups	0	0%	6	3%	6	3%			8	3%	7	2%	9	4%	6	2%
	Extra support and advice	0	0%									6	2%	6	3%		
	Skills and knowledge sessions									7	3%	5	2%	6	2%	7	2%
	Volunteering / decision making activities			8	4%	11	5%			10	4%	14	5%	12	5%	13	4%
	Household would not use	47	75%	120	61%	157	74%	86	79%	186	68%	223	73%	166	69%	243	72%
	Don't know / not sure			24	12%	24	11%	12	11%	26	9%	37	12%	27	11%	35	10%
Q9. Do you think there are enough activities for young people to do in Hartlepool?	Yes	20	19%	57	19%	49	15%	30	17%	99	23%	57	12%	61	15%	96	19%
	No	56	53%	145	48%	143	44%	67	37%	190	43%	220	47%	177	45%	233	45%
	Don't know	30	28%	98	33%	129	40%	85	46%	150	34%	191	41%	157	40%	184	36%

		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Q10a. What do you think the prices should be for activities and services at Children's Centres?	Free	10	14%	40	19%	46	21%	29	30%	72	25%	53	17%	58	22%	67	20%
	30p or under	7	9%			15	7%	10	11%	16	6%	18	6%	11	4%	23	7%
	31p - 50p	20	27%	61	29%	69	32%	36	36%	82	28%	103	34%	83	32%	102	30%
	51p - £1	25	34%	90	43%	65	30%	20	20%	107	37%	93	31%	86	34%	113	34%
	Over £1	12	16%	17	8%	18	9%			15	5%	36	12%	19	7%	32	10%
Q10b. What do you think the prices should be for activities and services at Youth Centres?	Free	10	14%	19	9%	28	13%	14	15%	47	16%	24	8%	39	14%	32	9%
	30p or under	0	0%	9	4%	14	7%	15	15%	14	5%	24	8%	15	6%	23	7%
	31p - 50p	22	30%	73	33%	69	31%	42	42%	92	30%	114	36%	91	33%	114	34%
	51p - £1	28	38%	104	47%	79	36%	23	23%	123	41%	111	35%	101	37%	133	39%
	Over £1	14	19%	14	6%	31	14%	5	5%	24	8%	40	13%	26	10%	38	11%
Q11. Who do you think Children's Centres should provide services for?	Children under 5 years old	14	15%	36	12%	34	12%	13	8%	59	14%	38	9%	56	15%	41	9%
	Children under 11 years old	27	28%	93	31%	96	33%	48	30%	145	36%	118	27%	113	30%	150	32%
	Children and young people under 19 years old	8	8%	45	15%	52	18%	39	25%	65	16%	79	18%	47	13%	96	21%
	All family members	47	49%	123	41%	106	37%	58	37%	138	34%	196	46%	156	42%	178	38%
Q12. Do you think that Children's Centres and Youth Centres should share a building?	Yes	34	33%	110	37%	156	50%	96	53%	199	46%	197	42%	178	46%	218	43%
	No	41	40%	128	43%	73	23%	36	20%	145	34%	133	29%	124	32%	154	30%
	Don't know	28	27%	61	20%	85	27%	48	27%	88	20%	134	29%	87	22%	135	27%
Q13. Do you have any children living in your household, or are you expecting a child?	No children living in household	91	84%	105	35%	241	79%	175	99%	295	69%	318	69%	254	66%	359	71%
	Expecting a child			12	4%			0	0%	8	2%	8	2%	11	3%		
	under 5s			72	24%					47	11%	34	7%	39	10%	42	8%
	6 - 11	0	0%	83	27%	16	5%	0	0%	40	9%	59	13%	53	14%	45	9%
	12 - 19	9	9%	90	30%	55	18%			70	16%	86	18%	73	19%	82	16%
	20 - 25							0	0%	5	1%	7	2%			8	2%

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		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Q15. Finally, do you have any caring responsibilities for any other child/children?	Yes	12	11%	38	13%	58	18%	34	19%	66	16%	75	16%	55	14%	86	17%
	No	94	89%	252	87%	255	82%	145	81%	362	84%	384	84%	327	86%	419	83%
Q16. Do you have internet connection in your home (excluding mobile phones)?	Yes	99	92%	292	96%	287	89%	122	64%	393	88%	407	85%	343	86%	457	87%
	No	9	8%	11	4%	36	11%	67	36%	52	12%	72	15%	55	14%	69	13%
Q17. What type of internet connection do you have in your home?	Dial-up	0	0%									5	1%				
	Broadband	93	100%	287	99%	279	98%	121	99%	386	99%	394	98%	336	98%	445	99%
	Mobile broadband			16	6%	17	6%			23	6%	14	3%	20	6%	17	4%
Q18. Do you have any of the following technology in your home?	Computer	64	59%	192	63%	205	64%	89	47%	267	60%	283	59%	231	58%	319	61%
	Laptop	96	89%	260	86%	239	74%	85	45%	343	77%	337	71%	299	75%	381	73%
	Internet / Smart TV	46	42%	133	44%	112	35%	37	20%	153	34%	175	37%	141	35%	187	36%
	Tablet PC	35	33%	134	44%	104	32%	26	13%	159	35%	140	29%	139	35%	159	30%
	Mobile phone	86	79%	239	79%	266	83%	146	77%	349	78%	387	81%	317	79%	420	80%
	Smartphone	77	71%	233	77%	143	45%	17	9%	243	54%	227	48%	205	51%	265	51%
	None of the above	0	0%					25	13%	15	3%	19	4%	19	5%	14	3%
Q19. If you have a mobile phone or Smartphone, do you access the internet through it?	Yes	94	88%	253	86%	160	53%	26	17%	272	65%	260	59%	231	62%	301	62%
	No	12	12%	43	14%	141	47%	126	83%	144	35%	178	41%	139	38%	184	38%
Q20. If you have a Smartphone or tablet PC, have you ever scanned and used a QR code?	Yes	26	27%	125	49%	41	20%			138	43%	58	20%	90	33%	106	30%
	No	68	73%	133	51%	162	80%	61	93%	186	57%	238	80%	181	67%	243	70%
Q21. Would you be interested in using a QR code either for the first time or again?	Yes	28	31%	112	42%	70	31%	14	13%	148	41%	77	23%	110	36%	115	29%
	No	52	56%	93	35%	118	52%	76	69%	163	45%	177	53%	155	50%	185	47%
	Don't know	12	13%	62	23%	41	18%	19	18%	54	15%	81	24%	44	14%	91	23%
Q22. Other than Viewpoint, have you noticed these QR codes on other Council publications?	Yes	28	26%	97	32%	71	22%	39	22%	136	31%	98	21%	91	23%	143	28%
	No	74	68%	169	57%	209	65%	108	61%	258	59%	302	65%	255	64%	305	60%
	Don't know	7	6%	32	11%	42	13%	31	17%	45	10%	66	14%	50	13%	61	12%

