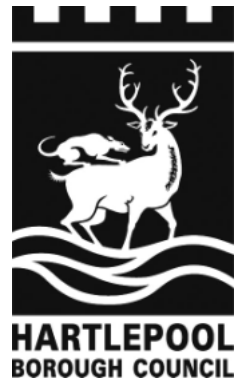


# REGENERATION SERVICES COMMITTEE AGENDA



**Thursday 29 August 2013**

**at 9.30 am**

**in Committee Room B,  
Civic Centre, Hartlepool.**

MEMBERS: REGENERATION SERVICES COMMITTEE

Councillors C Akers-Belcher, S Akers-Belcher, Cranney, Dawkins, Fisher, Morris and Payne.

1. **APOLOGIES FOR ABSENCE**
2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
3. **CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 18 JULY 2013  
(previously circulated)**
4. **BUDGET AND POLICY FRAMEWORK**
  - 4.1 Medium Term Financial Strategy (MTFS) 2014/15 Savings Proposal –  
*Director of Regeneration and Neighbourhoods*
5. **KEY DECISIONS**
  - 5.1 Youth Contract Project – *Assistant Director (Regeneration)*
  - 5.2 Selective Licensing: Review – *Assistant Director (Regeneration)*



## **6. OTHER ITEMS REQUIRING DECISION**

- 6.1 Health and Safety Service Plan 2013/14 – *Assistant Director (Regeneration)*
- 6.2 Food Law Enforcement Service Plan 2013/14 – *Assistant Director (Regeneration)*
- 6.3 Museum Accreditation - Collections Policies Review and Adoption - *Assistant Director Child and Adult Services (Community Services)*
- 6.4 Brierton Sports Provision – Outcome of Funding Bids for New 3G Artificial Turf Pitch and Pricing Model - *Assistant Director Child and Adult Services (Community Services)*

## **7. ITEMS FOR INFORMATION**

- 7.1 Quarter 1 – Financial Management Report - *Director of Regeneration and Neighbourhoods and Chief Finance Officer*
- 7.2 Six Monthly Monitoring Of Agreed Scrutiny Recommendations - *Scrutiny Manager*
- 7.3 North East Home Loans Partnership and Other Financial Assistance – *Assistant Director (Regeneration)*
- 7.4 Sport and Physical Activity Team – Six Monthly Progress Report - *Assistant Director Child and Adult Services (Community Services)*
- 7.5 Culture and Information Services Progress Report – January - July 2013 – *Assistant Director Child and Adult Services (Community Services)*
- 7.6 Nesta Innovation Fund – *Assistant Director (Regeneration)*

## **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

## **10. EXEMPT ITEMS REQUIRING DECISION**

- 10.1 Hartlepool Stem Hub – Coastal Communities Round 2, Stage 2 Bid - *Assistant Director (Regeneration)*

### **FOR INFORMATION**

Date of next meeting – 26 September 2013 at 9.30 am in the Civic Centre, Hartlepool.



# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



**Report of:** Director of Regeneration and Neighbourhoods

**Subject:** MEDIUM TERM FINANCIAL STRATEGY (MTFS)  
2014/15 SAVINGS PROPOSAL

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

Budget and Policy Framework decision.

## 2. PURPOSE OF REPORT

- 2.1 The purpose of the report is to enable Members to consider the initial 2014/15 savings proposals relating to the Committees remit and to feedback comments to the Finance and Policy Committee.

## 3. BACKGROUND AND OVERVIEW OF COUNCILS FINANCIAL POSITION

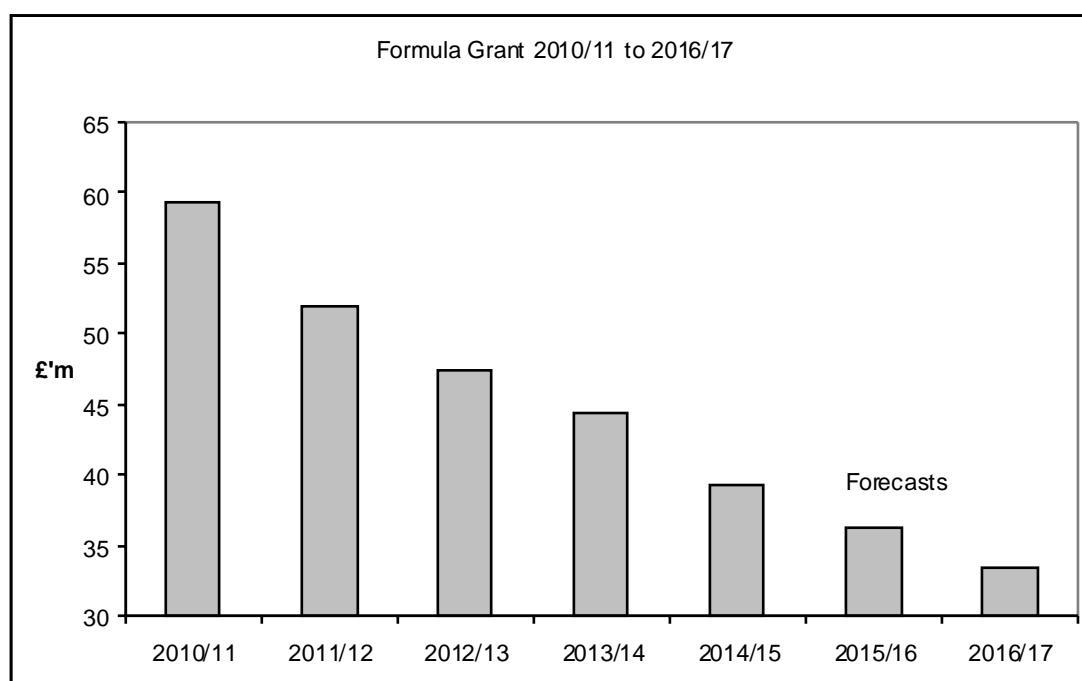
- 3.1 Detailed budget reports were submitted to the Finance and Policy Committee on 31<sup>st</sup> May 2013 and 2<sup>nd</sup> August 2013 to enable Members to begin to develop detailed budget proposals for 2014/15. These proposals will be referred to full Council in February 2014 to enable the 2014/15 Budget and Council Tax to be approved.

- 3.2 The report to the Finance and Policy Committee on 2<sup>nd</sup> August 2013 provided an update on the latest position and covered the following areas:

- Background and Government Spending Plans 2014/15 Onwards;
- One-off resources available to manage risks and / or support Council priorities;
- General Fund Revenue Budget 2014/15 to 2016/17;
- Strategy for bridging 2014/15 budget deficit;
- Council Tax 2014/15 to 2016/17;
- Impact of 2014/15 budget proposals on 2015/16 and 2016/17 forecast deficits;
- Review of Reserves;
- Reductions in other grant funding;
- Strategy for managing capital risks; and
- Conclusion and recommendations.

3.3 In summary the Finance and Policy Committee report provided an update of the previous MTFS report submitted to full Council in February 2013, which provided a comprehensive assessment of the financial challenges and risks facing the Council over the 4 years commencing 2013/14. In summary the report advised Members that the Council is facing the most challenging financial position since becoming a unitary authority in 1996, which reflects:

- The scale of Government cuts in core General Fund grants confirmed for 2013/14 and 2014/15. It is anticipated these cuts will continue in the following two years. The June 2013 Spending Review announcement confirmed the overall level of cuts for 2015/16 and further details are provided later in the report. The previously forecast grant cuts are summarised below and it should be noted the 2015/16 and 2016/17 forecast will be updated when more information on the impact of the recent Spending Review announcement on individual Councils is known;



- The abolition of the national Council Tax Benefit system and the transfer of financial responsibility for Council Tax Support to individual Councils, with a 10% national funding cut. The actual cut for Hartlepool was around 13% when account is taken of actual support previously provided under the former national Council Tax Benefit scheme. There is a risk further grant cuts are made in this area in future years if the Government determines to implement further cuts in the Welfare Budget. In addition, the Government's decision to mainstream this grant and include it within the core revenue grant from 2014/15 increases financial risk for areas serving more deprived communities, including Hartlepool, as reductions in core revenue grant have historically had a disproportionate impact on these areas;

- The implementation of the Business Rates Retention system, which will transfer significant financial risks to individual Councils. Under the new system a 'safety net' system will operate which will require individual Councils to fund the first 7.5% of in-year reductions in business rates from their own resources. Additional Government support will only be paid for shortfalls above this threshold. For Hartlepool this equates to an annual risk of around **£1.9 million** in 2014/15 and future years. This is a significant risk for Hartlepool owing to the potential impact of in-year reductions in the business rates paid by the Power Station, which contributes **17%** of the total Business Rates collected by the Council;
- Individual Councils face potential costs relating to 50% of back-dated Business Rates appeals. The Government has set aside some funding for this issue nationally, although it is not yet clear if this will be sufficient at an individual authority level. This is also a significant risk for the Council as the Power Station has a number of outstanding appeals and further information is provided later in the report;

- 3.4 In relation to the 2014/15 budget the report advised Members that the Council faces a gross budget deficit of **£8.524m**. The gross budget deficit can be reduced to **£4.594m** without impacting on services through a combination of permanent budget savings and one-off factors as summarised below:

Revised budget deficit 2014/15

	£'000	£'000
<b>Budget Deficit reported February 2013</b>		<b>8,524</b>
Public Health Funding		(500)
Full Year ICT saving (includes potential rental income)		(500)
Initial Changes in Planning assumptions (includes budget reductions from continuing 1% public sector pay gap, saving from senior management restructure, lower energy increases and lower Employers Pension contributions)		(1,797)
<b>Net Budget Gap 2014/15</b>		<b>5,727</b>
One-off funding (funded from uncommitted one-off resources and will be sustainable at this level for 3 years. Thereafter, this will need to be replaced by identifying additional savings of £1m in 2017/18).	(1,000)	
Use of residual balance of 'Savings implementation reserve'	(133)	
Total use of one-off funding		(1,133)
<b>Permanent budget cuts to be implemented 2014/15</b>		<b>4,594</b>

- 3.5 The Finance and Policy Committee report also detailed departmental savings proposals with a total value of **£4.376m**.

- 3.6 Assuming the proposed departmental savings are implemented there is a net unfunded deficit for 2014/15 of **£0.218m**. At this stage it is anticipated that this amount can be bridged from the 2014/15 New Homes Bonus which will be payable for 7 years commencing 2014/15. This income is not yet guaranteed and will depend on the share of the national New Homes Bonus funding the Council receives, although at this stage this is a reasonable planning assumption. It should be noted that this proposal will mean that in 2014/15 total support for the core revenue budget from the New Homes Bonus will be £1.4m.
- 3.7 As reported previously the New Homes Bonus is funded by top slicing the national funding for Local Authorities. Whilst it is forecast the Council will receive a total New Homes Bonus payment of £1.4m in 2014/15, this needs to be seen in the context of the permanent cut in the Council's core grant which in 2014/15 is forecast to be £20m (34%) less than it was in 2010/11.
- 3.8 Assuming Members approve the proposals detailed in the previous paragraphs for addressing the 2014/15 budget deficit the Council will still face significant budget deficits in 2015/16 and 2016/17. Over the period of the current MTFS it is forecast that the Council will have to make permanent budget cuts of around **£16.2m**, as follows:
- 2014/15 net deficit                      £4.6m;
  - 2015/16 revised deficit                £6.3m;
  - 2016/17 revised deficit                £5.3m.
  - Total forecast deficit                   £16.2m
- 3.9 The revised deficit is less than the initial forecast prepared in February 2013 of £19.4m and the reduction reflects the benefits of the revised planning assumptions and available one-off resources to support the budget over the next three years. The use of the one-off resources over the next three years is not a permanent solution and defers an additional budget deficit of £1m until 2017/18.

#### **4. SPECIFIC ISSUES TO BE CONSIDERED BY THIS COMMITTEE**

- 4.1 The Finance and Policy Committee considered details of proposed departmental budget savings and budget pressures for 2014/15 and determined to refer these proposals to the relevant Policy Committees for consideration and comments back to Finance and Policy Committee on 19 September 2013. Accordingly the following details are attached for Members consideration:
- 2014/15 proposed savings – Appendix A
  - 2014/15 budget pressures – no budget pressures for this Policy Committee have been identified.

## 5. RECOMMENDATIONS

- 5.1 It is recommended that Members consider the 2014/15 proposed savings and comment back to Finance and Policy Committee on 19 September 2013.

## 6. CONTACT OFFICER

Denise Ogden  
Director of Regeneration and Neighbourhoods  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY  
Email [denise.ogden@hartlepool.gov.uk](mailto:denise.ogden@hartlepool.gov.uk)  
Tel: 01429 523301

Chris Little  
Chief Finance Officer  
01429 523003  
[Chris.little@hartlepool.gov.uk](mailto:Chris.little@hartlepool.gov.uk)

Division / Area	Savings	Brief description of change	Risk
	14/15 £'000's		

<b>Community Services</b>			
Increased income in Sport & Recreation	70	Increased income generated due to increased patronage, developing Brierton site and capital investment into MHLC pool, leading to reduced costs and greater public programming. This relies in part on the investment from reserves of the 'boom' which has a 2 year pay back.	A
Owton Manor CC	5	New tenant for 1 <sup>st</sup> floor offices	G
Carlton OEC	33	Removal of remaining subsidy to centre – this will meet the objective of Carlton being self financing from 2014/15. No change to terms & conditions to users. Prospects currently on track.	A
Library Service	53	Review of Library Service to include consideration of changes to the Mobile Library and branch network to safeguard services where possible. Services and usages are being finalised but seek to safeguard community based facilities within outlying residential estates with few alternative services. A statutory consultation process is required. Housebound and community homes provision would be retained. Savings will also be achieved through a review of the People's Network Library ICT contract and more efficient use of book stock.	R
Removal of post (E&CM) (currently vacant with part acting up in place)	30	Acting up arrangements confirmed leading to a saving of the balance of funding for a former section head post.	G
Museums, Libraries, Arts and Events	100	Revision of staffing arrangements across a range of services, including reviewing management posts and closer integration of specialist posts across these areas.	A
<b>Total</b>	<b>291</b>	This total reflects identified opportunities without total service closures.	
Economic Regeneration & Planning & building control	129	Management restructure and re-alignment of services and of reduction in core funding contribution to Tees Valley Unlimited.	G
<b>Total</b>	<b>129</b>		



Division / Area	Savings	Brief description of change	Risk
	14/15 £'000's		

Departmental non-pay budget*	20	Review non-pay management account budgets	G
R&N Budget / Inflation*	50	Do not take inflation increase on non-pay budgets.	G
Support Services*	100	Review structures and service provision across re-configured department, including review of non pay budgets.	A
<b>Total</b>	<b>170</b>		

\* To be included for consideration by both the Neighbourhood Services and Regeneration Services Committees - as each of the items are relevant across the whole Regeneration and Neighbourhoods Department.

# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



**Report of:** Assistant Director of Regeneration

**Subject:** YOUTH CONTRACT PROJECT

---

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

1.1 Key Decision (test (ii)) applies. Forward Plan Reference No. RN0713.

## **2. PURPOSE OF REPORT**

2.1 To seek approval from the Regeneration Services Committee to allow the Council to deliver the new Youth Contract project on behalf of Pertemps People Development Group (PPDG) Ltd.

## **3. BACKGROUND**

3.1 In November 2011, the Government launched the Youth Contract which is an investment of almost £1 billion of funding to support the participation of 16-24 year olds in education, training and employment. Through the Youth Contract, the Government has ring-fenced £126 million in England to support disengaged 16 to 17 year olds to move into education, training or employment with training. This will help to support the Government's overall commitment to achieve full participation in education, employment or training for all 17 year olds by 2013 and 18 year olds by 2015.

3.2 Due to funding requirements, all young people must be 16 or 17 years old, not in education, employment or training (NEET) and fit into one of the following categories:

- Have not achieved more than 1 GCSE grade A\* - C
- Young offenders
- Care leavers
- Young people serving community sentences

3.3 PPDG won the tender to deliver the Youth Contract across the North East and made enquiries with the Council's Economic Regeneration Team to deliver the Youth Contract in Hartlepool on their behalf. PPDG stated that they will initially deliver the project from September 2012 to

September 2013, with the Council delivering thereafter (If approved by the Regeneration Services Committee).

#### 4. PROPOSALS

4.1 PPDG has proposed that from 1<sup>st</sup> September 2013 to 31<sup>st</sup> March 2016:

- Tees Valley Works (TVW) (which is a part of the Economic Regeneration Team) delivers the project.
- TVW and staff within Economic Regeneration Team to work with the 90 eligible young people.
- TVW to then support 75% (68) of the learners to re-engage in training, education or employment (with training). The training or education must last a minimum of 180 guided learning hours with the programme approved by the Education Funding Agency (EFA).
- TVW must ensure that at least 50% (45) of the learners remain in sustained training, education or employment (with training). To achieve this outcome, the 45 learners must complete the minimum 180 guided learning hours on a programme.

#### 5. REFERRAL PROCESS

5.1 There is already an established working structure in place for eligible young people to be referred to TVW existing youth provision. The main referral agencies will be schools, Youth Support Services and 11-19 Team. If approval is given by the Committee, then TVW will start to market the Youth Contract to key partners immediately.

#### 6. PAYMENT STRUCTURE

6.1 The total funding available for this project from PPDG is £82,785.

Outcomes	Number	Payment	Total
Starts - Initial Engagement	15	£157	£2355
Starts – Initial Engagement	75	No payment	0
Young people re-engaged in training, education or employment with training (EET)	68	£472	£32096
Young people sustained in EET.	45	£1074	£48334
<b>Total Amount</b>			<b>£82,785</b>

- 6.2 As per the original EFA tender specification, there will be no start payments beyond September 2013. PPDG has already had their profiled starts approved by EFA and there are only 15 starts profiled for September 2013.

## **7. FINANCIAL CONSIDERATIONS**

- 7.1 There are no financial risks associated with the delivery of the Youth Contract as it is a payment on results project and as such, the Council will not receive any funding until they have delivered the additional outcomes. Finance Department has been informed about this project and are satisfied with the contents of the report.

## **8. INSURANCE**

- 8.1 The Council's Insurance section has checked the PPDG contract and has made minor variations which both parties have now agreed upon.

## **9. LEGAL CONSIDERATIONS**

- 9.1 The Council's Legal section has checked the PPDG contract and has made minor variations which both parties have now agreed upon. Therefore, the contract is ready to be signed by the Council if approval is given.

## **10. STAFF CONSIDERATIONS**

- 10.1 If approved, the Council will use existing staff within Economic Regeneration Team to deliver this project.

## **11. OTHER RISKS TO THE PROJECT**

- 11.1 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, TWV has an excellent track record of designing and offering bespoke training programmes that meet the needs of this target group and which will enable the additional programme outcomes to be achieved.
- 11.2 To ensure that the outcomes are achieved, the Youth Support Service and 11-19 Team will continue to effectively refer eligible young people to the project. In addition, TWV project team is currently in the process of working with partners to develop further initiatives that will encourage young people to register onto the project. Where needed TWV will 'on the spot purchase' specialist provision to ensure that 50% of young people complete a minimum of 180 guided learning hours.

## **12. CONTRIBUTION TO OTHER COUNCIL PROGRAMMES AND PERFORMANCE INDICATORS**

- 12.1 If approved, this project will directly benefit other Council employment initiatives, such as the Hartlepool Youth Investment Project and Think

Families, Think Communities. Also, the project would positively contribute to the following indicators:

- Reducing the number of young people who are NEET
- Improving the overall employment rate
- Improving the overall youth employment rate
- Reducing the youth unemployment rate

### **13. IMPACT ON CHILD / FAMILY POVERTY**

- 13.1 This project will positively contribute to ameliorating the longer term causes and consequences of child and family poverty by providing all young people with access to provision that will enable them to reach their aspirational goals and become economically active.
- 13.2 The wider project objectives will also be to align young people and their families to additional support services, such as Early Intervention Teams and The FamilyWise programme.

### **14. SECTION 17**

- 14.1 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 high risk of offending.

### **15. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 15.1 This project is aimed at supporting young people to achieve their aspirational goals, and will help to narrow the education attainment gap and will positively contribute to tackling employment inequality, 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.

### **16. RECOMMENDATIONS**

- 16.1 It is recommended that the Regeneration Services Committee allow the Council to deliver the new Youth Contract project on behalf of PPDG.

## **17. REASONS FOR RECOMMENDATIONS**

17.1 The key reasons for this recommendation are that:

- This additional funding will provide extra resources to reduce the number of 16-17 year olds who are NEET or are at risk of becoming.
- It will directly contribute to the Hartlepool Youth Investment Project targets and wider performance indicators, such as reducing the youth unemployment rate.
- The structure is already in place to support NEETs 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.
- It will contribute to the Raising Participation Age (RPA) Strategy.

## **18. BACKGROUND PAPERS**

18.1 The Department for Work and Pensions (DWP) Youth Contract  
<http://www.dwp.gov.uk/youth-contract/>

## **19. CONTACT OFFICER**

Damien Wilson  
Assistant Director of Regeneration  
Civic Centre, Victoria Road, Hartlepool, TS24 8AY,  
Tel: 01429 523400;  
Email: [Damien.wilson@hartlepool.gov.uk](mailto:Damien.wilson@hartlepool.gov.uk)

Patrick Wilson  
Employment Development Officer  
Bryan Hanson House,  
Hartlepool.  
Tel: 01429 523517  
Email: [Patrick.wilson@hartlepool.gov.uk](mailto:Patrick.wilson@hartlepool.gov.uk)

# REGENERATION SERVICES COMMITTEE

29th August 2013



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

**Subject:** SELECTIVE LICENSING

---

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

- 1.1 Key decision, test (i) and (ii) applies. Forward Plan Reference No 20 / 12.

## 2. PURPOSE OF REPORT

- 2.1 To outline the findings of the consultation (the qualitative research / anecdotal evidence) carried out with key stakeholders in the existing Selective Licensing areas, which has been undertaken to complement the data analysis already undertaken (presented to Cabinet in September 2012). The associated report, attached as **Appendix 1**, summarises the review findings. A full copy of the review is available for reference in the Members Library. Additional copies are available, on request, from the contact officers named in Section 18. of this report.
- 2.2 Alongside this is the initial borough wide analytical work that has been undertaken, related to the consideration of any new proposed designation in the town. The associated report is attached as **Appendix 2**.
- 2.3 Together the information will inform and assist the Committee with future decision making relating to Selective Licensing in the town.
- 2.4 The report seeks direction from members in terms of proceeding with Selective Licensing.

## 3. SELECTIVE LICENSING LEGISLATION

- 3.1 The legislative framework governing the designation of Selective Licensing areas is Section 80 of the Housing Act, 2004. The Act provides a discretionary power for local housing authorities to designate areas for the Selective Licensing of private sector rented housing. This section states that

a Selective Licensing scheme can be declared if one of two general conditions is met and satisfied in relation to the area.

3.2 The first condition Section 80(3) relates to low housing demand:

- (a) that the area is, or is likely to become, an area of low housing demand; and
- (b) that making a designation will, when combined with other measures taken in the area by the local housing authority, or by other persons together with the local housing authority, contribute to the improvement of the social or economic conditions in the area.

3.3 The second condition Section 80(6) relates to anti-social behaviour:

- (a) that the area is experiencing a significant and persistent problem caused by anti-social behaviour;
- (b) that some or all of the private sector landlords who have let premises in the area (whether under leases or licences) are failing to take action to combat the problem that it would be appropriate for them to take; and
- (c) that making a designation will, when combined with other measures taken in the area by the local housing authority, or by other persons together with the local housing authority, lead to a reduction in, or the elimination of, the problem.

3.4 Prior to April 2010, a 'Designation Order' (approving the implementation of Selective Licensing in a given area) could only be issued by the Secretary of State. On 01st April 2010, the Minister for Communities and Local Government issued a 'General Approval Order', which transferred the authority to issue a Selective Licensing designation to local housing authorities. This means that local authorities can 'approve' Selective Licensing schemes themselves however, the same statutory justification process applies. Paragraph 9.3 provides more information surrounding this process.

#### **4. SELECTIVE LICENSING SCHEME IN HARTLEPOOL**

4.1 Within Hartlepool the private rented sector is an important provider of accommodation for local people - the private rented sector accounts for 14.8% of the overall housing stock (Census, 2011). This statistic differs slightly from that quoted previously (16.8%) in housing reports; this was based on the first publication of the 2011 Census headline data initially released by the Office for National Statistics (ONS).

4.2 A formal 'Designation' submission (*commonly referred to as a 'Bid Document'*) was submitted by the Council to the Department for Communities and Local Government in late 2008. Approval was granted by the Secretary of State in January 2009, to introduce Selective Licensing in Hartlepool, in the six distinct areas covered by the designation suffering



from, or likely to suffer from, low demand and / or experiencing persistent or significant anti-social behaviour (refer to map in **Appendix 1**).

- 4.3 The Selective Licensing scheme came into force in May 2009 in Hartlepool, which required private sector landlords who own properties in the specific areas covered by the scheme to apply for a licence in order to rent out their properties. The scheme can operate for a maximum of 5 years and therefore the granting of new licences through the existing Selective Licensing scheme is now in its final year. It must however be noted that licences issued up until the end of 2012/13 are valid for five years from the date of issue, and therefore a number of licences (602 in total) will continue to be upheld even after the scheme has ceased on 30th April 2014.
- 4.4 The scheme was introduced to help ensure privately rented properties offer tenants a choice of safe, good quality and well managed properties.
- 4.5 It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to manage their properties effectively.
- 4.6 Promoting good management practice amongst landlords offers greater consistency in terms of management standards in this sector, to ensure tenants are aware of what level of service they can expect when renting in the private rented sector.
- 4.7 Selective Licensing has been used alongside other initiatives to help regenerate areas, as the standards of management improve.

## **5. BACKGROUND TO REVIEW**

- 5.1 In September 2011, Cabinet agreed to delay its decision to extend the scheme into a further nine areas, for twelve months, until an evaluation of the evidence surrounding the existing scheme had been undertaken, as there is a statutory requirement for a local authority 'from time to time' to review the operation of a designation made by them, as covered in Section 84(3) of the Housing Act, 2004.
- 5.2 Since then, the data / statistical analysis relating to the current Selective Licensing scheme has been undertaken across each of the six areas covered by the designation. The findings were presented to Cabinet in September 2012 to provide members with the opportunity to consider how effective the scheme has been, compared to the baseline data compiled to seek designation approval for the scheme.
- 5.3 In summary, the report concluded that together with other complementary initiatives, Selective Licensing is having a positive impact in Hartlepool.

- 5.4 The data / statistical analysis highlighted a reduction in anti-social behaviour across all areas, a reduction in long term empty homes, active take up of tenant referencing through the continued increase in demand for the Good Tenant Scheme service, and a reduction in the number of complaints to the Private Sector Housing Team regarding disrepair and housing safety standards.

## **6. DECISION MAKING TO DATE**

- 6.1 To complement the data / statistical evaluation report, Cabinet agreed to authorise the Director of Regeneration and Neighbourhoods, at the meeting in September 2012, to carry out a programme of consultation and engagement with key stakeholders in the existing areas. Members were particularly interested in ascertaining the views of residents and landlords as part of the review process.
- 6.2 At the same meeting, the Director was also authorised to:
1. Refine the proposed areas to include only those streets where there is evidence of anti-social behaviour linked to private sector tenancies, low demand and a high proportion of private rented properties;
  2. Carry out a thorough consultation, as prescribed by guidance; and
  3. Report the outcome of the consultation and refinement of the proposed areas back to members with a timetable for implementation should approval be agreed.
- 6.3 Following the changes to the political management structure and governance arrangements, members of the Regeneration Services Committee were provided with an overview of the work being undertaken surrounding Selective Licensing, at the inception training session. Members felt it would be more appropriate to await and consider the review findings before embarking on any potential consultation exercises in new proposed streets and / or areas, to ensure any resulting recommendations could inform the process with regards to future decision making relating to Selective Licensing in the town. This revised approach resulted in a change to the previously agreed reporting procedures as outlined above.

## **7. REVIEW OF EXISTING DESIGNATION IN HARTLEPOOL**

- 7.1 A consultation exercise has been undertaken with key stakeholders (including local residents, ward members, landlords and managing agents and service providers) covered or affected by the current Selective Licensing designation, to seek their opinions and experiences about the existing scheme and the impact it has had on the areas covered by the designation.
- 7.2 The results from this consultation have been used, alongside the data analysis that has already been undertaken, to consider how effective the scheme has been, so far, in each of the six areas within the designation, and

should be used to inform and assist members with future decision making relating to Selective Licensing in the town. Members are asked to refer to **Appendix 1**, which is a summary of the review findings of the existing designation.

## 8. ADDITIONAL DESIGNATION IN HARTLEPOOL

- 8.1 Alongside the work outlined in Section 7. of this report, a vast amount of analytical research to assess the whole town has been undertaken, as set out in **Appendix 2**, which presents the initial mapping exercise.
- 8.2 The mapping exercise ranks each of the eleven wards in the town in accordance with a set of specific indicators. A full copy of this data set is available for reference in the Members Library.
- 8.3 Further analytical work has then been undertaken at the street level to help define, in particular, where there are concentrated problems and issues, and identify potential streets and / or areas that could benefit from the licensing of private rented housing suffering from, or likely to suffer from, low housing demand and / or experiencing persistent or significant anti-social behaviour. Similarly, the streets in each of the six wards have been scored and ranked against a set of indicators relating to housing issues and anti-social behaviour, and a list of 'priority streets', per ward, has been prepared. These have then been mapped to show their geographical distribution in accordance with their score.
- 8.4 Members should note that the data surrounding housing tenure is only readily available at a ward level from the Census, 2011. If there is a focus on licensing distinct streets and / or areas in the town a comprehensive exercise would need to be undertaken to determine the level of private rented sector housing on a street by street basis, as this data is not reliably collated or recorded presently. At this stage, the list of 'priority streets' presented as part of this report will need to be amended to eliminate those with a low number of private rented sector housing.
- 8.5 Members should also be aware that there has been no anecdotal / local knowledge or intelligence taken into account to supplement the statistical evidence at the street level, to give a contextual understanding, and therefore the data set will need to be refined to include external influences and determinants such as the potential effect of the night time economy, impact of shopping parades, whether the street is a thoroughfare etc. Again, as a result, some of the streets will need to be discounted. At the same time, it might be considered appropriate to include streets of lesser priority if they are in the locality and of similar house type, to avoid the risk of displacement. The data will also need to be interrogated, to establish the level of anti-social behaviour associated with privately rented properties where possible.

8.6 There are however a number of options, which could be explored further in terms of proceeding with Selective Licensing in the town; these are listed, in summary, below.

- i) Borough wide licensing;
- ii) Licensing priority wards;
- iii) Licensing of distinct streets and / or areas (to be determined), not discounting the areas covered by the existing designation; or
- iv) Do nothing.

8.7 The following tables provide a broad option analysis, outlining the strengths, weaknesses and risks associated with each option.

8.8 Option i) Borough wide licensing

Strengths	Weaknesses	Risks
Demonstrates a serious commitment from the Council to raise the standards of private rented properties	Directing valuable resources into areas where there is minimal or no evidence of low levels of housing demand and / or significant and persistent anti-social behaviour and therefore resources wasted	Scheme becomes an administrative task only
Potentially raise profile and build public confidence of the overall private rented sector	Insufficient evidence to justify as a viable option	Loss of the proactive development work
Sends a message to all private sector landlords regarding the Council's intention to drive up standards	The issuing of licences and monitoring of compliance could be an enormous administrative burden / paper exercise	Increased pressure on Housing Advice service to respond to increasing levels of homelessness ( <i>N.B. the Council has a statutory duty to respond to homelessness and provide housing advice</i> )
Not stigmatising particular streets or areas with negative connotations	Potentially a level of resource utilised unnecessarily through undertaking associated housing standards inspections (Part 1) of the Housing Act, 2004	Threat of legal challenge by a Judicial Review
Potential to change some patterns of behaviour as housing options become limited	Not targeting worst streets / areas	-
-	Implementation of the scheme is extremely resource intensive therefore a significant level of additional resource would be required in order to deliver scheme of this scale	-
-	Potential conflict with designation legislation (Part 3) of the Housing Act, 2004	-
-	Conflicts with the strategic aims and objectives of the Homelessness Strategy 2010-15	-

Option i) Borough wide licensing (cont.)

Strengths	Weaknesses	Risks
-	Significantly longer preliminary work, lead in time and implementation timescales involved	-
-	Most costly option to resource for the Council in terms of the extensive consultation process	-

8.9 Option ii) Licensing priority wards

Strengths	Weaknesses	Risks
Tackling worst wards in the town where there are distinct issues related to private sector housing	Directing resources in to areas where there is minimal or no evidence of low levels of housing demand and / or significant and persistent anti-social behaviour and therefore resources wasted	Increased chance of legal challenge by a Judicial Review
Not stigmatising a particular streets / areas within the priority wards with negative connotations	The issuing of licences and monitoring of compliance would be an enormous administrative burden / paper exercise	Increased pressure on Housing Advice service to find suitable accommodation for clients unable to obtain satisfactory references ( <i>N.B. the Council has a statutory duty to respond to homelessness and provide housing advice</i> )
Sustained public confidence in the Council's commitment to addressing issues in the private rented sector	Potentially a level of resource utilised unnecessarily through undertaking associated housing standards inspections (Part 1) of the Housing Act, 2004	Some displacement of issues to wards not covered by a Selective Licensing designation
Potential to change some patterns of behaviour as housing options are reduced	Not targeting worst streets / areas	Scheme becomes an administrative task only
-	Implementation of the scheme is resource intensive therefore a significant level of additional resource would be required in order to deliver scheme of this scale	Loss of proactive development work
-	Potential conflict with designation legislation (Part 3) of the Housing Act, 2004	-

8.10 Option iii) Licensing of distinct streets and / or areas

Strengths	Weaknesses	Risks
Realistic in terms of current resources available	Not all areas facing problems of low housing demand and / or significant and persistent anti-social behaviour would be targeted	Displacement of issues to streets / areas not covered by a Selective Licensing designation (in particular to adjacent areas)
Stigmatises designated streets / areas (can however be viewed as both positively and negatively)	Stigmatises designated streets / areas (can however be viewed as both positively and negatively)	Chance of legal challenge by a Judicial Review
Targeted approach enabling the Council to focus resources and address streets / areas of most need of intervention	-	-
Potential to be a front-facing service to build confidence in communities	-	-
More potential to work with partners to take a comprehensive approach to tackling issues at the neighbourhood level	-	-
Continue with proactive development work	-	-
Fits with designation legislation (Part 3) of the Housing Act, 2004	-	-
Sustained public confidence in the Council's commitment to addressing issues in the private rented sector	-	-

8.11 Option iv) Do nothing

Strengths	Weaknesses	Risks
No cost implications for the Council to administer a consultation process on a proposed designation	No regulation of the private rented sector in the town	Issues are exacerbated
No resource in terms of the implementation of a scheme to the Council	Public perception that the Council is not committed to addressing issues in the private rented sector	Loss of public confidence
Not stigmatising any streets or areas with negative connotations	Issues with property and tenancy management in the private rented sector left unchecked	-
-	Limited opportunity to promote and encourage good	-

Option iv) Do nothing (cont.)

Strengths	Weaknesses	Risks
	management practices	
-	Conflicts with Priority 2 in the Housing Strategy 2011-15 'Improving Existing Homes, supporting Sustainable Communities'	-

- 8.12 The Committee is asked to provide a view on a preferred option for further exploration – see recommendation (ii) in Section 15. of this report.

## 9. NEXT STEPS

- 9.1 If the Committee wishes to pursue an option to introduce a new Selective Licensing designation in the town, further work will need to be undertaken to determine the areas or specific streets where the introduction of the scheme would be deemed most appropriate.
- 9.2 It is suggested a Working Group is established to explore the preferred option of the Committee, in more detail, identify associated risks and resource implications and work up justifiable proposals for presentation back to the full Regeneration Services Committee for consideration and approval to begin the consultation process. The group would initially consist of key local authority officers (from Housing Services, Legal, Neighbourhood Management, Community Safety etc.), with the opportunity to extend invites to other key service providers for example, the Police, as the process evolves. Early consultation with ward members of the potentially affected wards will also need to be arranged.
- 9.3 A comprehensive and extensive programme of engagement and consultation, in compliance with prescribed Government guidance will be necessary. This activity would need to be carefully planned and managed to avoid potential legal challenge by a Judicial Review. All those who are likely to be affected by a new designation will need to be consulted at this stage for a minimum of ten weeks. A comprehensive Business Case will then need to be prepared and considered by the Regeneration Services Committee, before a decision can be made to designate an area for Selective Licensing. The Business Case will need to include the evidence supporting the proposal.

## 10. LEGAL CONSIDERATIONS

- 10.1 The legislation governing Selective Licensing and providing the local authority with power to designate a Selective Licensing scheme is:
- Section 80 of the Housing Act, 2004.

- The Housing Act, 2004: Licensing of Houses in Multiple Occupation and Selective Licensing of Other Residential Accommodation (England) General Approval 2010.
- The Government guidance document '*Approval steps for additional and Selective Licensing designations in England*' provides the main point of reference for all activities, which must be undertaken.

## **11. HARTLEPOOL COMPACT (SUPERSEDED BY THE VOLUNTARY AND COMMUNITY SECTOR STRATEGY)**

- 11.1 The consultation process was undertaken in line with Objective 1 'Have a Say' of the Voluntary and Community Sector Strategy, which sets out undertakings for the Local Authority, its public sector partners and the Voluntary and Community Sector. The objectives of this strategy are intrinsically linked with the former Compact principles.
- 11.2 The public consultation package provided all residents within each of the Selective Licensing areas the opportunity to take part, and the process was tailored to the specific requirements within each of the areas.

## **12. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 12.1 A Diversity Impact Assessment (DIA) was completed in preparation for the programme of consultation and engagement commencing in existing Selective Licensing areas, to identify any adverse or differential impact the process may have. Equality and diversity considerations relating to the process to consider designating further areas of Hartlepool are covered in the Cabinet report considered in September 2012.

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

- 13.1 The Section 17 considerations relating to the process to consider designating further areas of Hartlepool are covered in the Cabinet report considered in September 2012.

## **14. FINANCIAL CONSIDERATIONS**

- 14.1 There are no new financial considerations. The work associated with the review of the existing Selective Licensing designation and the preparatory work in relation to further designate areas in Hartlepool has been absorbed into the work programme of existing officers, following the decision made by Cabinet not to appoint a temporary Selective Licensing Officer. Following the Committee's decision surrounding this report, any further work will continue to be absorbed by existing officers.



- 14.2 The financial considerations relating to the process to consider designating further areas of Hartlepool are covered in the September 2012 Cabinet report.

## **15. RECOMMENDATIONS**

- 15.1 The Regeneration Services Committee is asked to:
- i) Note the findings of the report (**Appendix 1**) in relation to the existing Selective Licensing designation;
  - ii) Consider the findings of the analytical work (**Appendix 2**), note any initial observations and agree, in principle, which option surrounding the future of Selective Licensing should be explored; and
  - iii) Agree the proposal to set up a Working Group should the Committee wish to pursue an option to introduce a new Selective Licensing designation in the town (subject to decision of recommendation ii).

## **16. REASONS FOR RECOMMENDATIONS**

- 16.1 To ensure members of the Regeneration Services Committee have an opportunity to consider and discuss the findings of the review, prior to considering the options, outlined in paragraph 8.6, with regards to the future of Selective Licensing in the town and to present the associated analytical work.
- 16.2 Once members have provided strategic direction, and focus, this will afford the necessary framework for drawing up any proposal(s).

## **17. BACKGROUND PAPERS**

- 17.1 The following background papers were used in the preparation of this report:-
- (i) Report of the Director of Regeneration and Neighbourhoods entitled 'Selective Licensing' (presented to Cabinet on 18th September 2012); and
  - (ii) Minutes of the Cabinet meeting on 18th September 2012.

## **18. CONTACT OFFICERS**

- 18.1 Damien Wilson  
Assistant Director (Regeneration)  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 52 3400  
E-mail: damien.wilson@hartlepool.gov.uk

- 18.2 Lynda Igoe  
Principal Housing Advice Officer  
Housing Options Centre

Tel: (01429) 28 4177  
Email: lynda.igoe@hartlepool.gov.uk

- 18.3 Gemma Day  
Principal Regeneration Officer  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 52 3598  
Email: gemma.day@hartlepool.gov.uk

**REPORT: Existing Selective Licensing Designation,  
Summary of Review Findings**

**1. LEGISLATIVE REQUIREMENTS**

- 1.1 There is a statutory requirement for a local authority from 'time to time' to review the operation of any designation made by them, as covered in Section 84(3) of the Housing Act, 2004.
- 1.2 Throughout the lifetime of the Selective Licensing scheme, the Selective Licensing Steering Group (SLSG) has been in operation, meeting on a quarterly basis. The SLSG is the partnership and stakeholder body, which is responsible for directing the Selective Licensing activities in Hartlepool. Regular progress updates are provided to the group, to assist with the delivery of the key objectives, as set out in the Terms of Reference. The SLSG is also responsible for setting, monitoring and continuously reviewing performance against targets and performance indicators.
- 1.3 In addition, there has been an Internal Audit in July 2011, which offered an independent appraisal of the scheme, and also an investigation by the former Neighbourhood Services Scrutiny Forum, in March 2012, which focussed on exploring and evaluating private sector housing schemes, specifically the Selective Licensing scheme, the Good Tenants scheme, the Landlord Accreditation scheme and the work around empty homes.

**2. BACKGROUND TO CURRENT REVIEW**

- 2.1 The data / statistical analysis surrounding the current Selective Licensing scheme has previously been undertaken. The findings were presented to the former Cabinet in September 2012 to provide its members with the opportunity to consider how effective the scheme has been in contributing to the reduction of anti-social behaviour and low housing demand, in each of the six areas, based on the data / statistical information available. A copy of this report is available at:  
[www.hartlepool.gov.uk/egov\\_downloads/18.09.12 - Cabinet Agenda.pdf](http://www.hartlepool.gov.uk/egov_downloads/18.09.12_-_Cabinet_Agenda.pdf)
- 2.2 In summary, the report concluded that together with other complementary initiatives, it would appear that Selective Licensing is having a positive impact in Hartlepool.
- 2.3 The data / statistical analysis highlighted a reduction in anti-social behaviour across all areas, a reduction in long term empty homes, active take up of tenant referencing through the continued increase in demand for the Good Tenant Scheme service, and a reduction in the number of complaints to the Private Sector Housing Team regarding disrepair and housing safety standards.

- 2.4 To complement the data / statistical evaluation report, the former Cabinet agreed to a programme of consultation and engagement with key stakeholders in the existing areas. Members were particularly interested in ascertaining the views of residents and landlords as part of the review process.
- 2.5 This report summarises the key findings from the research and consultation.
- 2.6 For the purpose of the report the areas are defined, as follows:
- Area A** - Hurworth Street area    **Area B** - Belk, Cameron, Furness area  
**Area C** - Rodney Street area    **Area D** - Dent, Derwent Street area  
**Area E** - Cornwall Street area    **Area F** - Patterdale, Borrowdale Street area
- 2.7 To identify all of the streets covered by each area refer to the map (**Appendix A**) or the list of addresses (**Appendix B**).

### **3. PRIVATE RENTED SECTOR HOUSING STOCK**

- 3.1 Within Hartlepool the private rented sector is an important provider of accommodation for local people. The private rented sector accounts for 14.8% of the overall housing stock (Census, 2011). This is 2% below the national average (historically private rented has been less prevalent locally than nationally), but is slightly higher than the average for the Tees Valley.
- 3.2 Between the 2001 and 2011 censuses the number of households renting homes from a private landlord or letting agency in the town has however shown a large increase, doubling from 7.4% (Census, 2001). This undoubtedly reflects problems within the housing market due to the recession and the difficulties of first time buyers being able to obtain mortgages and follows national trends.
- 3.3 N.B. These statistics differ slightly from that quoted previously (16.8%) in housing reports; this was based on the first publication of the headline data from the Census, 2011 initially released by the Office for National Statistics (ONS).

### **4. ANALYTICAL OVERVIEW**

- 4.1 Up until the 06th June 2013, 737 licences have been issued. Of these, 71 have been revoked resulting in 666 licences in place. The revocations have all been by mutual agreement as a result of changes in property ownership, tenure or were part of the housing market renewal programme. No licences have been revoked using enforcement action. The number of landlords who are licensable is interchangeable due to the fluctuation of empty properties and change of tenure e.g. owner occupier to privately rented and

vice versa. However, all landlords licensable at the beginning of the scheme are licensed.

- 4.2 Based on current projections, it is estimated a further 20-40 licences are left to issue before the end of the scheme for the reasons outlined above. The table over the page provides a detailed breakdown.

<b>Licensed Properties</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14*</b>	<b>Total</b>
Total number of properties licensed	44	482	52	152	7	737
Licences revoked	0	0	6	53	12	71
<b>Gas and Electrical Safety</b>						
Reminder letters sent for gas or electrical safety certificates	0	395	673	660	108	1836
Notice served for non supply of satisfactory gas or electrical safety certificate	0	139	422	331	54	946
Final warning of court proceedings	0	0	0	119	14	133
Certificates supplied following reminder or notice sent	0	257	492	649	102	1500
<b>Enforcement Action</b>						
Referred for legal action to commence	0	0	112	195	39	346
Called in for office interview and informal caution	0	0	12	18	0	30
Telephone interview and informal caution	0	0	88	127	7	222
Conditions complied with following contact	0	0	99	145	31	275
Further enforcement pending	0	0	0	50	8	58

\*up until 06th June 2013

The recorded information for gas and electrical safety is combined for both safety certificates. Landlords are required to provide an annual gas safety record and a valid / satisfactory periodic inspection report for the electrical installation. It should be noted that if properties become empty they do not require valid safety certificates until they become occupied.

In all cases the landlord has complied before any sanctions have been imposed as a result of enforcement action.

## **5. KEY REVIEW FINDINGS**

5.1 The following salient points can be noted from the review:

### **5.2 Management of the scheme**

- The reorganisation to relocate the staffing resource for the Selective Licensing scheme, to address a number of concerns which had emerged in relation to the overall management and implementation of the scheme has been positively received.
- The Council has been pro-active in addressing issues as the scheme has been administered and implemented, and has learnt from these experiences.

### **5.3 Administration of the scheme**

- Prior to the designation being implemented, the number of potentially licensable properties was grossly underestimated, as there was no reliable method of identifying housing tenure available. This resulted in a significant delay in the processing of licence applications, and the subsequent granting of licences, which extended across the first two years of the scheme and became the prime focus of activity.
- The implementation of the scheme has been extremely resource intensive, as a result of the size of the designation and the available staffing resources. This was exacerbated further by a staffing matter that has only reached a conclusion recently following a successful tribunal.
- Following on from the point above, resources have therefore been, primarily, absorbed in the processing of licence applications for the first 3 years of the scheme. Statistically the sheer proportion of licences issued initially painted an improving picture, but the underlying problems experienced by the neighbourhoods remained glaring evident and experience has shown that community expectations for the Selective Licensing scheme are high.
- Over the last 18 months there has however been a managed change in focus and strategic direction resulting in the scheme starting to become more partnership orientated and problem focussed. As the work associated with the processing of applications and issue of licences has declined, staff have been able to undertake more proactive development work, which has added value to the scheme for example, there have been a number of briefings / presentations delivered to partners such as the Neighbourhood Policing Teams, the Housing Advice and Tenancy Support Service at the Hartlepool

## APPENDIX 1

Citizen's Advice Bureau to enhance partnership working and determine clear, two-way effective communication processes.

- The multi agency work that has been undertaken in Area F can be used as a case study. Housing Hartlepool has established a high profile presence within the community through an intensive proactive neighbourhood management approach. In Area B, Council officers have regularly attended meetings of the Addison, Belk and Cameron Residents and Friends Group to update and consult with residents regarding the Selective Licensing scheme. The physical presence of officers at the meetings has provided reassurance to the local community and a greater understanding of the scheme, and has enabled officers to gather a considerable amount of intelligence to assist with the implementation of the scheme.
- It is evident that there is an increased awareness of the Selective Licensing scheme in areas B and F. 73% and 80% respectively answered 'yes' they were aware that they lived in an area covered by the Selective Licensing scheme. The community consultation findings and feedback from the local Residents' Associations show that generally the communities in Areas B and F have a greater confidence that substantial action is being taken, as a result of the ongoing intensive, dedicated support and multi agency work in these areas.
- Focussing on these smaller areas has made it possible to make more effective use of the limited resources available.
- Although resident representation at the Steering Group was expanded, there has been a lack of resident representation at regular meetings of the Steering Group and respondents have questioned its purpose and effectiveness. The Steering Group is used to update members on progress and activity related to Selective Licensing, but the information is not generally disseminated to reach a wider audience, resulting in a lack of awareness surrounding much of the positive work that has been undertaken.

### 5.4 Licence conditions

- The ambiguity of some of the conditions has proven to cause confusion for licence holders and the distinct lack of clarity is also proving difficult for operational staff to manage with the limited resources available. This is a particular issue with regards to obtaining references for prospective tenants (Condition 5), as there is no set definition or clear guidelines to determine and assess the quality and appropriateness of a reference taken. The lack of regulation surrounding this has proven to be a fundamental flaw in the implementation of the current designation and is the foundation



**APPENDIX 1**

for many of the frustrations shared by residents, landlords, managing agents and staff.

- When the current designation was implemented a raft of pre-determined standard licence conditions were approved by Cabinet and these were subsequently imposed on every licence granted by the authority. Guidance from DCLG suggests the local housing authority should not adopt a 'blanket' policy of licensing conditions to be applied to every house within a designation and each case must depend on its own merits. As a result, there is a logistical, administrative burden in the operation of the existing designation i.e. 26 conditions applied to 666 licences currently. The mandatory conditions, as set by legislation, need to be applied, but other conditions the local authority considers appropriate for regulating the management, use or occupation of the property, should be tailored to the individual case, as identified during the licensing determination process.
- There are also licence conditions which are superfluous, as there are existing enforcement powers for these functions under other primary legislation for example, providing the tenant with an Energy Performance Certificate (Condition 18). These detract from the primary purpose of licensing, which is aimed at 'filling the gaps' in the regulation of tenancy management standards.

**5.5 Feedback from residents**

- Although it is difficult to ascertain the impact of Selective Licensing in isolation, as it is only a tool to be used alongside other initiatives, there is an indication from residents that the scheme has contributed to improving property and management standards in areas B, C (except reducing the number of empty homes \*) and F. The feedback indicates that there is a confidence, particularly in these areas, that Selective Licensing, has assisted with addressing housing related issues in these areas - refer to Q5 in the questionnaire (**Appendix C**).

*(\*This is justified as a result of the ongoing decant of this area under the housing market renewal scheme).*

- The least positive responses were received from Area E, across the board, with the exception that the majority of respondents from this area felt that Selective Licensing is providing an important support service to tenants and landlords.
- Similarly, in Area A, most respondents disagree that Selective Licensing has assisted in increasing demand for housing, reducing the number of empty homes and turnover of tenancies, improving the behaviour of tenants or reducing persistent nuisance / anti-social

**APPENDIX 1**

behaviour. However, there has been significant intervention in this area through the implementation of the housing market renewal scheme. Whilst Selective Licensing has been in place the area has been decanted and properties subsequently demolished. Within this original area there is only Brougham Terrace and one property in Hurworth Street remaining.

- Whilst the responses from Area D were mixed, the majority of respondents in this area disagree that Selective Licensing has assisted in reducing the turnover of tenancies, improving the behaviour of tenants or reducing persistent nuisance / anti-social behaviour.
- 28% of respondents who have been renting in the private rented sector since the scheme's inception have noted that the management standards have improved. Only 4% commented that they have got worse over the same period.
- Many respondents commented that the problems / issues they had experienced with a neighbouring property or resident, over the past 4 years, had been resolved, as a result of the problematic tenants moving out of the area or eviction. There is a lack of evidence to conclude that problems / issues have been resolved due to a change in behaviour patterns. Service providers have shared concerns that this displaces the issues.

**5.6 Feedback from landlords and managing agents**

- A copy of the questionnaire sent to landlords and managing agents is attached (**Appendix D**). The responses received were on the whole positive for Area F. The feedback indicates that there is a confidence in this area that Selective Licensing has assisted with addressing the issues. Similar to the resident consultation responses, the least positive responses were received from those who own or manage property in Area E, across the board, and in addition, the same was felt about Area C.
- For areas A, B and D, most respondents disagree that Selective Licensing has assisted in increasing demand for housing, reducing the number of empty homes and turnover of tenancies, improving the behaviour of tenants or reducing persistent nuisance / anti-social behaviour.
- The majority of landlords and managing agents disagree that it has provided support to landlords or improved the overall standard of private sector rented properties. The majority of respondents did however remain impartial as to whether it provides an important support service to tenants.

## APPENDIX 1

- Landlords and Managing Agents are not generally opposed to the principles, guidelines and protocols of Selective Licensing, and have recognised the benefits of the scheme, but there is evidence to suggest that some feel it has been a 'paper exercise / administrative process'. Many are aggrieved at the cost of the associated licence fee\*, believing that overall the scheme has not provided value for money.

*(N.B. \*The licence fee for new licences being granted in the final year has been set on a pro rata basis at £120.00, where there has been a recent change in ownership or tenure, which has resulted in a license being required. This has generally been well received and there has been little to no problems regarding payment).*

### 5.7 Formal enforcement action

- There has been no formal enforcement action taken under the scheme for non compliance, which has been viewed both positively and negatively by consultees. Preparatory work for legal action has been undertaken however, in all cases the landlord has complied before any sanctions have been imposed.

### 5.8 Perceptions

- There have been misguided conceptions and misunderstandings surrounding what Selective Licensing can realistically achieve, resulting in perceptions that it is a panacea for dealing with all neighbourhood issues related to private sector housing.

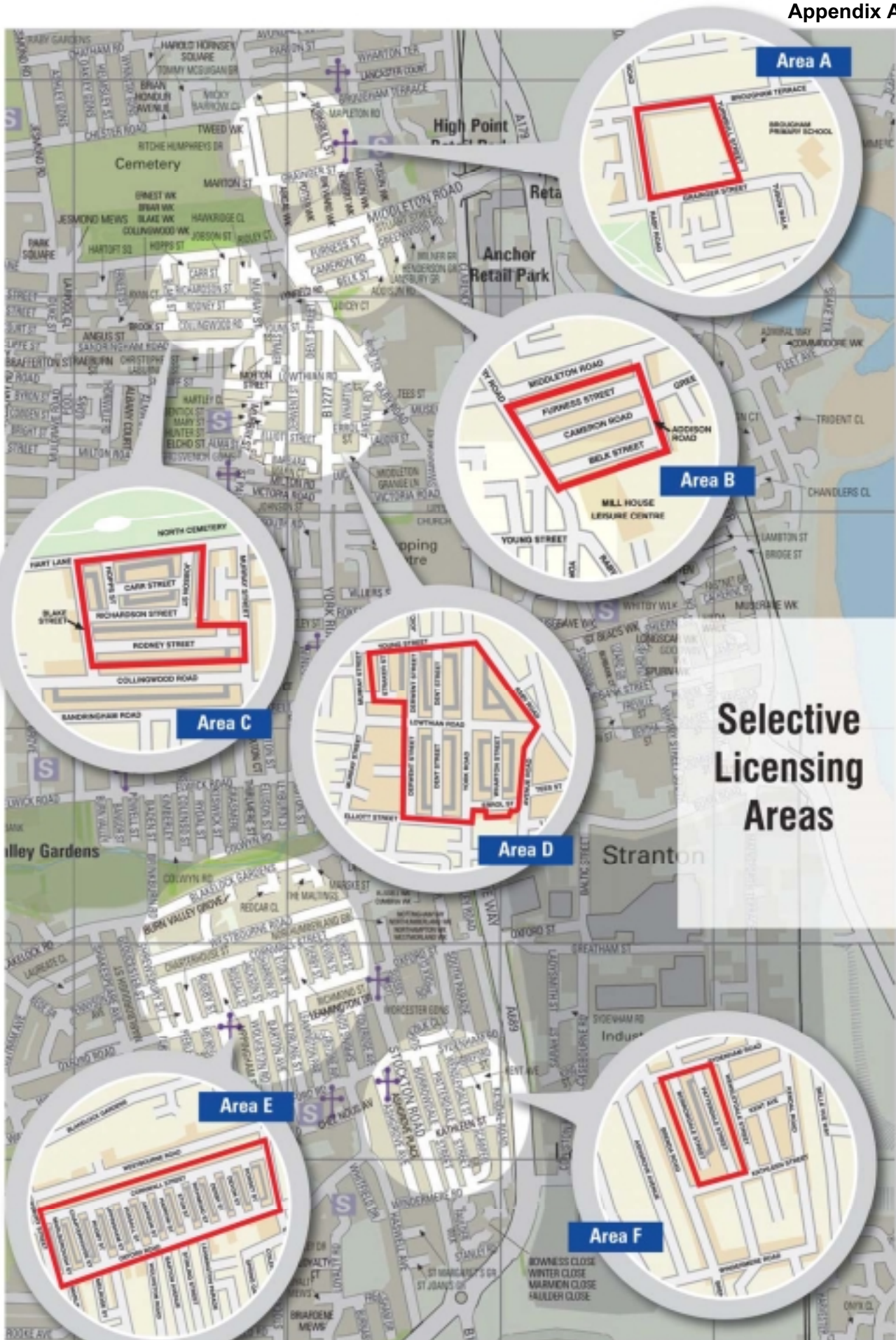
## 6. APPENDICES

Appendix A – map of the Selective Licensing areas

Appendix B – list of addresses covered by the Selective Licensing designation

Appendix C – the questionnaire distributed to residents

Appendix D – the questionnaire circulated to landlords and managing agent



**Existing Designation: List of Addresses**

**Area A** – Hurworth Street area

Brougham Terrace (2 to 40 evens), former Grainger Street (1 to 21 inc.), former Gray Street, former Hurworth Street (*N.B. 1 Hurworth Street still included*), former Perth Street and former Turnbull Street (46 to 68 inc.)

**Area B** – Belk, Cameron, Furness area

Addison Road (2 to 4 evens), Belk Street, Cameron Road and Furness Street

**Area C** – Rodney Street area

Blake Street (2 to 18 evens), Carr Street, Hart Lane (31 to 57 odds), Hopps Street, Jobson Street, Murray Street (77 to 79 odds), Richardson Street and Rodney Street

**Area D** – Dent, Derwent Street area

Avenue Road (36 to 60 evens), Dent Street, Derwent Street, Elliott Street (2 to 12 evens), Errol Street, Lowthian Road, Morton Street, Raby Road (25 to 57 odds), Straker Street, Wharton Street, York Road (11 to 81 odds and 2 to 48 evens) and Young Street (5 to 11 odds)

**Area E** – Cornwall Street area

Charterhouse Street, Cornwall Street, Derby Street, Devon Street, Dorset Street, Eton Street, Harrow Street, Jackson Street, Marlborough Street, Oxford Road (2 to 136a evens), Richmond Street, Rossall Street, Rugby Street, Shrewsbury Street (11 to 39a odds) and Uppingham Street

**Area F** – Patterdale, Borrowdale Street area

Borrowdale Street (*N.B. now only 1 to 55 odds and 2 to 46 evens, as 54, 56 to 91 demolished*), Patterdale Street (*N.B. now only 3 to 39 odds and 4 to 38 evens, as 40 to 74 demolished*) and former Kathleen Street (2 to 8 evens, 1 to 5 odds)

## Resident Consultation What Do You Think?



### What is this consultation about?

The Council is currently reviewing the existing Selective Licensing scheme in operation in your area. As part of this review, we are seeking the views of local residents who live in this area, who are over the age of 16, to find out their opinions and experiences. If you are not aware of the Selective Licensing scheme, don't worry, you will still be able to take part in the consultation and complete the attached questionnaire by following the instructions provided.

As a thank you for completing this questionnaire and taking part in this consultation you will be entered into a free prize draw to win High Street Gift Vouchers. You have three chances to win:-

#### 1ST PRIZE:

£75 High Street Gift Voucher

#### 2ND PRIZE:

£50 High Street Gift Voucher

#### 3RD PRIZE:

£25 High Street Gift Voucher

The results of the consultation will help the Council consider the impact of the Selective Licensing scheme so far, and evaluate whether the scheme is achieving its original aims. The findings will also be used to assist with future decision making relating to selective licensing in Hartlepool.

### What is Selective Licensing?

The area you live in became a Selective Licensing area in May 2009. There is a map over the page, which shows the boundaries.

Selective licensing means that private sector landlords who own properties in the specific areas covered by the scheme require a licence in order to rent out their properties.

The scheme was introduced in this area to help to ensure privately rented properties offer tenants a choice of safe, good quality and well managed properties.

It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to manage their properties effectively.

Within Hartlepool the private rented sector is an important provider of accommodation for local people. Promoting good management practice amongst landlords offers greater consistency in terms of management standards in this sector, to ensure tenants are aware of what level of service they can expect when renting in the private rented sector.

Selective licensing can be used alongside other initiatives to help regenerate areas, as the standards of management improve.



## How do I have my say?

We are interested to hear your views, as they are extremely important to us. We would therefore be very grateful if you could spare around **ten minutes** to complete the questionnaire and return it in the pre-paid envelope provided (no stamp required).

Alternatively the questionnaire can be filled in online at [www.surveymonkey.com/s/eslrc](http://www.surveymonkey.com/s/eslrc)

The first question will ask you for a unique 12 digit code, which is printed on the bottom of the first page of this questionnaire. The second question will ask you for the name of the street that you live in.



The deadline for all responses is **31st May 2013**.

Everything you tell us in your answers to this questionnaire will be kept **confidential** and **anonymous**. The information you provide will be held securely and will not be passed on to anyone else or disclosed to any other organisations. It will not be used for any purposes other than this consultation. Please rest assured that no-one will be able to identify you or your views in the analysis of this consultation or the final report.

## How do I find out more?

If you would like to know more about selective licensing, have any questions or need any assistance with completing the questionnaire please call into one of the drop in sessions below where you will be able to speak informally with a member of staff. Alternatively you can contact us direct on ☎ 01429 523328 or send us an email to ✉ [selectivelicensing@hartlepool.gov.uk](mailto:selectivelicensing@hartlepool.gov.uk).

### **The ORB Centre, Caledonian / Oxford Road (entrance off Caledonian Road)**

Monday 13th May, drop in anytime between 2.00pm and 4.00pm

### **Belle Vue Community, Sports and Youth Centre, Kendal Road**

Wednesday 15th May, drop in anytime between 5.00pm and 7.00pm

### **Mill House Leisure Centre, Raby Road**

Friday 17th May, drop in anytime between 10.00am and 12.00noon

### **Hartlepool Carers, York / Lowthian Road (entrance off York Road)**

Tuesday 21st May, drop in anytime between 5.00pm and 7.00pm

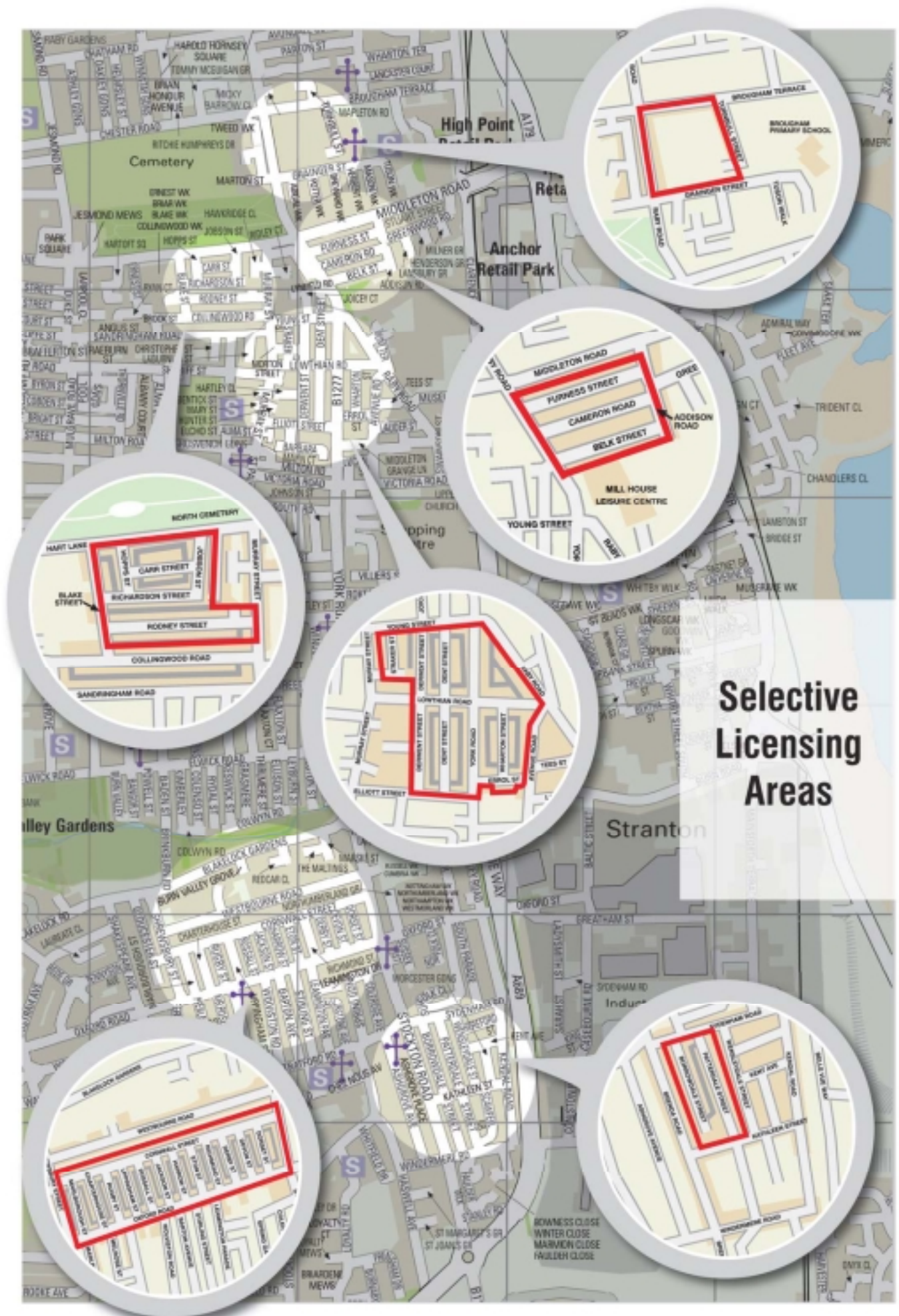
### **Lynnfield Community Learning Centre (attached to Lynnfield Primary School), Grosvenor Street**

Wednesday 22nd May, drop in anytime between 2.00pm and 4.00pm

Remember, each completed questionnaire, returned by the closing date, will be entered into a free prize draw to win High Street Gift Vouchers. If you wish to take part please fill in your contact details at the end of this questionnaire. The winners of the prize draw will be notified soon after the deadline for responses.

If you would like this information in another language or format please ask us.

**Thank you in advance for your participation**



## Selective Licensing Areas



## Part 1: Consultation Questionnaire

**Q1 What is the name of the street you live in?**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

E.G.

for office use only

**Q2 How long have you lived at this address?**  
PLEASE TICK (✓) ONE BOX ONLY

Less than a year	1 year but less than 2 years	2 years but less than 3 years	3 years but less than 4 years	4 years but less than 5 years	Between 5 and 10 years	More than 10 years
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

**Q3 How satisfied or dissatisfied are you with your area as a place to live?**  
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q4 Are you aware that you live in an area covered by the Selective Licensing scheme?**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
-----	---------------------------------------	----	---------------------------------------

**Q5 Thinking about the Selective Licensing scheme that is in operation in your area, how much do you agree or disagree that it has assisted with the following ...**  
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increasing the demand for housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the number of empty homes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the turnover of tenancies / people moving in on a short term basis	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving how private sector landlords manage their properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improvements to property conditions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the behaviour of tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing persistent nuisance / anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Providing support to landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Providing an important support service to tenants and landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the overall standard of private rented properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

U12DC\*\*\*\*\*



**Q10** If you have answered 'a fairly big problem' or 'a very big problem' to Q9 please could you provide some further details for example, the specific location(s), the impact this has on the area and local residents, how you think the problem(s) can be addressed.  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q11** Please select from the list below the option that best describes you.  
PLEASE TICK (✓) ONE BOX ONLY

I am a home owner ☐<sub>1</sub> (please continue from Q23)

I rent from a Housing Association or Trust (for example, Housing Hartlepool, Accent Foundation, Three Rivers, Home Group or Endeavour) ☐<sub>2</sub> (please continue from Q23)

I rent from a private sector landlord / managing agent ☐<sub>3</sub> (please continue to Q12)

Other (please specify below in the space provided) ☐<sub>4</sub> (please continue from Q23)

**PLEASE ONLY ANSWER QUESTION 12 TO 22 IF YOU RENT FROM A PRIVATE SECTOR LANDLORD / MANAGING AGENT**

**Q12** Do you currently rent your home directly from the landlord or through a managing agent?  
PLEASE TICK (✓) ONE BOX ONLY

Landlord ☐<sub>1</sub>

Managing agent ☐<sub>2</sub>

**Q13** How would you describe the relationship between you and your landlord / managing agent?  
PLEASE TICK (✓) ONE BOX ONLY

Very good

☐<sub>1</sub>

Good

☐<sub>2</sub>

Satisfactory

☐<sub>3</sub>

Poor

☐<sub>4</sub>

Very poor

☐<sub>5</sub>

**Q14 If you had a problem or dispute with your landlord / managing agent, which you were unable to resolve with them, who would you initially contact for advice and support services?**  
PLEASE TICK (✓) ONE BOX ONLY

Private legal firm (for example, a Solicitor)	<input type="checkbox"/>	1
National charity (for example, Shelter)	<input type="checkbox"/>	2
Ward Councillor	<input type="checkbox"/>	3
Local community / voluntary sector organisation (for example, West View Advice and Resource Centre or Citizen's Advice Bureau)	<input type="checkbox"/>	4
Local Residents' Association	<input type="checkbox"/>	5
The Council's Housing Services section	<input type="checkbox"/>	6
Another Council section (please specify in the space provided)	<input type="checkbox"/>	7 _____
Other (please specify in the space provided)	<input type="checkbox"/>	8 _____
No-one (please specify why in the space provided)	<input type="checkbox"/>	9 _____
Don't know	<input type="checkbox"/>	10
Not applicable	<input type="checkbox"/>	11

**Q15 When you were deciding to move to your current home, how important were the following ...**  
PLEASE TICK (✓) ONE BOX ONLY FOR EACH FACTOR

	Very important	Important	Fairly important	Not important at all	Not applicable
Property type	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property condition / standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choice of properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available to rent immediately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to family / friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to local services / amenities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of bond or deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A furnished property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An unfurnished property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reputation of the landlord / managing agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property is in a Selective Licensing area (if you moved after May 2009)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q16 If there were any other factors that influenced your decision when looking for and choosing your home please let us know what these were.**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)*

**Q17 Please answer each of the statements below.**  
PLEASE TICK (✓) ONE BOX ONLY FOR EVERY STATEMENT

	Yes	No	Don't know / not sure	Not applicable
Do you know who your landlord / managing agent is	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you know how to contact your landlord / managing agent	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Is your landlord / managing agent usually easy to contact	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Were you asked to provide a reference prior to moving into your home	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Has a bond or deposit been paid to your landlord / managing agent for your tenancy	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you have a written tenancy agreement with your landlord / managing agent	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you understand your tenancy agreement	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
At the beginning of your tenancy did your landlord / managing agent make you aware of <u>their</u> responsibilities and legal obligations with regards to managing your tenancy	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
At the beginning of your tenancy, were you made aware of <u>your</u> responsibilities and legal obligations, as a tenant, by your landlord / managing agent	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you know your legal rights as a tenant	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you receive regular rent statements from your landlord / managing agent	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Does your landlord / managing agent usually respond to you within a reasonable length of time	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Does your landlord / managing agent generally carry out repairs when you have reported them	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Does your landlord / managing agent typically arrange to complete repairs within a reasonable length of time	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Generally, are you happy with the repair work that has been undertaken by your landlord / managing agent	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Does your landlord / managing agent keep you updated about any changes that affect you	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

**Q18 Please describe the condition of your home.**

PLEASE TICK (✓) ONE BOX ONLY

Very good

☐ <sub>1</sub>

Good

☐ <sub>2</sub>

Satisfactory

☐ <sub>3</sub>

Poor

☐ <sub>4</sub>

Very poor

☐ <sub>5</sub>

**Q19 If you have answered 'poor' or 'very poor' to Q18, a Housing Standards Officer from the Council can contact you to provide advice with certain issues and problems you are experiencing? Do you want an Officer to contact you about this? (if you answer yes, please remember to include your contact details at the end of this questionnaire).**

PLEASE TICK (✓) ONE BOX ONLY

Yes

☐ <sub>1</sub>

No

☐ <sub>2</sub>

**Q20 Which of the following statements best describes the property management standards during the time you have been renting your home from your landlord / managing agent?**

PLEASE TICK (✓) ONE BOX ONLY

The management standards have improved ☐ <sub>1</sub>

There hasn't been any noticeable change in the managing standards ☐ <sub>2</sub>

The management standards have not improved, but no change to the managing standards were required ☐ <sub>3</sub>

The managing standards have got worse ☐ <sub>4</sub>

Don't know / not sure ☐ <sub>5</sub>

**Q21 Overall, how satisfied or dissatisfied are you with the service your landlord / managing agent provides (i.e. the way your property and tenancy is managed)?**

PLEASE TICK (✓) ONE BOX ONLY

Very satisfied

☐ <sub>1</sub>

Satisfied

☐ <sub>2</sub>

Neither satisfied  
nor dissatisfied

☐ <sub>3</sub>

Dissatisfied

☐ <sub>4</sub>

Very dissatisfied

☐ <sub>5</sub>

**Q22 If you have answered 'dissatisfied' or 'very dissatisfied' to Q21, please tell us why and how you think this can be improved (remember all responses will be kept confidential).**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q23 The granting of new licences through the existing Selective Licensing scheme is about to enter its final year. Please select one of the statements below based on your overall assessment of the scheme.**  
PLEASE TICK (✓) ONE BOX ONLY

This area has improved to the extent that the Selective Licensing scheme is no longer required in this area, after its final year ☐<sub>1</sub>

Consideration should be given to the continuation of the Selective Licensing scheme in this area, after its final year, to address the low demand for housing and improve the management of privately rented properties ☐<sub>2</sub>

Don't know ☐<sub>3</sub>

**Q24 If you have any further comments about your area or the Selective Licensing scheme please write these in the space provided below.**

(continue on a separate sheet if necessary)

**Q25 Are you male or female?**  
PLEASE TICK (✓) ONE BOX ONLY

Male ☐<sub>1</sub> Female ☐<sub>2</sub>

**Q26 What was your age on your last birthday?**  
PLEASE TICK (✓) ONE BOX ONLY

16-17	18-24	25-34	35-44	45-54	55-64	65-74	75+
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>

## Part 2: Contact Details

**Q27 Please provide your contact details below to be entered into the free prize draw** (any personal information you provide will be held in accordance with the provisions of the Data Protection Act 1998, it will be stored securely and only used for the purposes of the consultation. It will not be disclosed to any third party)

**1ST PRIZE: £75**

High Street Gift Voucher

**2ND PRIZE: £50**

High Street Gift Voucher

**3RD PRIZE: £25**

High Street Gift Voucher

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Q28 Do you wish to be contacted, by the Council, to discuss any of your responses to this questionnaire?**  
PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub> No ☐<sub>2</sub>

**Thank you very much for your time and input**  
**Please post your questionnaire back to us in the envelope provided (no stamp required)**

## Landlord and Managing Agent Consultation What Do You Think?



### What is this consultation about?

Hartlepool Borough Council is currently reviewing the existing Selective Licensing scheme in operation in the town. As part of this review, we are seeking the views of landlords and managing agents who own and manage properties in the areas covered by the scheme, to find out their opinions and experiences. There is a map over the page, which shows the boundaries.

The results of the consultation will help the Council consider the impact of the Selective Licensing scheme so far, and evaluate whether the scheme is achieving its original aims. The findings will also be used to assist with future decision making relating to selective licensing in the town.

### How do you have your say?

We are interested to hear your views, as they are extremely important to us. We would therefore be very grateful if you could spare around **ten minutes** to complete the questionnaire and return it in the pre-paid envelope provided (no stamp required).

Alternatively the questionnaire can be filled in online at [www.surveymonkey.com/s/esllmac](http://www.surveymonkey.com/s/esllmac)

The first question will ask you for a unique 12 digit code, which is printed on the bottom of the back page of the questionnaire.



The deadline for all responses is **26th July 2013**.

Everything you tell us in your answers to this questionnaire will be kept **confidential** and **anonymous**. The information you provide will be held securely and will not be passed on to anyone else or disclosed to any other organisations. It will not be used for any purposes other than this consultation. Please be assured that no-one will be able to identify you or your views in the analysis of this consultation or the final report.

### How do you find out more?

If you would like to meet with a member of staff to discuss your opinions and experiences about selective licensing in Hartlepool, have any questions or need any assistance with completing the questionnaire please call into one of the sessions detailed below. Alternatively you can contact us direct on ☎ 01429 523328 or send us an email to ✉ [selectivelicensing@hartlepool.gov.uk](mailto:selectivelicensing@hartlepool.gov.uk) to arrange a telephone appointment or a separate meeting with a member of staff.

#### **Hartlepool Central Library, 124 York Road, Hartlepool, TS26 9DE**

Monday 15th July, drop in anytime between 10.00am and 12.00noon

Thursday 18th July, drop in anytime between 5.30pm and 7.30pm

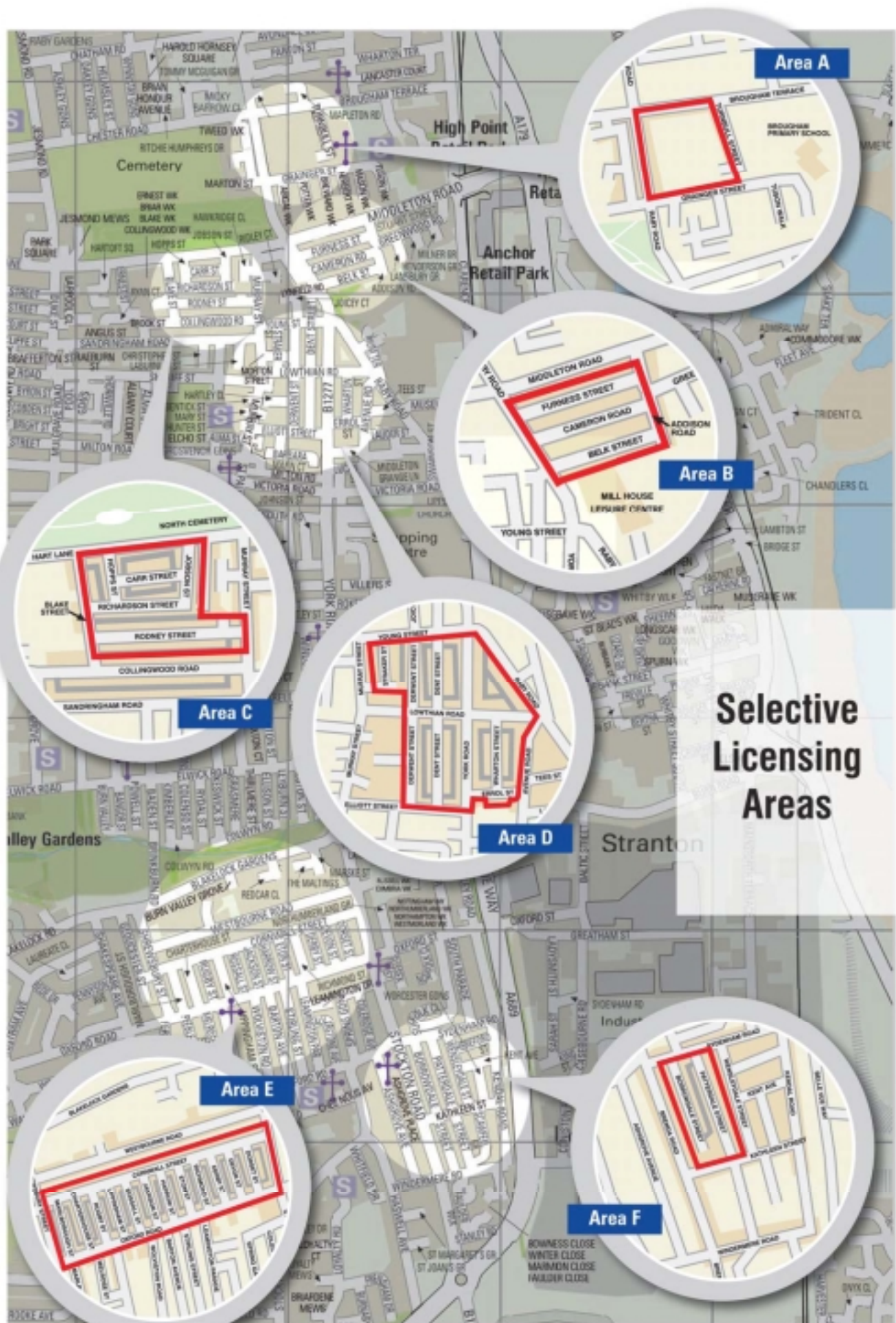
#### **Bryan Hanson House, Hanson Square, Hartlepool, TS24 7BT**

Wednesday 23rd July, drop in anytime between 2.00pm and 4.00pm

If you would like this information in another language or format please ask us.