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		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Q23. If you have noticed these QR codes on other Council publications, what have you seen them on?	Other surveys			31	12%	24	9%	13	9%	45	12%	25	7%	35	11%	35	8%
	Leaflets and posters	17	16%	62	24%	47	18%	17	12%	84	22%	59	16%	59	18%	84	20%
	Hartbeat magazine	15	14%	70	28%	58	23%	32	23%	93	25%	82	22%	76	23%	98	23%
	Agendas and minutes	0	0%	8	3%			0	0%			11	3%	6	2%	6	1%
	Don't know / not sure	18	18%	31	12%	56	22%	40	28%	67	18%	78	21%	65	20%	80	19%
	Have not noticed QR codes on other Council publications	61	61%	113	45%	128	50%	63	45%	177	47%	189	50%	159	49%	207	48%
Q24. If you have a Smartphone or tablet PC, have you ever downloaded and used an App?	Yes	84	90%	228	87%	135	64%	21	31%	250	76%	218	71%	203	72%	266	75%
	No	9	10%	34	13%	75	36%	48	69%	78	24%	88	29%	78	28%	88	25%
Q25. If the Council were to develop apps for people to pay for Council services or to get Council information, do you think you would you be interested in using them?	Yes	50	50%	159	58%	88	36%	15	12%	182	49%	129	36%	138	43%	173	42%
	No	34	35%	73	27%	114	46%	76	65%	136	36%	162	44%	133	41%	164	40%
	Don't know	14	15%	41	15%	45	18%	26	23%	55	15%	73	20%	52	16%	75	18%
Q26a. Are you aware of, or have you used the Council's Facebook site?	Not aware of	46	43%	140	46%	141	44%	79	44%	194	44%	212	45%	176	45%	230	44%
	Aware of, but don't follow	45	42%	132	44%	162	50%	97	54%	220	50%	215	46%	182	46%	254	49%
	Aware of, and follow	17	16%	29	10%	18	6%			30	7%	39	8%	34	9%	35	7%
Q26b. Are you aware of, or have you used the Council's Twittersite?	Not aware of	58	53%	154	52%	153	49%	80	46%	206	48%	238	52%	196	51%	248	49%
	Aware of, but don't follow	36	33%	122	41%	155	50%	93	54%	199	46%	207	45%	166	43%	240	48%
	Aware of, and follow	14	13%	18	6%					24	6%	14	3%	22	6%	15	3%

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		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Q27. Do you currently receive any of the following benefits?	Council Tax Benefit	15	15%	55	19%	55	18%	52	28%	83	19%	94	20%	68	18%	109	21%
	Housing Benefit	17	16%	26	9%	26	8%	22	12%	38	9%	53	11%	43	11%	48	9%
	Disability Living Allowance / Personal Independence Payments			21	7%	32	10%	27	15%	46	11%	40	9%	39	10%	47	9%
	Incapacity Benefit / Employment and Support Allowance	8	7%	15	5%	32	10%			33	8%	25	5%	29	8%	28	6%
	Child Benefit	9	9%	127	44%	36	11%			81	19%	93	20%	89	23%	84	17%
	Job seekers Allowance			7	2%	8	2%			8	2%	12	3%	6	2%	14	3%
	Income Support	9	9%							9	2%	10	2%	14	4%		
	Child Tax Credits			41	14%	12	4%			27	6%	31	7%	24	6%	34	7%
	Working Tax Credits	0	0%	42	15%	9	3%			25	6%	26	6%	26	7%	26	5%
	Other benefit					13	4%	16	8%	13	3%	23	5%	13	3%	22	4%
	Don't know / not sure	0	0%							6	2%			6	2%		
	Do not receive any of these benefits	79	76%	118	41%	199	63%	109	59%	252	59%	253	55%	211	55%	294	58%
Q28. Before receiving this Viewpoint questionnaire, were you aware of the welfare reform changes that are happening?	Yes - I was aware	74	70%	212	70%	257	79%	134	69%	324	72%	353	74%	296	73%	381	72%
	No - I was not aware	25	23%	64	21%	45	14%	39	20%	89	20%	84	17%	68	17%	104	20%
	Don't know / not sure	8	7%	27	9%	22	7%	22	11%	36	8%	43	9%	39	10%	40	8%
Q29. Before receiving this latest Viewpoint questionnaire, were you aware that it is largely the responsibility of the Department of Work and Pensions to tell people about the Welfare Reform?	Yes - I was aware	50	47%	126	42%	157	48%	94	49%	210	47%	216	45%	196	49%	230	44%
	No - I was not aware	42	40%	148	49%	136	42%	73	38%	191	42%	208	44%	155	39%	243	46%
	Don't know / not sure	14	13%	29	10%	32	10%	25	13%	48	11%	52	11%	49	12%	51	10%
	Does not apply	67	63%	123	41%	169	52%	104	54%	219	49%	244	51%	202	50%	261	50%
	Significant impact	0	0%	38	13%	25	8%	4	2%	37	8%	31	7%	24	6%	43	8%
	Some impact	12	11%	37	12%	23	7%	7	3%	41	9%	37	8%	41	10%	37	7%
	A little impact	5	5%	26	9%	15	5%	5	3%	28	6%	24	5%	21	5%	31	6%
	No impact at all	13	12%	32	11%	39	12%	16	8%	55	12%	45	9%	37	9%	63	12%
	Don't know	10	9%	44	15%	52	16%	56	29%	68	15%	94	20%	76	19%	87	17%

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		Age								Gender				Area			
		18 - 24		25-44		45-64		65+		Male		Female		North & Coastal		South & Central	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Q30. What impact do you think the welfare reform changes will have on you?	Does not apply	67	63%	123	41%	169	52%	104	54%	219	49%	244	51%	202	50%	261	50%
	Significant impact	0	0%	38	13%	25	8%			37	8%	31	7%	24	6%	43	8%
	Some impact	12	11%	37	12%	23	7%	7	3%	41	9%	37	8%	41	10%	37	7%
	A little impact			26	9%	15	5%			28	6%	24	5%	21	5%	31	6%
	No impact at all	13	12%	32	11%	39	12%	16	8%	55	12%	45	9%	37	9%	63	12%
	Don't know	10	9%	44	15%	52	16%	56	29%	68	15%	94	20%	76	19%	87	17%
Q31. Where do you think people would go to for help and advice about these changes?	DWP	56	53%	152	51%	192	60%	92	49%	231	53%	261	55%	215	54%	277	54%
	Gov.UK website	44	42%	149	50%	138	43%	37	20%	178	41%	190	40%	166	41%	202	39%
	West View Advice & Resource Centre	19	18%	79	27%	135	42%	69	37%	130	30%	173	36%	142	36%	160	31%
	FISH	12	11%	50	17%	61	19%	24	13%	66	15%	81	17%	57	14%	90	17%
	The Councils Benefit service	14	14%	109	37%	145	45%	63	34%	153	35%	179	38%	143	36%	189	37%
	Citizens Advice Bureau	47	45%	170	57%	209	65%	109	58%	253	58%	282	60%	218	54%	318	62%
	Housing Hartlepool	14	13%	78	26%	109	34%	43	23%	112	26%	132	28%	98	24%	147	29%
	Other registered landlord or social landlord			16	5%	25	8%	6	3%	23	5%	27	6%	23	6%	26	5%
	Don't know / not sure	39	37%	48	16%	45	14%	31	17%	72	16%	91	19%	73	18%	90	18%
	Other			14	5%	9	3%			17	4%	11	2%	12	3%	16	3%
Q32a. Are you aware of, or have you used West View Advice and Resource Centre?	Not aware	54	52%	150	52%	90	29%	52	30%	198	46%	148	33%	142	37%	204	41%
	Aware of but never used	35	33%	107	37%	168	53%	84	48%	166	38%	227	51%	164	43%	229	46%
	Aware of and have used	15	14%	32	11%	57	18%	40	23%	69	16%	74	16%	75	20%	67	13%
Q32b. Are you aware of, or have you used Families Information Support Hub (FISH)?	Not aware	77	80%	170	60%	199	69%	91	60%	282	70%	256	62%	234	66%	304	65%
	Aware of but never used	16	17%	86	30%	81	28%	51	33%	111	27%	123	30%	101	29%	133	28%
	Aware of and have used			28	10%	8	3%	9	6%	11	3%	37	9%	18	5%	31	7%
Q32c. Are you aware of, or have you used The Council's Benefit Service?	Not aware	57	59%	131	47%	114	38%	63	39%	180	43%	185	44%	161	44%	205	43%
	Aware of but never used	38	39%	125	45%	158	53%	80	48%	205	49%	196	47%	177	49%	223	47%
	Aware of and have used			22	8%	25	8%	21	13%	33	8%	37	9%	25	7%	45	10%
Q33. Included with this survey was a leaflet designed to explain some of the changes that are happening to benefits. Did you find the information leaflet useful?	Yes	58	55%	164	56%	194	64%	121	67%	238	55%	300	66%	239	62%	299	60%
	No	30	29%	64	22%	40	13%	27	15%	89	21%	72	16%	73	19%	88	18%
	Don't know	18	17%	68	23%	68	23%	32	18%	105	24%	81	18%	76	20%	110	22%

FINANCE AND POLICY COMMITTEE

Friday 28th June 2013



Report of: Director of Public Health

Subject: PUBLIC HEALTH CORE OFFER TO CLINICAL COMMISSIONING GROUPS – MEMORANDUM OF UNDERSTANDING

1. TYPE OF DECISION/APPLICABLE CATEGORY

NON KEY

2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to present to the Finance and Policy Committee for information, the memorandum of understanding (MOU) between Hartlepool Borough Council and the Hartlepool and Stockton Clinical Commissioning (CCG) regarding the core offer of public health expertise.