**Thank you in advance for your participation**





## **Selective Licensing in Hartlepool**

Selective licensing was introduced in May 2009 meaning that private sector landlords who own properties in the specific areas covered by the scheme require a licence in order to rent out their properties.

The scheme is to help to ensure privately rented properties offer tenants a choice of safe, good quality and well managed properties.

It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to manage their properties effectively.

Within Hartlepool the private rented sector is an important provider of accommodation for local people. Promoting good management practice amongst landlords offers greater consistency in terms of management standards in this sector, to ensure tenants are aware of what level of service they can expect when renting in the private rented sector.

Selective licensing can be used alongside other initiatives to help regenerate areas, as the standards of management improve.

## **Completing the Consultation Questionnaire**

Part 1 - area specific questions, please only answer questions relating to the area(s) in which you own or manage property.

Part 2 - general questions, please answer all of these questions, as they are applicable to all landlords and managing agents.

Part 3 - your contact details, please complete these, as appropriate.

## Part 1: Area A

**PLEASE ONLY ANSWER QUESTIONS 1 TO 13 IF YOU OWN OR MANAGE PROPERTY IN AREA A**

**Q1 How long have you owned or managed property in this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Less than a year	1 year but less than 2 years	2 years but less than 3 years	3 years but less than 4 years	4 years but less than 5 years	Between 5 and 10 years	More than 10 years
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

**Q2 How many properties do you own or manage in this area?**  
PLEASE WRITE IN THE BOX BELOW

**Q3 How satisfied or dissatisfied are you with this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q4 Thinking about the Selective Licensing scheme that is in operation, how much do you agree or disagree that it has assisted with the following in this area ...**  
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increasing the demand for housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the number of empty homes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the turnover of tenancies / people moving in on a short term basis	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving how private sector landlords manage their properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving property conditions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the behaviour of tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing persistent nuisance / anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q5 Have you experienced any problems / issues with a neighbouring property or resident, over the last 4 years in this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	<input type="checkbox"/> <sub>1</sub>	(please continue to Q6)
No	<input type="checkbox"/> <sub>2</sub>	(please continue from Q8)

**Q6 Have the problems / issues been resolved?**

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub>No ☐<sub>2</sub>**Q7 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)***Q8 Thinking about this area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
Finding new tenants for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Long void periods for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
High turnover of tenants in the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People generally not wanting to stay in the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Empty properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Run down and / or boarded up properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing conditions offered by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Badly managed privately rented properties by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing service being offered by other private sector landlords / managing agents generally	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
New tenants not being adequately referenced by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Absentee landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants causing anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants or property a victim of anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Persistent noisy / nuisance neighbours	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Deliberate damage to a property or vehicle (vandalism, graffiti, fire)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q9** If you have answered 'a fairly big problem' or 'a very big problem' to Q8 please could you provide some further details for example, the specific location(s), the impact this has on this area and you as a landlord / managing agent, how you think the problem(s) can be addressed. PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q10** Have you encountered any other problems / issues with regards to the property you own or manage within this area?  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q11** How many changes of tenancies have you had in this area whilst the Selective Licensing scheme has been in operation i.e. since May 2009 (if you have multiple tenancies please give an average)?  
PLEASE WRITE IN THE BOX BELOW

**Q12** How have rental values changed in this area?  
PLEASE TICK (✓) ONE BOX ONLY

Increased

☐ <sub>1</sub>

Decreased

☐ <sub>2</sub>

No change

☐ <sub>3</sub>

**Q13** The granting of new licences through the existing Selective Licensing scheme is about to enter its final year. Please select one of the statements below based on your overall assessment of the scheme in this area.  
PLEASE TICK (✓) ONE BOX ONLY

This area has improved to the extent that the Selective Licensing scheme is no longer required in this area, after its final year

☐ <sub>1</sub>

Consideration should be given to the continuation of the Selective Licensing scheme in this area, after its final year, to address the low demand for housing and improve the management of privately rented properties

☐ <sub>2</sub>

Don't know

☐ <sub>3</sub>

## Part 1: Area B

**PLEASE ONLY ANSWER QUESTIONS 14 TO 26 IF YOU OWN OR MANAGE PROPERTY IN AREA B**

**Q14 How long have you owned or managed property in this area?**

PLEASE TICK (✓) ONE BOX ONLY

Less than  
a year

☐ <sub>1</sub>

1 year but  
less than 2  
years

☐ <sub>2</sub>

2 years but  
less than 3  
years

☐ <sub>3</sub>

3 years but  
less than 4  
years

☐ <sub>4</sub>

4 years but  
less than 5  
years

☐ <sub>5</sub>

Between 5  
and 10 years

☐ <sub>6</sub>

More than  
10 years

☐ <sub>7</sub>

**Q15 How many properties do you own or manage in this area?**

PLEASE WRITE IN THE BOX BELOW

**Q16 How satisfied or dissatisfied are you with this area?**

PLEASE TICK (✓) ONE BOX ONLY

Very satisfied

☐ <sub>1</sub>

Satisfied

☐ <sub>2</sub>

Neither satisfied  
nor dissatisfied

☐ <sub>3</sub>

Dissatisfied

☐ <sub>4</sub>

Very dissatisfied

☐ <sub>5</sub>

Don't know

☐ <sub>6</sub>

**Q17 Thinking about the Selective Licensing scheme that is in operation, how much do you agree or disagree that it has assisted with the following in this area ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increasing the demand for housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the number of empty homes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the turnover of tenancies / people moving in on a short term basis	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving how private sector landlords manage their properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving property conditions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the behaviour of tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing persistent nuisance / anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q18 Have you experienced any problems / issues with a neighbouring property or resident, over the last 4 years in this area?**

PLEASE TICK (✓) ONE BOX ONLY

Yes

☐ <sub>1</sub>

(please continue to Q19)

No

☐ <sub>2</sub>

(please continue from Q21)

**Q19 Have the problems / issues been resolved?**

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub>No ☐<sub>2</sub>**Q20 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)***Q21 Thinking about this area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
Finding new tenants for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Long void periods for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
High turnover of tenants in the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People generally not wanting to stay in the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Empty properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Run down and / or boarded up properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing conditions offered by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Badly managed privately rented properties by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing service being offered by other private sector landlords / managing agents generally	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
New tenants not being adequately referenced by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Absentee landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants causing anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants or property a victim of anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Persistent noisy / nuisance neighbours	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Deliberate damage to a property or vehicle (vandalism, graffiti, fire)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>



**Q22** If you have answered 'a fairly big problem' or 'a very big problem' to Q21 please could you provide some further details for example, the specific location(s), the impact this has on this area and you as a landlord / managing agent, how you think the problem(s) can be addressed. PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q23** Have you encountered any other problems / issues with regards to the property you own or manage within this area?  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q24** How many changes of tenancies have you had in this area whilst the Selective Licensing scheme has been in operation i.e. since May 2009 (if you have multiple tenancies please give an average)?  
PLEASE WRITE IN THE BOX BELOW

**Q25** How have rental values changed in this area?  
PLEASE TICK (✓) ONE BOX ONLY

Increased  
☐<sub>1</sub>

Decreased  
☐<sub>2</sub>

No change  
☐<sub>3</sub>

**Q26** The granting of new licences through the existing Selective Licensing scheme is about to enter its final year. Please select one of the statements below based on your overall assessment of the scheme in this area.  
PLEASE TICK (✓) ONE BOX ONLY

This area has improved to the extent that the Selective Licensing scheme is no longer required in this area, after its final year ☐<sub>1</sub>

Consideration should be given to the continuation of the Selective Licensing scheme in this area, after its final year, to address the low demand for housing and improve the management of privately rented properties ☐<sub>2</sub>

Don't know ☐<sub>3</sub>



## Part 1: Area C

**PLEASE ONLY ANSWER QUESTIONS 27 TO 39 IF YOU OWN OR MANAGE PROPERTY IN AREA C**

**Q27 How long have you owned or managed property in this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Less than a year	1 year but less than 2 years	2 years but less than 3 years	3 years but less than 4 years	4 years but less than 5 years	Between 5 and 10 years	More than 10 years
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

**Q28 How many properties do you own or manage in this area?**  
PLEASE WRITE IN THE BOX BELOW

**Q29 How satisfied or dissatisfied are you with this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q30 Thinking about the Selective Licensing scheme that is in operation, how much do you agree or disagree that it has assisted with the following in this area ...**  
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increasing the demand for housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the number of empty homes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the turnover of tenancies / people moving in on a short term basis	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving how private sector landlords manage their properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving property conditions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the behaviour of tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing persistent nuisance / anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q31 Have you experienced any problems / issues with a neighbouring property or resident, over the last 4 years in this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	<input type="checkbox"/> <sub>1</sub>	(please continue to Q32)
No	<input type="checkbox"/> <sub>2</sub>	(please continue from Q34)

**Q32 Have the problems / issues been resolved?**

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub>No ☐<sub>2</sub>**Q33 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)***Q34 Thinking about this area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
Finding new tenants for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Long void periods for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
High turnover of tenants in the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People generally not wanting to stay in the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Empty properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Run down and / or boarded up properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing conditions offered by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Badly managed privately rented properties by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing service being offered by other private sector landlords / managing agents generally	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
New tenants not being adequately referenced by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Absentee landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants causing anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants or property a victim of anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Persistent noisy / nuisance neighbours	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Deliberate damage to a property or vehicle (vandalism, graffiti, fire)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q35** If you have answered 'a fairly big problem' or 'a very big problem' to Q34 please could you provide some further details for example, the specific location(s), the impact this has on this area and you as a landlord / managing agent, how you think the problem(s) can be addressed. PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q36** Have you encountered any other problems / issues with regards to the property you own or manage within this area?  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q37** How many changes of tenancies have you had in this area whilst the Selective Licensing scheme has been in operation i.e. since May 2009 (if you have multiple tenancies please give an average)?  
PLEASE WRITE IN THE BOX BELOW

**Q38** How have rental values changed in this area?  
PLEASE TICK (✓) ONE BOX ONLY

Increased

☐ <sub>1</sub>

Decreased

☐ <sub>2</sub>

No change

☐ <sub>3</sub>

**Q39** The granting of new licences through the existing Selective Licensing scheme is about to enter its final year. Please select one of the statements below based on your overall assessment of the scheme in this area.  
PLEASE TICK (✓) ONE BOX ONLY

This area has improved to the extent that the Selective Licensing scheme is no longer required in this area, after its final year ☐ <sub>1</sub>

Consideration should be given to the continuation of the Selective Licensing scheme in this area, after its final year, to address the low demand for housing and improve the management of privately rented properties ☐ <sub>2</sub>

Don't know ☐ <sub>3</sub>

## Part 1: Area D

**PLEASE ONLY ANSWER QUESTIONS 40 TO 52 IF YOU OWN OR MANAGE PROPERTY IN AREA D**

**Q40 How long have you owned or managed property in this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Less than a year	1 year but less than 2 years	2 years but less than 3 years	3 years but less than 4 years	4 years but less than 5 years	Between 5 and 10 years	More than 10 years
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

**Q41 How many properties do you own or manage in this area?**  
PLEASE WRITE IN THE BOX BELOW

**Q42 How satisfied or dissatisfied are you with this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q43 Thinking about the Selective Licensing scheme that is in operation, how much do you agree or disagree that it has assisted with the following in this area ...**  
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increasing the demand for housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the number of empty homes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the turnover of tenancies / people moving in on a short term basis	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving how private sector landlords manage their properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving property conditions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the behaviour of tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing persistent nuisance / anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q44 Have you experienced any problems / issues with a neighbouring property or resident, over the last 4 years in this area?**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	<input type="checkbox"/> <sub>1</sub>	(please continue to Q45)
No	<input type="checkbox"/> <sub>2</sub>	(please continue from Q47)

**Q45 Have the problems / issues been resolved?**

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub>No ☐<sub>2</sub>**Q46 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)***Q47 Thinking about this area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
Finding new tenants for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Long void periods for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
High turnover of tenants in the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People generally not wanting to stay in the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Empty properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Run down and / or boarded up properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing conditions offered by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Badly managed privately rented properties by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing service being offered by other private sector landlords / managing agents generally	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
New tenants not being adequately referenced by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Absentee landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants causing anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants or property a victim of anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Persistent noisy / nuisance neighbours	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Deliberate damage to a property or vehicle (vandalism, graffiti, fire)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q48** If you have answered 'a fairly big problem' or 'a very big problem' to Q47 please could you provide some further details for example, the specific location(s), the impact this has on this area and you as a landlord / managing agent, how you think the problem(s) can be addressed. PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)*

**Q49** Have you encountered any other problems / issues with regards to the property you own or manage within this area?  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)*

**Q50** How many changes of tenancies have you had in this area whilst the Selective Licensing scheme has been in operation i.e. since May 2009 (if you have multiple tenancies please give an average)?  
PLEASE WRITE IN THE BOX BELOW

**Q51** How have rental values changed in this area?  
PLEASE TICK (✓) ONE BOX ONLY

Increased

☐ <sub>1</sub>

Decreased

☐ <sub>2</sub>

No change

☐ <sub>3</sub>

**Q52** The granting of new licences through the existing Selective Licensing scheme is about to enter its final year. Please select one of the statements below based on your overall assessment of the scheme in this area.  
PLEASE TICK (✓) ONE BOX ONLY

This area has improved to the extent that the Selective Licensing scheme is no longer required in this area, after its final year

☐ <sub>1</sub>

Consideration should be given to the continuation of the Selective Licensing scheme in this area, after its final year, to address the low demand for housing and improve the management of privately rented properties

☐ <sub>2</sub>

Don't know

☐ <sub>3</sub>

## Part 1: Area E

**PLEASE ONLY ANSWER QUESTIONS 53 TO 65 IF YOU OWN OR MANAGE PROPERTY IN AREA E**

**Q53 How long have you owned or managed property in this area?**

PLEASE TICK (✓) ONE BOX ONLY

Less than a year	1 year but less than 2 years	2 years but less than 3 years	3 years but less than 4 years	4 years but less than 5 years	Between 5 and 10 years	More than 10 years
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

**Q54 How many properties do you own or manage in this area?**

PLEASE WRITE IN THE BOX BELOW

**Q55 How satisfied or dissatisfied are you with this area?**

PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q56 Thinking about the Selective Licensing scheme that is in operation, how much do you agree or disagree that it has assisted with the following in this area ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increasing the demand for housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the number of empty homes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the turnover of tenancies / people moving in on a short term basis	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving how private sector landlords manage their properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving property conditions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the behaviour of tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing persistent nuisance / anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q57 Have you experienced any problems / issues with a neighbouring property or resident, over the last 4 years in this area?**

PLEASE TICK (✓) ONE BOX ONLY

Yes	<input type="checkbox"/> <sub>1</sub>	(please continue to Q58)
No	<input type="checkbox"/> <sub>2</sub>	(please continue from Q60)

**Q58 Have the problems / issues been resolved?**

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub>No ☐<sub>2</sub>**Q59 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)***Q60 Thinking about this area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
Finding new tenants for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Long void periods for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
High turnover of tenants in the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People generally not wanting to stay in the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Empty properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Run down and / or boarded up properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing conditions offered by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Badly managed privately rented properties by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing service being offered by other private sector landlords / managing agents generally	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
New tenants not being adequately referenced by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Absentee landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants causing anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants or property a victim of anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Persistent noisy / nuisance neighbours	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Deliberate damage to a property or vehicle (vandalism, graffiti, fire)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>



**Q61** If you have answered 'a fairly big problem' or 'a very big problem' to Q60 please could you provide some further details for example, the specific location(s), the impact this has on this area and you as a landlord / managing agent, how you think the problem(s) can be addressed. PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)*

**Q62** Have you encountered any other problems / issues with regards to the property you own or manage within this area?  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)*

**Q63** How many changes of tenancies have you had in this area whilst the Selective Licensing scheme has been in operation i.e. since May 2009 (if you have multiple tenancies please give an average)?  
PLEASE WRITE IN THE BOX BELOW

**Q64** How have rental values changed in this area?  
PLEASE TICK (✓) ONE BOX ONLY

Increased  
☐<sub>1</sub>

Decreased  
☐<sub>2</sub>

No change  
☐<sub>3</sub>

**Q65** The granting of new licences through the existing Selective Licensing scheme is about to enter its final year. Please select one of the statements below based on your overall assessment of the scheme in this area.  
PLEASE TICK (✓) ONE BOX ONLY

This area has improved to the extent that the Selective Licensing scheme is no longer required in this area, after its final year ☐<sub>1</sub>

Consideration should be given to the continuation of the Selective Licensing scheme in this area, after its final year, to address the low demand for housing and improve the management of privately rented properties ☐<sub>2</sub>

Don't know ☐<sub>3</sub>

## Part 1: Area F

**PLEASE ONLY ANSWER QUESTIONS 66 TO 78 IF YOU OWN OR MANAGE PROPERTY IN AREA F**

**Q66 How long have you owned or managed property in this area?**

PLEASE TICK (✓) ONE BOX ONLY

Less than a year	1 year but less than 2 years	2 years but less than 3 years	3 years but less than 4 years	4 years but less than 5 years	Between 5 and 10 years	More than 10 years
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

**Q67 How many properties do you own or manage in this area?**

PLEASE WRITE IN THE BOX BELOW

**Q68 How satisfied or dissatisfied are you with this area?**

PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q69 Thinking about the Selective Licensing scheme that is in operation, how much do you agree or disagree that it has assisted with the following in this area ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increasing the demand for housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the number of empty homes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing the turnover of tenancies / people moving in on a short term basis	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving how private sector landlords manage their properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving property conditions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the behaviour of tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Reducing persistent nuisance / anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q70 Have you experienced any problems / issues with a neighbouring property or resident, over the last 4 years in this area?**

PLEASE TICK (✓) ONE BOX ONLY

Yes	<input type="checkbox"/> <sub>1</sub>	(please continue to Q71)
No	<input type="checkbox"/> <sub>2</sub>	(please continue from Q73)

**Q71 Have the problems / issues been resolved?**

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub>No ☐<sub>2</sub>**Q72 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

*(continue on a separate sheet if necessary)***Q73 Thinking about this area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
Finding new tenants for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Long void periods for the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
High turnover of tenants in the property you own or manage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People generally not wanting to stay in the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Empty properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Run down and / or boarded up properties across the area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing conditions offered by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Badly managed privately rented properties by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Poor housing service being offered by other private sector landlords / managing agents generally	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
New tenants not being adequately referenced by other private sector landlords / managing agents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Absentee landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants causing anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your tenants or property a victim of anti-social behaviour	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Persistent noisy / nuisance neighbours	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Deliberate damage to a property or vehicle (vandalism, graffiti, fire)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q74** If you have answered 'a fairly big problem' or 'a very big problem' to Q73 please could you provide some further details for example, the specific location(s), the impact this has on this area and you as a landlord / managing agent, how you think the problem(s) can be addressed. PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q75** Have you encountered any other problems / issues with regards to the property you own or manage within this area?  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q76** How many changes of tenancies have you had in this area whilst the Selective Licensing scheme has been in operation i.e. since May 2009 (if you have multiple tenancies please give an average)?  
PLEASE WRITE IN THE BOX BELOW

**Q77** How have rental values changed in this area?  
PLEASE TICK (✓) ONE BOX ONLY

Increased

☐ <sub>1</sub>

Decreased

☐ <sub>2</sub>

No change

☐ <sub>3</sub>

**Q78** The granting of new licences through the existing Selective Licensing scheme is about to enter its final year. Please select one of the statements below based on your overall assessment of the scheme in this area.  
PLEASE TICK (✓) ONE BOX ONLY

This area has improved to the extent that the Selective Licensing scheme is no longer required in this area, after its final year ☐ <sub>1</sub>

Consideration should be given to the continuation of the Selective Licensing scheme in this area, after its final year, to address the low demand for housing and improve the management of privately rented properties ☐ <sub>2</sub>

Don't know ☐ <sub>3</sub>

## Part 2: General Questions

**PLEASE ANSWER ALL QUESTIONS AS FULLY AS YOU CAN**

**Q79** Thinking about the Selective Licensing scheme generally, how much do you agree or disagree that it has assisted with the following ...

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Providing a support service to landlords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Providing a support service to tenants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Improving the overall standard of privately rented properties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q80** If you had a problem relating to the management of your property, which you were unable to resolve, who would you initially contact for advice and support services?

PLEASE TICK (✓) ALL THAT APPLY

Private legal firm (for example, a Solicitor)	<input type="checkbox"/> <sub>1</sub>
National accreditation scheme or other related professional body (for example, National Landlords Association)	<input type="checkbox"/> <sub>2</sub>
Community / voluntary sector organisation (for example, Citizen's Advice Bureau)	<input type="checkbox"/> <sub>3</sub>
Police	<input type="checkbox"/> <sub>4</sub>
Anti-social Behaviour Unit	<input type="checkbox"/> <sub>5</sub>
The Council's Housing Services section	<input type="checkbox"/> <sub>6</sub>
Another Council section (please specify in the space provided)	<input type="checkbox"/> <sub>7</sub> _____
Website (please provide an example in the space provided)	<input type="checkbox"/> <sub>8</sub> _____
Other (please specify in the space provided)	<input type="checkbox"/> <sub>9</sub> _____
No-one (please specify why in the space provided)	<input type="checkbox"/> <sub>10</sub> _____
Don't know	<input type="checkbox"/> <sub>11</sub>
Not applicable	<input type="checkbox"/> <sub>12</sub>

**Q81** Are you aware that the Council can provide impartial advice and guidance to support landlords and managing agents to deal with property management related matters?

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐ <sub>1</sub>

No ☐ <sub>2</sub>

**Q82 Please answer each of the questions below.**  
PLEASE TICK (✓) ONE BOX ONLY FOR EVERY QUESTION

	Yes	No	Don't know / not sure	Not applicable
Do you regularly use the Council's Good Tenants Scheme, as part of your tenant referencing process?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you usually ask for a bond or deposit for each tenancy?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you use a Bond / Deposit Scheme?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you have robust written tenancy agreements for every tenancy?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
At the beginning of each tenancy do you make your tenant aware of <u>their</u> responsibilities and legal obligations with regards to managing their tenancy?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
At the beginning of each tenancy, do you make your tenant aware of <u>your</u> responsibilities and legal obligations, as a landlord / managing agent?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you know your legal rights as a landlord / managing agent?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you send regular rent statements to your tenant(s)?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you have a process to keep your tenants updated about any changes that affect them?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Do you have robust procedures in relation to dealing with any reports of anti-social behaviour?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Are you a member of a nationally recognised accreditation scheme or other related professional body?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

**Q83 Have you ever evicted a tenant for anti-social behaviour?**  
PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub>  
No ☐<sub>2</sub>

**Q84 What was the reason / type of anti-social behaviour?**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

---



---



---

*(continue on a separate sheet if necessary)*

**Q85 Have you had incidents of anti-social behaviour within your property, but not been able to deal with the tenant(s) causing it?**  
PLEASE TICK (✓) ONE BOX ONLY

Yes ☐<sub>1</sub> (please continue to Q86)  
No ☐<sub>2</sub> (please continue to Q87)

**Q86 Please can you provide some further details?**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

---



---



---

*(continue on a separate sheet if necessary)*

**Q87 From where do you usually source references for prospective tenants?**

PLEASE WRITE IN THE SPACE PROVIDED BELOW

(continue on a separate sheet if necessary)

**Q88 If you have any further comments about your area or the Selective Licensing scheme please write these in the space provided below** (please detail any positive or negative experiences in relation to the scheme, things that have worked well or not so well)

(continue on a separate sheet if necessary)

**Q89 If you have experience of Selective Licensing schemes elsewhere, which you feel is worthwhile sharing with us please provide details in the space provided below**

(continue on a separate sheet if necessary)

### Part 3: Contact Details

**PLEASE ANSWER QUESTION 90, QUESTIONS 91 AND Q92 ARE OPTIONAL**

**Q90 Are you a landlord and / or managing agent?**

PLEASE TICK (✓) ONE BOX ONLY

Landlord ☐ <sub>1</sub>

Managing Agent ☐ <sub>2</sub>

Both ☐ <sub>3</sub>

**Q91 Please provide your contact details below** (any personal information you provide will be held in accordance with the provisions of the Data Protection Act 1998, it will be stored securely and only used for the purposes of the consultation. It will not be disclosed to any third party)

Contact Name: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Postcode: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Q92 Do you wish to be contacted, by the Council, to discuss any of your responses to this questionnaire?**

PLEASE TICK (✓) ONE BOX ONLY

Yes ☐ <sub>1</sub>

No ☐ <sub>2</sub>

**Thank you very much for your time and input**

**Please post your questionnaire back to us in the envelope provided (no stamp required)**

U12DC\*\*\*\*\*

**Report:** Selective Licensing Analytical Research

**Date Parameters:** 01st April 2010 - 31st December 2012 (inclusive)

**Data Sources:**

- Land Registry Property Transaction and Price data - transactions recorded between 01st April 2010 - 31st December 2012
- Cleveland Police Anti-social Behaviour incidents - recorded incidents between 01st April 2010 - 31st December 2012
- Hartlepool Borough Council Noise Nuisance complaints - recorded between 01st April 2010 - 31st December 2012
- Hartlepool Borough Council Private Sector Housing service requests - recorded between 01st April 2010 - 31st December 2012
- Hartlepool Borough Council Anti-social Behaviour Unit cases - recorded incidents between 01st April 2010 - 31st December 2012
- Hartlepool Borough Council Revenues and Benefits Council Tax Exemptions for Empty Properties - as at 01st April in 2010, 2011 and 2012
- Census 2011 Tenure Type - 2011
- Index of Multiple Deprivation (IMD) 2010



**Ward Overview**

Across the specified time period (April 2010 - December 2012) each one of the eleven wards in Hartlepool has been ranked in accordance with the indicators below:

Indicator Name	Indicator Description	Rank Description
Property Transactions	Residential properties sold in Hartlepool	1 - Highest number of property transactions 11 - Lowest number of property transactions
Old Property Transactions	Old, previously lived in, residential properties sold in Hartlepool	1 - Highest number of property transactions 11 - Lowest number of property transactions
New Property Transactions	New, new development, properties sold in Hartlepool	1 - Highest number of property transactions 11 - Lowest number of property transactions
Sold Price	The price paid for residential properties sold in Hartlepool	1 - Lowest average sold price 11 - Highest average sold price
Domestic Burglary	Domestic burglary offences recorded in Hartlepool	1 - Highest number of domestic burglary offences 11 - Lowest number of domestic burglary offences
Criminal Damage to a Dwelling	Damage caused to residential dwellings in Hartlepool	1 - Highest number of criminal damage offences 11 - Lowest number of criminal damage offences
Arson	Arson not endangering life and Arson endangering life offences recorded in Hartlepool	1 - Highest number of arson offences 11 - Lowest number of arson offences

Indicator Name	Indicator Description	Rank Description
Anti-social Behaviour Incidents	Personal, Nuisance and Environmental anti-social behaviour incidents reported in Hartlepool*  <i>*Anti-social Behaviour Incident Categories applicable from 01st April 2011 onwards</i>	1 - Highest number of anti-social behaviour incidents  11 - Lowest number of anti-social behaviour incidents
Noise Nuisance	Noise nuisance complaints including, but not limited to, loud music, people noise, barking dogs and party complaints	1 - Highest number of noise nuisance complaints  11 - Lowest number of noise nuisance complaints
Private Sector Housing (PSH)	Service requests including, but not limited to, empty properties, disrepair, insecure and statutory nuisance service requests	1 - Highest number of PSH service requests  11 - Lowest number of PSH service requests
Anti-social Behaviour Unit (ASBU) Cases	Anti-social Behaviour cases in relation, but not limited to, nuisance behaviour, rowdy behaviour and intimidation/harassment	1 - Highest number of ASBU cases  11 - Lowest number of ASBU cases
Private Rented Properties	Percentage of properties that are private rented	1 - Highest percentage of private rented properties  11 - Lowest percentage of private rented properties
Empty Properties	Empty properties that have been empty for 6 or more months	1 - Highest number of empty properties  11 - Lowest number of empty properties
Index of Multiple Deprivation (IMD) 2010	Overall deprivation rank in Hartlepool	1 - Most deprived ward  11 - Least deprived ward

## 5.2 Appendix 2

**Hartlepool Ward Rank Table – April 2010 to March 2011**

Ward	Property Transaction Rank	Old Property Transaction Rank	New Property Transaction Rank	Sold Price Rank	Burglary Dwelling Rank	Criminal Damage to Dwelling Rank	Arson Rank	Police ASB Rank	HBC Noise Nuisance Rank	HBC PSH Service Requests Rank	ASBU Cases Rank	Empty Properties Rank	IMD Rank 2010	Total Score
Victoria	2	1	2	2	1	2	6	1	1	1	1	1	3	24
Burn Valley	5	5	8	7	2	4	4	4	2	2	2	2	6	53
Jesmond	3	4	3	4	5	6	2	6	3	4	3	7	5	55
Manor House	10	9	7	1	4	1	3	3	1	5	7	10	2	63
Foggy Furze	4	2	8	3	7	7	8	7	5	3	5	3	7	69
Headland and Harbour	11	11	6	6	3	5	5	2	6	6	4	4	1	70
De Bruce	9	10	4	5	6	3	1	5	4	7	6	9	4	73
Seaton	7	8	5	9	8	8	7	8	8	8	8	6	9	99
Hart	1	3	1	10	11	10	8	11	7	11	9	9	10	101
Fens and Rossmere	6	6	8	8	9	9	7	9	8	9	8	8	8	103
Rural West	8	7	8	11	10	11	6	10	9	10	10	5	11	116

**Hartlepool Ward Rank Table – April 2011 to March 2012**

Ward	Property Transaction Rank	Old Property Transaction Rank	New Property Transaction Rank	Sold Price Rank	Burglary Dwelling Rank	Criminal Damage to Dwelling Rank	Arson Rank	Police ASB Rank	HBC Noise Nuisance Rank	HBC PSH Service Requests Rank	ASBU Cases Rank	% Private Rented (Census 2011) Rank	Empty Properties Rank	IMD Rank 2010	Total Score
Victoria	2	1	3	2	1	1	1	1	2	1	1	1	1	3	21
Burn Valley	4	1	8	7	2	5	4	4	1	2	2	2	2	6	50
Jesmond	3	2	2	5	3	4	4	5	5	3	5	5	4	5	55
Headland and Harbour	10	9	4	4	7	3	2	2	3	6	3	3	5	1	62
Manor House	9	7	5	1	6	2	3	3	4	5	4	6	9	2	66
Foggy Furze	7	3	7	6	5	7	6	7	6	4	4	4	3	7	76
De Bruce	11	8	6	3	4	6	4	6	10	7	6	7	6	4	88
Hart	1	4	1	10	8	10	5	10	7	10	8	10	10	10	104
Fens and Rossmere	5	1	9	8	9	8	7	8	9	9	7	11	8	8	107
Seaton	6	6	3	9	11	9	7	9	8	8	9	8	7	9	109
Rural West	8	5	9	11	10	11	8	11	11	11	10	9	7	11	132

**Hartlepool Ward Rank Table – April 2012 to December 2012**

Ward	Property Transaction Rank	Old Property Transaction Rank	New Property Transaction Rank	Sold Price Rank	Burglary Dwelling Rank	Criminal Damage to Dwelling Rank	Arson Rank	Police ASB Rank	HBC Noise Nuisance Rank	HBC PSH Service Requests Rank	ASBU Cases Rank	% Private Rented (Census 2011) Rank	Empty Properties Rank	IMD Rank 2010	Total Score
Victoria	8	7	7	1	1	2	2	1	3	1	1	1	1	3	39
Burn Valley	2	1	6	8	2	4	4	4	2	2	2	2	2	6	47
Manor House	9	10	4	3	7	1	5	3	1	3	4	6	8	2	66
Foggy Furze	3	3	2	6	6	7	3	7	6	4	5	4	4	7	67
Jesmond	6	8	3	4	3	3	6	5	9	5	3	5	3	5	68
Headland and Harbour	10	9	7	5	4	5	1	2	5	6	6	3	5	1	69
De Bruce	11	11	7	2	5	6	5	6	4	7	7	7	10	4	92
Seaton	4	4	5	9	11	8	5	8	7	8	9	8	7	9	102
Fens and Rossmere	5	2	7	7	8	10	6	9	8	10	8	11	9	8	108
Hart	1	6	1	10	9	9	5	11	10	9	10	10	11	10	112
Rural West	7	5	7	11	10	11	5	10	11	11	11	9	6	11	125

Wards with an overall **low** score are considered to be more of a priority for selective licensing (*a full copy of this data set is available for reference in the Members Library*).

From the ward rank tables the following six wards should be considered as selective licensing priority wards:

- Burn Valley;
- Foggy Furze;
- Headland and Harbour;
- Jesmond;
- Manor House; and
- Victoria.

In order to draw sound conclusions on the basis of the complex data, each of the streets in the six wards have been ranked against a set of indicators relating to housing issues and anti-social behaviour, and a list of ‘priority streets’, per ward, has been prepared.

For the purpose of this report priority streets have been identified if they meet six or more of the following criteria over the reporting period April 2010 - December 2012. The streets with the **highest** score are therefore deemed more of a priority for selective licensing at this stage.

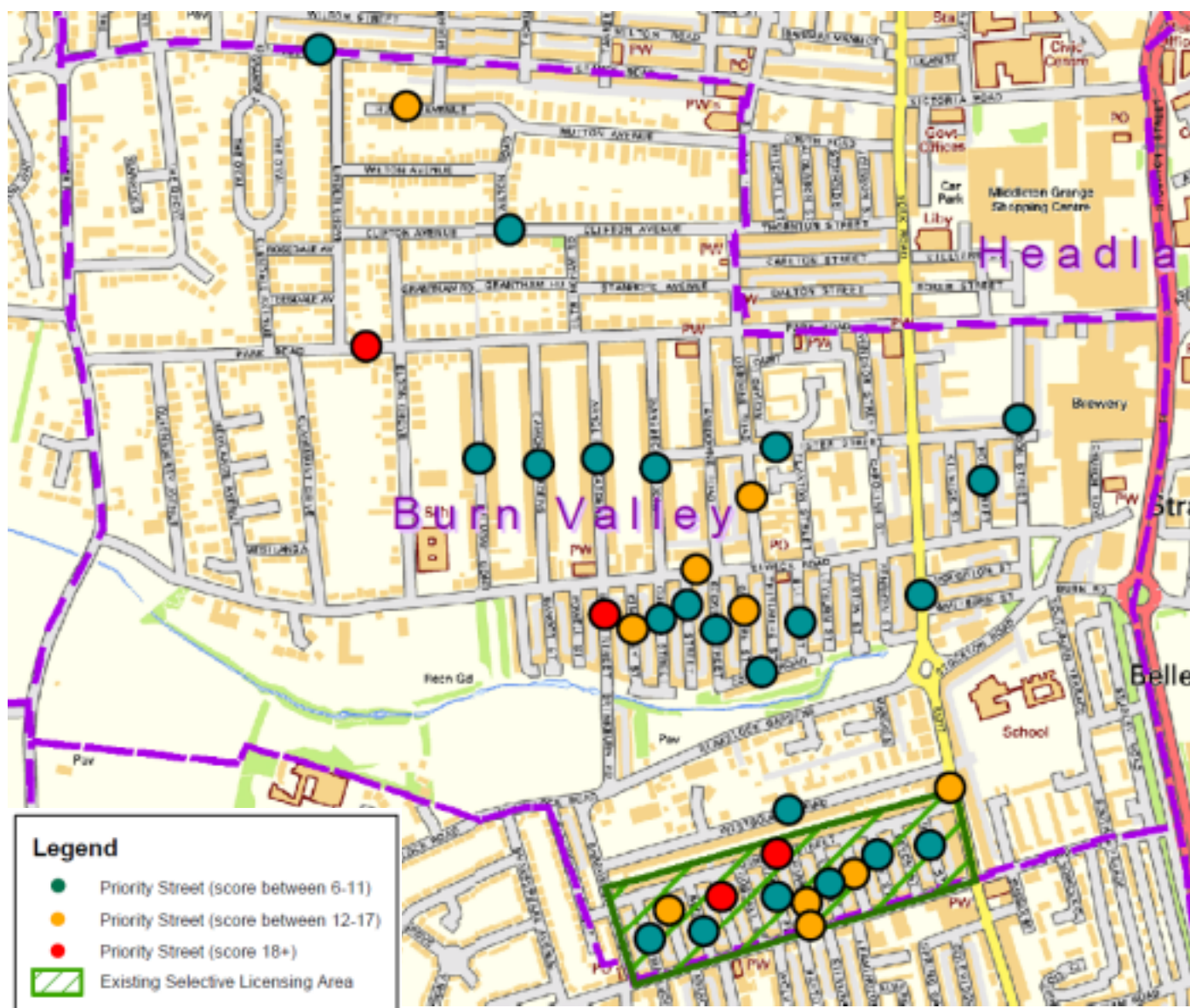
Selection criteria used over the specified time periods includes those streets where there has been:

- Two or more property transactions;
- Five or more police anti-social behaviour incidents;
- Two or more noise nuisance complaints;
- Two or more domestic burglary offences;
- Two or more criminal damage to dwelling offences;
- Two or more arson offences;
- Two or more Private Sector Housing (PSH) Service Requests;
- Two or more Anti-social Behaviour Unit (ASBU) Cases; and
- Two or more properties empty for six months or more.