3. BACKGROUND

- 3.1 Good population health outcomes, including reducing health inequalities rely not just on health protection and health improvement, but on the quality and accessibility of healthcare services provided by the NHS.
- 3.2 A key role for local public health teams in the regulations following the Health and Social Care Act 2012 is to provide public health expertise to the NHS commissioners of healthcare services. Local authorities since 1st April 2013 have a duty to provide a core service of specialist public health expertise and advice to NHS commissioners.
- 3.3 The MOU (appendix1) is based on national guidance and covers the content of core public health advice from local authorities to CCGs. It estimates that about 40% of the public health team's time will be needed to deliver the core offer and suggests the criteria CCGs could use to assess the quality of the service provided.
- 3.4 The five local authorities in Tees Valley have created a Tees Valley Public Health Shared Service (TVPHSS) to support the work of their local public health teams. The delivery of the public health core offer to CCGs as

detailed in the MOU will be delegated principally to the Tees Valley Public Health Shared Service.

4. Key Issues

- 4.1 The MOU between local authorities and CCGs, specifies the public health inputs and outputs, and the reciprocal expectations placed upon the CCG. The agreement will be underpinned by an annual work plan for the healthcare public health service agreed by both the CCG and the Tees (Valley) Public Health Shared Service, specifying the particular deliverables for the twelve month period.
- 4.2 CCGs will be under duty to obtain advice from a broad range of professionals, including those with expertise in the protection or improvement of public health, and so will want to make full use of the expertise in local public health teams as well as clinical networks and senates.
- 4.3 The quality of the service will be measured using a combination of both process and outcome measures. The core criteria for high quality public health service are:
- Inputs are led by appropriately trained and accredited public health specialists, as defined by the Faculty of Public Health.
 - Inputs are sensitive to the needs and individual priorities of CCGs.
 - Inputs result in clear, understandable and actionable evidence based recommendations to assist clinical commissioners.
 - Inputs are closely linked to the outcomes in National Outcome Frameworks, and the priorities of the JSNA and Joint Health and Wellbeing Strategies, and analysis of effectiveness of the service demonstrates the contribution of the advice to the achievement of those outcomes.
 - Requests for input receive a timely response.

5. RECOMMENDATIONS

- 5.1 It is recommended that Finance and Policy Committee note the memorandum of understanding for the public health core offer to the Hartlepool and Stockton Clinical Commissioning Group.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Health and Social Care Act 2012 mandates local authorities to provide a core offer of public health expertise to clinical commissioning groups.

7. CONTACT OFFICER

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HARTLEPOOL BOROUGH COUNCIL

and

HARTLEPOOL AND STOCKTON CLINICAL
COMMISSIONING GROUP

MEMORANDUM OF UNDERSTANDING

FOR THE PROVISION OF HEALTHCARE PUBLIC HEALTH
ADVICE AND SUPPORT

PUBLIC HEALTH DIRECTORATE – CLINICAL COMMISSIONING GROUP

MEMORANDUM OF UNDERSTANDING

Date	April 2013
Introduction	<p>The purpose of this Memorandum of Understanding (MOU) is to establish a framework for relationships between Hartlepool Borough Council and Hartlepool and Stockton Clinical Commissioning Group for 2013/14 and beyond.</p> <p>The memorandum of understanding specifies the mandatory public health core offer by the local authority and the reciprocal expectations placed upon the Clinical Commissioning Group (CCG).</p> <p>From April 2013 local authorities have a duty to provide a core offer of specialist public health expertise and advice to NHS commissioners (CCGs).</p> <p>The five local authorities in Tees Valley have created a Tees Valley Public Health Shared Service (TVPHSS) to support the work of their local public health teams. The delivery of the public health core offer to CCGs as detailed in this MOU will be delegated principally to the Tees Valley Public Health Shared Service.</p> <p>The agreement will be underpinned by annual work plans (Appendix 5) which are developed jointly by both parties (Local Authority and CCG) specifying agreed priorities and outcomes.</p> <p>Work plans will be developed each April.</p>
Context	<p>Since 1974, within the NHS, specialist public health staff have assumed the lead for the three core public health responsibilities on behalf of the NHS and local communities:</p> <ul style="list-style-type: none"> • Health improvement e.g. lifestyle factors and the wider determinants of health. • Health protection e.g. preventing the spread of communicable diseases, the response to major incidents, and screening. • Population healthcare e.g. input to the commissioning of health services, evidence of effectiveness, care pathways. <p>With the implementation of the Health and Social Care Act 2012, primary responsibility for health improvement and health protection</p>

Aims

will transfer at the national level from the NHS to Public Health England, and at local level from PCTs to Local Authorities. Responsibility for strategic planning and commissioning of NHS services will transfer to NHS England and CCGs.

From April 2013 local authorities are taking over the responsibility for health improvement and health protection. Local Authorities have also been mandated to provide Public Health expertise, advice and analysis to the CCGs. This service is required to be provided by the local authority at no charge to the CCG.

CCGs are taking over the responsibility for strategic planning and commissioning of secondary care NHS Services. The CCG will have duties to continuously improve the effectiveness, safety and quality of services and secure improvement in health as well as reduce inequalities in utilising health services.

CCGs will also have a duty to ensure that they are appropriately prepared to deal with public health emergencies.

The aim of this agreement is to facilitate, develop and enhance collaborative working between Hartlepool Borough Council and Hartlepool and Stockton CCG in respect of supporting CCGs to deliver their commissioning intentions and to fulfil the responsibilities of the local Health and Wellbeing Strategies through:

- Reducing health inequalities and improving health outcomes.
- Commissioning programmes for health Improvement and to address health inequalities through the development of partnership working.
- Provision of evidence-based public health specialist advice and support to commissioning of healthcare interventions to improve patient outcomes.
- Supporting CCG to improve the quality of the services they commission and ensuring that the patients' perspective is taken into consideration in all commissioning intentions.
- Ensuring that all commissioning decisions take into consideration evidence of clinical and cost-effectiveness.

Health improvement

The Health and Social Care Act gives local authorities statutory duties to improve the health of the population from April 2013.