**Burn Valley ward**

BURN VALLEY WARD: STREET NAME	April 2010 - March 2011										April 2011 - March 2012										April 2012 - December 2012												
	House Sales Apr 10 - Mar 11	Police ASB April 10 - Mar 11	Noise Nuisance Apr 10 - Mar 11	Burglary Dwelling Apr 10 - Mar 11	Crim Dam Dwelling Apr 10 - Mar 11	Arson Apr 10 - Mar 11	PSH Apr 10 - Mar 11	ASBU Apr 10 - Mar 11	Empty Properties Apr 10 - Mar 11	Total Apr 10 - Mar 11	House Sales Apr 11 - Mar 12	Police ASB Apr 11 - March 12	Noise Nuisance Apr 11 - Mar 12	Burglary Dwelling Apr 11 - Mar 12	Crim Dam Dwelling Apr 11 - Mar 12	Arson Apr 11 - Mar 12	PSH Apr 11 - Mar 12	ASBU Apr 11 - Mar 12	Empty Properties Apr 11 - Mar 12	Total Apr 11 - Mar 12	House Sales Apr 12 - Dec 12	Police ASB Apr 12 - Dec 12	Noise Nuisance Apr 12 - Dec 12	Burglary Dwelling Apr 12 - Dec 12	Crim Dam Dwelling Apr 12 - Dec 12	Arson Apr 12 - Dec 12	PSH Apr 12 - Dec 12	ASBU Apr 12 - Dec 12	Empty Properties Apr 12 - Dec 12	Total Apr 12 - Dec 12	Total Apr 10 - Dec 12		
CORNWALL STREET		x	x	x	x		x	x	x	7	x	x	x	x	x		x	x		7	x	x	x		x		x	x	x	x	7	21	
PARK ROAD	x	x	x	x	x		x		x	7	x	x	x	x	x		x		x	7	x	x	x		x				x	x	6	20	
BADEN STREET		x	x	x	x		x	x	x	7		x		x	x		x	x	x	6		x	x	x	x					x	5	18	
UPPINGHAM STREET		x	x		x		x	x	x	6		x		x	x		x	x	x	6		x	x	x	x			x		x	6	18	
ELWICK ROAD	x	x	x	x	x		x		x	7		x	x	x			x		x	5	x	x	x					x		x	5	17	
HUTTON AVENUE	x	x		x			x	x		5	x	x	x		x			x	x	6		x	x	x			x		x	x	5	16	
STOCKTON ROAD	x	x	x		x		x	x	x	7		x		x			x		x	4		x						x	x	x	4	15	
OSBOURNE ROAD	x	x			x		x		x	5		x	x		x			x	x	5	x	x	x					x		x	5	15	
OXFORD ROAD		x		x			x	x		4	x	x						x	x	5		x	x	x				x	x	x	6	15	
RICHMOND STREET		x	x		x		x		x	5		x			x			x	x	5			x	x				x		x	4	14	
CHARTERHOUSE STREET		x		x	x		x		x	5		x					x	x		3		x	x	x	x			x	x		6	14	
GRASMERE STREET		x	x	x			x	x	x	6		x	x				x		x	4		x	x						x	x	4	14	
KIMBERLEY STREET			x	x			x	x		4		x							x	2	x	x	x	x				x	x	x	7	13	
HARROW STREET		x	x		x		x	x		5	x	x	x				x			4		x						x	x		3	12	
CLIFTON AVENUE	x	x	x	x					x	5	x	x								2	x	x	x					x			4	11	
LISTER STREET		x					x		x	3		x	x		x		x			4		x	x					x		x	4	11	
RYDAL STREET		x					x			2		x	x	x			x			4		x	x	x				x	x		5	11	
ETON STREET		x		x			x			3		x	x				x			3		x				x		x	x	x	5	11	
DERBY STREET	x	x	x		x		x		x	6				x	x		x			4										x	1	11	
COLWYN ROAD		x							x	2	x	x	x					x	x	6						x				x	2	10	
EAMONT GARDENS	x	x					x	x		4		x						x	x	3	x	x								x	3	10	
GRANGE ROAD	x	x			x		x			4		x			x				x	3		x							x	x	3	10	
YORK ROAD		x			x			x	x	4		x					x		x	3		x	x							x	3	10	
COLENSO STREET		x	x				x	x		4		x					x			2	x		x					x		x	4	10	
RUGBY STREET		x					x		x	3		x		x						2		x	x					x	x	x	5	10	
WESTBOURNE ROAD	x	x		x			x	x		5		x						x		2		x								x	2	9	
ARNCLIFFE GARDENS		x	x						x	3	x		x						x	3			x	x				x			3	9	
ELLISON STREET	x									1	x	x	x				x			4		x	x							x	x	4	9
MARLBOROUGH STREET		x	x				x	x		4		x					x			2		x	x					x			3	9	
DORSET STREET					x				x	2	x	x					x			3				x				x		x	3	8	
KESWICK STREET		x			x			x		3		x			x			x		3						x			x		2	8	
JACKSON STREET							x		x	2	x	x					x		x	4								x		x	2	8	
WALDON STREET		x	x							2		x	x				x			3		x	x								2	7	
BELMONT GARDENS	x	x								2	x	x								2	x	x								x	3	7	
HOLT STREET		x		x			x	x		4		x								1								x			1	6	
WANSBECK GARDENS		x							x	2	x									1	x		x							x	3	6	

The geographical distribution of those streets with a total score of six or more over the collective reporting period are displayed in the map below for the **Burn Valley ward**, along with the existing designated selective licensing area.



**Priority Streets (score between 6 and 11)**

Clifton Avenue	Lister Street
Rydal Street	Eton Street
Derby Street	Colwyn Road
Eamont Gardens	Grange Road
York Road	Colenso Street
Rugby Street	Westbourne Road
Arncliffe Gardens	Ellison Street
Marlborough Street	Dorset Street
Keswick Street	Jackson Street
Waldon Street	Belmont Gardens
Holt Street	Wansbeck Gardens

**Priority Streets (score between 12 and 17)**

Elwick Road	Hutton Avenue
Stockton Road	Osbourne Road
Oxford Road	Richmond Street
Charterhouse Street	Grasmere Street
Kimberley Street	Harrow Street

**Priority Streets (score 18+)**

Cornwall Street	Park Road
Baden Street	Uppingham Street

**Foggy Furze ward**

FOGGY FURZE WARD: STREET NAME	April 2010 - March 2011										April 2011 - March 2012										April 2012 - December 2012												
	House Sales Apr 10 - Mar 11	Police ASB April 10 - Mar 11	Noise Nuisance Apr 10 - Mar 11	Burglary Dwelling Apr 10 - Mar 11	Crim Dam Dwelling Apr 10 - Mar 11	Arson Apr 10 - Mar 11	PSH Apr 10 - Mar 11	ASBU Apr 10 - Mar 11	Empty Properties Apr 10 - Mar 11	Total Apr 10 - Mar 11	House Sales Apr 11 - Mar 12	Police ASB Apr 11 - March 12	Noise Nuisance Apr 11 - Mar 12	Burglary Dwelling Apr 11 - Mar 11	Crim Dam Dwelling Apr 11 - Mar 12	Arson Apr 11 - Mar 12	PSH Apr 11 - Mar 12	ASBU Apr 11 - Mar 12	Empty Properties Apr 11 - Mar 12	Total Apr 11 - Mar 12	House Sales Apr 12 - Dec 12	Police ASB Apr 12 - Dec 12	Noise Nuisance Apr 12 - Dec 12	Burglary Dwelling Apr 12 - Dec 12	Crim Dam Dwelling Apr 12 - Dec 12	Arson Apr 12 - Dec 12	PSH Apr 12 - Dec 12	ASBU Apr 12 - Dec 12	Empty Properties Apr 12 - Dec 12	Total Apr 12 - Dec 12	Total Apr 10 - Dec 12		
BORROWDALE STREET	x	x	x	x			x	x	x	7	x	x	x	x			x	x	x	7	x	x	x	x			x	x	x	x	7	21	
STOCKTON ROAD	x	x	x	x			x	x	x	6	x			x	x				x	4	x	x	x	x			x	x	x	x	7	17	
OXFORD ROAD	x	x	x				x		x	5	x	x					x			5		x	x	x			x	x	x	x	6	16	
SYDENHAM ROAD		x	x	x	x		x		x	6	x				x		x		x	4		x				x				x	4	14	
WINDERMERE ROAD		x			x		x	x	x	5		x		x	x		x			4	x	x				x				x	4	13	
BRENDA ROAD		x		x	x		x	x		4	x	x					x			3						x				x	4	11	
KENDAL ROAD				x	x		x			4	x	x	x				x			4		x					x			x	3	11	
HASWELL AVENUE	x	x	x		x		x		x	6	x	x							x	3	x		x									2	11
WENSLEYDALE STREET		x	x	x	x		x	x	x	7		x			x		x			3												0	10
PATTERDALE STREET	x	x					x	x	x	5		x					x		x	3								x		x		2	10
WAVERLEY TERRACE		x			x		x	x		4		x		x			x			3		x						x				2	9
MELROSE STREET			x							1		x			x		x			3		x		x						x	x	5	9
FERNWOOD AVENUE		x	x	x			x	x		5		x	x							2		x									x	2	9
CHAUCER AVENUE	x	x			x					3	x	x		x						3	x											2	8
HEATHFIELD DRIVE	x	x						x		3	x	x						x		3		x									x	2	8
KINGSLEY AVENUE	x	x								2		x	x		x				x	3	x										x	2	7
SHAKESPEARE AVENUE		x			x					2		x	x		x			x		4		x										1	7
SOUTH PARADE	x	x			x		x			4		x								1		x									x	2	7
KATHLEEN STREET							x			1	x	x							x	3	x	x									x	3	7
TRISTRAM AVENUE	x	x						x		3										0	x	x				x					x	4	7
VENTNOR AVENUE	x	x						x		3			x						1	x	x										x	3	7
WORDSWORTH AVENUE					x		x			2		x					x			2			x									2	6
THE SYCAMORES	x							x		2	x								x	2	x										x	2	6



The geographical distribution of those streets with a total score of six or more over the collective reporting period are displayed in the map below for the **Foggy Furze ward**, along with the existing designated selective licensing area.



**Priority Streets (score between 6 and 11)**

Brenda Road	Kendal Road
Haswell Avenue	Wensleydale Street
Patterdale Street	Waverley Terrace
Melrose Street	Fernwood Avenue
Chaucer Avenue	Heathfield Avenue
Kingsley Avenue	Shakespeare Avenue
South Parade	Kathleen Street
Tristram Avenue	Ventnor Avenue
Wordsworth Avenue	The Sycamores

**Priority Streets (score between 12 and 17)**

Stockton Road	Oxford Road
Sydenham Road	Windermere Road

**Priority Streets (score 18+)**

Borrowdale Street



**Headland and Harbour ward**

HEADLAND AND HARBOUR WARD: STREET NAME	April 2010 - March 2011										April 2011 - March 2012										April 2012 - December 2012										Total Apr 10 - Dec 12		
	House Sales Apr 10 - Mar 11	Police ASB Apr 10 - Mar 11	Noise Nuisance Apr 10 - Mar 11	Burglary Dwelling Apr 10 - Mar 11	Crim Dam Dwelling Apr 10 - Mar 11	Arson Apr 10 - Mar 11	PSH Apr 10 - Mar 11	ASBU Apr 10 - Mar 11	Empty Properties Apr 10 - Mar 11	Total Apr 10 - Mar 11	House Sales Apr 11 - Mar 12	Police ASB Apr 11 - March 12	Noise Nuisance Apr 11 - Mar 12	Burglary Dwelling Apr 11 - Mar 12	Crim Dam Dwelling Apr 11 - Mar 12	Arson Apr 11 - Mar 12	PSH Apr 11 - Mar 12	ASBU Apr 11 - Mar 12	Empty Properties Apr 11 - Mar 12	Total Apr 11 - Mar 12	House Sales Apr 12 - Dec 12	Police ASB Apr 12 - Dec 12	Noise Nuisance Apr 12 - Dec 12	Burglary Dwelling Apr 12 - Dec 12	Crim Dam Dwelling Apr 12 - Dec 12	Arson Apr 12 - Dec 12	PSH Apr 12 - Dec 12	ASBU Apr 12 - Dec 12	Empty Properties Apr 12 - Dec 12	Apr 12 - Dec 12			
BURBANK STREET		x	x	x			x	x	x	6	x	x	x	x	x	x		x	x	x	9		x	x	x	x	x		x	x	x	7	22
NORTHGATE		x	x					x	x	4		x			x					x	4		x	x				x		x		4	12
DURHAM STREET		x	x	x		x		x	x	6		x	x								2		x			x		x				3	11
FREDERIC STREET		x	x		x			x		4	x	x			x						4		x	x							x	3	11
CHURCH STREET		x			x				x	3		x				x			x	x	4		x	x							x	3	10
WEST VIEW ROAD			x					x	x	3		x			x			x	x		4		x		x			x				3	10
MARINE DRIVE		x	x						x	3	x	x								x	3	x			x							2	8
BEACONSFIELD STREET					x			x	x	4					x		x				2					x					x	2	8
FLEET AVENUE		x							x	2		x							x		2	x	x								x	3	7
SLAKE TERRACE		x	x						x	3	x	x									2		x								x	2	7
OTTERPOOL CLOSE		x			x			x		3		x						x			2								x			1	6
THROSTON STREET		x						x	x	3									x		2			x								1	6
ST. ANNS COURT		x			x			x		3			x				x				2		x									1	6

The geographical distribution of those streets with a total score of six or more over the collective reporting period are displayed in the map below for the **Headland and Harbour ward**.



**Priority Streets (score between 6 and 11)**

Durham Street	Frederic Street
Church Street	West View Road
Marine Drive	Beaconsfield Street
Fleet Avenue	Slake Street
Otterpool Close	Throston Street
St. Anns Court	

**Priority Streets (score between 12 and 17)**

Northgate

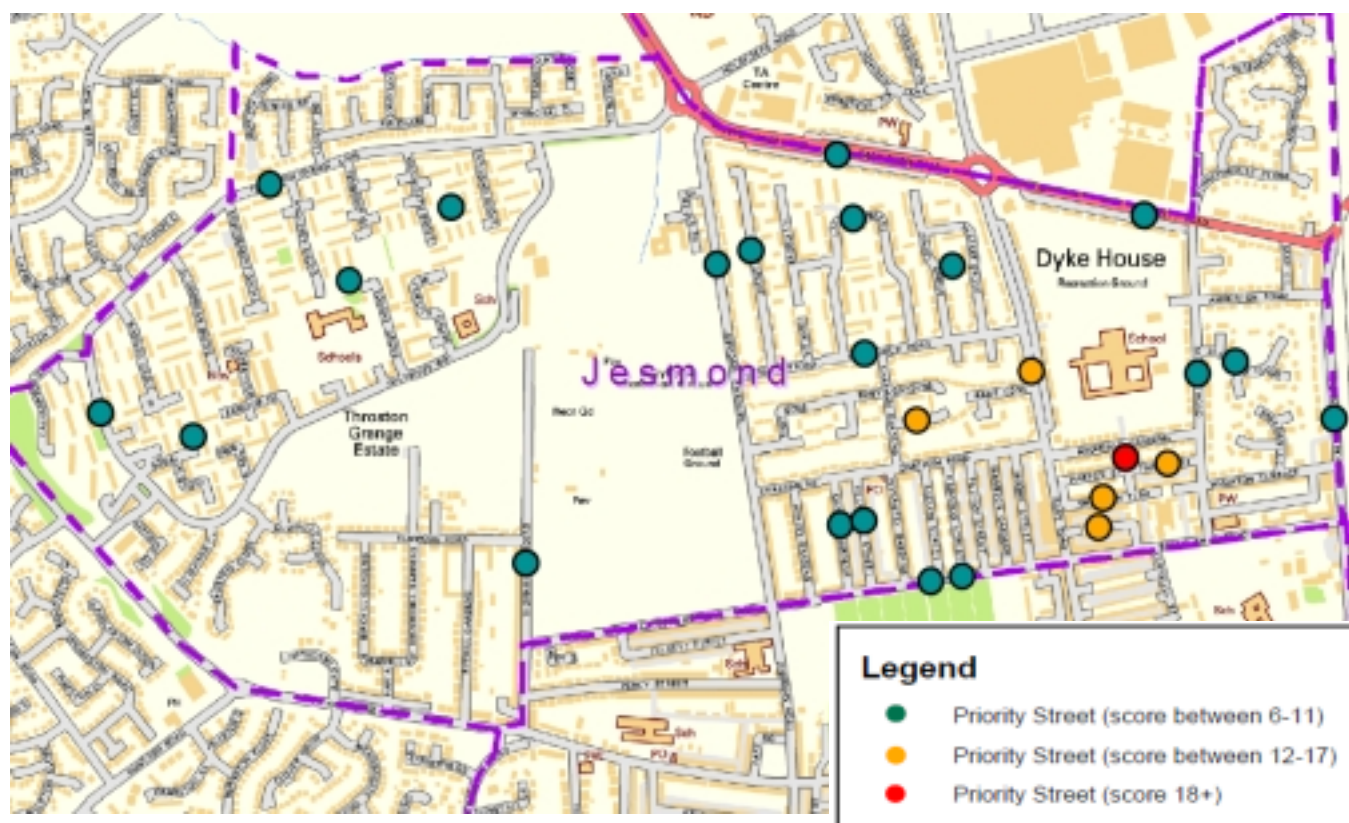
**Priority Streets (score 18+)**

Burbank Street

**Jesmond ward**

JESMOND WARD: STREET NAME	April 2010 - March 2011										April 2011 - March 2012										April 2012 - December 2012										Total Apr 10 - Dec 12			
	House Sales Apr 10 - Mar 11	Police ASB Apr 10 - Mar 11	Noise Nuisance Apr 10 - Mar 11	Burglary Dwelling Apr 10 - Mar 11	Crim Dam Dwelling Apr 10 - Mar 11	Arson Apr 10 - Mar 11	PSH Apr 10 - Mar 11	ASBU Apr 10 - Mar 11	Empty Properties Apr 10 - Mar 11	Total Apr 10 - Mar 11	House Sales Apr 11 - Mar 12	Police ASB Apr 11 - March 12	Noise Nuisance Apr 11 - Mar 12	Burglary Dwelling Apr 11 - Mar 12	Crim Dam Dwelling Apr 11 - Mar 12	Arson Apr 11 - Mar 12	PSH Apr 11 - Mar 12	ASBU Apr 11 - Mar 12	Empty Properties Apr 11 - Mar 12	Total Apr 11 - Mar 12	House Sales Apr 12 - Dec 12	Police ASB Apr 12 - Dec 12	Noise Nuisance Apr 12 - Dec 12	Burglary Dwelling Apr 12 - Dec 12	Crim Dam Dwelling Apr 12 - Dec 12	Arson Apr 12 - Dec 12	PSH Apr 12 - Dec 12	ASBU Apr 12 - Dec 12	Empty Properties Apr 12 - Dec 12	Total Apr 12 - Dec 12				
MAPLETON ROAD		x	x	x	x		x	x	x	7		x	x	x	x		x		x		6		x	x	x			x		x		5	18	
RABY GARDENS		x	x	x	x		x	x		6		x	x	x	x		x	x	x		8		x			x				x		3	17	
RABY ROAD	x	x		x			x	x		4	x			x	x		x		x	x	5	x	x			x				x	x	5	14	
PARTON STREET		x					x	x	x	4	x	x			x		x		x	x	6			x		x		x		x		4	14	
WHARTON TERRACE	x	x			x			x		3		x			x		x		x	x	4	x	x	x		x		x		x		6	13	
ST. OSWALDS STREET	x	x					x		x	3		x	x		x		x		x	x	5		x	x			x		x		x		4	12
WILTSHIRE WAY			x						x	3	x	x							x		3			x		x		x				4	10	
LIME CRESCENT		x	x		x			x		4	x	x		x					x		4		x							x		2	10	
LANCASTER ROAD		x		x	x				x	4		x		x	x						3	x			x			x				3	10	
THROSTON GRANGE LANE	x	x		x	x			x		4	x	x									2	x	x							x		3	9	
POWLETT ROAD	x	x		x						2	x	x		x			x				3											3	8	
MILBANK ROAD		x	x		x		x			4		x			x		x				3		x									1	8	
HELMESLEY STREET		x					x		x	3		x			x				x		3						x		x			2	8	
BODMIN GROVE		x	x		x			x		4		x			x						2		x			x						2	8	
CHALLONER ROAD	x	x					x			2	x	x					x				3						x		x			2	7	
CHESTER ROAD	x	x	x					x		3	x	x									2		x							x		2	7	
ALLERTON CLOSE		x			x			x		3				x					x		2		x		x							2	7	
PINE GROVE		x	x							2		x			x						2		x	x		x						3	7	
JESMOND GARDENS	x	x	x				x			3	x	x									2		x									1	6	
OAKLEY GARDENS	x	x	x							2		x	x								2	x									x	2	6	
FLINT WALK		x						x		2		x			x						2		x			x						2	6	
THORNHILL GARDENS		x								1	x	x									2		x	x						x		3	6	
EASINGTON ROAD		x								1		x			x						2	x	x			x						3	6	
CHEPSTOW WALK			x				x	x		4	x	x									2											0	6	
WILLOW WALK		x			x		x			3		x			x		x				3											0	6	

The geographical distribution of those streets with a total score of six or more over the collective reporting period are displayed in the map below for the **Jesmond ward**.



**Priority Streets (score between 6 and 11)**

Wiltshire Way	Lime Crescent
Lancaster Road	Throston Grange Lane
Powlett Road	Milbank Road
Helmsley Street	Bodmin Grove
Challoner Road	Chester Road
Allerton Close	Pine Grove
Jesmond Gardens	Oakley Gardens
Flint Walk	Thornhill Gardens
Easington Road	Chepstow Walk
Willow Walk	

**Priority Streets (score between 12 and 17)**

Raby Gardens	Raby Road
Parton Street	Wharton Terrace
St. Oswalds Street	

**Priority Streets (score 18+)**

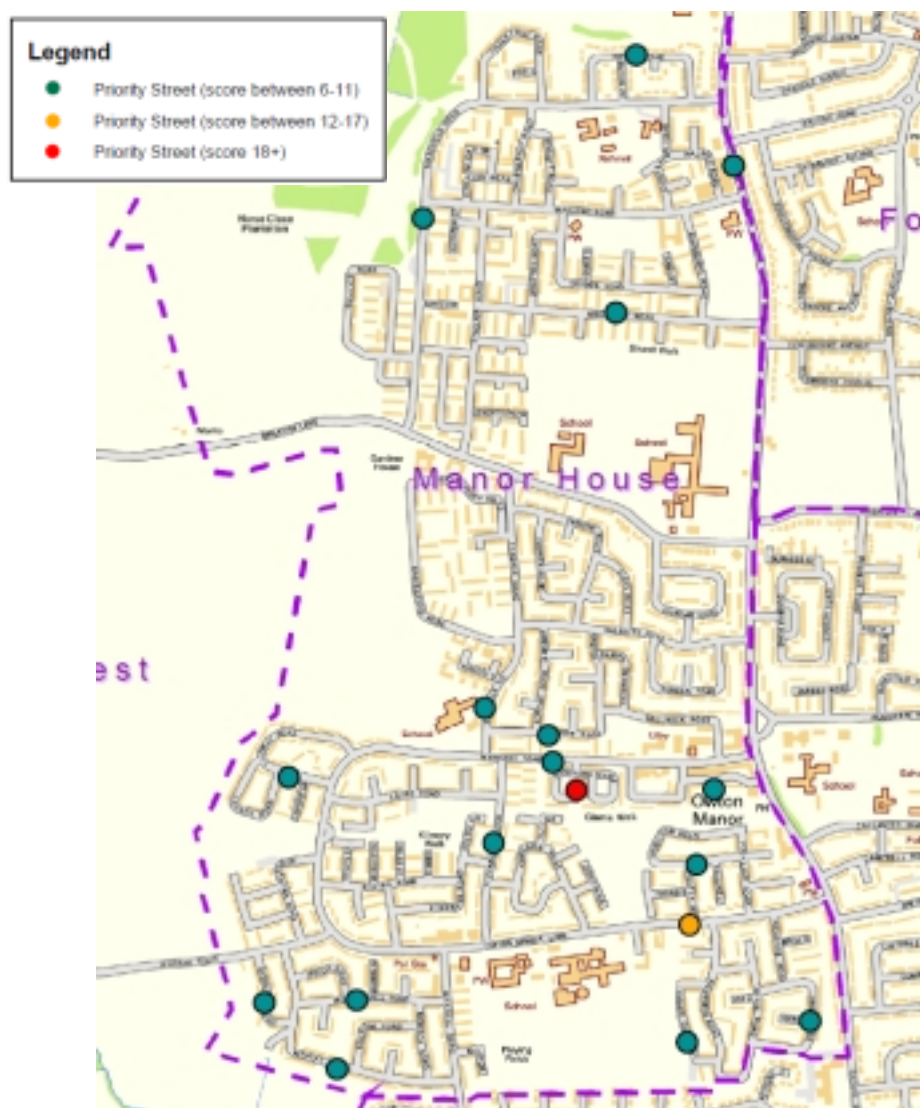
Mapleton Road

**Manor House ward**

MANOR HOUSE WARD: STREET NAME	April 2010 - March 2011										April 2011 - March 2012										April 2012 - December 2012											
	House Sales Apr 10 - Mar 11	Police ASB April 10 - Mar 11	Noise Nuisance Apr 10 - Mar 11	Burglary Dwelling Apr 10 - Mar 11	Crim Dam Dwelling Apr 10 - Mar 11	Arson Apr 10 - Mar 11	PSH Apr 10 - Mar 11	ASBU Apr 10 - Mar 11	Empty Properties Apr 10 - Mar 11	Total Apr 10 - Mar 11	House Sales Apr 11 - Mar 12	Police ASB Apr 11 - March 12	Noise Nuisance Apr 11 - Mar 12	Burglary Dwelling Apr 11 - Mar 11	Crim Dam Dwelling Apr 11 - Mar 12	Arson Apr 11 - Mar 12	PSH Apr 11 - Mar 12	ASBU Apr 11 - Mar 12	Empty Properties Apr 11 - Mar 12	Total Apr 11 - Mar 12	House Sales Apr 12 - Dec 12	Police ASB Apr 12 - Dec 12	Noise Nuisance Apr 12 - Dec 12	Burglary Dwelling Apr 12 - Dec 12	Crim Dam Dwelling Apr 12 - Dec 12	Arson Apr 12 - Dec 12	PSH Apr 12 - Dec 12	ASBU Apr 12 - Dec 12	Empty Properties Apr 12 - Dec 12	Total Apr 12 - Dec 12	Total Apr 10 - Dec 12	
WYNYARD MEWS	x	x	x	x	x		x	x	x	8	x	x	x		x			x	x	x	6		x	x	x			x		x	5	19
OWTON MANOR LANE	x	x			x		x	x	x	6	x	x	x	x	x		x	x	x		7		x			x			x	x	4	17
WYNYARD ROAD			x	x			x			4	x	x			x	x					4	x						x		x	3	11
GLAMIS WALK		x			x					4		x		x	x						3		x		x						4	11
ESKDALE ROAD		x			x					2		x	x	x	x		x				5		x	x		x					3	10
MASEFIELD ROAD		x		x			x	x		4	x	x	x								3		x			x					3	10
CATCOTE ROAD	x	x	x						x	4	x	x					x		x		4		x					x			2	10
FORDYCE ROAD	x	x						x		3	x	x			x			x			4						x		x		2	9
INNES ROAD		x	x		x			x		4	x	x	x		x						4		x								1	9
MACAULAY ROAD	x	x	x							3		x					x	x			3	x	x								2	8
LINDSAY ROAD		x	x				x	x		4			x					x			2			x					x		2	8
MONKTON ROAD		x			x					2		x			x						2		x			x		x			3	7
MOTHERWELL ROAD							x			1		x		x	x						3		x	x						x	3	7
KILMARNOCK ROAD		x	x							2		x						x			2		x					x			2	6
KIPLING ROAD		x	x							2	x	x					x				3		x								1	6
MOFFATT ROAD	x	x			x					3		x									1		x			x					2	6
HAMILTON ROAD		x		x						2		x			x						2		x			x					2	6
IVANHOE CRESCENT		x			x					2		x	x		x						3		x								1	6



The geographical distribution of those streets with a total score of six or more over the collective reporting period are displayed in the map below for the **Manor House ward**.



**Priority Streets (score between 6 and 11)**

Wynyard Road  
 Eskdale Road  
 Catcote Road  
 Innes Road  
 Lindsay Road  
 Motherwell Road  
 Kipling Road  
 Hamilton Road

Glamis Walk  
 Masfield Road  
 Fordyce Road  
 Macaulay Road  
 Monkton Road  
 Kilmarnock Road  
 Moffatt Road  
 Ivanhoe Crescent

**Priority Streets (score between 12 and 17)**

Ow ton Manor Lane

**Priority Streets (score 18+)**

Wynyard Mews

**Victoria ward**

VICTORIA WARD: STREET NAME	April 2010 - March 2011									April 2011 - March 2012									April 2012 - December 2012									Total Apr 10 - Dec 12						
	House Sales Apr 10 - Mar 11	Police ASB Apr 10 - Mar 11	Noise Nuisance Apr 10 - Mar 11	Burglary Dwelling Apr 10 - Mar 11	Crim Dam Dwelling Apr 10 - Mar 11	Arson Apr 10 - Mar 11	PSH Apr 10 - Mar 11	ASBU Apr 10 - Mar 11	Empty Properties Apr 10 - Mar 11	Total Apr 10 - Mar 11	House Sales Apr 11 - Mar 12	Police ASB Apr 11 - March 12	Noise Nuisance Apr 11 - Mar 12	Burglary Dwelling Apr 11 - Mar 12	Crim Dam Dwelling Apr 11 - Mar 12	Arson Apr 11 - Mar 12	PSH Apr 11 - Mar 12	ASBU Apr 11 - Mar 12	Empty Properties Apr 11 - Mar 12	Total Apr 11 - Mar 12	House Sales Apr 12 - Dec 12	Police ASB Apr 12 - Dec 12	Noise Nuisance Apr 12 - Dec 12	Burglary Dwelling Apr 12 - Dec 12	Crim Dam Dwelling Apr 12 - Dec 12	Arson Apr 12 - Dec 12	PSH Apr 12 - Dec 12		ASBU Apr 12 - Dec 12	Empty Properties Apr 12 - Dec 12	Total Apr 12 - Dec 12			
DENT STREET	x	x	x	x			x	x	x	7	x	x	x	x	x		x	x	x	x	8	x	x	x	x	x		x	x	x	x	8	23	
SHERIFF STREET	x	x	x	x	x		x	x	x	7	x	x	x	x	x		x	x	x	x	8	x	x	x	x	x		x	x	x	x	7	22	
EVERETT STREET	x	x		x	x		x	x	x	7	x	x	x	x	x	x		x	x	x	8		x	x				x	x	x	x	6	21	
FURNESS STREET		x	x	x	x		x	x		6	x	x	x	x	x		x	x	x		7	x	x	x	x	x		x	x	x	x	8	21	
DERWENT STREET	x	x	x	x			x		x	6	x				x		x	x	x	x	6		x	x	x			x	x	x	x	6	18	
STEPHEN STREET		x	x	x	x		x		x	6		x	x	x	x	x		x	x	x	8		x		x			x		x	x	4	18	
HART LANE	x	x	x	x	x		x		x	7		x	x					x	x	x	5	x	x		x			x		x	x	5	17	
CAMERON ROAD		x	x		x		x	x	x	6	x	x		x	x		x				5		x	x		x		x	x	x	x	6	17	
GRANGE ROAD		x	x	x			x	x	x	6	x	x	x				x	x	x	x	6	x	x	x							x	4	16	
SANDRINGHAM ROAD		x	x							2	x	x	x		x		x	x	x	x	7	x	x	x		x		x	x	x	x	7	16	
MILTON ROAD		x		x			x		x	4	x	x	x		x		x	x	x	x	7	x	x					x	x	x	x	5	16	
RODNEY STREET				x	x		x	x	x	6		x		x	x	x		x	x	x	5				x			x		x	x	3	14	
RABY ROAD	x	x			x		x	x	x	6	x	x			x		x				4		x					x		x	x	3	13	
BELK STREET		x		x	x		x	x		5		x	x	x			x	x			5		x			x		x				3	13	
CARLTON STREET	x	x			x		x		x	5		x	x					x	x		3	x	x		x		x		x			5	13	
GRAY STREET	x	x		x	x		x	x	x	7		x		x	x	x	x		x	x	6											0	13	
THORNTON STREET		x	x				x	x	x	5		x	x								2		x	x		x		x	x			5	12	
TANKERVILLE STREET		x					x			2		x	x	x			x	x	x	x	6		x			x		x		x		4	12	
YORK ROAD		x			x		x	x	x	4	x	x	x		x				x	x	5		x							x		2	11	
MITCHELL STREET		x			x		x	x		4		x					x	x			3		x	x					x			3	10	
STRAKER STREET		x								1		x			x		x	x			4		x	x		x				x		4	9	
LOWTHIAN ROAD	x	x					x		x	4		x							x		2				x			x		x		3	9	
BRAFFERTON STREET	x	x		x			x		x	5		x					x				2		x							x		2	9	
JOHNSON STREET			x				x	x		4		x			x						3							x		x		2	9	
HURWORTH STREET		x		x			x		x	4	x	x		x			x		x		5											0	9	
PERTH STREET	x	x					x	x	x	5				x			x		x		3				x							1	9	
GROSVENOR STREET		x								1		x	x				x	x	x		4		x	x				x				3	8	
GRAINGER STREET		x		x	x		x			4		x		x			x		x		4											0	8	
JOBSON STREET	x	x					x		x	4							x		x		2							x		x		2	8	
RICHARDSON STREET		x		x			x		x	4							x		x		2							x		x		2	8	
CARR STREET							x			1		x			x		x		x		4					x		x		x		3	8	
TURNBULL STREET	x	x		x						3	x			x	x						3											1	7	
PERCY STREET	x	x							x	3	x		x				x				3	x										1	7	
MURRAY STREET		x	x						x	3		x					x				2		x								x		2	7
CHESTER ROAD							x		x	2				x			x		x		3		x								x		2	7
DUKE STREET	x	x			x		x			4		x									1		x								x		2	7
STOTFOLD STREET		x			x		x			3	x						x	x			3							x				1	7	
WHARTON STREET		x	x							2		x	x		x						3		x	x								2	7	
JOICEY COURT		x		x						2				x	x						2		x	x								2	6	
MULGRAVE ROAD		x							x	2		x							x		2							x		x		2	6	
POTTER WALK		x		x	x					3		x	x		x						3											0	6	
ST PAULS ROAD		x					x	x		3							x	x			2							x				1	6	
CUNDALL ROAD	x	x			x			x		4											0								x	x		2	6	
SUGGITT STREET			x				x		x	3		x									1		x		x							2	6	
ALDERSON STREET		x					x			2		x					x				2		x							x		2	6	

The geographical distribution of those streets with a total score of six or more over the collective reporting period are displayed in the map below for the **Victoria ward**, along with the existing designated selective licensing area.



**Priority Streets (score between 6 and 11)**

York Road	Mitchell Street
Straker Street	Lowthian Road
Brafferton Street	Johnson Street
Hurworth Street	Perth Street
Grosvenor Street	Grainger Street
Jobson Street	Richardson Street
Carr Street	Turnbull Street
Percy Street	Murray Street
Chester Road	Duke Street
Stotfold Street	Wharton Street
Joicey Court	Mulgrave Road
Potter Walk	St. Pauls Road
Cundall Road	Suggitt Street
Alderson Street	

**Priority Streets (score between 12 and 17)**

Hart Lane	Cameron Road
Grange Road	Sandringham Road
Milton Road	Rodney Street
Raby Road	Belk Street
Carlton Street	Gray Street
Thornton Street	Tankerville Street

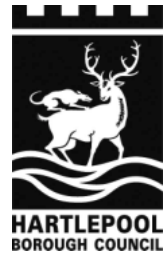
**Priority Streets (score 18+)**

Dent Street	Sheriff Street
Everett Street	Furness Street
Derwent Street	Stephen Street



# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



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

**Subject:** HEALTH & SAFETY SERVICE PLAN 2013/14

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

Non-Key Decision

## 2. PURPOSE OF REPORT

- 2.1 To consider the Health & Safety Service Plan for 2013/14, which is a requirement under Section 18 of the Health and Safety at Work etc. act 1974.

## 3. BACKGROUND

- 3.1 The Health & Safety Executive has a key role in overseeing local authority enforcement activities. They have duties to set and monitor standards of local authorities as well as carry out audits of enforcement activities to ensure that authorities are providing an effective service to protect public health and safety.
- 3.2 The Health & Safety Executive has issued guidance to local authorities, which provides information on how local authority enforcement service plans should be structured and what they should contain. Service plans developed under this guidance will provide the basis on which local authorities will be monitored and audited by the Health & Safety Executive.
- 3.3 The service planning guidance ensures that key areas of enforcement are covered in local service plans, whilst allowing for the inclusion of locally defined objectives.
- 3.4 The Health & Safety Service Plan for 2013/14 is attached as **Appendix 1** and takes into account the guidance requirements. The Plan details the Service's priorities for 2013/14 and highlights how these priorities will be addressed.

#### **4. PROPOSALS**

- 4.1 The Service Plan for 2012/13 has been updated to reflect last year's performance.
- 4.2 The Service Plan covers the following:
- (i) Service Aims and Objectives;
  - (ii) The background to the Authority, including the scope and demands on the health and safety service;
  - (iii) Service delivery, including inspection programmes, service requests, complaints, advice, liaison and promotion;
  - (iv) Resources, including financial allocation, staff allocation and staff development;
  - (v) Quality assessment; and
  - (vi) Details of the review of the Plan.

#### **5. SUMMARY OF MAIN ISSUES RAISED IN THE PLAN**

- 5.1 During 2012/13 the service completed health and safety interventions in a total of 331 premises equating to 64% of all programmed interventions planned for the year. The shortfall arose as a result of prioritising resources in relation to undertaking food hygiene interventions and an unprecedented amount of reactive work across all aspects of work undertaken by the Public Protection service. The outstanding interventions will be added to the programme for 2013/14.
- 5.2 In addition to the planned interventions officers carried out 21 revisits to monitor compliance with contraventions identified during these interventions. They also undertook a range of interventions, which involved working with 129 new businesses during the year.
- 5.3 During 2012/13 the Authority undertook 650 enforcement visits to assess compliance with smoke free legislation which came into force on 1<sup>st</sup> July 2007, a proportion of which were carried out in conjunction with health and safety inspections. We also responded to 2 complaints regarding this legislation.
- 5.4 Promotional/campaign work was undertaken in respect of the following:
- o National LPG Inspection Campaign;
  - o To Engage with the Public Health Agenda;

- 5.5 An example of work undertaken to engage with the Public Health agenda, is a study of 'Hygiene in Tattoo and Piercing Premises' which was undertaken as part of a cross regional survey. The survey was co-ordinated by the Public Health England's York Food, Water & Environmental Microbiology Laboratory.
- 5.6 This survey aimed to use microbiological methods to assess the general cleanliness and hygiene standards in place in premises engaged in tattooing or body piercing activity. All six premises registered in Hartlepool as offering tattooing and/or piercing were visited.
- 5.7 The survey involved taking swabs from treatment couches and work surfaces and collecting tap water used for hand washing. All swabs produced satisfactory results, however, *Pseudomonas aeruginosa* was detected in two water samples. Whilst this bacterium rarely causes infection in healthy people it can cause a wide range of infections. Advice was given and re-samples were taken. In one of the premises, it was necessary for the taps to be replaced as cleaning proved ineffective.
- 5.8 During the year the service carried out 18 visits in response to complaints / service requests relating to health and safety conditions and working practice. The initial response to these requests have been undertaken all within our target of 2 working days
- 5.9 The service received 54 accident notifications during the year. All were responded to within 1 working day. These notifications generated 24 visits by enforcement staff.
- 5.10 In addition a work-related death occurred in a premises for which the Council has enforcement responsibility. The investigation into this incident is ongoing and has required a significant amount of resource necessitating the temporary backfilling of the lead officer's post.
- 5.11 During 2012/13 It was necessary to serve 6 Prohibition Notices and 6 Improvement Notices. Four Prohibition Notices were served to prohibit the use of unguarded machinery (a food slicing machine and an air receiver) and two Prohibition Notices were served regarding the restriction of window openings. A further six Improvement Notices were served, four of which related to a petrol filling station. No legal proceedings or Simple Cautions were undertaken however summonses were laid in relation to health and safety offences.
- 5.12 Currently the Council is the enforcing authority for 1,343 premises in Hartlepool. In planning the intervention programme for 2013/14 officers have had regard to the 'National Local Authority Enforcement Code Health and Safety at Work England, Scotland & Wales'. The Code was developed by HSE as an outcome of the Government's Red Tape Challenge on Health and Safety and was issued in 2013.

- 5.13 The Code is given legal effect as HSE guidance to LAs under Section 18(4) (b) of the Health and Safety at Work etc. Act 1974 and is designed to ensure that LA health and safety regulators take a more consistent and proportionate approach to enforcement.
- 5.14 Officers recognise that the Council have a vital role to play in ensuring that the regulatory system is focused on better health and safety outcomes and not purely technical breaches of the law. During 2013/14 officers will carry out a range of interventions based on risk, local intelligence, performance history, RIDDOR reports, complaints and local occupational health data.
- 5.15 The Code states that proactive inspection must only be used to target the high risk activities in those sectors specified by HSE or where intelligence suggests risks are not being effectively managed. For this purpose HSE have published a list of high risk sectors (and the key activities that make them such) that are to be subject to proactive inspections by LAs.
- 5.16 The Code provides flexibility for LAs to address local priorities alongside the national priorities set by HSE. During interventions officers will focus on specific risks which are the key causes of workplace accidents, injuries and ill health. Officers have identified the following local priorities which can be addressed during our contact with businesses, including through other areas of work e.g. food inspections and licensing visits.

Local Priority	Estimated no of premises that topic is applicable to
Falls from windows/balconies in residential care home settings	32
Asbestos Management	335
Gas Safety in Commercial Kitchens	153
Deliveries / Workplace Transport	158
Cellar Safety	60
Occupational Disease e.g. Dermatitis	68
Managing Risks from Legionella	4
Violence at Work	36

- 5.17 The Section 18 Standard places a requirement on councils to assess whether there is sufficient capacity within the authority to undertake their statutory duties and to deliver an effective service. The Service Plan sets out the resources determined necessary to deliver the health and safety service in 2013/14. Whilst officers have determined that with the existing complement of staff there is adequate capacity to discharge the Council's duty under the Standard officers are facing unprecedented budget pressures and will therefore need to monitor whether the Authority can continue to service its workload and fulfil its requirements under the Standard.
- 5.18 The Public Protection Section continues to face significant financial pressures due to ongoing Council savings and, as such, the need to prioritise service delivery and maximise effectiveness remains paramount.

- 5.19 During 2013/14 officers will carry out work with colleagues to secure improvement in Public Health through the Health Protection and Improvement Elements of the Core Public Health Strategy.
- 5.20 In particular our resources will be targeted effectively using a range of interventions, including providing advice to businesses, with the aim of influencing behaviours and improving the management of health and safety risks which will have impact on wider public health outcomes. Officers plan to continue a programme of sampling to monitor and raise awareness in relation to occupational health and will continue to explore how the Council can contribute to the Public Health Outcomes Framework and access funding streams to support this area of work.

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

- 6.1 There are no equality or diversity implications.

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

- 7.1 There are no Section 17 implications.

## **8. RECOMMENDATIONS**

- 8.1 That the Regeneration Services Committee approves the Health & Safety Service Plan for 2013/14.

## **9. BACKGROUND PAPERS**

- 9.1 There are no background papers.

## **10. CONTACT OFFICER**

Damien Wilson  
Assistant Director (Regeneration)  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 523400  
E-mail: [damien.wilson@hartlepool.gov.uk](mailto:damien.wilson@hartlepool.gov.uk)

Sylvia Pinkney  
Public Protection Manager  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 523315  
E-mail: [sylvia.pinkney@hartlepool.gov.uk](mailto:sylvia.pinkney@hartlepool.gov.uk)



# Hartlepool Borough Council

## Health & Safety Service Plan 2013/14

**HEALTH & SAFETY SERVICE PLAN 2013/14**

<b>INTRODUCTION</b>	<b>3</b>
<b>1. SERVICE AIMS AND OBJECTIVES</b>	
1.1 Service Aims and Objectives	4
1.2 Links to Corporate Objectives and Plans	4
<b>2. BACKGROUND</b>	<b>6</b>
2.1 Profile of the Local Authority	6
2.2 Organisational Structure	7
2.3 Scope of the Health and Safety Service	8
2.4 Demands on the Health and Safety Service	8
2.5 Enforcement Policy	9
<b>3. SERVICE DELIVERY</b>	<b>10</b>
3.1 Regulatory Reform	10
3.2 Interventions	11
3.2.1 Proactive Interventions including Inspections	12
3.2.2 Delivery of Local and National Priorities	12
3.2.3 Unrated Premises	14
3.2.4 Combined Food & Health and Safety Interventions	15
3.3 Reactive Interventions	15
3.3.1 Health and Safety Complaints and Service Requests	15
3.3.2 Dealing with Matters of Evident Concern	15
3.3.3 LPG Campaign Visits	16
3.3.4 Accidents/Disease/Dangerous Occurrences Investigations	16
3.3.5 Supporting Businesses & Others	16
3.3.6 Sampling	17
3.4 Complaints against our Staff	17
3.5 Liaison Arrangements	18
3.6 Lead Authority Partnership Scheme / Primary Authority Scheme	18
<b>4. RESOURCES</b>	<b>18</b>
4.1 Financial	18
4.2 Staffing Allocation	19
4.3 Staff Development	20
4.4 Equipment and Facilities	21
<b>5. QUALITY ASSESSMENT</b>	<b>21</b>
<b>6. REVIEW OF 2012/13 HEALTH &amp; SAFETY SERVICE PLAN</b>	<b>21</b>
6.1 Review against the Service Plan	21
6.2 Performance Review 2012/13	22
6.2.1 Health and Safety Interventions	22
6.2.2 Promotional / Campaign Work	23
6.2.3 Health and Safety Complaints and Requests for Service	23
6.2.4 Complaints against our Staff	24
6.2.5 Compliments about our Staff	24
6.2.6 Accidents/Disease/Dangerous Occurrences Investigations	24
6.2.7 Formal Enforcement Action	24
6.2.8 Improvement Proposals 2012/13	24



**7. KEY AREAS FOR IMPROVEMENT / CHALLENGES FOR 2013/14** 25  
**INTRODUCTION**

This Service Plan details how the Health and Safety service will be delivered by Hartlepool Borough Council.

The Plan accords with the requirements of the mandatory guidance issued by the Health and Safety Executive (HSE) under Section 18 of the Health and Safety at Work etc. Act 1974 (HSWA).

The HSE and Local Authorities (LAs) both have a statutory duty to 'make adequate arrangements for enforcement' under Section 18 of HSWA. In 2012 the National Local Authority Enforcement Code Health and Safety at Work England, Scotland and Wales was published. The Code sets out what is meant by 'adequate arrangements for enforcement'.

This Code replaces the earlier S18 Standard and concentrates on the following four objectives:

- a) Clarifying the **roles and responsibilities** of business, regulators and professional bodies to ensure a shared understanding on the management of risk;
- b) Outlining the **risk-based regulatory approach** that LAs should adopt with reference to the Regulator's Compliance Code, HSE's Enforcement Policy Statement and the need to target relevant and effective interventions that focus on influencing behaviours and improving the management of risk;
- c) Setting out the need for the **training and competence** of LA H&S regulators linked to the authorisation and use of HSWA powers; and
- d) Explaining the arrangements for collection and publication of LA data and peer review to give an **assurance on meeting the requirements of this Code**.

This Plan sets out the Council's aims in respect of its health and safety enforcement service and the means by which those aims are to be fulfilled.

Whilst focussing primarily on the year 2013/14, where relevant, longer-term objectives are identified. Additionally, there is a review of performance for 2012/13 and this aims to inform decisions about how best to build on past successes and address performance gaps.

The Plan is reviewed annually and has been approved by the Regeneration Services Committee.

.

## **1 SERVICE AIMS AND OBJECTIVES**

### **1.1 Service Aims and Objectives**

Hartlepool Borough Council aims:

- to carry out our enforcement duties and deliver high quality services through the efficient and effective use of resources;
- to supplement our enforcement role by providing targeted education and advice;
- to encourage innovation through actively seeking out best practice and working in partnership with other agencies;
- to actively contribute towards achieving nationally agreed strategic aims and objectives; and
- to ensure our actions are consistent, proportionate and targeted and that we are transparent and open about what we do.

In its delivery of the service the Council will have regard to directions from the Health and Safety Executive, Health and Safety / Local Authority Liaison Committee (HELA), Approved Codes of Practice, the Regulators' Compliance Code, and any other relevant guidance.

### **1.2 Links to Corporate Objectives and Plans**

This service plan fits into the hierarchy of the Council's planning process as follows:

- Hartlepool's Community Strategy - the Local Strategic Partnerships (the Hartlepool Partnership)
- Corporate Plan
- Regeneration and Neighbourhoods Departmental Plan
- Health and Safety Enforcement Service Plan - sets out how the Council aims to deliver this statutory service and the Consumer Services section's contribution to corporate objectives.

#### **Overall Aim / Vision**

The Council's overall aim is:

***“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, and virtually identical to, the Hartlepool Partnership's long term vision, agreed in July 2008, looking 20 years ahead, which 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.’***

The Council has adopted eight themes that the Partnership has agreed forms part of the sustainable Community Strategy:-

- Jobs and the Economy
- Lifelong Learning and Skills
- Health and Wellbeing
- Community Safety
- Environment
- Housing
- Culture and Leisure and Community Learning
- Strengthening Communities

The Council has a ninth theme, which covers what the Council is doing to sustain its capacity to deliver excellent, value for money services in the future:-

- Organisational Development

To contribute to the Council's overall aim/vision, through this Food Law Enforcement Service Plan, the Commercial Services team has made a commitment to ensure the safe production, manufacture, storage, handling and preparation of food and its proper composition and labelling.

This Food Law Service Plan contributes towards the main themes in the following ways:

- **Jobs and the Economy**

By providing advice and information to new and existing businesses to assist them in meeting their legal requirements with regard to health, safety and welfare, and avoid potential costly action at a later stage;

- **Lifelong Learning and Skills**

By providing advice as regards to what training is appropriate for particular jobs. This advisory role is supplemented with enforcement action where necessary to ensure that the appropriate training is provided to employees. The team also provides seminars on current health and safety issues to the wider community;

- **Health and Wellbeing**

By ensuring that businesses meet their obligations as regards health and safety the well being of both employees and the public will be protected;

- **Community Safety**

By encouraging awareness amongst businesses of the role they can play in reducing problems in their community by keeping premises in a clean, tidy and safe condition;

- **Environment**

By encouraging businesses to be aware of environmental issues which they can control, such as proper disposal of hazardous waste;

- **Culture and Leisure and Community Learning**

By exploring ways to promote high standards of compliance with health, safety and welfare law in hotels, other tourist accommodation, public houses and other catering and retail premises. This also applies to ensuring events to which the public are admitted are held safely.

- **Strengthening Communities**

By developing ways of communicating well with all customers, including proprietors of businesses whose first language is not English, and ensuring that we deliver our service equitably to all.

- **Organisational Development**

To contribute towards the key outcomes of improving the efficiency and effectiveness of the organisation and to deliver effective customer focussed services, meeting the needs of diverse groups and maintaining customer satisfaction.

The Council is committed to the principles of equality and diversity. The Health and Safety Service Plan consequently aims to ensure that the same high standards of service is offered to all, and that recognition is given to the varying needs and backgrounds of its customers.

## **2 BACKGROUND**

### **2.1 Profile of the Local Authority**

Hartlepool is situated on the North East coast of England. The Borough consists of the town of Hartlepool and a number of small outlying villages. The total area of the Borough is 9,390 hectares.

Hartlepool is a unitary authority, providing a full range of services. It adjoins Durham County Council to the north and west and Stockton-on-Tees Borough Council to the south. The residential population is 92,028 of which ethnic minorities comprise 3.4% (2011 census).

The borough contains a rich mix of the very old and the very new. Its historic beginnings can be traced back to the discovery of an iron-age settlement at Catcote Village and the headland, known locally as “Old Hartlepool” is steeped in history. On the other hand, the former South Docks area has been transformed in to a fabulous 500-berth Marina.

The tourist industry impacts upon recreational opportunities, shopping facilities and leisure facilities, including the provision of food and drink outlets. There are currently 1343<sup>1</sup> businesses in Hartlepool for which the Council is the enforcing authority.

## **2.2 Organisational Structure**

Hartlepool Borough Council is a democratic organisation. Following a referendum held on 15th November 2012, Hartlepool Borough Council has agreed a revised Constitution which sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people.

The Council has moved from operating under an Elected Mayor and Cabinet model of governance to a new arrangement based on Committees of 32 elected Councillors who are responsible for agreeing policies about provision of services and how the Council's money is spent.

Under the Council's new governance arrangements, most day-to-day decisions are taken by five Policy Committees. These Policy Committees cover the following main service areas:

- Finance and Policy Committee
- Adult Services Committee
- Children's Services Committee
- Neighbourhood Services Committee
- Regeneration Services Committee

The Regeneration Services Committee provides political oversight for health and safety law enforcement.

The Council is made up of three Departments:

- Chief Executives
- Child and Adult Services
- Regeneration and Neighbourhoods

---

<sup>1</sup> Total number of premises as at 31/3/2013  
13.08.29 - RSC - 6.1 - Health and Safety Service Plan 2013-14 - Appendix 1

The health and safety service is delivered through the Regeneration Division of the Regeneration and Neighbourhoods Department.

### **2.3 Scope of the Health and Safety Service**

The Council's Commercial Services team is a constituent part of the Regeneration Division and is responsible for delivery of the health and safety service.

Service delivery broadly comprises:

- Carrying out interventions including inspections;
- Investigating complaints regarding health and safety and associated issues;
- Investigating workplace accidents, diseases and dangerous occurrences;
- Providing advice and information;
- Taking action (formal and informal) to ensure compliance with legislation;
- Responding to asbestos notifications;
- Registering premises and persons offering personal treatments e.g. body piercing, tattooing, acupuncture etc;
- Acting as a Statutory Consultee for applications made under the Licensing Act 2003; and
- Enforcing smoke free legislation in public places.

To achieve strategic aims and objectives it is necessary to work in partnership with other local authorities, the Health and Safety Executive and businesses. The Council aims to ensure that these joint working arrangements are in place and that officers of the service contribute and are committed to the ongoing development of these arrangements.

### **2.4 Demands on the Health and Safety Service**

The Health and Safety Executive and Local Authorities are the principal enforcing authorities for Health and Safety at Work etc Act 1974 (HSWA) in Great Britain.

The primary purpose of the HSWA is to control risks from work activities. The role of the HSE and LAs is to ensure that duty holders manage and control these risks and thus prevent harm to employees and to the public.

The type of premises/nature of work activity falling to local authorities for enforcement is dictated by Health and Safety (Enforcing Authority) Regulations 1989 with further guidance provided by Health and Safety / Local Authority Liaison Committee (HELA) which is the formal enforcement liaison committee between the HSE and LAs.

There are currently 1,343 premises in Hartlepool for which the Council is the Enforcing Authority for Health and Safety. Such premises include: retailers, wholesalers, offices, catering premises (including hotels and guest houses), leisure and consumer services and residential care homes. The businesses

are predominantly small, medium and micro businesses (employing less than 10 employees).

Other premises within the borough, including premises within local authority control, are within the enforcing remit of the Health & Safety Executive (HSE).

The table below provides a profile of the premises within the borough.

<b>Premises Type</b>	<b>No of Premises (As at 01/04/13)</b>
Retail Shops	424
Wholesale	22
Offices	160
Catering Services	250
Hotel/residential	17
Residential Care Homes	32
Leisure and Cultural	199
Consumer Services	233
Other (Miscellaneous)	6
<b>Total</b>	<b>1343</b>

The delivery point for the health and safety enforcement service is at:

Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

Telephone: (01429) 266522

Fax: (01429) 523308

Members of the public and businesses may access the service at this point from 08.30 - 17.00 Monday to Thursday and 08.30 - 16.30 on Friday.

A 24-hour emergency call-out also operates to deal with Environmental Health emergencies which occur out of hours. Contact can be made via Hartlepool Housing's Greenbank Offices on (01429) 869424.

## **2.5 Enforcement Policy**

The Council has signed up to the Enforcement Concordat and has in place a Public Protection Enforcement Policy, which was approved by the Adult and Public Health Services Portfolio Holder in June 2011. This policy covers health and safety enforcement.

The Health and Safety Executive Enforcement Management Model (EMM) will be used to inform the service's decision making process. Officers also have reference to the HSE's Enforcement Guide and the Work Related Deaths Protocol.

### **3 SERVICE DELIVERY**

The Council is committed to meeting its obligations under Section 18 of the Health and Safety at Work etc Act 1974.

#### **3.1 Regulatory Reform**

There have been significant changes in regulatory approach over the last few years, and these have escalated since the Coalition Government came into power. The key objective is to free up business growth by transforming regulatory enforcement.

In his report “Reclaiming health & safety for all: An independent review of health and safety legislation”, commissioned by the then Minister for Employment, Professor Lofstedt recommended that HSE be given a stronger role in directing Local Authority (LA) health & safety inspection and enforcement activity.

In response to this recommendation and as an outcome of the Red Tape Challenge on Health and Safety the ‘National Local Authority Enforcement Code Health and Safety at Work England, Scotland & Wales’ was developed and issued in 2013. The Code is given legal effect as HSE guidance to LAs under section 18(4) (b) of the Health and Safety at Work etc. Act 1974 and is designed to ensure that LA health and safety regulators take a more consistent and proportionate approach to enforcement.

The Code acknowledges that whilst the primary responsibility for managing health and safety risks lies with the business who creates the risk, LA health & safety regulators have an important role in ensuring the effective and proportionate management of risks, supporting business, protecting their communities and contributing to a wider public health agenda.

The Code provides direction to LAs on meeting these requirements, and reporting on compliance.

In drawing up this service plan we are setting out the approach we intend to take to comply with the Code and ensure that we use a risk-based, targeted and proportionate approach to our interventions and enforcement in accordance with the principles of good regulation which requires enforcement to be demonstrably targeted, proportionate, consistent, transparent and accountable.

The Service Plan sets out the risks which we consider we need to address and the range of interventions which we will use to influence behavioural change in the way business manages or undertakes its work.

Enforcement Officers will ensure that every effort will be made to reduce administrative burdens on businesses. At the same time they will take efficient, effective and proportionate enforcement, concentrating on poor performers who present the highest risk to the health and safety of workers and the public.



Hartlepool Council is an active member of the Tees Valley Health and Safety Liaison Group. Through this group the five local authorities have collectively identified targeted work areas for 2013/14 based on:

- national priorities
- local intelligence and evidence

A joint work plan has been prepared and we aim to deliver this along with other interventions that are required at a local level.

This service plan sets out the activities that the service intends to carry out in 2013/14 to meet this requirement within the resources available. The programme will be delivered using the following interventions:

### **3.2 Interventions**

There are 11 types of proactive intervention, including inspections and 2 types of reactive interventions. These are.

#### **a. Proactive interventions :**

1. partnership
2. motivating senior managers
3. supply chain
4. design and supply
5. sector and industry wide initiatives
6. working with those at risk
7. education and awareness
8. proactive inspection (restricted to activities/sectors specified by HSE or where there is evidence that risks are not being effectively managed)
9. intermediaries
10. best practice
11. recognising good performance

#### **b. Reactive interventions :**

1. incident and ill-health investigation
2. dealing with issues of concern that are raised and complaints

Health and safety interventions are carried out in accordance with the Council's policy and standard operating procedures and relevant national guidance i.e. the National Code.

Information on premises liable to health and safety interventions is held on the APP computerised system. An intervention programme is produced from this system at the commencement of each reporting year.

During 2013/14 we will carry out a range of interventions based on risk, local intelligence, performance history, RIDDOR reports, complaints and national occupational health data.

### **3.2.1 Proactive Interventions including Inspections**

The Code states that proactive inspection must only be used to target the high risk activities in those sectors specified by HSE or where intelligence suggests risks are not being effectively managed. For this purpose HSE have published a list of high risk sectors (and the key activities that make them such) that are to be subject to proactive inspections by LAs.

### **3.2.2 Delivery of local and national priorities**

The Code provides flexibility for LAs to address local priorities alongside the national priorities set by HSE. Having identified their evidence-based priorities LAs are directed to address them using the whole range of regulatory interventions but preserve proactive inspection only for activities/sectors specified by HSE or where there is evidence that risks are not being effectively managed.

#### **a) National Priorities**

The HSE set a list of national priorities, which this year includes the following activities/sectors:

No	Hazards	High Risk Sectors	High Risk Activities
1	Legionella infection	Premises with cooling towers/evaporative condensers	Lack of suitable legionella control measures
2	Explosion caused by leaking LPG	Premises (including caravan parks) with buried metal LPG pipework	Buried metal LPG pipe work (For caravan parks to communal/amenity blocks only)
3	e.coli/cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions	Lack of suitable micro-organism control measures
4	Fatalities/injuries resulting from being struck by vehicles	Tyre fitters*/ MVR* (as part of Car Sales) High volume Warehousing/Distribution	Use of two-post vehicle lifts Workplace transport
5	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries	Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Workplace transport/work at height/cutting machinery/lifting equipment
6	Industrial diseases (occupational asthma/deafness)	MVR*(as part of Car Sales) Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Use of Isocyanate paints Noise and dust

No	Hazards	High Risk Sectors	High Risk Activities
7	Falls from height	High volume Warehousing/Distribution	Work at height
8	Crowd control & injuries/fatalities to the public	Large scale public events/sports/leisure facilities e.g. motorised leisure pursuits including off road vehicles and track days	Inadequate consideration of public safety e.g. poor organisation and/or supervision of high speed or off-road vehicle movements
9	Carbon monoxide poisoning	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances
10	Violence at work	Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting shops/off-licences/care settings) and where intelligence indicates that risks are not being effectively managed	Lack of suitable security measures/procedures

No	Hazards	High Risk Sectors	High Risk Activities
1	Legionella infection	Premises with cooling towers/evaporative condensers	Lack of suitable legionella control measures
2	Explosion caused by leaking LPG	Premises (including caravan parks) with buried metal LPG pipework	Buried metal LPG pipe work (For caravan parks to communal/amenity blocks only)
3	e.coli/cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions	Lack of suitable micro-organism control measures
4	Fatalities/injuries resulting from being struck by vehicles	Tyre fitters*/ MVR* (as part of Car Sales) High volume Warehousing/Distribution	Use of two-post vehicle lifts Workplace transport
5	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries	Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Workplace transport/work at height/cutting machinery/lifting equipment
6	Industrial diseases (occupational asthma/deafness)	MVR*(as part of Car Sales) Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Use of Isocyanate paints Noise and dust

No	Hazards	High Risk Sectors	High Risk Activities
7	Falls from height	High volume Warehousing/Distribution	Work at height
8	Crowd control & injuries/fatalities to the public	Large scale public events/sports/leisure facilities e.g. motorised leisure pursuits including off road vehicles and track days	Inadequate consideration of public safety e.g. poor organisation and/or supervision of high speed or off-road vehicle movements
9	Carbon monoxide poisoning	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances
10	Violence at work	Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting shops/off-licences/care settings) and where intelligence indicates that risks are not being effectively managed	Lack of suitable security measures/procedures

**b) Regional Priorities**

The Authority has agreed to work in partnership with the other Tees Valley Authorities and HSE where appropriate to deliver local awareness based initiatives and enforcement focused on:

- Gas Safety in Commercial Catering Premises
- To Engage with the Public Health Agenda

All members of the Tees Valley Health and Safety Liaison Group have agreed to seek opportunities to engage with the public health agenda with particular emphasis on improving health in the workplace. Best practice and opportunities for partnership work with regards to public health will be shared.

**c) Local Priorities**

We recognise that we have a vital role to play in ensuring that the regulatory system is focused on better health and safety outcomes and not purely technical breaches of the law. During interventions officers will focus on specific risks which are the key causes of workplace accidents, injuries and ill health. Using local based intelligence we have identified the following priorities which can be addressed during our contact with businesses, including through other areas of work e.g. food inspections and licensing visits.

<b>Priority Topics</b>	<b>Estimated no of premises that topic is applicable to</b>
Falls from windows/balconies in residential care home settings	32
Asbestos Management	335
Gas Safety in Commercial Kitchens	153
Deliveries / Workplace Transport	158
Cellar Safety	60
Occupational Disease e.g. Dermatitis	68
Managing Risks from Legionella	4
Violence at Work	36

It is anticipated that consistent, high quality interventions by the service will, over time, result in a general improvement in standards, reducing the frequency for recourse to formal action.

An estimated 10% of interventions are of premises where it is more appropriate to conduct interventions outside the standard working time hours. Arrangements are in place to inspect these premises out of hours by making use of the Council's flexible working arrangements, lieu time facilities and, if necessary, paid overtime. In addition, these arrangements will permit the

occasional intervention at premises which open outside of, as well as during standard work time hours.

Revisits will be carried out to check compliance with all statutory notices and where contraventions have been identified which may lead to risks to health and safety. Revisits other than for statutory notices will be made at officer's discretion.

It is estimated that such revisits are required in 10% of instances. The intervention programme for 2013/14 is expected to generate 40 revisits. A number of these premises revisits will be undertaken outside standard working hours and arrangements are in place to facilitate this.

The performance against targets for all health and safety interventions is reported quarterly as part of the Regeneration & Neighbourhoods Department internal performance monitoring. In addition, performance against targets is reported quarterly to the Regeneration Services Department as part of the Regeneration & Neighbourhoods department plan update.

### **3.2.3 Unrated Premises**

During 2011/12 substantial work was carried out updating our premises database and this generated a significant number of unrated premises. Currently there is no national guidance on how to address unrated premises, with the exception that premises must not receive an inspection without a reason.

We aim to identify businesses that fit in with national, regional and local priorities (e.g. by business directories, information from business rates and other intelligence) so that we can focus our interventions on those that present the greatest risk.

### **3.2.4 Combined Food & Health and Safety Interventions**

A joint statement by Food Standards Agency, Local Regulation and Health and Safety Executive was published on 23 February 2011 providing clarification on implementing the Lord Young recommendation to combine food safety and health safety inspections. This statement emphasised that this approach should not result in an increase of inspections in accordance with government mandate.

We currently provide a combined food safety and health and safety service and have done so for many years to maximize resource use. We will continue with this approach and will where appropriate carry out targeted interventions.

## **3.3 Reactive Interventions**

### **3.3.1 Health and Safety Complaints and Service Requests**

In order to target those businesses that are poor performers and not meeting the requirements under health and safety legislation we will place significant

emphasis on reactive work such as dealing with complaints, accidents and incidents.

It is intended that every complaint / request for service is responded to within 2 working days. The initial response is determined after assessment of the information received, and is based on the risk arising from the conditions that are the subject of the complaint.

Complaints are investigated in accordance with established procedures. The potential actions that are available vary from the provision of advice, often after liaison with the business, to full prosecution procedures in line with the Council's Public Protection Enforcement Policy. Officers also have regard to the Enforcement Management Model (EMM) when making enforcement decisions.

This reactive work is variable and unpredictable in nature and volume and includes complaints about poor working conditions, safety concerns and smokefree complaints. Based on the previous two years data it is estimated that 30 complaints / service requests will result in a visit being carried out.

### **3.3.2 Dealing with Matters of Evident Concern**

The Code acknowledges that there will be other reasons that LAs undertake site visits to businesses, for example food hygiene or licensing, and there will be circumstances when officers may become aware of a significant health and safety issue. LAs are directed to deal with such matters at the time of the initial visit wherever possible and factor it into their assessment of how the company is managing its risks, rating the premises accordingly.

Responding to matters of evident concern may involve Authorised Officers using Flexible Warrants in premises where HSE is the enforcing authority, where appropriate.

Information relating to action taken in dealing with matters of evident concern has not previously been recorded as it forms part of the officer's role, but it is estimated as likely to require reactive health and safety interventions during approximately 30% of food safety inspections.

### **3.3.3 LPG Campaign Visits**

As in previous years, under the direction of the HSE, visits will be made to sites as part of the co-ordinated national campaign to address LPG underground pipework in response to Lord Gill's recommendation. Officers will continue to inspect LPG installations in commercial premises and ensure that action will be taken to address potentially dangerous underground pipework.

### **3.3.4 Accident/Disease/Dangerous Occurrences Investigations**

Some accidents, diseases and dangerous occurrences must be reported under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. To co-ordinate the reporting of these

incidents nationally is the Incident Contact Centre, which receives notification and arranges for these to be notified to the appropriate enforcing authority.

Once a notification is received it is accessed from a secure website. This work involves administrative resource to filter, download, direct and redirect incidents. Once accepted a decision by a senior officer is made as to whether the matter requires further investigation using selection criteria. The investigation selection criteria are based on national guidance.

In some cases incidents can have a considerable impact on planned work as there is a need to react immediately. For example, accidents involving a fatality, major and/or multiple injury and those likely to affect the public will require immediate response, including out of hours if necessary.

The following data from the last three years gives some indication of the likely workload:

	10/11	11/12	12/13
Number of reported Accidents	78	61	54
Number requiring investigation	28	16	14

NB. Investigations may take several months to complete and can span financial years.

### **3.3.5 Supporting Businesses & Others**

In support of local economic development and growth the Council considers that providing advice and support to business, especially new business start-ups, to help them to comply with the requirements of legislation, is one of our core activities. For health and safety issues the Council has a policy of offering comprehensive and usefully tailored advice to any business for which we are, or are likely to become, the enforcing authority. Feedback from businesses indicates that they value this type of contact.

Advice will be available during the course of routine visits and interventions, through information publications such as leaflets and booklets and in response to queries. We will signpost individuals/businesses to the Council and/or HSE website accordingly.

Advisory visits which are undertaken are distinct from regulatory visits and are made at the convenience of the business without recourse to the section 20 regulatory powers of entry provided by the HSWA. Our focus may be broader than specific health and safety outcomes as advice and support given can impact on wider public health outcomes/health inequalities. In 2012/13 we worked with 129 new businesses.

During 2013/14 we also intend to explore the feasibility of carrying out a targeted information campaign applying the principles of the 'Estates Excellence Model' on a local level. This will involve working in partnership with the Council's Economic Development team, local businesses and other agencies.



### 3.3.6 Sampling

In addition to focussing on specific health and safety outcomes we will carry out a programme of sampling to provide useful data to enable more objective assessment of factors which can impact on wider public health outcomes / health inequalities.

Samples may be taken in response to health and safety concerns e.g. in relation to *Legionella* or water quality.

During 2013/14 the service intends to participate in a cross regional survey assessing 'Hygiene in Hairdressing and Beauty Salons'. The survey is to be co-ordinated by the Public Health England's York Food, Water & Environmental Microbiology Laboratory. It aims to use microbiological methods to assess the general cleanliness and hygiene standards in place in premises engaged in hairdressing and other cosmetic procedures (e.g. manicure, pedicure, waxing, tanning and electrolysis).

Samples will include environmental swabs and re-usable items e.g. nail files, combs etc. which will be analysed for *Staphylococci* and *E.coli* bacteria. In addition pre-flush tap water will be analysed for *E.coli* and *Pseudomonas aeruginosa* bacteria and shower water for *Legionella species*.

### 3.4 Complaints against our Staff

Anyone who is aggrieved by the actions of a member of staff is encouraged, in the first instance, to contact the employee's line manager. Details of how and who to make contact with are contained in the inspection report left at the time of an inspection.

Formal complaints are investigated in accordance with the Council's corporate complaint procedure.

### 3.5 Liaison Arrangements

The Council actively participates in local and regional activities and is represented on the following:

- Tees Valley Health and Safety Liaison Group;
- Tees Valley Public Protection Heads of Service Group;
- North East Public Protection Partnership;
- North of England Regulatory Liaison Group.

The Authority receives and takes cognisance of guidance from a number of bodies but principally the Health and Safety Executive, Local Authority Unit the Chartered Institute of Environmental Health.

The service acts as a Statutory Consultee for applications relating to Premises Licences made under the Licensing Act 2003 and are consultees for commercial planning applications.

**3.6 Lead Authority Partnership Scheme (LAPS) / Primary Authority Scheme**

It is the Council's policy to comply with HSE's mandatory guidance in respect of the Lead Authority Partnership Scheme (LAPS) and Primary Authority Scheme.

In particular the Council will contact the Lead/Primary Authority and liaise over:

- issues arising in connection with inspection plans
- any proposed formal enforcement action
- service of Prohibition Notices
- shortcomings in the companies policies that have wide implications
- death, major injury, work related ill health or dangerous occurrences reportable under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations

In Hartlepool, there are currently no formal Primary Authority arrangements in place however we continue to work closely with local businesses on an informal basis.

The level of resourcing will have to be reviewed if an opportunity to enter into a formal Primary Authority arrangement arises.

**4. RESOURCES****4.1 Financial Resources**

The annual budget for the Consumer Services section in the year 2013/14 is given overleaf:

**2013/14 Budget**

	<b>£000.0</b>
Employees	492.0
Other Expenditure	116.1
Income	(19.5)
Net Budget	576.7

This budget is for other services provided by this section including Food, Animal Health and Trading Standards and resources are allocated in accordance with service demands.

The figures do not include the budget for administrative / support services which are now incorporated into the overall budget.

## **4.2 Staffing Allocation**

Under Section 18 of the Health and Safety at Work etc. Act 1974 the Authority is required to set out their commitment, priorities and planned interventions; and put in place the capacity, management infrastructure, performance and information systems to deliver an effective service and comply with their statutory duties; operate systems to train, appoint, authorise, monitor and maintain a competent inspectorate.

The Director of Regeneration & Neighbourhoods has overall responsibility for the delivery of the health and safety service. The Assistant Director (Regeneration) has responsibility for ensuring the delivery of the Council's Public Protection service, including delivery of the health and safety service, in accordance with the service plan.

The Public Protection Manager, with the requisite qualifications and experience, is designated as lead officer in relation to the health and safety function and has responsibility for the management of the service.

The resources determined necessary to deliver the service in 2013/14 are as follows:

1 x 0.20 FTE Public Protection Manager (with responsibility also for Food, Licensing, Trading Standards, Environmental Standards & IT)

1 x 0.33 FTE Principal Environmental Health Officer (Commercial Services) (with responsibility also for Food and Animal Health)

3 x 0.25 FTE EHO (with requisite qualifications and experience)

1 x 0.10 FTE Part-time EHO

1 x FTE Technical Officer (Health & Safety)

These are considered to be the minimum resources required to deliver the commitments set out in this Plan and to comply with the S18 Standard.

The Public Protection Manager has responsibility for planning service delivery and management of the Health and Safety Service, Food, Licensing, Public Health, Water Quality, Trading Standards, Animal Health and Welfare, Environmental Protection and I.T. as well as general management responsibilities as a member of the Regeneration Management Team.

The Principal EHO (Commercial Services) has responsibility for the day to day supervision of the Health and Safety Service, Food, Public Health, Water Quality and Animal Health and Welfare.

The EHO's are responsible for carrying out the health and safety premises intervention programme as well as the delivery of all other aspects of the health and safety service and will undertake complex investigations. In addition these officers undertake food and other enforcement work.

The Technical Officer (Health and Safety) is responsible for interventions including inspections, as well as revisits, investigation of less complex complaints, investigation of accidents and the provision of advice.

Administrative support is provided by the Support Services team based within the Regeneration & Neighbourhood Services department.

All staff engaged in health and safety law enforcement activity are suitably trained and qualified and appropriately authorised in accordance with guidance and internal policy.

#### **4.3 Staff Development**

The Council is committed to the training and personal development of its employees through the Investors in People (IIP) process and has in place Personal Development Plans for all members of staff.

The Staff Personal Development Plan Scheme allows for the formal identification of the training needs of staff members in terms of personal development linked with the development needs of the service on an annual basis.

To assess competence standards in respect of regulatory skills and knowledge and identify development needs, officers will also use the HSE's web-based Regulators' Development Needs Analysis (rDNA) tool for inspectors.

It is a mandatory requirement for officers of the health and safety service to maintain their professional competency. This is achieved in a variety of ways including through attendance at accredited short courses, seminars or conferences, by vocational visits, directed reading and e-learning and via access to the Guidance to Regulator's Information Point (GRIP).

A Personal Development Plan that clearly prioritises training requirements of individual staff members will be developed and reviewed bi-annually. Detailed records are maintained relating to all training received by officers.

#### **4.4 Equipment and Facilities**

A range of equipment and facilities are required for the effective operation of the health and safety service.

The service has a computerised performance management system, Authority Public Protection (APP). This is capable of maintaining up to date accurate data relating to the activities of the health and safety service. A documented database management procedure has been produced to ensure that the system is properly maintained, up to date and secure. The system is used for the generation of the inspection programmes, the recording and tracking of all health and safety activities, the production of statutory returns and the effective management of performance.

## **5. QUALITY ASSESSMENT**

The Council is committed to quality service provision. To support this commitment the health and safety service seeks to ensure consistent, effective, efficient and ethical service delivery that constitutes value for money.

A range of performance monitoring information will be used to assess the extent to which the health and safety service achieves this objective and will include on-going monitoring against pre-set targets, both internal and external audits and stakeholder feedback.

Specifically the Principal EHO (Commercial Services) will carry out accompanied visits with officers undertaking inspections, investigations and other duties for the purpose of monitoring consistency and quality of the inspection and other visits carried out as well as maintaining and giving feedback with regard to associated documentation and reports.

It is possible that the Health and Safety Executive may at any time notify the Council of their intention to carry out an audit of the service.

## **6 REVIEW OF 2012/13 HEALTH & SAFETY SERVICE PLAN**

### **6.1 Review against the Service Plan**

It is recognised that a key element of the service planning process is the rational review of past performance. In the formulation of this service plan a review has been conducted of performance against those targets established for the year 2012/13.

This service plan will be reviewed at the conclusion of the year 2013/14 and at any point during the year where significant legislative changes or other relevant factors occur during the year.

It is the responsibility of the Public Protection Manager to carry out that review with the Assistant Director (Regeneration).

The service plan review will identify any shortfalls in service delivery and will inform decisions about future staffing and resource allocation, service standards, targets and priorities.

Any relevant amendments to the Council's Corporate Plan will be incorporated into the service plan.

Following any review leading to proposed revision of the service plan Member approval will be sought.

### **6.2 Performance Review 2012/2013**

This section describes performance of the service in key areas.

**6.2.1 Health & Safety Interventions**

Due to prioritising resources in relation to food hygiene interventions and an unprecedented volume of reactive work the health and safety intervention programme for 2012/13 did not reach the target of 100%.

In total interventions were carried out at 331 premises equating to 64% of the intervention programme. These were risk based and multiple priority topics were covered during some visits. The outstanding interventions will be added to the 2013/14 programme.

Below is a summary of the topics which were covered during the intervention visits:

<b>Topic</b>	<b>Estimated no of premises that topic is applicable to</b>	<b>No of interventions achieved</b>
Asbestos Management	191	212
Gas Safety in Commercial Kitchens	184	154
Deliveries / Workplace Transport	157	175
Cellar Safety	70	65
Occupational Disease e.g. Dermatitis	34	16
Managing Risks from Legionella	55	9

In addition officers made 21 revisits to monitor compliance with contraventions identified during planned interventions.

It appears that the credit crunch is continuing to have an impact on standards. Financial pressures as a result of the recession has resulted in some businesses failing to carry out essential maintenance / repairs, consequently there has been an increase in the number of contraventions found. We anticipate that this trend of reduction in standards is likely to continue until the economic climate improves.

During 2012/13 the Authority undertook 650 enforcement visits to assess compliance with smoke free legislation which came into force on 1<sup>st</sup> July 2007, a proportion of which were carried out in conjunction with health and safety inspections. We also responded to 2 complaints regarding this legislation.

**6.2.2 Promotional/Campaign Work**

During 2012/13 the following promotional/campaign work was undertaken:

**a) National LPG Inspection Campaign**

We did not receive any referrals from the HSE in relation to the LPG Inspection Campaign therefore no inspections were required to be undertaken.

**b) Work to Engage with the Public Health Agenda**

Work was undertaken with a view to engaging with the Public Health Agenda with particular emphasis on improving health in the workplace.

An example of this work, is a study of 'Hygiene in Tattoo and Piercing Premises' which was undertaken as part of a cross regional survey. The survey was co-ordinated by the Public Health England's York Food, Water & Environmental Microbiology Laboratory.

This survey aimed to use microbiological methods to assess the general cleanliness and hygiene standards in place in premises engaged in Tattooing or body piercing activity. All six premises registered in Hartlepool as offering tattooing were visited.

The survey involved taking swabs from treatment couches and work surfaces and collecting tap water used for hand washing. All swabs produced satisfactory results, however, *Pseudomonas aeruginosa* was detected in two water samples. Whilst this bacterium rarely causes infection in healthy people it can cause a wide range of infections. Advice was given and re-samples were taken. In one of the premises, it was necessary for the taps to be replaced as cleaning proved ineffective.