CCGs are also given duties to secure improvement in health and to reduce inequalities, utilising the role of health services, which will require action along the entire care pathway from prevention to tertiary care. Therefore, local authorities and CCGs have a

collective interest, and are likely to have individual and collective responsibility for health improvement.

The Public Health Team will:

- Develop and maintain strategies and action plans to improve health and reduce health inequalities, with input from the CCG.
- Maintain and refresh as necessary metrics to allow the progress and outcomes of preventive measures to be monitored, particularly as they relate to delivery of key NHS and LA strategies.
- Work within local authorities to further embed ownership and leadership of health improvement through the relevant service programmes.
- Support primary care with health improvement tasks appropriate to its provider healthcare responsibilities - for example by offering training opportunities for staff, targeted behaviour health change programmes and services.
- Lead health improvement partnership working between the CCG, local partners and residents to integrate and optimise local efforts for health improvement and disease prevention.
- Embed public health work programmes for improving lifestyles into frontline services towards improving outcomes and reducing demand on treatment services.
- Jointly commission health improvement services with the CCG.
- Work closely with CCGs, NHS England and Public Health England when commissioning social marketing to promote healthy lifestyles and health improvement programmes.
- Liaise closely with CCGs to highlight the risks of increasing service utilisation caused by changing lifestyle choices, health promotion or screening programmes.

The Clinical Commissioning Group will:

- Contribute to strategies and action plans to improve health and reduce health inequalities through their health and wellbeing work stream.
- Ensure that all practices collaborate with the commissioning support service and public health on an information sharing agreement to access practice data for health profiling and health equity audits. Only anonymised and aggregated data will be used for public health intelligence.
- Ensure primary and secondary prevention is incorporated within commissioning practice.
- Commission to reduce health inequalities and inequity of access to services.
- Commission to reduce variations in service quality between service providers.

Health protection

- Support and contribute to locally driven public health campaigns.
- Commit to collaborative working.

The Health and Social Act is backed up by regulations which give local authorities and their Director of Public Health responsibilities in respect of health protection. These include preventing and responding to outbreaks of communicable disease, planning for and mitigating the effects of environmental hazards, and NHS resilience. The local health protection plan by the Director of Public Health provides further detail.

The Act gives CCGs a duty to ensure that they are properly prepared to deal with relevant emergencies. The Secretary of State retains emergency powers to direct any NHS body to extend or cease functions, and is likely to discharge these through Public Health England and the local office of NHS England. Further agreements on local roles and responsibilities of emergency responses are outlined in the Commissioning Board Emergency Preparedness Framework¹.

Local authorities and CCG will be part of local health resilience partnerships, chaired by NHS England and co-chaired by a Director of Public Health.

The Public Health team will:

- Ensure that local strategic plans are in place for responding to the full range of potential emergencies – e.g. pandemic flu, major incidents.
- Ensure that local plans are adequately tested.
- Ensure that the CCG has access to local plans and an opportunity to be involved in any exercises.
- Ensure that any preparation required – for example training, access to resources - has been completed.
- Ensure that the capacity and skills are in place to co-ordinate the response to emergencies, through strategic command and control arrangements.
- Ensure adequate advice is available to the clinical community via Public Health England and any other necessary route on health protection and infection control issues.

¹ <http://www.england.nhs.uk/wp-content/uploads/2013/03/eprf-framework.pdf>

**Population
healthcare****The Clinical Commissioning Group will:**

- Familiarise themselves with strategic plans for responding to emergencies.
- Participate in exercises when requested to do so.
- Assist with co-ordination of the response to emergencies, through local command and control arrangements.
- Ensure that resources are available to assist with the response to emergencies, by invoking provider business continuity arrangements and through action by constituent practices where no other contractual agreements are in place between the provider and the Local Authority (Public Health).
- Support the response to local health protection and infection control issues.
- Ensure that provider contracts commissioned by the CCG include appropriate infection control arrangements.

The Health and Social Care Act establishes CCGs as the main local commissioners of NHS services and gives them a duty to continuously improve the effectiveness, safety and quality of services.

The Health and Well-being Board is the primary mechanism to ensure that the responsibilities for health improvement, health and social care provision are addressed by identifying the needs of the population and ensuring that these are taken account of through CCGs, public health and social care commissioning plans and activities.

Public health specialists will provide a range of support to the CCG for specific NHS commissioning functions. For examples see appendix 1.

The Public Health team will:

- Provide specialist public health advice to the CCG via a jointly agreed annual work programme. (Appendix 4)
- Assess the health needs of the local population, and how they can best be met using evidence-based interventions through health needs assessments. Health needs assessments will be planned and carried out to meet the timescales of the commissioning cycle.
- Ensure that the reduction of health inequalities is prioritised in the commissioning of services, including utilising health equity audit
- Support the CCG in developing evidence-based care pathways, service specifications and quality indicators to improve population health and patient outcomes.

- Set out the contribution that interventions make to defined outcomes (modelling) and the relative return on investment across the portfolio of commissioned services.
- Support the CCG in the monitoring and evaluation of services and interventions through the supporting the design of monitoring and evaluation frameworks and interpretation of results.
- Providing a legitimate context for setting priorities using 'comparative effectiveness' approaches and identify areas for disinvestment.
- Support validation of data, variation analysis, data analysis and interpretation where necessary for commissioning purposes.
- Support the CCGs in the achievement of the indicators in the NHS Outcomes Framework linked to the Public Health Outcomes Framework. i.e. indicators in Domain One – preventing people from dying prematurely.
- Promote and facilitate joint working with local authority and wider partners to maximise health gain through integrated commissioning practice and service design.
- Support the clinical effectiveness and quality functions of the CCGs including input into assessing the evidence e.g. NICE guidance.
- Support the development of public health skills for CCG staff e.g. commissioning of health improvement interventions.
- Through the Joint Strategic Needs Assessment (JSNA), refresh the needs assessment of the population and ensure that this is relevant to the population. Public Health will lead the production of the JSNA.
- Provide specialist technical reports and support in relation to named patient funding requests. (Appendix 3)
- Support CCGs at Quality Review Groups and Clinical Quality Working Groups or related groups.
- Support CCGs in their contribution to the production of the Health and Wellbeing Strategy (HWS).

The Clinical Commissioning Group will:

- Consider how to incorporate specialist public health advice into decision making processes, in order that public health skills and expertise can inform key commissioning decisions.
- Utilise specialist public health skills to target areas of greatest needs in order to achieve a reduction of local health inequalities.
- Contribute intelligence and capacity to the production of the Joint Strategic Needs Assessment (JSNA) via the North East Commissioning Support Service (NECS).
- Facilitate access to data for routine monitoring and evaluation of public health programmes and services as well as NHS

**Specifying the
quality of the
public health team**

datasets for health services where the CCG is the responsible commissioner.

The Director of Public Health in the local authority will ensure that an appropriately skilled specialist public health workforce is available to ensure delivery of the technical and leadership skills required of the function. This will include:

- All Public Health Consultants will be appointed according to the Faculty of Public Health guidance.
- All Public Health Consultants to be fully qualified and accredited with the Faculty of Public Health and (where relevant) be subject to all existing NHS clinical governance rules, including those for continued professional development.

**Wider working
arrangements**

Public health will contribute to developing commissioning support arrangements at different population levels which may be wider than a local CCG/LA base, including working with PHE and NHS England as part of the overall support function for the CCG and health community.

The details of the mutual support between CCGs and Public Health are set out in an annual work programme jointly agreed in April 2013 and through appendices 1, 2, 3 and 4.

The CCG Chief Officer and the Director of Public Health will continue to explore the delivery of the public health advice to the CCG in the context of the service level agreement with the commissioning support service (NECS).

This Memorandum of Understanding will be reviewed after the first six months and annually thereafter.

Signature Date
Director of Public Health

Signature Date
CCG Chief Officer

Appendix 1. Public health support for CCGs

Topics listed in each section will be led by Public Health but may require multidisciplinary input.

1. Public health intelligence
<ul style="list-style-type: none"> • Provision of public health intelligence to assess the health needs of populations and how they can be best met using evidence-based interventions and various intelligence and analytical tools. • Provision of expert epidemiological and public health intelligence advice to support and inform an evidence-based approach for commissioning, and to increase the equity of access to services. • Support CCGs in their contribution to the production and development of the Joint Strategic Needs Assessment (JSNA). • Support commissioning practice towards the reduction of local health inequalities and the specific needs of vulnerable and marginalised groups. • Analysis and utilisation modelling of service activity including health equity audit, health impact assessment and comprehensive needs assessments. • Predictive modelling of activity against outcomes e.g. changes in cancer mortality as a result of cancer awareness, prevention and screening. • Geo-demographic profiling to identify association between need and utilisation and outcomes for defined target population groups. • Identification of service and organisational outcome measures towards the improvement of the public's health and achievement of indicators within the NHS and public health outcomes frameworks. • Support the CCG in interpreting and understanding clinical data or clinical variation in primary and secondary care. • Advise on the likely impact of new technologies. • Advise on health impact assessments. • Support CCGs to use and interpret datasets and health profiles. • Analyse data and provide information for specific health needs assessments e.g. COPD.
2. Clinical Commissioning and service planning

2.1 Clinical effectiveness

- Critical appraisal of the research evidence to support the CCG in developing evidence-based care pathways, service specifications and quality indicators to improve patient outcomes and in particular in the absence of NICE or other national guidance.
- Identification and evaluating of indicators and benchmarks to map service performance and outcomes.
- Identify and assess population impact of implementing NICE guidance/ guidelines.
- Support the CCG in the identification, assessment and implementation of national policy, best practice guidelines and national strategies.
- Design monitoring and evaluation frameworks, collect and interpret results.
- Predictive modelling of activity against outcomes for local care pathways i.e. impact and effectiveness of stop smoking services to reduce premature mortality from smoking.

2.2 Quality improvement

- Support the CCG work programme on the quality improvement and QIPP agenda.
- Provide public health input to the development of quality indicators.
- Support the development of public health awareness and competencies of the CCG.
- Facilitate and provide support towards the CCG strategy for health improvement and disease prevention.

3. Prioritisation and resource allocation

- Apply health economics and a population perspective to provide a legitimate context and technical evidence base for the setting of priorities.
- Identify the contribution that interventions make to defined outcomes and the return on investment across the portfolio of commissioned services.
- Identify areas for disinvestment and enable the relative value of competing demands to be assessed.
- Critically appraise the evidence and provide clinical support to appropriately respond to individual funding requests.

4. Engagement - Public and Partners

- Through objective analysis, providing the impartiality necessary to support the CCG to communicate and defend difficult decisions to the public.
- Support the CCG to progress joint commissioning and provision plans with the local authorities and other statutory and non-statutory organisations to maximise health gain through commissioning practice and service design.

5. Objective independence

- Public Health to act as an independent broker of competing demands for funding through the provision of objective information such as the JSNA and other evidence-based or technical information.

6. Research, innovation and teaching

- To provide a professional source of expertise for research and evaluation of local health care as required and to contribute to innovation and development of locally sensitive solutions to help meet healthcare need.
- To provide teaching and support for the use of public health science skills in the appropriate functional domains of CCG responsibility.