This public health focussed work will continue during 2013/14.

**6.2.3 Health and Safety Complaints & Requests for Service**

During the year the service carried out 18 visits in response to complaints / service requests relating to health and safety conditions and working practice. The initial response to these requests have been undertaken all within our target of 2 working days; however, they have had some effect on performance of the intervention programme.

Officers responded to all statutory consultations relating to applications made under the Licensing Act 2003.

Two cases of Legionella were reported during the third quarter and both were investigated by officers from the department. No links were established between the two cases and close liaison with the Health Protection Agency was maintained throughout.

**6.2.4 Complaints against Our Staff**

No complaints were made against our staff during 2012/13.

### **6.2.5 Compliments about our Staff**

The Public Protection Service regularly consults with users of the Service to establish whether the contact had been helpful and fair.

In 2012/13 the final satisfaction figure was 81%. As a figure of 100% would mean every customer being very satisfied with both the fairness and helpfulness of the officer concerned a final figure of 81% is a very good result and a testament to the work of the team.

### **6.2.6 Accidents/Diseases/Dangerous Occurrences Investigations**

The service received 54 accident notifications during the year. All were responded to within 1 working day. These notifications generated 24 visits by enforcement staff.

In addition a work-related death occurred in a premises for which we have enforcement responsibility. The investigation into this incident is ongoing and has required a significant amount of resource necessitating the temporary backfilling of the lead officer's post to minimise the impact on this service area.

### **6.2.7 Formal Enforcement Action**

During 2012/13 It was necessary to serve 6 Prohibition Notices and 6 Improvement Notices. Four Prohibition Notices were served to prohibit the use of unguarded machinery (a food slicing machine and an air receiver) and two Prohibition Notices were served regarding window openings. A further six Improvement Notices were served, four of which related to a petrol filling station. No legal proceedings or Simple Cautions were undertaken however summonses were laid in relation to health and safety offences.

### **6.2.8 Improvement Proposals 2012/13**

The following areas for improvement were identified in the 2012/13 Health and Safety Service Plan.

1. The Public Protection Section continues to face significant financial pressures due to ongoing Council savings and, as such, the need to prioritise service delivery and maximise effectiveness remains paramount.

We aim to make best use of our resources by

- Carrying out combined interventions wherever possible
- Targeting interventions according to risk
- Using staff flexibly across teams

Due to prioritising food hygiene inspections and an unprecedented volume of reactive work it was not possible to complete all health and



safety interventions. The outstanding interventions will be added to the intervention programme for 2013/14.

2. During 2012/13 we will carry out work with colleagues to secure improvement in Public Health through the Health Protection and Improvement Elements of the Core Public Health Strategy. In particular we will continue to explore how we can contribute to the Public Health Outcomes Framework.

During 2012/13 we had discussions with colleagues at various liaison meetings so as to identify work being carried out by others to secure an improvement in Public Health.

We also carried out a number of interventions to secure improvement in Public Health. For example we carried out a microbiological survey of hygiene conditions in premises engaged in tattooing and piercing and provided businesses with advice regarding occupational health matters.

3. We intend to explore the feasibility of applying the principles of the 'Estates Excellence Model' on a local level. This will involve working in partnership with the Council's Economic Development team, local businesses and other agencies.

Due to other demands on the service we were unable to progress this proposal and as a result it has been carried forward to next year's work programme.

4. We will take cognisance of any recommendations made in response to the Government's review of health and safety law and practice.

In setting this year's service plan we have had regard to the Government's ongoing review of health and safety law and practice and the recommendations made and associated centrally issued guidance including that issued by the Health and Safety Executive.

## **7. KEY AREAS FOR IMPROVEMENT & CHALLENGES FOR 2013/14**

In addition to committing the service to specific operational activities such as performance of the inspection programme, the service planning process assists in highlighting areas where improvement is desirable.

Detailed below are specifically identified key areas for improvement that are to be progressed during 2013/14 and some of the main challenges facing the service.

1. The Public Protection Section continues to face significant financial pressures due to ongoing Council savings and, as such, the need to prioritise service delivery and maximise effectiveness remains paramount.

2. During 2013/14 we will carry out work with colleagues to secure improvement in Public Health through the Health Protection and Improvement Elements of the Core Public Health Strategy. In particular we will target our resources effectively using a range of interventions, including providing advice to businesses, with the aim of influencing behaviours and improving the management of health and safety risks which will have impact on wider public health outcomes. We plan to continue a programme of sampling to monitor and raise awareness in relation to occupational health and will continue to explore how we can contribute to the Public Health Outcomes Framework and funding streams to support this area of work.
3. We will review and update our standard operating procedures to reflect current guidance.

# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



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

**Subject:** FOOD LAW ENFORCEMENT SERVICE PLAN  
2013/14

---

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

Non-Key Decision

## 2. PURPOSE OF REPORT

2.1 To consider the Food Law Enforcement Service Plan for 2013/14

## 3. BACKGROUND

- 3.1 The Food Standards Agency has a key role in overseeing local authority enforcement activities. They have duties to set and monitor standards of local authorities as well as carry out audits of enforcement activities to ensure that authorities are providing an effective service to protect public health and safety.
- 3.2 On 4 October 2000, the Food Standards Agency issued the document "Framework Agreement on Local Authority Food Law Enforcement". The guidance provides information on how local authority enforcement service plans should be structured and what they should contain. Service Plans developed under this guidance will provide the basis on which local authorities will be monitored and audited by the Food Standards Agency.
- 3.3 The service planning guidance ensures that key areas of enforcement are covered in local service plans, whilst allowing for the inclusion of locally defined objectives.
- 3.4 The Food Law Enforcement Service Plan for 2013/2014 is available in **Appendix 1** and takes into account the guidance requirements. The Plan details the Service's priorities for 2013/14 and highlights how these priorities will be addressed.

#### **4. PROPOSALS**

4.1 The Service Plan for 2012/13 has been updated to reflect last year's performance.

4.2 The Plan covers the following:

(i) Service Aims and Objectives:

That the Authority's food law service ensures public safety by ensuring food, drink and packaging meets adequate standards.

(ii) Links with Community Strategy, Corporate and Departmental Plans:

How the Plan contributes towards the Council's main priorities (Jobs and the Economy, Lifelong Learning and Skills, Health and Wellbeing, Community Safety, Environment, Culture and Leisure and Community Learning and Strengthening Communities).

(iii) Legislative Powers and Other Actions Available:

Powers to achieve public safety include programmed inspections of premises, appropriate registration/approval, food inspections, provision of advice, investigation of food complaints and food poisoning outbreaks, as well as the microbiological and chemical sampling of food.

(iv) Resources, including financial, staffing and staff development.

(v) A review of performance for 2012/13.

#### **5. SUMMARY OF MAIN ISSUES RAISED IN THE PLAN**

5.1 During 2012/13 the service completed 100% of all programmed food hygiene inspections planned for the year. As a result of prioritising resources in this area and additional work generated by reactive work, officers were unable to achieve the targets set in respect of food standards and feeding stuffs inspections. In total 88% (321/365) of food standards inspections were achieved and 83.3% (20/24) of feeding stuffs. The outstanding inspections (none of which are high risk) will be added to the programme for 2013/14.

5.2 In addition to the planned interventions 104 new food businesses were registered and inspected during the year.

5.3 As at the 1<sup>st</sup> April 2012, 95.1% of businesses in the borough were "Broadly Compliant" with food safety requirements (in 2011/12 the figure was 89.3%). For food standards 97.0% of businesses achieved broad compliance (in 2011/12 the figure was 73%). Officers aim to concentrate our resources to

increase our current rate by the end of 2013/14 however given the current financial climate this will be extremely challenging.

- 5.4 On 1<sup>st</sup> April 2012 Hartlepool Council migrated from the Tees Valley Food Hygiene Award scheme, which the Council has operated since 1 April 2007, to the national Food Hygiene Rating Scheme (FHRS). The FHRS scheme was launched by the FSA in November 2010 as a FSA / local authority partnership initiative to help consumers choose where to eat out, or shop for food. It was developed with the aim that it would become the single national scheme for England, Wales and Northern Ireland.

- 5.5 The profile of premises is as follows:

<b>Hygiene Rating</b>	<b>No of Premises @ 1.4.12</b>	<b>No of Premises @ 1.4.13</b>
5 ('Very Good')	407 ( <b>59.1%</b> )	434 ( <b>60.9%</b> )
4 ('Good')	139 ( <b>20.2%</b> )	164 ( <b>23.0%</b> )
3 ('Generally Satisfactory')	86 ( <b>12.5%</b> )	63 ( <b>8.9%</b> )
2 ('Improvement Necessary')	28 ( <b>4.1%</b> )	22 ( <b>3.1%</b> )
1 ('Major Improvement Necessary')	12 ( <b>1.7%</b> )	13 ( <b>1.8%</b> )
0 ('Urgent Improvement Necessary')	1 ( <b>0.1%</b> )	0 ( <b>0%</b> )
'Awaiting Inspection'	16 ( <b>2.3%</b> )	17 ( <b>2.4%</b> )
Total	689	713
'Exempt'	47	49
'Excluded'	7	9
Sensitive	0	32

- 5.6 It is pleasing to note that 92.8% of premises received a hygiene rating of '3' and above.
- 5.7 The service is committed to focussing its resources on carrying out interventions at those businesses which are deemed not to be 'broadly compliant' and has liaised with businesses that have been awarded a hygiene rating of '2' or less offering advice and support. Where necessary enforcement action will be taken to secure compliance.
- 5.8 During 2012/13 no Hygiene Emergency Prohibition Notices were served on businesses however a voluntary closure was agreed at one restaurant, which had a blocked drain. Four Hygiene Improvement Notices were issued; three were served for the provision of hot water and one for the provision of a wash hand basin. No Simple Cautions or prosecutions were undertaken however summonses were laid with regards hygiene offences at a public house / restaurant. The case was heard in April 2013.
- 5.9 The food sampling programme for 2012/13 was completed. The results of the food submitted for microbiological examination were generally satisfactory. In total 321 samples were submitted with 300 (93.5%) being

reported as 'satisfactory'. The majority of the unsatisfactory results were samples collected as part of a survey of butchers' shops (cooked meat, environmental swabs and wiping cloths). Advice was given to the businesses and follow up sampling was carried out.

- 5.10 E.coli O157 is a bacteria associated with raw foods such as meat, fruit and vegetables that have been in contact with the soil and are not supplied as ready-to-eat. E.coli O157 food poisoning has featured heavily in the news over the years with major outbreaks in Lanarkshire, South Wales, Germany and France.
- 5.11 In 2011 the FSA issued guidance to clarify the steps that food businesses that handle raw and ready-to-eat food need to take to control the risk of food becoming contaminated by E.coli O157 bacteria and to protect their customers. By targeting food hygiene procedures such as effective cleaning in food preparation areas and hand hygiene, this can help prevent or minimize cross-contamination occurring.
- 5.12 Officers carried out a focused survey of 10 sandwich shops, which had a poor inspection history, to assess compliance with the guidance. This involved observing practices, completion of a survey questionnaire and swabbing food preparation surfaces, equipment, and food handlers' hands. Out of 39 swabs taken only one was reported as unsatisfactory with another swab, taken from a chopping board, reported as borderline. The premises were revisited and the results discussed with the food business operator. Follow up swabs were taken, which were deemed to be satisfactory.
- 5.13 Each of the premises received a report detailing contraventions of the FSA guidance and/or statutory requirements noted by the sampling officer and remedial action required. Contraventions included: absence of staff training on procedures for controlling E.coli O157 contamination, staff did not change protective clothing between handling raw and ready-to-eat food, the same sinks were used to clean raw and ready-to eat equipment and the same wash hand basin was used for staff handling raw and ready-to-eat foods.
- 5.14 The findings of the survey demonstrated a lack of food handlers' knowledge concerning the risk of E.coli O157 cross-contamination in this type of premises. In particular the majority of food business operators were unaware that root vegetables that had been in contact with soil and are not supplied as ready-to-eat could be a source of E.coli O157. An information leaflet informing them of the key control measures to minimise E.coli O157 was provided and further surveys are planned to continue to raise awareness.
- 5.15 In total 120 food standards samples were submitted for analysis to assess compliance with compositional or labelling requirements with 99 (82.5%) being reported as 'satisfactory'.
- 5.16 Of the 21 unsatisfactory results obtained 16 related to locally produced takeaway meals. The majority (14) of these results concerned the presence

of peanuts in requested 'peanut free meals' or ingredients used in their production at a concentration which could cause serious illness in an allergic individual. Visits were made to each of the businesses. In addition to raise awareness advice letters were sent to all Indian and Chinese premises in Hartlepool and a press release was issued. Further sampling is to be undertaken this year.

- 5.17 As part of the sandwich shop survey referred to in 5.11 above, locally produced sandwich fillings were analysed to assess the fat and salt content of those made with mayonnaise. All sample results were reported as satisfactory for fat content, however although there are no targets set by the FSA for the salt content of sandwich fillings, it was found that there was scope to reduce the quantity of this ingredient. A letter detailing the results was sent out to each of the surveyed premises along with a leaflet containing advice on how to reduce the salt and fat content of their sandwich fillings.
- 5.18 During 2013/14 there are 353 programmed food hygiene interventions, 251 programmed food standards inspections and 46 feed hygiene inspections planned. (The number of premises liable for inspection fluctuates from year to year as the programme is based on the risk rating applied to the premises which determines the frequency of intervention). An estimated 115 re-visits and 120 additional visits to new/changed premises will be required during the year.
- 5.19 The Public Protection Section continues to face significant financial pressures due to ongoing Council savings and, as such, the need to prioritise service delivery and maximise effectiveness remains paramount.
- 5.20 During 2013/14 officers will continue to carry out work with colleagues to secure improvement in Public Health through the Health Protection and Improvement Elements of the Core Public Health Strategy. In particular officers will target resources effectively using a range of interventions, including sampling, with the aim of influencing behaviours and improving the management of food safety risks which will have impact on wider public health outcomes. Officers plan to continue a programme of sampling to monitor and raise awareness in relation to the presence of allergens, salt content etc and to explore funding streams available to support this area of work.
- 5.21 Officers will continue to implement the Food Standards Agency guidance. This year we will focus on caterers.

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

- 6.1 There are no equality or diversity implications.

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

7.1 There are no Section 17 implications.

**8. RECOMMENDATIONS**

8.1 That the Regeneration Services Committee approves the Food Law Enforcement Service Plan for 2013/14.

**9. BACKGROUND PAPERS**

9.1 There are no background papers.

**10. CONTACT OFFICER**

Damien Wilson  
Assistant Director (Regeneration)  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 523400  
E-mail: [damien.wilson@hartlepool.gov.uk](mailto:damien.wilson@hartlepool.gov.uk)

Sylvia Pinkney  
Public Protection Manager  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 523315  
E-mail: [sylvia.pinkney@hartlepool.gov.uk](mailto:sylvia.pinkney@hartlepool.gov.uk)





# Hartlepool Borough Council

## Food Law Enforcement Service Plan 2013/14

**FOOD SERVICE PLAN 2013/14**

	<b>INTRODUCTION</b>	
<b>1.</b>	<b>SERVICE AIMS AND OBJECTIVES</b>	<b>3</b>
1.1	Service Aims and Objectives	3
1.2	Links to Corporate Objectives and Plans	3
<b>2.</b>	<b>BACKGROUND</b>	<b>6</b>
2.1	Profile of the Local Authority	6
2.2	Organisational Structure	6
2.3	Scope of the Food Service	7
2.4	Demands on the Food Service	8
2.5	Enforcement Policy	8
<b>3.</b>	<b>SERVICE DELIVERY</b>	<b>8</b>
3.1.1	Interventions Programme	8
3.1.2	Broadly Compliant Food Establishments	9
3.2	Service Delivery Mechanisms	10
3.2.1	Intervention Programme	10
3.2.2	Registration and Approval of Premises	13
3.2.3	Microbiological and Chemical Analysis of Food/Feed	14
3.2.4	Food Inspection	17
3.2.5	Provision of Advice and Information to Food/Feed Businesses	17
3.2.6	Investigation of Food/Feed Complaints	18
3.2.7	Investigation of Cases of Food Poisoning and Outbreak Control	18
3.2.8	Dealing with Food/Feed Safety Incidents	19
3.2.9	Complaints relating to Food/Feed Premises	19
3.3	Complaints Against our Staff	20
3.4	Liaison Arrangements	20
3.5	Home Authority Principle/ Primary Authority Scheme	20
<b>4.</b>	<b>RESOURCES</b>	<b>21</b>
4.1	Financial Resources	21
4.2	Staffing Allocation	21
4.3	Staff Development	22
4.4	Equipment and Facilities	23
<b>5.</b>	<b>QUALITY ASSESSMENT</b>	<b>23</b>
<b>6.</b>	<b>REVIEW OF 2012/13 FOOD SERVICE PLAN</b>	<b>24</b>
6.1	Review Against the Service Plan	24
6.2	Performance Review 2012/13	24
6.2.1	Intervention Programme	24
6.2.2	Registration and Approval of Premises	24
6.2.3	Food Sampling Programme	25
6.2.4	Food Inspection	29
6.2.5	Promotional Work	29
6.2.6	Food Hygiene Rating Scheme	30
6.2.7	Food / Feed Complaints	31
6.2.8	Food Poisoning	32
6.2.9	Food Safety Incidents	32
6.2.10	Enforcement	33
6.2.11	Complaints Against Our Staff	33
6.2.12	Compliments About Our Staff	33
6.2.12	Improvement Proposals/Challenges	34
<b>7.</b>	<b>KEY AREAS FOR IMPROVEMENT &amp; CHALLENGES FOR 2013/14</b>	<b>35</b>

## **INTRODUCTION**

This Service Plan details how the food law service will be delivered by Hartlepool Borough Council. The food law service covers both food and feed enforcement.

The Plan accords with the requirements of the Framework Agreement on Local Authority Food Law Enforcement, and sets out the Council's aims in respect of its food law service and the means by which those aims are to be fulfilled. Whilst focussing primarily on the year 2013/14, where relevant, longer-term objectives are identified. Additionally, there is a review of performance for 2012/13 and this aims to inform decisions about how best to build on past successes and address performance gaps.

The Plan is reviewed annually and has been approved by the Regeneration Services Committee.

## **1 SERVICE AIMS AND OBJECTIVES**

### **1.1 Service Aims and Objectives**

Hartlepool Borough Council aims to ensure:

- that food and drink intended for human consumption which is produced, stored, distributed, handled or consumed in the borough is without risk to the health or safety of the consumer;
- food and food packaging meets standards of quality, composition and labelling and reputable food businesses are not prejudiced by unfair competition; and
- the effective delivery of its food law service so as to secure appropriate levels of public safety in relation to food hygiene, food standards and feeding stuffs enforcement.

In its delivery of the service the Council will have regard to directions from the Food Standards Agency (FSA), Approved Codes of Practice, the Regulators' Compliance Code and other relevant guidance.

### **1.2 Links to Corporate Objectives and Plans**

This service plan fits into the hierarchy of the Council's planning process as follows:

- Hartlepool's Community Strategy - the Local Strategic Partnerships (the Hartlepool Partnership)
- Regeneration and Neighbourhoods Departmental Plan
- Food Law Enforcement Service Plan - sets out how the Council aims to deliver this statutory service and the Consumer Services section's contribution to corporate objectives.

## Overall Aim / Vision

The Council's overall aim is:

***“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, and virtually identical to, the Hartlepool Partnership's long term vision, agreed in July 2008, looking 20 years ahead, which 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.’***

The Council has adopted eight themes that the Partnership has agreed forms part of the sustainable Community Strategy:-

- Jobs and the Economy
- Lifelong Learning and Skills
- Health and Wellbeing
- Community Safety
- Environment
- Housing
- Culture and Leisure and Community Learning
- Strengthening Communities

The Council has a ninth theme, which covers what the Council is doing to sustain its capacity to deliver excellent, value for money services in the future:-

- Organisational Development

To contribute to the Council's overall aim/vision, through this Food Law Enforcement Service Plan, the Commercial Services team has made a commitment to ensure the safe production, manufacture, storage, handling and preparation of food and its proper composition and labelling.

This Food Law Service Plan contributes towards the main themes in the following ways:

- **Jobs and the Economy**

By providing advice and information to new and existing businesses to assist them in meeting their legal requirements with regard to food law requirements, and avoid potential costly action at a later stage;

- **Lifelong Learning and Skills**

By providing and facilitating training for food handlers on food safety as part of lifelong learning, and promoting an improved awareness of food safety and food quality issues more generally within the community;

- **Health and Wellbeing**

By ensuring that food businesses where people eat and drink, or from which they purchase their food and drink, are hygienic and that the food and drink sold is safe, of good quality and correctly described and labelled to inform choice;

- **Community Safety**

By encouraging awareness amongst food businesses of the role they can play in reducing problems in their community by keeping premises in a clean and tidy condition;

- **Environment**

By encouraging businesses to be aware of environmental issues which they can control, such as proper disposal of food waste;

- **Culture and Leisure and Community Learning**

By exploring ways to promote high standards of food law compliance in hotels, other tourist accommodation, public houses and other catering and retail premises.

- **Strengthening Communities**

By developing ways of communicating well with all customers, including food business operators whose first language is not English, and ensuring that we deliver our service equitably to all.

- **Organisational Development**

To contribute towards the key outcomes of improving the efficiency and effectiveness of the organisation and to deliver effective customer focussed services, meeting the needs of diverse groups and maintaining customer satisfaction.

The Council is committed to the principles of equality and diversity. The Food Law Enforcement Service Plan consequently aims to ensure that the same high standards of service is offered to all, and that recognition is given to the varying needs and backgrounds of its customers.

## **2 BACKGROUND**

### **2.1 Profile of the Local Authority**

Hartlepool is situated on the North East coast of England. The Borough consists of the town of Hartlepool and a number of small outlying villages. The total area of the Borough is 9,390 hectares.

Hartlepool is a unitary authority, providing a full range of services. It adjoins Durham County Council to the north and west and Stockton on Tees Borough Council to the south. The residential population is 92,028 of which ethnic minorities comprise 3.4% (2011 census).

The borough contains a rich mix of the very old and the very new. Its historic beginnings can be traced back to the discovery of an iron-age settlement at Catcote Village and the headland, known locally as “Old Hartlepool” is steeped in history. On the other hand, the former South Docks area has been transformed in to a fabulous 500-berth Marina.

The tourist industry impacts upon recreational opportunities, shopping facilities and leisure facilities, including the provision of food and drink outlets that include restaurants, bars and cafes. There are currently 803 food establishments in Hartlepool, all of which must be subject to intervention to ensure food safety and standards are being met.

### **2.2 Organisational Structure**

Hartlepool Borough Council is a democratic organisation. Following a referendum held on 15th November 2012, Hartlepool Borough Council has agreed a revised Constitution which sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people.

The Council has moved from operating under an Elected Mayor and Cabinet model of governance to a new arrangement based on Committees of 32 elected Councillors who are responsible for agreeing policies about provision of services and how the Council's money is spent.

Under the Council's new governance arrangements, most day-to-day decisions are taken by five Policy Committees. These Policy Committees cover the following main service areas

- Finance and Policy Committee
- Adult Services Committee
- Children's Services Committee
- Neighbourhood Services Committee
- Regeneration Services Committee

The Regeneration Services Committee provides political oversight for food law enforcement.

The Council is made up of three Departments:

- Chief Executives
- Child and Adult Services
- Regeneration and Neighbourhoods

The food law service is delivered through the Regeneration Division of the Regeneration and Neighbourhoods Department.

### 2.3 Scope of the Food Service

The Council's Commercial Services team is a constituent part of the Regeneration Division and is responsible for delivery of the food service. The food service covers both food and feed enforcement.

Service delivery broadly comprises:

- programmed interventions of premises for food hygiene, food standards and feed hygiene;
- registration and approval of premises;
- microbiological sampling and chemical analysis of food and animal feed;
- food & feed Inspection;
- checks of imported food/feed at retail and catering premises;
- provision of advice, educational materials and courses to food/feed businesses;
- investigation of food and feed related complaints;
- investigation of cases of food and water borne infectious disease, and outbreak control;
- dealing with food/feed safety incidents; and
- promotional and advisory work.

Effective performance of the food law service necessitates a range of joint working arrangements with other local authorities and agencies such as the Food Standards Agency (FSA), Public Health England (PHE), HM Revenue & Customs (HMRC), Department of Environment, Food & Rural Affairs (Defra) & the Animal Medicines Inspectorate (AMI).

The Council aims to ensure that effective joint working arrangements are in place and that officers of the service contribute to the on going development of those arrangements.

The service is also responsible for the following:

- health and safety enforcement;
- the provision of guidance, advice and enforcement in respect of smoke free legislation;
- water sampling; including both private and mains supplies & bathing water;
- port health and
- provision of assistance for animal health and welfare inspections, complaint investigation and animal movement issues.

## **2.4 Demands on the Food Service**

The Council is responsible for 803 food premises within the borough mostly comprising retailers, manufacturers and caterers. The food businesses are predominantly small to medium sized establishments and the majority of these are liable to food hygiene and food standards interventions.

In addition there are 88 registered feed businesses for which the Council is the enforcing authority.

The delivery point for the food enforcement service is at:

Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

Telephone: (01429) 266522  
Fax: (01429) 523308

Members of the public and businesses may access the service at this point from 08.30 - 17.00 Monday to Thursday and 08.30 - 16.30 on Friday.

A 24-hour emergency call-out also operates to deal with Environmental Health emergencies which occur out of hours. Contact can be made via Hartlepool Housing's Greenbank Offices on (01429) 869424.

## **2.5 Enforcement Policy**

The Council has signed up to the Enforcement Concordat and has in place a Public Protection Enforcement Policy; which was approved by the Adult & Public Health Services Portfolio Holder in June 2011. The policy covers food law enforcement.

## **3 SERVICE DELIVERY**

### **3.1.1 Interventions Programme**

The Council has a wide range of duties and powers conferred on it in relation to food law enforcement. The Council must appoint and authorise inspectors, having suitable qualifications and competencies for the purpose of carrying out duties under the Food Safety Act 1990 and Regulations made under it and also specific food regulations made under the European Communities Act 1972, which include the Food Hygiene (England) Regulations 2006 and the Official Feed and Food Controls (England) Regulations 2009 (as amended).

Authorised officers can inspect food at any stage of the production, manufacturing, distribution and retail chain. The Council must draw up and implement an annual programme of risk-based interventions so as to ensure that food and feeding stuffs are inspected in accordance with relevant legislation, the Food Law Code of Practice and centrally issued guidance.



The Code allows local authorities to choose the most appropriate action to be taken to drive up levels of compliance with food law by food establishments. In so doing it takes account of the recommendations in the 'Reducing Administrative Burdens: Effective Inspection and Enforcement'.

Interventions are defined as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include:

- Inspections / Audit;
- Surveillance / Verification;
- Sampling;
- Education, advice and coaching provided at a food establishment; and
- Information and intelligence gathering.

Other activities that monitor, promote and drive up compliance with food law in food establishments, for instance 'Alternative Enforcement Strategies' for low risk establishments and education and advisory work with businesses away from the premises (e.g. seminars/training events) remain available for local authorities to use.

### 3.1.2 Broadly Compliant Food Establishments

The Code established the concept of 'Broadly Compliant' food establishments. In respect of food hygiene, "broadly compliant", is defined as an establishment that has an intervention rating score of not more than 10 points under each of the following components;

- Level of (Current) Hygiene Compliance;
- Level of (Current) Structural Compliance; and
- Confidence in Management/Control Systems

"Broadly Compliant", in respect of food standards, is defined as an establishment that has an intervention rating score of not more than 10 points under the following:

- Level of (Current) Compliance
- Confidence in Management/Control Systems

Local Authorities are required to report the percentage of "Broadly Compliant" food establishments in their area to the FSA on an annual basis through the Local Authority Enforcement Monitoring System (LAEMS). The Agency will use this outcome measure to monitor the effectiveness of a local authority's regulatory service.

As at the 1<sup>st</sup> April 2013, 95.1% of businesses in the borough were "Broadly Compliant" with food safety requirements (in 2012/13 the figure was 92.8%). For food standards 97% of businesses achieved broad compliance (in 2012/13 the figure was 97.3%). We aim to concentrate our resources to increase our current rate by the end of 2013/14 however given the current financial climate this will be extremely challenging.

The Food Law Enforcement Plan will help to promote efficient and effective approaches to regulatory inspection and enforcement that will improve regulatory outcomes without imposing unnecessary burdens. The term enforcement does not only refer to formal actions, it can also relate to advisory visits and inspections.

### 3.2 Service Delivery Mechanisms

#### 3.2.1 Intervention Programme

Local Authorities must document, maintain and implement an interventions programme that includes all the establishments for which they have food law enforcement responsibility.

Interventions carried out for food hygiene, food standards and for feeding stuffs are carried out in accordance with the Council's policy and standard operating procedures on food/feed premises inspections and relevant national guidance.

Information on premises liable to interventions is held on the APP computerised system. An intervention schedule is produced from this system at the commencement of each reporting year.

The food hygiene, food standards and feeding stuffs intervention programmes are risk-based systems that accord with current guidance. The current premises profiles are shown in the tables below:

#### Food Hygiene:

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>No of Premises</b>
A	6 months	2
B	12 months	31
C	18 months	259
D	24 months	199
E	36 months or other enforcement	295
Unclassified	Requiring inspection/risk rating	17
No Inspectable Risk (NIR)		0
Total		803

**Food Standards:**

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>No of Premises</b>
A	12 months	0
B	24 months	158
C	36 months or other enforcement	628
Unclassified		17
No Inspectable Risk (NIR)		0
<b>Total</b>		<b>803</b>

**Feed Hygiene :**

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>No of Premises</b>
A	12 months	0
B	24 months	25
C	60 months	63
Unclassified		0
<b>Total</b>		<b>88</b>

The intervention programme for 2013/14 comprises the following number of scheduled food hygiene and food standards interventions:

**Food Hygiene:**

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>No of Interventions</b>
A	6 months	1
B	12 months	34
C	18 months	134
D	24 months	98
E	36 months or alternative enforcement strategy	69
Unclassified		17
<b>Total</b>		<b>353</b>

**Food Standards:**

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>No of Interventions</b>
A	12 months	0
B	24 months	77
C	36 months or alternative enforcement	157
Unrated		0
Unclassified		17
<b>Total</b>		<b>251</b>

**Approved Establishments:**

There are 2 approved food establishments in the borough; a fishery products establishment and a manufacturer of food ingredients. These premises are subject to more stringent hygiene provisions than those applied to registered food businesses. These premises require considerably more staff resources for inspection, supervision and advice on meeting enhanced standards.

**Primary Producers:**

On 1 January 2006 EU food hygiene legislation applicable to primary production (farmers & growers) came into effect. On the basis that the local authority officers were already present on farms in relation to animal welfare and feed legislation, the responsibility was given to the Commercial Services team to enforce this legislation. The service has 70 primary producers. Targets have been set for Councils to inspect 25% of farms classified as high risk and 2% of low risk premises. We currently do not have any high risk premises.

**Feed Hygiene:**

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>No of Interventions</b>
A	12 months	0
B	24 months	21
C	60 months	25
Unclassified		0
Total		46

An estimated 10% of programmed interventions relate to premises where it is more appropriate to conduct visits outside the standard working time hours. Arrangements are in place to visit these premises out of hours by making use of the Council's flexible working arrangements, lieu time facilities and, if necessary, paid overtime provisions. In addition, these arrangements will permit the occasional inspection of premises which open outside of, as well as during standard work time hours. The Food Law Code of Practice requires inspections of these premises at varying times of operation.

As a follow-up to primary inspections, the service undertakes revisits in accordance with current policy. For the year 2013/14, the intervention programme is expected to generate an estimated 115 revisits. A number of these premises revisits will be undertaken outside standard working hours and arrangements are in place as described above to facilitate this.

It is anticipated that consistent, high quality programmed interventions by the service will, over time, result in a general improvement in standards, reducing the frequency for recourse to formal action. The performance against intervention targets for all food hygiene and food standards inspections is reported quarterly to the Regeneration Services Committee and recorded on Covalent.

## **Port Health**

Hartlepool is a Port Health Authority although currently no food or feed enters the port. Work in relation to imported food control can therefore ordinarily be accommodated within the day-to-day workload of the service, however if circumstances were to change whereby food or feed was imported/exported additional resources would be required which would have an effect on the programmed intervention workload and other service demands.

## **Fish Quay**

There is a Fish Quay within the Authority's area which provides a market hall although it is not currently operational and there are associated fish processing units, one of which is an approved establishment.

### **3.2.2 Registration and Approval of Premises**

Food and feed business operators must register their establishments with the relevant local authority. This provision allows for the service to maintain an up-to-date premises database and facilitates the timely inspection of new premises and, when considered necessary, premises that have changed food/feed business operator or type of use.

The receipt of a food/feed premises registration form initiates an inspection of all new premises. In the case of existing premises, where a change of food/feed business operator is notified, other than at the time of a programmed intervention, an assessment is made of the need for inspection based on the date of the next programmed intervention, premises history, and whether any significant change in the type of business is being notified. It is anticipated that approximately 120 additional food premises inspections will be generated for new food businesses during 2013/14.

A competent authority must with some exceptions, approve food business establishments that handle food of animal origin. If an establishment needs approval, it does not need to be registered as well.

Food premises which require approval include those that are producing any, or any combination of the following; minced meat, meat preparations, mechanically separated meat, meat products, live bivalve molluscs, fishery products, raw milk (other than raw cows' milk), dairy products, eggs (not primary production) and egg products, frogs legs and snails, rendered animal fats and greaves, treated stomachs, bladders and intestines, gelatine and collagen and certain cold stores and wholesale markets.

The approval regime necessitates full compliance with the relevant requirements of Regulation (EC) No 853/2004 and Regulation (EC) 853/2004. There are 2 premises in the Borough which are subject to approval; a fishery products establishment and a manufacturer of food ingredients.

Since 1 January 2006 feed businesses have been required to be approved or registered with their local authority under the terms of the EC Feed Hygiene Regulation (1831/2003). This legislation relates to nearly all feed businesses.

This means, for example, that importers and sellers of feed, hauliers and storage businesses now require approval or registration. Livestock and arable farms growing and selling crops for feed are also within the scope of the provisions of the regulation.

### 3.2.3 Microbiological and Chemical Analysis of Food/Feed

An annual food/feed sampling programme is undertaken with samples being procured for the purposes of microbiological or chemical analyses. This programme is undertaken in accordance with the service's Food/Feed Sampling Policy.

All officers taking formal samples must follow the guidance contained in and be qualified in accordance with relevant legislative requirements and centrally issued guidance, including that contained in the Food Law Code of Practice/Feed Law Code of Practice and associated Practice Guidance. Follow-up action is carried out in accordance with the service's sampling policy.

Microbiological analysis of food and water samples is undertaken by the Public Health England's Food, Water & Environmental Laboratory based at York. Chemical analysis of informal food/feed samples is undertaken by Tees Valley Measurement (a joint funded laboratory based at Canon Park, Middlesbrough) and formal samples are analysed by an appointed Public/Agricultural Analyst.

Since April 2005 sampling allocations from the Health Protection Agency (HPA), which is responsible for the appropriate laboratory facilities, have been based on a credits system dependant on the type of sample being submitted and examination required.

The allocation for Hartlepool is 8,300 credits for the year 2013/14. Points are allocated as follows:

Sample type	No of credits
Food Basic	25
Food Complex	35
Water Basic	20
Water Complex	25
Dairy Products	10
Environmental Basic	20
Environmental Complex	25
Certification	15

A sampling programme is produced each year for the start of April. The sampling programme for 2013/14 includes national and regional surveys and local interventions.

Sampling programmes have been agreed with the Food Examiners and Tees Valley Measurement. These have regard to the nature of food/feed businesses in Hartlepool and will focus on locally manufactured/processed

foods/feed and food/feed targeted as a result of previous sampling and complaints.

In 2007 the Food Standards Agency, the Local Authorities Coordinators of Regulatory Services (LACORS) and the Association of Port Health Authorities set a national target that imported food should make up 10% of the food samples taken by local and port health authorities. The service shall therefore aim to meet this target.

### Microbiological Food Sampling Plan 2013/14

<b>April</b>  Re-samples	<b>May</b>  XR15 Takeaway Survey  FHR of 3 or less in any catering premises	<b>June</b>  XR15 Takeaway Survey  Imported food sampling.  FHR of 3 or less in any catering premises  Study 50 Soda Water
<b>July</b>  XR15 Takeaway Survey  Cream cake sampling  FHR of 3 or less in any catering premises  Study 50 Soda Water	<b>August</b>  XR15 Takeaway Survey  Ice cream sampling  FHR of 3 or less in any catering premises  Study 50 Soda Water	<b>September</b>  XR15 Takeaway Survey  FHR of 3 or less in any catering premises  Study 50 Soda Water
<b>October</b>  XR15 Takeaway Survey  XR17 Grated Cheese Survey  Imported food sampling  FHR of 3 or less in any catering premises  Study 50 Soda Water	<b>November</b>  XR15 Takeaway Survey  XR17 Grated Cheese Survey  FHR of 3 or less in any catering premises  Study 50 Soda Water	<b>December</b>  XR15 Takeaway Survey  XR17 Grated Cheese Survey  FHR of 3 or less in any catering premises  Study 50 Soda Water

\* Takeaway survey – Food samples, cleaning cloths and swabs of surfaces in contact with food will be collected. An assessment will be also made of the business' compliance with the FSA *E.coli* guidance

\*\* FHR refers to the premises Food Hygiene Rating

**Composition and Labelling Sampling Plan 2013/14**

<b>MONTH</b>	<b>TEST</b>	<b>SAMPLES</b>
April	Heavy metals in imported dried fruit	6
May	Moisture and fat in cheese	9
June	<b>FSA</b> Meat Species (processed) <b>FSA</b> Mis description/Adulteration Durum Wheat <b>FSA</b> Primary Aromatic Amines in Food Utensils <b>FSA</b> Allergens Survey  Presence of animal fats in vegetarian meal	5 5 3 5  10
July	Fat & salt in prepared meals	5
August	Ground/minced nuts species	12
September	<b>FSA</b> Allergens Survey <b>FSA</b> Species Survey <b>FSA</b> Added Water Chicken  Added water in cooked meats	5 5 2  6
October	Peanut protein in takeaway sandwich fillings	12
November	Salt in fitness and health bars	tbc
December	Alcohol sampling	tbc
January	Vitamin C in soft drinks/fruit juice	12
February	<b>FSA</b> Mis-description Orange Juice <b>FSA</b> Mycotoxins Rye Based Products <b>FSA</b> Inorganic Contaminants in Chips  Fish species	2 5 5  10
March	Heavy metals in imported canned meats	4

**FSA** denotes sampling to be carried out as part of a regional survey, which is to be funded by the FSA.

Some of the above samples will be procured as formal samples, for example those taken as part of the FSA sampling programme or those taken to assess the implementation of advice given in relation to addressing adverse results.



**Feeding Stuffs**

At present feeding stuffs sampling is being given a low priority due to the lack of local manufacturers and packers. An annual feeding stuffs sampling plan however has been drawn up having regard to national enforcement priorities and to carry out sampling at the most appropriate time of the year in respect of farms, pet shops and other retail establishments.

It is planned that 7 animal feedingsuffs samples will be taken:-

**Feeding stuffs Sampling Plan 2013/14**

April - June	No sampling planned
July - September	No sampling planned
October - December	4 samples of former foodstuff from supermarkets
January - March	3 samples to be assessed against statutory statement information

**Private Water Supplies**

A local brewery uses a private water supply in its food production. Regular sampling is carried out of this supply in accordance with relevant legislative regulations.

**3.2.4 Food Inspection**

The purpose of food inspection is to check that food complies with food safety requirements and is fit for human consumption, and is properly described and labelled. As such, the activity of inspecting food commodities, including imported food where relevant, forms an integral part of the food premises intervention programme. Food inspection activities are undertaken in accordance with national guidelines.