7. Health Protection

- To provide local leadership and support for key NHS health protection functions:
 - Childhood vaccination
 - Adult vaccination including influenza immunisation programmes
 - Blood borne virus prevention and case identification (Hepatitis B, C and HIV)
 - Tuberculosis strategy and disease prevention
- To provide support for the CCG in all dealings with local health protection issues handled by Public Health England including infectious and non-infectious hazards.
- To provide leadership and co-ordination for a health community approach to Emergency Planning and Response.

Appendix 2. Clinical Commissioning Group support for Public Health

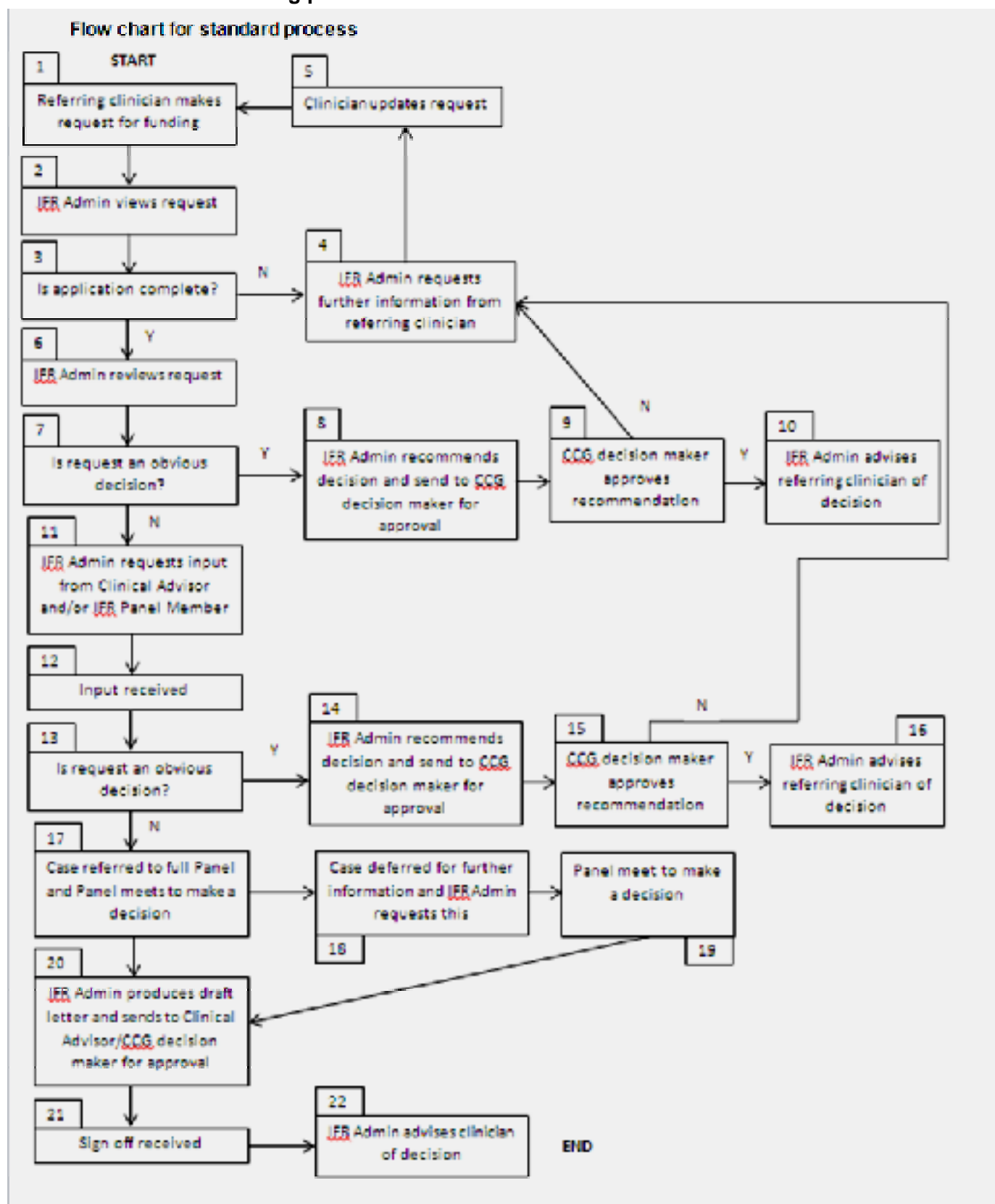
1. General
<ul style="list-style-type: none"> To exercise their functions with a view to securing continuous improvements in the quality of health and preventative services for patients and in outcomes, with particular regard to clinical effectiveness, safety and patient experience. To co-operate with local authorities and participate in their Health & Wellbeing Boards. To involve patients and the public in developing, considering and making decisions on any proposals that would have a significant impact on service delivery or the range of health services available. To have regard to the need to reduce inequalities in access to and utilisation of health services and to reduce inequalities in health outcomes.
2. Planning services
<ul style="list-style-type: none"> Assessing people's healthcare needs and identifying likely trends in healthcare needs, building on the JSNA. Identifying inequalities in access to healthcare services, quality and outcomes. Working with the Directors of Public Health and their teams, to take account of public health advice in the development of commissioning plans. Redesigning services and/or pathways to deliver improved outcomes and better meet patients' needs. Determining the nature, volume and range of services that will need to be available locally to meet needs. Identifying which services will be most effective and cost-effective and planning both new investments and disinvestments, drawing on evidence and experience. Consulting with the public, and working with local Health Watch and local authorities. Involving group representatives of patients and carers in the planning of services.
3. Agreeing services
<ul style="list-style-type: none"> Developing service specifications and incorporating them into contracts Making arrangements for managing individual funding requests, Determining arrangements for making decisions on the funding of specific treatments including high cost drugs and new interventions.
4. Monitoring services
<ul style="list-style-type: none"> Working with clinicians and patients to review the effectiveness of services and improve patient pathways. Using the Commissioning Outcomes Framework and other intelligence to benchmark. Driving improvements in quality and outcomes.
5. Improving the quality of primary care
<ul style="list-style-type: none"> Drawing on comparative practice level information to understand the relationship between patient needs, practice performance and wider quality and financial outcomes.
6. Specific duties of co-operation
<ul style="list-style-type: none"> Working with Directors of Public Health and their teams to identify opportunities to work better together to improve people's health and wellbeing. Providing access to business intelligence support. Support the sponsorship of local authorities to ensure appropriate Information Governance arrangement in place for data sharing and confidentiality.