**3.2.5 Provision of Advice and Information to Food/Feed Businesses**

It is recognised that for most local food businesses contact with an officer of the service provides the best opportunity to obtain information and tailored advice on legislative requirements and good practice. Officers are mindful of this and aim to ensure that when undertaking premises interventions sufficient opportunity exists for food business operators to seek advice.

In addition, advisory leaflets including those produced by the Food Standards Agency are made available.

In February 2006 the Food Standards Agency introduced Safer Food Better Business (SFBB) aimed at assisting smaller catering businesses to introduce a documented food safety management system. Since this time significant resources have been directed towards assisting businesses to fully implement a documented food safety management system.

Guidance is also prepared and distributed to food businesses relating to changes in legislative requirements. The service also encourages new food/feed business operators and existing businesses to seek guidance and advice on their business. It is estimated that 35 such advisory visits will be carried out during the year.

The Council operates the national Food Hygiene Rating Scheme whereby each business is awarded a rating which reflects the hygiene conditions found at the time of the primary inspection. The business' rating is made available to the public via the Food Standards Agency's website and the business is provided with a certificate and sticker to display on their premises. The service has made a commitment to work with businesses to improve their rating, in particular those awarded a rating of less than '3' (generally satisfactory).

Feeding stuffs advice is available via the Council's web site.

A limited level of promotional work is also undertaken by the service on food safety, with minimal impact on programmed enforcement work.

### **3.2.6 Investigation of Food / Feed Complaints**

The service receives approximately 50 complaints, each year concerning food/feed, all of which are subject to investigation. An initial response is made to these complaints within two working days. Whilst many complaints are investigated with minimal resource requirements, some more complex cases may be resource-intensive and potentially affect programmed intervention workloads.

All investigations are conducted having regard to the guidance on the 'Home Authority Principle'.

The procedures for receipt and investigation of food/feed complaints are set out in detailed guidance and internal policy documents.

### **3.2.7 Investigation of Cases of Food Poisoning and Outbreak Control**

Incidents of food related infectious disease are investigated in liaison with the North East Health Public Health England Centre and in the case of outbreaks in accordance with the Outbreak Control Policy.

Where it appears that an outbreak exists the Principal EHO (Commercial Services) or an EHO, will liaise with the local Consultant in Communicable Disease Control and the North East Public Health England Centre, to determine the need to convene an Outbreak Control Team. Further liaison may be necessary with agencies such as the Food Standards Agency, the York Public Health England Food, Water and Environmental Laboratory, Public Analyst, Hartlepool Water and Northumbrian Water.

It is estimated that between 100-150 food poisoning notifications are received each year, a large proportion of which are confirmed cases of *Campylobacter*.

As relatively little benefit has been demonstrated from the investigation of individual sporadic cases of *Campylobacter* only those who are food handlers or live/work in a residential care home are routinely investigated.

Any cluster or outbreak identified by the North East Public Health England Centre or Environmental Health will be investigated following the agreed outbreak investigation arrangements. In the event of any major food poisoning outbreak a significant burden is likely to be placed on the service and this would inevitably impact on the performance of the intervention programme.

### **3.2.8 Dealing with Food / Feed Safety Incidents**

A national alert system exists for the rapid dissemination of information about food and feed hazards and product recalls, this is known as the food/feed alert warning system.

All food and feed alerts received by the service are dealt with in accordance with national guidance and internal quality procedures.

Food and feed alert warnings are received by the service from The Food Standards Agency via the electronic mail system, and EHCNet during working hours. Several officers have also subscribed to receive alerts via their personal mobile phones.

The Principal EHO (Commercial Services) or, if absent, the Public Protection Manager ensures that a timely and appropriate response is made to each alert.

Out of hours contact is arranged through Hartlepool Housing's Greenbank Offices, telephone number 01429 869424.

In the event of a serious local incident, or a wider food safety problem emanating from production in Hartlepool, the Food Standards Agency will be alerted in accordance with guidance.

Whilst it is difficult to predict with any certainty the number of food safety incidents that will arise, it is estimated that the service is likely to be notified of 46 food alerts, product recalls or withdrawals during 2013/14, a small proportion of which will require action to be taken by the Authority. In addition we will receive approximately 70 allergy alerts. This level of work can ordinarily be accommodated within the day-to-day workload of the service, but more serious incidents may require additional resources which may have an effect on the programmed intervention workload and other service demands.

### **3.2.9 Complaints relating to Food / Feed in Premises**

The service investigates all complaints that it receives about food/feed safety and food standards conditions and practices in food/feed businesses. An initial response to any complaint is made within two working days. In such cases the confidentiality of the complainant is paramount. All anonymous complaints are also currently investigated.

The purpose of investigation is to determine the validity of the complaint and, where appropriate, to seek to ensure that any deficiency is properly addressed. The general approach is to assist the food/feed business operator in ensuring good standards of compliance, although enforcement action may be necessary where there is failure in the management of food/feed safety, or regulatory non-compliance.

Based on the number of complaints in 2012/13 it is estimated that approximately 50 such complaints will be received in 2013/14.

### **3.3 Complaints Against Our Staff**

Anyone who is aggrieved by the actions of a member of staff is encouraged, in the first instance, to contact the employee's line manager. Details of how and who to make contact with are contained in the inspection report left at the time of an inspection.

Formal complaints are investigated in accordance with the Council's corporate complaint procedure.

### **3.4 Liaison Arrangements**

The service actively participates in local and regional activities and is represented on the following:

- Tees Valley Heads of Public Protection Group
- Tees Valley Food Liaison Group
- Tees Valley HPA/Local Authority Sampling Group
- Tees Valley Public Health Group
- North East Public Protection Partnership
- North East Trading Standards Liaison Group, which incorporates the
- North East Trading Standards Animal Feed Group

There is also liaison with other organisations including the Chartered Institute of Environmental Health, the Trading Standards Institute, Public Health England, Defra / Animal Health Veterinary Laboratory Agency, OFSTED and the Care Quality Commission.

Officers also work in liaison with the Council's Planning Services and Licensing teams.

### **3.5 Home Authority Principle / Primary Authority Scheme**

The introduction of the Primary Authority Scheme in April 2009 under the provisions of the Regulatory Enforcement and Sanctions Act 2008 placed a statutory obligation on the Council to provide a significantly expanded range of Home Authority services to local businesses when requested by that business. There are opportunities for local authorities to recover costs from businesses to provide this premium service.

The Authority is committed to the LACORS Home Authority Principle, although at present there are no formal arrangements with food/feed

businesses to act as a Primary Authority. The Authority does however act as Originating Authority for a brewery and a food manufacturer. Regular visits are made to these premises to maintain dialogue with management and an up to date knowledge of operations.

## 4 RESOURCES

### 4.1 Financial Resources

The annual budget for the Consumer Services section in the year 2013/14 is:

	<b>£ 000.0</b>
Employees	492.0
Other Expenditure	116.1
Income	(19.5)
Net Budget	576.7

This budget is for all services provided by this section including Health & Safety, Animal Health, Trading Standards and resources are allocated in accordance with service demands. The figures do not include the budget for administrative / support services which are now incorporated into the overall budget.

### 4.2 Staffing Allocation

The Director of Regeneration & Neighbourhoods has overall responsibility for the delivery of the food/feed law service. The Assistant Director (Regeneration) has responsibility for ensuring the delivery of the Council's Public Protection service, including delivery of the food/feed law service, in accordance with the service plan.

The Public Protection Manager, with the requisite qualifications and experience, is designated as lead officer in relation to food safety and food standards functions and has responsibility for the management of the service.

The resources determined necessary to deliver the service in 2013/14 are as follows:

1 x 0.20 FTE Public Protection Manager (with responsibility also for Health & Safety, Licensing, Trading Standards & Environmental Protection)

1 x 0.35 FTE Principal EHO (Commercial Services)(with responsibility also for Health & Safety and Animal Health)

3 x FTE EHO (with requisite qualifications and experience and with responsibility also for Health & Safety)

1 x 0.56 FTE Part-time EHO (with requisite qualifications and experience and with responsibility also for Health & Safety)

1 x FTE Technical Officer Food (with requisite qualifications and experience)  
The Public Protection Manager has responsibility for planning service delivery and management of the Food Law Service, Health & Safety at Work, Licensing, Public Health, Water Quality, Trading Standards, Animal Health &

Welfare, Environmental Protection and I.T. as well as general management responsibilities as a member of the Regeneration Management Team.

The Principal EHO (Commercial Services) has responsibility for the day to day supervision of the Food/Feed Law Service, Health & Safety at Work, Public Health, Water Quality and Animal Health & Welfare. The Principal EHO (Commercial Services) is designated as lead officer in relation to animal feed and imported food control.

The EHO's have responsibility for the performance of the food premises intervention programme as well as the delivery of all other aspects of the food law service, particularly more complex investigations. In addition these officers undertake Health & Safety at Work enforcement.

The Technical Officer (Food) is also responsible for interventions, including inspections as well as revisits, investigation of less complex complaints and investigation of incidents of food-borne disease.

Authorised Trading Standards Officers have responsibility for the performance of the feed premises intervention programme as well as the delivery of all other aspects of the feed law service.

Administrative support is provided by Support Services based within the Regeneration & Neighbourhoods department.

All staff engaged in food/feed safety law enforcement activity are suitably trained and qualified and appropriately authorised in accordance with guidance and internal policy.

Staff undertaking educational and other support duties are suitably qualified and experienced to carry out this work.

#### **4.3 Staff Development**

The qualifications and training of staff engaged in food/feed law enforcement are prescribed and this will be reflected in the Council's policy in respect of appointment and authorisation of officers.

It is a mandatory requirement for officers of the food/feed law service to maintain their professional competency by undertaking a minimum of 10 hours core training each year through attendance at accredited short courses, seminars or conferences. This is also consistent with the requirements of the relevant professional bodies.

The Council is committed to the personal development of staff and has in place Personal Development Plans for all members of staff.

The staff Personal Development Plan scheme allows for the formal identification of the training needs of staff members in terms of personal development linked with the development needs of the service on an annual basis. The outcome of the process is the formulation of a Personal

Development Plan that clearly prioritises training requirements of individual staff members. The Personal Development Plans are reviewed six monthly.

The details of individual Personal Development plans are not included in this document but in general terms the priorities for the service are concerned with ensuring up to date knowledge and awareness of legislation, building capacity within the team with particular regard to approved establishments, the provision of food hygiene training, developing the role of the Food Safety Officer, and training and development of new staff joining the team.

Detailed records are maintained by the service relating to all training received by officers.

#### **4.4 Equipment and Facilities**

A range of equipment and facilities are required for the effective operation of the food/feed law service. The service has a documented standard operating procedure that ensures the proper maintenance and calibration of equipment and its removal from use if found to be defective.

The service has a computerised performance management system, the Authority Public Protection computer system (APP). This is capable of maintaining up to date accurate data relating to the activities of the food/feed law service. A documented database management standard operating procedure has been produced to ensure that the system is properly maintained, up to date and secure. The system is used for the generation of the intervention programmes, the recording and tracking of all food/feed interventions, the production of statutory returns and the effective management of performance.

### **5. QUALITY ASSESSMENT**

The Council is committed to quality service provision. To support this commitment the food law service seeks to ensure consistent, effective, efficient and ethical service delivery that constitutes value for money.

A range of performance monitoring information will be used to assess the extent to which the food service achieves this objective and will include on-going monitoring against pre-set targets, both internal and external audits and stakeholder feedback.

Specifically the Principal EHO (Commercial Services) will carry out accompanied visits with officers undertaking interventions, investigations and other duties for the purpose of monitoring consistency and quality of the inspection and other visits carried out as well as maintaining and giving feedback with regard to associated documentation and reports.

It is possible that the Food Standards Agency may at any time notify the Council of their intention to carry out an audit of the service.

## **6 REVIEW OF 2012/13 FOOD SERVICE PLAN**

### **6.1 Review Against the Service Plan**

It is recognised that a key element of the service planning process is the rational review of past performance. In the formulation of this service plan a review has been conducted of performance against those targets established for the year 2012/13.

This service plan will be reviewed at the conclusion of the year 2013/14 and at any point during the year where significant legislative changes or other relevant factors occur during the year. It is the responsibility of the Public Protection Manager to carry out that review with the Assistant Director (Regeneration).

The service plan review will identify any shortfalls in service delivery and will inform decisions about future staffing and resource allocation, service standards, targets and priorities.

Following any review leading to proposed revision of the service plan Council approval will be sought.

### **6.2 Performance Review 2012/13**

This section describes performance of the service in key areas during 2012/13.

#### **6.2.1 Intervention Programme**

Our target is to complete 100% of the intervention programme for food hygiene, food standards and feeding stuffs. These are extremely challenging targets.

During the year we successfully completed all planned food hygiene interventions. However as a result of other service demands we were unable to achieve our targets for food standards and feeding stuffs inspections; 88% (321/365) of food standards inspections were achieved and 83.3% (20/24) of feeding stuffs inspections. The outstanding inspections (none of which are high risk) will be added to the programme for 2013/14.

We met our 2 working day response time for all complaints.

#### **6.2.2 Registration and Approval of Premises**

During 2012/13 104 new food businesses were registered and inspected. Premises subject to approval were inspected and given relevant guidance.

#### **6.2.3 Food Sampling Programme**

The food sampling programme for 2012/13 has been completed.



**Results for Microbiological Sampling Programme 2012/13**

<b><u>Bacteriological Surveys</u></b>	<b>Total no. of samples</b>	<b>Number of Samples</b>	
		<b>Satisfactory</b>	<b>Unsatisfactory</b>
<i>Take Away Premises Survey</i> Premises visited:	10		
Rice	10	9	1
<i>Butchers Survey</i> Premises visited:	11		
Meat	36	30	6
Swabs	18	15	3
Cloths	6	4	2
<i>LGR/HPA Survey of Listeria Contamination in Sandwich Shops</i> Premises visited:	14		
Salad	14	14	0
Fillings	14	12	2
Swabs	32	32	0
<i>LGR/HPA Survey of Pies, Pasties &amp; Samosas</i>	20	20	0
<i>Local Survey – Imported Dates / Seeds &amp; Nuts</i>	25	25	0
<i>Local Survey – Pre packed Sandwiches</i>	15	14	1
<i>HPA Survey – Chicken Pate</i>	2	2	0
<i>HPA Survey – Environmental Sampling as an Intervention</i> Premises visited:	13		
Swabs	40	38	2
Cloths	10	8	2
<i>Local Survey - E. coli 0157 in Sandwich Shops</i> Premises visited:	10		
Swabs	39	38	1
<i>LGR/HPA Imported Spices Survey</i>	6	5	1
<i>Miscellaneous</i>			
Cured meats	6	6	0
*FSA Bean sprouts	1	1	0
Re samples – cooked meats	9	9	0
sandwich fillings	5	5	0
rice	1	1	0
swabs	10	10	0
cloths	2	2	0
<b>Total</b>	<b>321</b>	<b>300</b>	<b>21</b>

\*FSA denotes sampling carried out as part of a national programme, which is funded by the FSA. The results of the food sampled as part of this years sampling programme were generally satisfactory. However of note were a number of unsatisfactory results which were obtained from samples of cooked meat, swabs from food contact surfaces e.g. meat slicing machines and cleaning cloths examined in connection with the Butchers Survey. The results indicated poor hygiene

practices. All the unsatisfactory results were followed up with advice visits and re-samples were taken. Some changes in practice were made at premises, such as a move to the use of disposable cloths. All re-samples were found to be satisfactory.

A survey was carried out to assess the control of cross – contamination from E.coli O157 in Sandwich Shops. E.coli O157 is a bacteria associated with raw foods such as meat, fruit and vegetables that have been in contact with the soil and are not supplied as ready-to-eat. E.coli O157 food poisoning has featured heavily in the news over the years with major outbreaks in Lanarkshire, South Wales, Germany and France.

The Food Standards Agency issued guidance to clarify the steps that food businesses that handle raw and ready-to-eat food need to take to control the risk of food becoming contaminated by E.coli O157 bacteria and to protect their customers. By targeting food hygiene procedures such as effective cleaning in food preparation areas and hand hygiene, this can help prevent or minimize cross-contamination occurring.

Officers carried out a focused survey of 10 sandwich shops, which had a poor inspection history, to assess compliance with the guidance. This involved observing practices, completion of a survey questionnaire and swabbing food preparation surfaces, equipment, and food handlers' hands.

Of the 39 samples obtained 1 swab, which was taken from a fridge handle, was classed as unsatisfactory and another swab, taken from a chopping board, was reported as borderline. The premises were revisited and the results discussed with the food business operator. Follow up swabs were taken, which were deemed to be satisfactory.

Each of the premises received a report detailing contraventions of the FSA guidance and/or statutory requirements noted by the sampling officer and remedial action required. Contraventions included: absence of staff training on procedures for controlling E.coli O157 contamination, staff did not change protective clothing between handling raw and ready-to-eat food, the same sinks were used to clean raw and ready-to eat equipment and the same wash hand basin was used for staff handling raw and ready-to-eat foods.

The findings of the survey demonstrated a lack of food handlers' knowledge concerning the risk of E.coli O157 cross-contamination in this type of premises. In particular the majority of food business operators were unaware that root vegetables that had been in contact with soil and are not supplied as ready-to-eat could be a source of E.coli O157. An information leaflet informing them of the key control measures to minimise E.coli O157 was provided and further surveys are planned to continue to raise awareness.

The results for one of the spice samples taken as part of the FSA survey was reported to be unsatisfactory and this was referred to the home authority.

The composition and labelling sample results are shown below:

**Results for Food Standards Sampling Programme 2012/13:**

<b>Nature of Sample</b>	<b>Reason for Sampling</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>
Jam	Sugar Content	6	
Cutlery / plate / bowl	Formaldehyde / Primary Aromatic Amine migration	3	1
Whey protein	Adulteration & Melamine	1	
Takeaway Meals	Presence of Peanut Protein	10	2
Pork Sausage	Salt Content	12	
Dairy Free Products	Labelling	9	
Cheese	Fat Content	6	3
Spices	Aflatoxins & Ochratoxins	2	
Canned Fruit & Vegetables	Heavy Metals	4	
Gluten Free Cakes	Labelling	2	
Marzipan / Ground Almonds	Adulteration	8	
Takeaway Meals	Meat Species	8	2
Takeaway Meals	Peanut Free	0	5
Soft Drinks	No Added Sugar	12	
Alcohol	Alcohol By Volume (ABV)	0	1
Cooked Meat	No Added Water	6	
Tinned Fish	Heavy Metals	4	
Tinned Meals	Fat & Salt Content	6	
Takeaway Meal Ingredients	Presence of Peanut Protein	5	5
Takeaway Meals (Resamples)	Meat Species	2	
Takeaway Meals (Resamples)	Presence of Peanut Protein	4	2
Sandwich Fillings	Salt & Fat Content	10	0
	<b>Total</b>	<b>120</b>	<b>21</b>

Overall the results of the food standard samples were generally satisfactory, with 99 out of 121 (82.5%) samples meeting statutory requirements. Some of the sampling was carried out as part of a national programme, which was funded by the FSA.

One of the FSA funded surveys was to investigate the chemical migration of substances (formaldehyde and primary aromatic amine (PAA's)) from materials and articles in contact with food. Many PAAs are considered toxic and some are considered to be possible causes of cancer in humans. There have been many notifications issued in recent years, via the Rapid Alert System for Food and Feed (RASFF), indicating that PAAs are transferring to food from nylon kitchen utensils, particularly those imported from the Far East. Of the four nylon cutlery samples analysed one failed to meet the required standard regarding the detection limits for PAA. The FSA was immediately notified and a RASFF notification was issued to ensure that non-compliant goods were withdrawn from the market.

Three mozzarella cheese samples failed to meet requirements regarding fat content and the results were referred to the retailer and responsible home authority.

The majority of unsatisfactory results (16 out of 21) related to takeaway meals and/or their ingredients and these were all followed up. Unsatisfactory results included evidence of substitution of lamb for beef in two curries. Advice was given and follow up samples were found to be satisfactory.

The main area of concern however was the presence of peanut in requested 'peanut free' meals. Initially five 'peanut free' meals of Chicken Korma were purchased anonymously and analysed for peanut protein. All five Chicken Kormas were found to contain peanut protein at a concentration which could cause serious illness in an allergic individual.

Visits were made to each of the businesses. In addition advice letters were sent to all Indian and Chinese premises in Hartlepool and a press release was issued.

Following these unsatisfactory results further sampling was carried out. Peanut free meals were ordered from the five premises where problems had been identified. Ingredients such as coconut powder, almond powder and base stock were also sampled from the premises. With the exception of one premises, all of the meals were found to be peanut free. However peanuts were identified in the coconut powder and almond powder. Advice to all relevant businesses, including the retailers and suppliers was provided relating to these findings.

In addition to the E.coli survey referred to above, which was carried out in sandwich shops, samples of sandwich fillings were analysed to assess the fat and salt content of those made with mayonnaise. All sample results were reported as satisfactory for fat content, however although there are no targets set by the FSA for the salt content of sandwich fillings, it was found that there was clearly scope to reduce the quantity of this ingredient.

The recommended maximum daily intake of salt for an adult is 6g and the majority of the sandwich fillings analysed were found to contain one - sixth of this daily allowance.

A letter detailing the results was sent out to each of the surveyed premises along with a leaflet containing advice on how to reduce the salt and fat content of their sandwich fillings.

A campaign was undertaken by Environmental Health and Trading Standards officers who visited 28 premises to test alcoholic drinks that were being offered for sale.

Alcohol by volume is a standard measure of how much alcohol (ethanol) is contained in an alcoholic beverage (expressed as a percentage of total volume). One sample gave cause for concern and was submitted for analysis. The ABV result indicated that the vodka had been watered down or substituted. This matter is still under investigation.

**The results of the Feed Sampling Programme 2012/13 are summarised below:**

<b>Sample</b>	<b>Reason for sampling</b>	<b>Result</b>
FSA Bolus Survey - Farm Sense Rotapulus	Undesirable substances and content	Complies with The Feed (Sampling and Analysis and Specified Undesirable Substances (England) Regulations 2010
FSA Bolus Survey - Rumbush, Rumen Bullet	Undesirable substances and content	Complies with The Feed (Sampling and Analysis and Specified Undesirable Substances (England) Regulations 2010
Super Young	Statutory Statement	Complies with Statutory Statement
Maize	Statutory Statement	Complies with Statutory Statement
Mixed Corn	Statutory Statement	Complies with Statutory Statement
Diet Supreme	Statutory Statement	Complies with Statutory Statement

All feed samples which were taken complied with statutory requirements. Two bolus samples were taken as part of an FSA national sampling project and the remaining samples were taken from a local feed manufacturer.

#### **6.2.4 Food Inspection**

The service undertook no formal seizure of unfit food in the year.

#### **6.2.5 Promotional Work**

Food safety promotion whether by advice, education, training or other means is a key part of the food team's strategy in changing behaviour and increasing compliance in businesses.

In February 2006 the Food Standards Agency introduced Safer Food Better Business (SFBB) aimed at assisting smaller catering businesses to introduce a documented food safety management system. Since this time our resources have been directed towards continuing to assist businesses to fully implement a documented food safety management system.

The team has continued to offer tailored advice and information on request with 21 advisory visits to businesses being carried out during the year. A variety of information leaflets, some in foreign languages, are available. Circular letters are issued as required to inform food business operators of food safety matters relevant to their operations e.g. changes in legislation, food alerts.

**6.2.6 Food Hygiene Rating Scheme**

Since 1<sup>st</sup> April 2007 Hartlepool Council has operated a food hygiene rating scheme known as the 'Tees Valley Food Hygiene Award Scheme'. The scheme was operated in conjunction with the four other Tees Valley Local Authorities (Middlesbrough, Stockton, Redcar & Cleveland and Darlington Borough Councils).

On 1st April 2012 Hartlepool Council migrated to the 'Food Hygiene Rating Scheme' (FHRS); a FSA / local authority partnership initiative to help consumers choose where to eat out, or shop for food.

The 'Food Law Code of Practice', requires that a risk rating is undertaken which is used to determine the frequency of intervention for the business. The hygiene rating is derived from the risk rating which is given to a business following every 'primary' inspection. Of the seven main categories used to determine the overall rating score the following three factors are used to create a hygiene rating:

1. Food Hygiene and Safety
2. Structure and Cleaning
3. Management and Control

These ratings are the only ones that are directly controllable by the business and are the reason they have been used to obtain the food business' hygiene rating.

The total score from the 3 categories is then used to derive the hygiene rating ranging from '0' ('Urgent improvement necessary') through to '5' ('Very Good'). The profile of premises is as follows:

<b>Hygiene Rating</b>	<b>No of Premises @ 1.4.12</b>	<b>No of Premises @ 1.4.13</b>
5 ('Very Good')	407 ( <b>59.1%</b> )	434 ( <b>60.9%</b> )
4 ('Good')	139 ( <b>20.2%</b> )	164 ( <b>23.0%</b> )
3 ('Generally Satisfactory')	86 ( <b>12.5%</b> )	63 ( <b>8.9%</b> )
2 ('Improvement Necessary')	28 ( <b>4.1%</b> )	22 ( <b>3.1%</b> )
1 ('Major Improvement Necessary')	12 ( <b>1.7%</b> )	13 ( <b>1.8%</b> )
0 ('Urgent Improvement Necessary')	1 ( <b>0.1%</b> )	0 ( <b>0%</b> )
'Awaiting Inspection'	16 ( <b>2.3%</b> )	17 ( <b>2.4%</b> )
Total	689	713
'Exempt'	47	49
'Excluded'	7	9
Sensitive	0	32

It is pleasing to note that 92.8% of premises received a hygiene rating of '3' and above.

The service is committed to focussing its resources on carrying out interventions at those businesses which are deemed not to be 'broadly compliant' and has liaised with businesses that have been awarded a hygiene rating of '2' or less offering advice and support. Where necessary enforcement action will be taken to secure compliance.

Under the FHRS there is a procedure which affords food business operators the opportunity to request a re-visit inspection once they have taken action to rectify non-compliances identified during an inspection. At the re-visit the establishment may be re-assessed and given a new hygiene rating.

During the year 25 businesses submitted applications for a re-rating. All premises were re-inspected and subsequently received a higher rating.

The food hygiene ratings are published online at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

In total 58 establishments were considered to be 'exempt' (49) or 'excluded' (9) from the scope of the FHRS and as such they may not be rated. These are those who either do not supply food directly to consumers e.g. manufacturers or packers, or 'low risk establishments' which are not generally recognised by consumers as being a food business e.g. establishments like chemists or newsagents selling pre-packed confectionery amongst a range of goods.

Under the FHRS exempt businesses can elect to 'opt in' to the scheme if the food business operator considers that consumers perceive their establishment to be a food business. This option is not available to excluded businesses. The FSA has indicated its intention to consult on extending the scope of the scheme to include such businesses.

Certain establishments operating from private addresses are classed as 'sensitive'. These are mainly childminders, but can include other establishments where caring services are being provided in the home environment as part of a family unit (as opposed to residential care). These establishments should not be rated. They can, however, opt in, in which case they can be given a rating which they can share with potential users of their service but no information should be published online. Thirty two childminders have opted in and all have received the maximum rating of '5'.

### **6.2.7 Food / Feed Complaints**

During the year the service dealt with 18 complaints relating to the condition of food premises and/or food handling practice. In addition, 19 complaints were received regarding unfit or out of condition food or extraneous matter and 16 complaints concerning the composition or labelling of food items. No complaints were received regarding animal feeding stuffs.

Investigations into the above were undertaken within our target of 2 working days.

### 6.2.8 Food Poisoning

The service received 145 notifications of food borne illness during the year. The majority (105) of these notifications related to cases of *Campylobacter*; all of which appeared to be sporadic (isolated) cases. *Campylobacter* is the most common bacterial cause of food poisoning in England and Wales. National data shows that while the incidence of *Salmonella* infections has steadily declined since the late 1990s those caused by *Campylobacter* are showing an upward trend.

### 6.2.9 Food Safety Incidents

The Service received 7 Food Alerts for Action, 39 Product Withdrawal and Recall notices and 72 Allergy Alerts from the Food Standards Agency during the year. All Food Alerts requiring action were dealt with expeditiously.

One local matter was notified to the Food Standards Agency. Initial concern arose following a complaint alleging a cockroach in a sandwich bought in Hartlepool. An officer visited the retailer and found that the sandwiches concerned were labelled as being made in Middlesex. This seemed suspicious particularly when an internet search could not confirm the existence of this business. Several attempts to contact Ealing Borough Council met with no success.

Other retailers in Hartlepool were visited over the following days and any which caused concern were purchased for further investigation. The FSA Food Fraud Unit was contacted but no relevant information was held in connection with these premises.

It was identified that some of the sandwiches were being supplied by a business in Middlesbrough and that the labelling was inadequate in several respects. Officers worked with EHOs at Middlesbrough Council to resolve this issue.

Sandwiches were also sent away to the laboratory for microbiological testing, with those from outside the Teesside area all proving satisfactory. However, listeria was detected in some of the Middlesbrough sandwiches and this resulted in further work with their EHOs to resolve the issue. Follow up samples were all satisfactory.

An EHO at Ealing Council was contacted at this point and was able to confirm that manufacturers in London were producing up to 14,000 sandwiches a day, which are taken to 'distribution hubs' where other companies take over the deliveries. Sandwiches are delivered all over England in this manner. An officer intercepted a delivery vehicle in Hartlepool and was able to confirm that a professional operation was being run, with appropriate labelling and temperature control.

During the course of the investigation, some sandwiches were discovered with very long shelf lives, labelled as 'modified atmosphere' and made in Preston.



Chorley Council were contacted and were able to produce a fact sheet concerning this process, they also confirmed that this was the only manufacturer of its type in Britain. Samples were submitted and reported as satisfactory.

The Service also receives reports from the FSA regarding incidents involving food fraud, which may present a risk to health. Many of these relate to illicit alcohol due to the chemicals used as a substitution for genuine alcohol. In addition intelligence is received from HM Revenue & Customs (HMRC) regarding counterfeit alcohol.

As detailed above in 6.2.3, leading up to the festive period Environmental Health and Trading Standards Officers visited a total of 28 premises to test alcoholic drinks that were being offered for sale. Each premises had their spirits checked and a cellar safety inspection carried out. The cellar safety check provided officers with an excellent opportunity to look for counterfeited stock.

One premise was found to be selling either watered down or substituted Smirnoff vodka. The bottle was seized and sent away for analysis and a full investigation into this food fraud is now taking place.

#### **6.2.10 Enforcement**

During 2012/13 no Hygiene Emergency Prohibition Notices were served on businesses however a voluntary closure was agreed at one restaurant, which had a blocked drain.

Four Hygiene Improvement Notices were issued; three were served for the provision of hot water and one for the provision of a wash hand basin. No Simple Cautions or prosecutions were undertaken however summonses were laid with regards hygiene offences at a public house / restaurant. The case was heard in April 2013.

#### **6.2.11 Complaints Against Our Staff**

No complaints were made against our staff during 2012/13.

#### **6.2.12 Compliments About Our Staff**

The Public Protection Service regularly consults with users of the Service to establish whether the contact had been helpful and fair.

In 2012/13 the final satisfaction figure was 81%. As a figure of 100% would mean every customer being very satisfied with both the fairness and helpfulness of the officer concerned a final figure of 81% is a very good result and a testament to the work of the team.

#### **6.2.13 Improvement Proposals/Challenges 2012/13**

The following areas for improvement/challenges were identified in the 2012/13 Food Service Plan:

1. The Public Protection Section continues to face significant financial pressures due to ongoing Council savings and, as such, the need to prioritise service delivery and maximise effectiveness remains paramount.

We aim to make best use of our resources by

- Carrying out combined interventions wherever possible
- Targeting interventions according to risk
- Using staff flexibly across teams

Whilst officers attained the 100% target to complete all food hygiene inspections it was not possible to complete all planned food standards and feeding stuffs inspections. The outstanding inspections will be added to the intervention programme for 2013/14.

2. During 2012/13 we will carry out work with colleagues to secure improvement in Public Health through the Health Protection and Improvement Elements of the Core Public Health Strategy. In particular we will continue to explore how we can contribute to the Public Health Outcomes Framework.

During 2012/13 we had discussions with colleagues at various liaison meetings so as to identify work being carried out by others to secure an improvement in Public Health.

We carried out a number of focussed interventions, for example we sampled sandwich fillings made in local sandwich bars to determine the salt and fat content and provided businesses with advice on how to amend menus so as to provide healthier options. We also carried out interventions to raise awareness in relation to allergens and the importance of controlling cross-contamination.

3. It has been agreed that the 5 Tees Valley Authorities will review the impact of implementing the Food Hygiene Rating Scheme. In particular we will monitor the number of appeals against the rating awarded and the number of requests for re-inspection received during 2012/13.

In addition the feasibility of implementing a Tees Valley Elite scheme to recognise businesses who have consistently attained the highest hygiene rating (e.g. those who were rated as 5 star under the Tees Valley Food Hygiene Rating Scheme and who have maintained a rating of 5 under the national Food Hygiene Rating Scheme) will be investigated.

The feasibility of implementing a Tees Valley Elite scheme was considered. However as the FHRs is a national scheme it was agreed that in the interest of consistency the group would await further guidance from the Food Standards Agency.

## **7. KEY AREAS FOR IMPROVEMENT & CHALLENGES 2013/14**

In addition to committing the service to specific operational activities such as performance of the intervention programme, the service planning process assists in highlighting areas where improvement is desirable. Detailed below are specifically identified key areas for improvement that are to be progressed during 2013/14.

1. The Public Protection Section continues to face significant financial pressures due to ongoing Council savings and, as such, the need to prioritise service delivery and maximise effectiveness remains paramount.
2. During 2013/14 we will continue to carry out work with colleagues to secure improvement in Public Health through the Health Protection and Improvement Elements of the Core Public Health Strategy.

In particular we will target our resources effectively using a range of interventions, including sampling, with the aim of influencing behaviours and improving the management of food safety risks which will have impact on wider public health outcomes. We plan to continue a programme of sampling to monitor and raise awareness in relation to the presence of allergens, salt content etc and to explore funding streams available to support this area of work.

3. We will continue to implement the Food Standards Agency guidance. This year we will focus on caterers.

# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



**Report of:** Assistant Director, Child and Adult Services  
(Community Services)

**Subject:** MUSEUM ACCREDITATION - COLLECTIONS  
POLICIES REVIEW AND ADOPTION

## 1. TYPE OF DECISION

Non key decision.

## 2. PURPOSE OF REPORT

- 2.1 To recommend the approval of updated policies relating to the acquisition, disposal, care and interpretation of objects in the Museum & Art Collection. These policies are required to ensure that we continue to be recognised as meeting the requirements of the Museum and Gallery Accreditation Standard 2011.

## 3. BACKGROUND

- 3.1 The “Accreditation Scheme for Museums and Galleries in the United Kingdom, Accreditation Standard 2011”, usually just referred to as “Accreditation”, is the national quality standard for museums. It defines best practice and identifies the standards to which a museum or gallery must work to be recognised as a professional and trustworthy organisation. It is administered by the Arts Council England (ACE) on behalf of the Department of Culture, Media and Sport (DCMS).
- 3.2 Accreditation is a key necessity for a public museum. It sustains public trust in the museum, guarantees the quality of care for the objects in its collections, and proves that it meets the standards required for funding by government, including the Heritage Lottery Fund (HLF) and ACE, and by charities such as the Art Fund or the Esmée Fairbairn Foundation etc.
- 3.3. Above all, it shows that the museum or gallery meets the Museums Association 1998 definition of the Museum ;

*“Museums enable people to explore collections for inspiration, learning and enjoyment. They are institutions that collect, safeguard and make accessible artefacts and specimens, which they hold in trust for society”.*

- 3.4 The Museum of Hartlepool and Hartlepool Art Gallery are both Accredited Museums. They have been so since the early days of the scheme in the late 1980s, when it was known as Registration.
- 3.5 Accreditation is formally renewed every three years. Our triennial review is currently under way and will last until the end of October 2013. A detailed submission to ACE of the evidence required for the review was made on 24<sup>th</sup> July 2013.
- 3.6 A necessary requirement for renewal was the inclusion of four new collections policies supported by two action plans, all conforming to a compulsory higher standard set by DCMS.
- 3.7 The four new and updated policies are:
- *Collections Development Policy 2013.*
  - *Collections Care and Conservation Policy 2013.*
  - *Documentation Policy 2013.*
  - *Access and Learning Policy 2013*

In addition two new action plans are now required to meet the Accreditation Standard. These are:

- *Collections Care and Conservation Plan 2013-2018*
- *Documentation Plan 2013-2018.*

All six policies and plans are attached as **Appendix 1**.

#### **4. COLLECTIONS DEVELOPMENT POLICY**

- 4.1 The Collections Development Policy supersedes our previous Collections Acquisition and Disposal Policy of 2005. It is the foundation policy for all other museum policies and plans
- 4.2 ACE requires all Accredited museums to conform exactly to the form of words supplied for most of this policy. Specifically, those required by the new higher standard for sections 9 to 13 inclusive that state policy on Acquisitions, Legal duties, and Disposal procedures. The museums and galleries of governing bodies that do not approve these sections verbatim cannot be Accredited.

- 4.3 The term Disposal refers to formally removing items from a museum collection, and doing something else with them, usually transferring them to another accredited museum. It does not mean “throw away” as used in common speech.
- 4.4 The term “Spoliation” in section 10 means those items taken illegally during War or armed conflict.
- 4.5 Section 2: Overview of Collections remains the same as previously stated in the 2005 Acquisition and Disposal Policy.
- 4.6 Section 3: Themes and Priorities for Future Collection remain the same, excepting the following additions and clarifications.
- 4.7 (i) - 3.1.3. *Fishing and Associated Trades* has been rewritten to promote the active collection of items relating to the whole fishing trade. This area is currently underrepresented in the collection, and was identified as a priority for development by the Collections Scrutiny working group in 2012.
- 4.8 (ii) - 3.8. *Social and Industrial History* was been rewritten to better define active collecting that improves the representation of diverse communities in the Borough, both historical and living. Specific communities have been identified for the first time. In addition, specific reference to collecting Civic Regalia has been added to ensure that policy reflects the instruction of Council.
- 4.9 (iii) - 3.12 *Firearms and Militaria* are included for the first time. This is necessary for the requirements of our Museums Firearms Licence. In addition, it includes new policy on the active collecting of social history items relating to conflicts, including the First World War, as directed by Council and noted in consultation with local people. Note that The Heugh Gun Battery Museum has been added to the list of museums stated in section 6, which states policy around consideration of other museums to avoid duplication or conflict of interest.
- 4.10 Section 4 defines in policy the need for a complete Rationalisation process to take place over the next five years, and links the rules by which this will take place to the required Accreditation and ethical standards.

## **5. COLLECTIONS CARE AND CONSERVATION POLICY**

- 5.1 Formally stating policy on Collections Care and Conservation procedures is a new requirement in Accreditation.
- 5.2 This policy states the rules for how we care for objects in the museum collection. These have been adopted from previous policy, with the addition of additional emphasis on the use of benchmarking in identifying collections care standards.

## **6. DOCUMENTATION POLICY**

- 6.1 A separate Documentation Policy is a new requirement for Accreditation.
- 6.2 Documentation is the term used in museums to describe the recording of all information and research about an item, from where and why it was acquired, to its location within museum stores, to its historical background discovered by research. Without proper documentation procedures, items become anonymous and are difficult to interpret to the public.
- 6.3 This policy gathers together a number of professional objectives in one place, making it easier for evidence compliance with the new higher standard.

## **7. ACCESS AND LEARNING POLICY**

- 7.1 A separate Access and Learning Policy is a new requirement for Accreditation.
- 7.2 This policy details the rules around how we make museum objects accessible to the widest audience, and states the basis on which people can access and learn from the collection. Again, it makes it easier to evidence compliance with the new higher standard.

## **8. COLLECTIONS CARE AND CONSERVATION PLAN 2013 – 2018**

- 8.1 This plan is a key requirement of meeting the Accreditation Standard. It is necessary to show how the new policies around collections care will develop in practice,
- 8.2 It therefore covers progress since our last Accreditation review, specifies detail on current procedures, identifies priorities for improvement, and states the timetable by which these will be achieved.
- 8.3 Committee should note that all recommendations and actions for improvements are dependent on securing appropriate levels of resources. They are stated in this plan specifically to show potential external funders that identified needs are supported by both policy and forward planning.