Appendix 3. Public Health support for Individual Funding Requests and Exceptional Cases

This paper sets out:

1. The decision-making pathway for Individual Funding Requests as agreed by CCGs with NECS and included in the Standard Operating Procedure.
2. The definitions of key decision makers in the process.
3. The roles and responsibilities of decision makers.

1. The IFR Decision-making process



2. Definitions:**Clinical Advisors:**

A nominated advisor of the respective CCG areas who will provide additional support, advice and expertise for funding requests where requested. For Public Health this support will be provided by Consultants in Public Health Medicine (CPHM) within the Tees Valley Public Health Shared Service.

NECS IFR Admin:

The administrator, employed by NECS, who will manage the day to day running and administration of the IFRP and carry out the duties as outlined in this SOP for their respective CCG areas.

CCG Delegated Representative/ Decision Maker:

A member of the CCG Board who has been given the delegated authority to make funding decisions on behalf of their CCG.

Policy/Protocols:

Documents which outline a set of criteria that must be met in order for a said treatment/procedure to be provided..

3. Roles and responsibilities

Step in IFR Process	Note	CCG Delegated Representative	Clinical Advisor
IFR Clinical Policy	The Value Based Clinical Commissioning Policies are the basis of the web-based IFR system. Public Health Specialists devoped these policies and review them regularly	CCG representatives will provide the CPHM with views from their CCG on the VBCC policies. CCGs will ensure that the VBCC policies are included in the contacts with all acute providers.	The CPHM will represent the CCG on the group that reviews the VBCC policies. This may involve consulting local specialists on the policies.
Step 8: Endorsement of an IFR decision	On the web based system, many cases can be approved automatically as the criteria are clearly fulfilled. The IFR administrator cannot make this decision on behalf of CCGs, the decision will need endorsement by a CCG representative. It will be handled by the web-based system and involves a daily email reminder from the IFR administrator of any decisions pending.	CCGs to nominate clinicians with delegated responsibility. The CCG will need more than one person to ensure cover for annual leave and in cases where a decision is needed urgently. CCG representatives will need training in the web based system.	The CPHM will be available to support CCG representatives in all cases where further clinical information is required and a case requires further in depth review. This applies to standard and urgent cases

Step 11: IFR Admininstrat or requests input from a clinical advisor	The decision at this point is if the request requires further clinical input/assessment/advice by a Clinical Advisor. The clinical advisor can either refer to the CCG representative with a recommended decision or suggest a referral to the panel to be considered as an exceptional case.	CCGs to nominate clinicians with delegated responsibility. The CCG will need more than one person to ensure cover for annual leave and in cases where a decision is needed urgently. CCG representatives will need training in the web based system.	The CPHM will be available to support CCG representatives in all cases where further clinical information is required and a case requires further in depth review. This applies to standard and urgent cases.
Step 17: Preparation of a case for panel	Each exceptional case referred to the panel for a decision will need working up including a review of the literature on evidence for effectiveness and cost effectiveness for the proposed intervention.	CCGs to nominate someone to be a panel member. This person will need to have experience as a panel member or attend a training workshop.	CPHM to provide technical support in working up the case and advising the panel. The CPHM CPHM will attend the panel with the CCG representative where required...

Appendix 4**Ways of working****Memorandum of Understanding between CCG and Local Authority
-for the provision of public health advice and support-****1 Accountability and governance**

1.1 The details of the mutual support between CCGs and Public Health are set out in an annual work programme which is jointly agreed each year

1.2 The CCG and Local Authority will identify named officers and contact points where requests can be directed to.

1.3 An MOU steering group will be formed and include representation from (at least) one senior CCG officer, a lead PH Consultant and a PH Information Analyst.

1.4 The MOU Steering Group will meet every six months to oversee the delivery of the MOU

annual work programme. The role of the Steering Group will include providing active direction, periodically reviewing progress against the work programme, acting as a forum for decision making, and identifying actions required to ensure that the service delivers its stated outputs.

2 Legal status

2.1 Whilst this MOU is not legally binding, it reflects current national guidance under which the Local Authority is mandated to provide public health advice and support to the CCG.

3 Reconciliation of disagreement

3.1 Disagreements will normally be resolved amicably at working level.

3.2 If this is not possible, any concerns that the CCG has regarding the public health service, should be brought to the attention of the lead Public Health consultant. Likewise, if the public health service has concerns relating to the work with the CCG, this should be brought to the attention of the lead commissioning officer.

3.3 If the issue requires escalation within the local authority, this should be to the Director of Public health. If the issue requires escalation within the CCG it should be brought to the Chief Operating Officer.

3.4 Where disputes cannot be agreed at the local level, parties can seek mediation through the regional director of public health or the chief officer of the NHS England Area Team.

3.5 Final referral should be to the local government ombudsman.

4 Review of MOU

4.1 This Memorandum of Understanding will be reviewed after the first six months and annually thereafter to ensure it remains relevant and up to date. It will also be reviewed if new legislation, relevant policy or organisational changes come into effect.

Appendix 5
Annual work programme