## **9. DOCUMENTATION PLAN 2013 - 2018**

- 9.1 This plan is the final key essential requirement for both the Museum and the Gallery to meet the higher Accreditation Standard. The format is identical to that of the Collections Care and Conservation Plan.

- 9.2 It incorporates the actions required by the 2012 Collections Scrutiny Action Plan, including longer term work on documenting Civic items once the decision process on acquisition is completed (forecast for October 2013), and the start-up of the Esmée Fairbairn collections project “999: What’s Your Emergency” to increase collections access initiatives.
- 9.3 Other major themes for longer term delivery include clearing documentation backlogs during the Rationalisation programme, making more key collections publically available on line, and a review of electronic documentation systems.
- 9.4 Again, all recommendations and actions for improvements are dependent on securing appropriate levels of resources. They are stated in this plan for evidencing need and intent to funders.

## **10. PROPOSALS**

- 10.1 The new Accreditation Policy is based on the current Accreditation policy, new Accreditation Standard requirements which are nationally issued along with specific local changes to the policy which are guided in part by the recent Scrutiny Report on the Museum & Gallery Collections. There are therefore no alternative options submitted for consideration other than the recommendations.

## **11. FINANCIAL CONSIDERATIONS**

- 11.1 Failure to achieve Accreditation by not approving these new policies would prevent Hartlepool Borough Council from securing significant levels of external grant funding.
- 11.2 In addition, current funding streams including those from ACE including our major First World War project could be suspended or revoked.
- 11.3 In all policies and plans, the need to secure additional external resources for our longer term and major ambitions has been clearly stated.

## **12. STAFF CONSIDERATIONS**

- 12.1 Meeting the Accreditation Standard requires that the museum and gallery has access to a professional curator.

## **13. SECTION 17**

- 13.1 Compliance with the stronger Accreditation Standard for the care of collections directly contributes to the improved security of museum assets and also ensures a greater intent to deliver information for local benefit.



## **14. RECOMMENDATIONS**

- 14.1 That Committee approves all four stated policies, and both action plans as attached in **Appendix 1**.
- 14.2 That Committee recognises and supports the work of Culture and Information Services to continuously meet the Accreditation Standard.

## **15. REASONS FOR RECOMMENDATIONS**

- 15.1 Approval of these policies and plans is essential for the financial basis of the museum and gallery, especially to allow us to secure external grant funding.
- 15.2 Approval directly helps us to achieve the strategic aims of the Museum in widening knowledge, understanding, participation and access to collections.
- 15.3 It continues and enhances our reputation as being a leading museum service.
- 15.4 Approval guarantees the highest standards of care for collections, secures public access in policy, and provides for the best professional level of work to be undertaken.
- 15.5 Such policies make it easier to explain the relevance of the work of the Museum service to the public and to communities.
- 15.6 All policies strengthen our ability to preserve and conserve items representative of the history and heritage of the Borough of Hartlepool.

## **16. BACKGROUND PAPERS**

- 16.1 Scrutiny Coordinating Committee, Museum and Art Gallery Collection Working Group: Final Report. The Borough Museum and Art Gallery Collection, June 2012.

This was presented to Cabinet on 11<sup>th</sup> June 2012.

## **17. CONTACT OFFICERS**

John Mennear  
Assistant Director, Community Services  
Child & Adult Services  
Civic Centre  
Hartlepool  
TS24 8AY

Email [john.mennear@hartlepool.gov.uk](mailto:john.mennear@hartlepool.gov.uk)  
Tel: (01429) 523417

David Worthington  
Head of culture & Information  
Child & Adult Services  
Civic Centre  
Hartlepool  
TS24 8AY  
Email [david.worthington@hartlepool.gov.uk](mailto:david.worthington@hartlepool.gov.uk)  
Tel: (01429) 523491

Mark Simmons  
Museums Manager  
Culture and Information Services  
Sir William Gray House  
Clarence Road  
Hartlepool  
TS24 8BT  
Email: [mark.simmons@hartlepool.gov.uk](mailto:mark.simmons@hartlepool.gov.uk)  
Tel: (01429) 284025

## **Museum accreditation – collections policies review and adoption**

### **Appendix 1**

- Collections Development Policy 2013 page 2
- Collections Care and Conservation Policy 2013 page 16
- Documentation Policy 2013 page 20
- Access and Learning Policy 2013 page 24
- Collections Care and Conservation Plan 2013-2018 page 28
- Documentation Plan 2013-2018 page 35

Hartlepool Borough Council  
Culture and Information Services

***Collections Development  
Policy 2013***



## ***Hartlepool Borough Council***

### **Culture and Information Services**

## **Collections Development Policy 2013**

**Name of museums:** Museum of Hartlepool and Hartlepool Art Gallery, and stores located at Sir William Gray House

**Name of governing body:** Hartlepool Borough Council

**Date on which this policy was approved by governing body:** Pending at July 2013

**Date at which this policy is due for review:** June 2016

### **1. Museum's statement of purpose**

Hartlepool Borough Council's museum collection exists to conserve, document, interpret and make publically accessible the shared material heritage of the Borough.

This public purpose has remained consistent since the founding of the service in 1920, when the Gray Art Gallery & Museum was given to the town by Sir William Cresswell Gray, in thanks for the safe return of his son, Capt. William Gray, from the First World War.

This purpose meets the strategic objectives of the Council, and supports Culture and information Services mission,

“To enhance the quality of life by providing cultural opportunities through a series of accessible exhibitions, performances and events, which challenge, educate and entertain”.

### **2. An overview of current collections**

#### **2.1. Maritime collections**

The collection at present comprises of :

A small number of Hartlepool/traditional North East built and used vessels including the PSS Wingfield Castle (launched 1934, on the National Register of Historic Ships), and fishing cobs including The Three Brothers Grant.

Objects relating to maritime activity including ship, sail and engine parts, shipbuilding tools, and fishing.

Ship models, either directly produced by Hartlepool shipbuilders as aids to construction or for marketing/legacy purposes, or by enthusiasts as examples of ships made or working in the Borough.

Ship plans, including a major collection of plans from Gray and Company (1863-1963) mainly dating from the Edwardian period through to the 1950s.

Photographs, and a small number of cine film, relating to maritime activity.

Ephemera, including but not limited to seamen's papers, yard books, pay books, company magazines, and publicity material and sales brochures.

## **2.2. Fine Art**

### **2.2.1. Oil Paintings**

The collection is mainly Victorian and Edwardian in period, largely as a result of the founding collection donated by Sir William C. Gray. His donation of a large number of pictures was supplemented by gifts from other local people; among them were Cllr William Edgar, Capt A.B.Horsley, Mr A.B.Guthe, Cllr J.W.Wilson and Major A.G.Rickinson who all gave one or more pictures.

With few exceptions, most subsequent collecting has been works of artists living or working at least part of their lives in the area.

### **2.2.2. Watercolour Paintings**

The collection is comprehensive and contains some early works. Artists represented include T.M. Richardson Senior, T.M. Richardson Junior, J.W. Beavis, David Cox, John Varley, Myles Birkett Foster, F.H. Mason and James Clark.

### **2.2.3. Drawing, Pastels and Prints**

The collection includes few drawings, but there is a Stanley Spencer and an L.S. Lowry of Hartlepool. The majority of pastel works are by R.L. Howey of Seaton Carew. The print collection contains a wide variety of work. As well as artists' limited editions there are many topographical prints of the town.

## **2.3. Decorative Art**

There is a good collection of decorative art, which includes material acquired from the ex-Cleveland County collection. This shows a broad range of decorative art material from a broad range of techniques, materials and periods.

### **2.3.1. Ceramics**

The collection includes ceramics dating from the late 17<sup>th</sup> century through to the 20<sup>th</sup> century. There is a large collection of Batavian and other Brown Glazed wares. The collection also contains Staffordshire ware and local wares such as Linthorpe ware, Middlesbrough ware, Stockton ware, Newcastle ware, Sunderland ware, Cleveland ware and West Hartlepool ware.

### **2.3.2. Glass**

The collection includes glass dating from the 18<sup>th</sup> century through to the 20<sup>th</sup> century. The collection comprises of Sunderland ware, Georgian goblets, a piece of Lalique glass and Art Deco glass.

### **2.3.3. Silver & Metal**

The collection includes glass from the 18<sup>th</sup> century through to the 20<sup>th</sup> century. The collection comprises of Georgian silverware, Art Nouveau metal and silverware, including pieces by Christopher Dresser.

### **2.4. Costume and Textiles**

The collection dates mainly from 1900 -1960 and includes male and female dress and children's clothing, Civic Regalia and uniform. It also includes underclothes and accessories.

As with social history the costume collections aims to represent the social and working lives of people of Hartlepool and surrounding districts.

### **2.5. Oriental Collection**

This collection contains a considerable variety of material, originating from the Middle and Far Eastern countries and from different periods. The majority was acquired in the early years of the Museum service (1920s-1930s) from local donors mostly connected with local industries.

This collection includes Indian religious figures, Indian dolls, Indo-Chinese images of Buddha, oriental porcelain, Japanese Netsuke and Japanese Armour and Arms.

### **2.6. Archaeology**

Archaeological collections comprise of artefacts from sites within the Borough and include Mesolithic and Neolithic artefacts from the "submerged forest" (tidal zone), the late Bronze Age including the Throston Hoard, Romano-British artefacts including those from the Catcote settlement, finds from the 7<sup>th</sup> and 8<sup>th</sup> century Anglo-Saxon Monastery, and artefacts from the Medieval walled town.

These mainly comprise pottery, metallic small finds, animal remains, human remains, glass, tile and masonry, with a small number of leather and wood items.

In addition, Tees Archaeology, the joint archaeology service funded by Hartlepool Borough Council and Stockton Borough Council, share storage space within Sir William Gray House. They do not have an active acquisitions policy and material is only kept on a temporary basis before being transferred to the appropriate museums service for formal acquisition. Original documentary archives are however held in their permanent archaeology archive. These collections and documentary archives are stored at Sir William Gray House, and in the open access store and the safe in the Art Store.

### **2.7. Ethnography (World Culture)**

The service possesses a small, but interesting collection, mostly of native weapons and ornament from Africa and the Middle Eastern Countries. Much of this material has important local family

connections, particularly to Col. Thomlinson and has been an integral part of the museum since its opening.

## **2.8. Social and Industrial History**

The Social and Industrial History collections help to illustrate the everyday life and history of the inhabitants of the Hartlepool District. The collection currently consists mainly of printed ephemera (the bulk of this being the Robert Wood collection, see 2.11 below), photographs, books and maps. The collection reflects the social aspects of local life as well as the industry in this area. The social history collections are quite small and reflect only a small part of the lives of these inhabitants. The iron, steel, engineering and the chemical production industries are not well represented other than by printed material.

## **2.9. Natural History**

The collection consists of a comprehensive collection of British birds and common mammals, British entomology, local geology and a small number of foreign and exotic mounted specimens. These were acquired pre-World War Two.

## **2.10. Coins and medals**

There is presently a large collection of coins in the collection, mostly collected on an ad hoc basis, of British and foreign origin. The medal and medallions collection have a strong local connection, including the medals of Col. Robson, and attendance medallions from local schools.

## **2.11. Ephemera, Photographs and Archival Material**

The collection consists of photographs, plans, maps, posters etc.

The photo collection consists of over 8000 items and includes photographs of local scenes, events, people and local ships. The ephemera collections include pilot journals, school registers, newspaper cuttings, commemorative pamphlets, council minutes, theatre programmes, commercial brochures and letterheads. The collection also includes maps transferred from the council planning departments

A hugely informative collection is that preserved by Robert Wood, a local historian, which contains approximately 45,000 examples of 19th century and early 20th century printed ephemera and manuscript material from the West Hartlepool printing and publishing concern owned by John Proctor (and successors).

## **2.12. Firearms and Militaria**

The collection includes a small collection of historic firearms held under the provision of a Home Office Museum Firearms Licence. Militaria are mainly confined to items directly relating to locally raised military units and volunteer militia, mainly printed ephemera and a personal items. One important area is items relating to the Bombardment of the Hartlepoons in 1914, otherwise not covered by inclusion in 2.8, 2.10, and 2.11 above (shells, deactivated munitions, and souvenirs).



### **3. Themes and priorities for future collecting**

#### **3.1. Maritime collections :**

##### **3.1.1. Shipbuilding and Repairing**

This includes wooden, iron and steel shipbuilding in Hartlepool and Teesside, and the construction of offshore oil and gas drilling rigs. A particular emphasis will be placed on the construction, use and development of fishing cobs.

##### **3.1.2. Marine Engineering**

Including the construction and fitting of ship's engines and boilers as well as associated foundry and other subsidiary industries.

##### **3.1.3. Fishing and Associated Trades**

Fishing is currently underrepresented in the collection, especially items relating to the division of labour within fishing families, tools and equipment, sales of catches, and items from supporting trades (including net making and those allied with recreational use of fishing vessels). Active collecting will include deep-sea fishing, in-shore fishing, fish curing and boat building (the latter only where directly related to the fishing industry).

##### **3.1.4. Dock and Navigational Services**

Including the work of the Dock and Harbour Authorities, pilotage and stevedores.

##### **3.1.5. Shipping and Supporting Services**

Including ship owning, coal and timber cargoes, and associated industries and businesses i.e. insurance, training, safety, and salvage.

##### **3.1.6. Social History**

Items representative of the lives and working conditions of fishermen, seamen, marine artisans, apprentices, their families, and other members of the maritime community.

These will include personal papers, technical plans and drawings, instruments, tools and other equipment, builders and sailor's models, small craft with local connections, navigational charts and maps, business and other archives, personalia and photographs.

Where appropriate duplication of material will be avoided.

#### **3.2. Fine Art**

##### **3.2.1. Oil paintings**

We will strengthen the existing collection through active collecting with an emphasis on topographical works relating to the Hartlepool area and works relating to Hartlepool artists in particular e.g. Fredrick Shields, James Clark, Frank Mason, and Maurice Cockrill.

Notable gaps in the collection include works by Seymour Walker and William Davison, and works by local female artists. These should be acquired whenever the opportunity arises.

In addition, examples of North Eastern artists in general with an emphasis on marine and maritime paintings.

Paintings will also be collected to represent works exhibited in our Museums, as previously with the case of Lucian Freud and Nahem Shoa.

### **3.2.2. Watercolour Paintings**

A similar policy to oil paintings 3.2.1 will apply

### **3.2.3. Drawing, Pastels and Prints**

The print collection is sufficiently significant to warrant further development through acquisition, especially where it compliments the intention and policies stated under 3.2.1 and 3.2.2 above.

## **3.3. Decorative art**

### **3.3.1. Ceramics**

It will be policy to collect missing pieces of Batavian and other Brown Glazed wares and locally produced wares such as Hartlepool pottery. Ceramics will also be collected to represent works on exhibition in our Museums and those by locally working and born crafts people.

### **3.3.2. Glass**

It will be policy to collect gaps in the collection and locally produced wares. Glass will also be collected to represent works exhibited in our Museums and those by locally working and born crafts people.

### **3.3.3. Silver & Metal**

It will be policy to collect missing pieces of metal and silverware in the collection and locally produced wares. Silverware and metal will also be collected to represent works on exhibition in our Museums and those by locally working and born silversmiths and metal crafts people.

## **3.4. Costume and textiles**

As with social history (3.8), development and acquisition of costume collections will aim to better represent the social and working lives of people of Hartlepool and surrounding districts.

## **3.5. Oriental collection**

Collecting in this area will concentrate on closing gaps in current holdings, and expanding the collection with contemporary collecting to better represent contemporary communities.

## **3.6. Archaeology**

The service possesses a large and growing collection of archaeological material relating to the Hartlepool district. As far as possible any and all excavated material and chance finds (together with notebooks, plans, drawings photos etc) from the district should be acquired. A close working relationship will be maintained with Tees Archaeology in the furtherance of this policy.

### **3.7. Ethnography (World Cultures)**

Collecting in this area will concentrate on filling gaps and expanding the collection with contemporary collecting to represent current living communities, especially the world cultures from which migrants to Hartlepool have originated.

### **3.8. Social and Industrial History**

Social History material will be collected to be as inclusive as possible. Particular efforts will be made to make this area more culturally diverse. This will include acquiring social history material from communities currently underrepresented in our collections including BME groups, disabled people, LGBT people, and religious communities.

Specific effort will be made to improve the representation in collections of those Irish and Jewish migrants who settled in the Borough from the middle of the 19<sup>th</sup> century.

Contemporary and historical collecting from all communities will be led by issues identified as important in people's lives, such as life events (birth, childhood, coming of age, marriage, adulthood, older age, and death), religious beliefs, folklore, healthcare, housing, entertainment poverty, unemployment, crime, consumerism and environment.

There will be active collecting of Civic items including regalia, costume, ephemera, photographs, and items relating to both the governance and civic life of the Borough. This will unfold from work carried out in 2012 and 2013 on accessing the potential of non-museum Civic collections, under the direction of Council.

The principle area of Industrial Collecting will include trades and professions, personal and domestic items and exhibits relating to education, religion, trade unions, friendly societies, civic life, public entertainment, coins and medals.

Industrial collecting will focus on the industries of the past 150 years and reflect heavy engineering, iron and steel, shipbuilding, timber, railways, salt production etc.

With changing economic patterns, different industries and firms will become more prominent and every effort will be made to reflect these changes within the Museum Collections.

### **3.9. Natural History**

Policy is to accept only those natural history and geological items relating to the area in exceptional circumstances.

### **3.10. Coins and Medals**

Policy will be to only collect commemorative medallions, coins, medals and printed currency with strong and direct associations to Hartlepool.

### **3.11. Ephemera, Photographs and Archival Material**

Collecting will be carried out to support other collecting areas such as Social and Industrial History.

### **3.12. Firearms and Militaria**

It will be policy not to collect further examples of firearms, except in exceptional circumstances and then only after consultation with the Home Office.

There will be active collecting of social history items relating to past conflicts which directly involved the people of the Borough, either through military or civilian service, the home front, or in local war industries. This will focus on social history items relating to local experiences during World War One, and to a lesser extent the Boer Wars and World War Two and later conflicts. These will include items of uniform, personalia, ephemera, documents, letters, and photographs.

#### **4. Themes and priorities for rationalisation and disposal**

A formal rationalisation process will be implemented over the period 2013-2018.

This will aim to clarify the status of those items currently held on temporary object numbers and not yet fully accessioned into the collection, mainly items acquired without clear title in the period 1960 to 1980.

Retention and subsequent full accessioning of such items will be guided by the priorities for collecting identified in section 3 above. Any disposals will conform to all policy and requirements as stated in sections 9 through 13 inclusive of this Collections Development Policy.

#### **5. Limitations on collecting**

The museum recognises its responsibility, in acquiring additions to its collections, to ensure that care of collections, documentation arrangements and use of collections will meet the requirements of the Accreditation Standard. It will take into account limitations on collecting imposed by such factors as staffing, storage and care of collection arrangements.

#### **6. Collecting policies of other museums**

The museum will take account of the collecting policies of other museums and other organisations collecting in the same or related areas or subject fields. It will consult with these organisations where conflicts of interest may arise or to define areas of specialism, in order to avoid unnecessary duplication and waste of resources.

#### **Specific reference is made to the following museum(s):**

- Middlesbrough Museums and Galleries
- Redcar and Cleveland Museums Service
- Stockton Museums Service
- Head of Steam, Darlington Railway Museum
- The Heugh Gun Battery Museum
- Tees Archaeology
- Teesside Archives
- North East Film Archive
- Durham County Council
- Beamish Museum

- Tyne and Wear Museums and Archives (TWAM)

## 7. Policy review procedure

The collections development policy will be published and reviewed from time to time, at least once every five years. The date when the policy is next due for review is noted above.

Arts Council England will be notified of any changes to the collections development policy, and the implications of any such changes for the future of existing collections.

## 8. Acquisitions not covered by the policy

Acquisitions outside the current stated policy will only be made in very exceptional circumstances, and then only after proper consideration by the governing body of the museum itself, having regard to the interests of other museums.

## 9. Acquisition procedures

- a. The museum will exercise due diligence and make every effort not to acquire, whether by purchase, gift, bequest or exchange, any object or specimen unless the governing body or responsible officer is satisfied that the museum can acquire a valid title to the item in question.
- b. In particular, the museum will not acquire any object or specimen unless it is satisfied that the object or specimen has not been acquired in, or exported from, its country of origin (or any intermediate country in which it may have been legally owned) in violation of that country's laws. (For the purposes of this paragraph 'country of origin' includes the United Kingdom).
- c. In accordance with the provisions of the UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, which the UK ratified with effect from November 1 2002, and the Dealing in Cultural Objects (Offences) Act 2003, the museum will reject any items that have been illicitly traded. The governing body will be guided by the national guidance on the responsible acquisition of cultural property issued by the Department for Culture, Media and Sport in 2005.
- d. So far as biological and geological material is concerned, the museum will not acquire by any direct or indirect means any specimen that has been collected, sold or otherwise transferred in contravention of any national or international wildlife protection or natural history conservation law or treaty of the United Kingdom or any other country, except with the express consent of an appropriate outside authority.
- e. The museum will not acquire archaeological antiquities (including excavated ceramics) in any case where the governing body or responsible officer has any suspicion that the circumstances of their recovery involved a failure to follow the appropriate legal procedures. In England, Wales and Northern Ireland these procedures include reporting finds to the landowner or occupier of the land and to the proper authorities in the case of possible treasure as defined by the Treasure Act 1996.

f. Any exceptions to the above clauses 9a, 9b, 9c, or 9e will only be because the museum is:

- acting as an externally approved repository of last resort for material of local (UK) origin
- acquiring an item of minor importance that lacks secure ownership history but in the best judgement of experts in the field concerned has not been illicitly traded
- acting with the permission of authorities with the requisite jurisdiction in the country of origin
- in possession of reliable documentary evidence that the item was exported from its country of origin before 1970

In these cases the museum will be open and transparent in the way it makes decisions and will act only with the express consent of an appropriate outside authority.

g. As the museum holds or intends to acquire human remains from any period, it will follow the procedures in the 'Guidance for the care of human remains in museums' issued by DCMS in 2005.

## **10. Spoliation**

The museum will use the statement of principles 'Spoliation of Works of Art during the Nazi, Holocaust and World War II period', issued for non-national museums in 1999 by the Museums and Galleries Commission.

## **11. The Repatriation and Restitution of objects and human remains**

The museum's governing body, acting on the advice of the museum's professional staff, if any, may take a decision to return human remains (unless covered by the 'Guidance for the care of human remains in museums' issued by DCMS in 2005), objects or specimens to a country or people of origin. The museum will take such decisions on a case by case basis; within its legal position and taking into account all ethical implications and available guidance. This will mean that the procedures described in 13a-13d, 13g and 13o/s below will be followed but the remaining procedures are not appropriate.

The disposal of human remains from museums in England, Northern Ireland and Wales will follow the procedures in the 'Guidance for the care of human remains in museums'.

## **12. Management of Archives**

As the museum holds / intends to acquire archives, including photographs and printed ephemera, its governing body will be guided by the Code of Practice on Archives for Museums and Galleries in the United Kingdom (third edition, 2002).

**13. Disposal procedures**

- a. The governing body will ensure that the disposal process is carried out openly and with transparency.
- b. By definition, the museum has a long-term purpose and holds collections in trust for society in relation to its stated objectives. The governing body therefore accepts the principle that sound curatorial reasons for disposal must be established before consideration is given to the disposal of any items in the museum's collection.
- c. The museum will confirm that it is legally free to dispose of an item and agreements on disposal made with donors will be taken into account.
- d. When disposal of a museum object is being considered, the museum will establish if it was acquired with the aid of an external funding organisation. In such cases, any conditions attached to the original grant will be followed. This may include repayment of the original grant and a proportion of the proceeds if the item is disposed of by sale.
- e. When disposal is motivated by curatorial reasons the procedures outlined in paragraphs 13g-13s will be followed and the method of disposal may be by gift, sale or exchange.
- f. In exceptional cases, the disposal may be motivated principally by financial reasons. The method of disposal will therefore be by sale and the procedures outlined below in paragraphs 13g-13m and 13o/s will be followed. In cases where disposal is motivated by financial reasons, the governing body will not undertake disposal unless it can be demonstrated that all the following exceptional circumstances are met in full:
  - the disposal will significantly improve the long-term public benefit derived from the remaining collection
  - the disposal will not be undertaken to generate short-term revenue (for example to meet a budget deficit)
  - the disposal will be undertaken as a last resort after other sources of funding have been thoroughly explored
- g. Whether the disposal is motivated either by curatorial or financial reasons, the decision to dispose of material from the collections will be taken by the governing body only after full consideration of the reasons for disposal. Other factors including the public benefit, the implications for the museum's collections and collections held by museums and other organisations collecting the same material or in related fields will be considered. External expert advice will be obtained and the views of stakeholders such as donors, researchers, local and source communities and others served by the museum will also be sought.
- h. A decision to dispose of a specimen or object, whether by gift, exchange, sale or destruction (in the case of an item too badly damaged or deteriorated to be of any use for the purposes of the collections or for reasons of health and safety), will be the responsibility of the governing body of the museum acting on the advice of professional curatorial staff, if any, and not of the curator of the collection acting alone.
- i. Any monies received by the museum governing body from the disposal of items will be applied for the benefit of the collections. This normally means the purchase of further

acquisitions. In exceptional cases, improvements relating to the care of collections in order to meet or exceed Accreditation requirements relating to the risk of damage to and deterioration of the collections may be justifiable. Any monies received in compensation for the damage, loss or destruction of items will be applied in the same way. Advice on those cases where the monies are intended to be used for the care of collections will be sought from the Arts Council England and the ethics committee of the Museums Association.

- j. The proceeds of a sale will be ring-fenced so it can be demonstrated that they are spent in a manner compatible with the requirements of the Accreditation standard.
- k. Once a decision to dispose of material in the collection has been taken, priority will be given to retaining it within the public domain, unless it is to be destroyed. It will therefore be offered in the first instance, by gift or sale, directly to other Accredited Museums likely to be interested in its acquisition.
- l. If the material is not acquired by any Accredited Museums to which it was offered directly as a gift or for sale, then the museum community at large will be advised of the intention to dispose of the material, normally through an announcement in the Museums Association's Museums Journal, and in other specialist journals where appropriate.
- m. The announcement relating to gift or sale will indicate the number and nature of specimens or objects involved, and the basis on which the material will be transferred to another institution. Preference will be given to expressions of interest from other Accredited Museums. A period of at least two months will be allowed for an interest in acquiring the material to be expressed. At the end of this period, if no expressions of interest have been received, the museum may consider disposing of the material to other interested individuals and organisations giving priority to organisations in the public domain.
- n. The nature of disposal by exchange means that the museum will not necessarily be in a position to exchange the material with another Accredited museum. The governing body will therefore ensure that issues relating to accountability and impartiality are carefully considered to avoid undue influence on its decision-making process.
- o. In cases where the governing body wishes for sound curatorial reasons to exchange material directly with Accredited or unaccredited museums, with other organisations or with individuals, the procedures in paragraphs 13a-13d and 13g-13h will be followed as will the procedures in paragraphs 13p-13o/s.
- p. If the exchange is proposed to be made with a specific Accredited museum, other Accredited museums which collect in the same or related areas will be directly notified of the proposal and their comments will be requested.
- q. If the exchange is proposed with a non-accredited museum, with another type of organisation or with an individual, the museum will make an announcement in the Museums Journal and in other specialist journals where appropriate.
- r. Both the notification and announcement must provide information on the number and nature of the specimens or objects involved both in the museum's collection and those intended to be acquired in exchange. A period of at least two months must be allowed for comments to be received. At the end of this period, the governing body must consider the comments before a final decision on the exchange is made.



- s. Full records will be kept of all decisions on disposals and the items involved and proper arrangements made for the preservation and/or transfer, as appropriate, of the documentation relating to the items concerned, including photographic records where practicable in accordance with SPECTRUM Procedure on deaccession and disposal.

**[END]**

Policy prepared by Mark Simmons, Museums Manager, Hartlepool Borough Council June 2013.

Hartlepool Borough Council  
Culture and Information Services

***Collections Care and  
Conservation Policy 2013***



## ***Hartlepool Borough Council***

### **Culture and Information Services**

## **Collections Care and Conservation Policy 2013**

**Name of museums:** Museum of Hartlepool and Hartlepool Art Gallery, and stores located at Sir William Gray House

**Name of governing body:** Hartlepool Borough Council

**Date on which this policy was approved by governing body:** Pending at July 2013

**Date at which this policy is due for review:** June 2016

### **1. Introduction**

Hartlepool Borough Council's museum collection exists to conserve, document, interpret and make publically accessible the shared material heritage of the Borough.

This public purpose has remained consistent since the founding of the service in 1920, when the Gray Art Gallery & Museum was given to the town by Sir William Cresswell Gray, in thanks for the safe return of his son, Capt. William Gray, from the First World War.

Caring for the collections is a fundamental duty for all museums. This policy includes a combination of preventive and remedial conservation measures, designed to ensure long-term preservation of the collection.

Preventive conservation covers the measures necessary to slow down or minimise deterioration of museum objects and specimens and structures.

Remedial conservation involves a treatment to an object or specimen to bring it to a more acceptable condition or state in order to stabilise it or enhance some aspects of its cultural or scientific value.

### **2. Ethics and Legislation**

The conservation and care of collections will conform to the following ethical guidelines and legislation:

- Hartlepool Borough Council's Collections Development Policy 2013, and in particular all policy relating to Acquisitions and The Limits on Collecting.
- The Museums Association Code of Ethics.

- PAS197:2009 Code of Practice for Cultural Collections Management.
- Health and Safety at Work etc. Act 1974.
- COSHH Regulations 2002.
- All legislation relating to the operation of an English Local Authority.

This list is not exhaustive, and practice will conform to all UK and International law as required.

### **3. Standards**

Hartlepool Borough Council is committed to maintaining a high standard of conservation and care for collections.

We will use benchmarking to ensure that this standard is maintained, and that continuous progress is made in improving quality.

Benchmarks will include the areas of policy, buildings, storage, housekeeping, handling and use, environmental monitoring, environmental control, conservation, surrogates (alternatives to handling), and emergency preparedness (disaster planning).

In addition we will continue to work to the standard BS5454/PD5454 “Recommendations for storage and exhibition of archival documents”. This is necessary for the additional care of specific items of printed ephemera in the collections including the Robert Wood collection, and shipbuilding plans.

### **4. Collections Care and Preventive Conservation**

Hartlepool Borough Council is committed to continuing to manage our collections in accordance with *Benchmarks in Collection Care* (MLA 2011).

We will work towards raising all areas of practice (as defined in section 3 above) to the “Best” level, and continue our successful improvement programme of 2010-2012 with the aim of further increasing the amount of environmentally controlled storage and display space available for collections.

### **5. Reference to other collections policies and plans**

In order to sustain a high level of collections care, this Conservation and Care Policy will always be considered in the implementation of the following plans and policies:

All site specific Emergency Plans, Forward Plans (Collections Action Plans), and the Collections Development Plan.

The proper consideration for the conservation and care of collections will be included in all decisions on Museum and Gallery activity and management.

### **6. Professional Conservation Advice**

Hartlepool Borough Council is committed to consulting a professional conservator for advice whenever it is required to maintain a high standard of care. .

Remedial conservation will only be carried out by professional conservators, or carried out under the direct supervision of a professional conservator. In both cases such professionals will be formally Accredited by ICON and listed on the Conservation Register.

**[END]**

Policy prepared by Mark Simmons, Museums Manager, Hartlepool Borough Council June 2013.

Hartlepool Borough Council  
Culture and Information Services

***Documentation Policy 2013***



## ***Hartlepool Borough Council***

### **Culture and Information Services**

## **Documentation Policy 2013**

**Name of museums:** Museum of Hartlepool and Hartlepool Art Gallery, and stores located at Sir William Gray House

**Name of governing body:** Hartlepool Borough Council

**Date on which this policy was approved by governing body:** Pending at July 2013

**Date at which this policy is due for review:** June 2016

### **1. Introduction**

Hartlepool Borough Council's museum collection exists to conserve, document, interpret and make publically accessible the shared material heritage of the Borough.

This public purpose has remained consistent since the founding of the service in 1920, when the Gray Art Gallery & Museum was given to the town by Sir William Cresswell Gray, in thanks for the safe return of his son, Capt. William Gray, from the First World War.

An integral part of the care of collections is the proper policy and procedures for documenting items within the collection to a high standard.

The aim of this Documentation Policy is guide this process in order to ensure that we fulfil these responsibilities in relation to the security, management and public access of collections, specifically:

- Improve accountability for collections
- Maintain at least minimum professional standards in documentation
- Extend access to collection information
- Strengthen the security of the collections.

### **2. Ethics and Legislation**

The documentation of collections will conform to the following ethical guidelines and legislation:

- Hartlepool Borough Council's Collections Development Policy 2013, and in particular all policy relating to the acquisition or disposal of items.
- The Museums Association Code of Ethics.
- PAS197:2009 Code of Practice for Cultural Collections Management.
- The law on Data Protection.
- The Freedom of Information Act
- All legislation relating to the operation of an English Local Authority.

This list is not exhaustive, and practice will conform to all UK and International law as required.

### **3. Accountability**

We commit to maintaining a minimum level of collections documentation to a standard that allows us to properly identify and locate all items accessioned into the collection and for which we are legally responsible.

In addition, we take accountability for all items loaned to the Museum(s), and put robust and appropriate procedures in place to be able to care for all items on loan.

### **4. Standards**

Hartlepool Borough Council is committed to following SPECTRUM, The UK Collections Management Standard.

We will therefore meet the minimum standards for the SPECTRUM primary procedures, including using the appropriate methods for recording the following key procedures;

Object Entry, Acquisition, Loan in/Loan out, Location and movement control, Cataloguing, and Object exit.

We will aim to accession all new collections material within 6 months of the decision to acquire an item, and commit to creating inventory level descriptions on our database for all new accessions within 12 months of the accession date.

### **5. Access to collections information**

We are committed to ensuring that our documentation procedures allow the widest access to information for the general public, for staff, for researchers, and for specialist users.

We will actively work towards enhancing object records, digitisation, and the clearing of documentation backlogs to continuously improve the quality of access to collections information.

### **6. Security of Collections Information**

We will make certain that both procedures and practice ensures the physical security of the records in our documentation systems, and the long-term preservation of these records.

These procedures include the regular secure backing up of electronic data, and the security copying of key records such as Accession registers.

### **7. Keeping records up to date**

We will ensure that paper and electronic records, and security copies of these, are regularly reviewed and updated to ensure that they are not becoming obsolete.

All updating of information will seek to improve the quality of records to increase intellectual access and readability.



**[END]**

Policy prepared by Mark Simmons, Museums Manager, Hartlepool Borough Council June 2013.

Hartlepool Borough Council  
Culture and Information Services

***Access and Learning Policy***  
***2013***



## ***Hartlepool Borough Council***

### **Culture and Information Services**

## **Access and Learning Policy 2013**

**Name of museums:** Museum of Hartlepool and Hartlepool Art Gallery.

**Name of governing body:** Hartlepool Borough Council

**Date on which this policy was approved by governing body:** Pending at July 2013

**Date at which this policy is due for review:** June 2016

### **1. Introduction**

Hartlepool Borough Council's museum collection exists to conserve, document, interpret and make publically accessible the shared material heritage of the Borough.

This public purpose has remained consistent since the founding of the service in 1920, when the Gray Art Gallery & Museum was given to the town by Sir William Cresswell Gray, in thanks for the safe return of his son, Capt. William Gray, from the First World War. The original museum's mission was to inform, educate and entertain the people of the town, and provided one of the first school's services in any museum in the North East.

Access to the collections and the provision of learning opportunities for all continue to be fundamental duties for all museums. This policy guides the museum's approach to providing this access to collections and to associated information putting people at the centre of our activities. It aims to provide equal opportunities for everyone to participate in and enjoy museums and galleries.

Hartlepool Borough Council are committed to facilitating access to the collections for education, research and enjoyment for all with the reasonable constraints of resources, the maintaining of a high standard of conservation and collections care, and the security of collections.

### **2. Ethics and Legislation**

Access to collections and Learning will conform to the following ethical guidelines and legislation:

- The Equality Act 2010
- Hartlepool Borough Council's Collections Development Policy 2013
- The Museums Association Code of Ethics.
- Health and Safety at Work etc. Act 1974
- All legislation relating to the operation of an English Local Authority.

This list is not exhaustive, and practice will conform to all UK and International law as required.

### 3. Standards

Hartlepool Borough Council is committed to maintaining a high standard of public access to collections, and in the provision of learning opportunities.

Learning for us will continue to be based on our longstanding adoption of the Campaign For Learning's statement that "Learning is the process of active engagement with experience. It is what people do when they want to make sense of the world. It may involve increase in skills, knowledge, understanding, values, feelings, attitudes and a capacity to react. Effective learning leads to change, development and the desire to learn more".

We will therefore ensure that practice supports a high standard of access which allows the discovery of new information by visitors, service users and staff through engagement with our collections and displays, through inspiration and enjoyment, discovery of new personal skills, and through the further development of previous knowledge.

Supporting Access and Learning in the museum is the responsibility of the entire organisation, including all staff and volunteers.

The provision of opportunities to access collections and to learn also extends outside the museum through proactive outreach.

### 4. User Needs and Access Assessments

We understand that users have different needs and we are committed to reducing barriers to both physical and intellectual access to the collections.

This policy therefore defines the principles of Diversity as being inclusive rather than exclusive, and requires the removal of attitudinal, cultural, financial, intellectual, physical, sensory, social and skills-related barriers to participation in the museum experience.

To ensure we achieve these principles we are committed to assessing, identifying and addressing access issues by means of internal and external checklists, formal evaluation, access audits, and by working and consulting with local groups and communities.

We will act on the feedback of visitors, schools, pupils, participants and enquirers to continuously drive improvement.

We will identify under-represented groups and communities, and be proactive in finding ways to improve their engagement with collections.

We will aim to create inspiring and accessible temporary and permanent display and learning environments, using differing interpretive methods suitable for a wide range of ability and needs.

We will actively promote the museum and gallery as centres for learning, inspiration and enjoyment.

We will invest in developing the skills of all staff to deliver accessible services and quality learning experiences. This will include participation in nationally recognised quality schemes including Welcome Host, VAQAS, and learning provision and visitor experience schemes.

## **5. Reference to other collections policies and plans**

In order to sustain a high level of collections care, the Conservation and Care Policy and the Collections Development policy will always be considered in the implementation of this policy.

Restrictions to access to the collection will always be solely based on the requirements to maintain the care and condition of items, including maintaining the security of the collection and the care of environmentally sensitive material.

The reasons for any restrictions on access will always be clearly communicated to users, and suitable surrogates or alternatives provided.

The proper consideration for access and learning will be included in all decisions on Museum and Gallery activity and management.

## **6. Other Languages**

We will use Hartlepool Borough Council's translation service where necessary to provide information to participants in a suitable language.

We will aim to introduce BSL and subtitle captioning onto our audio-visual material, and work to make this standard in future redisplay and redevelopments of permanent displays.

The use of Braille and tactile interpretation methods will be considered for inclusion in future redisplay and redevelopments of permanent displays after consultation with stakeholders.

**[END]**

Policy prepared by Mark Simmons, Museums Manager, Hartlepool Borough Council June 2013.

Hartlepool Borough Council  
Culture and Information Services

***Collections Care and  
Conservation Plan  
2013-2018***



## ***Hartlepool Borough Council***

### **Culture and Information Services**

## **Collections Care and Conservation Plan 2013-2018**

**Name of museums:** Museum of Hartlepool and Hartlepool Art Gallery, and stores located at Sir William Gray House

**Name of governing body:** Hartlepool Borough Council

**Date at which this plan is due for review:** Dec 2015.

### **1. Introduction**

Hartlepool Borough Council's museum collection exists to conserve, document, interpret and make publically accessible the shared material heritage of the Borough.

This public purpose has remained consistent since the founding of the service in 1920, when the Gray Art Gallery & Museum was given to the town by Sir William Creswell Gray, in thanks for the safe return of his son, Capt. William Gray, from the First World War.

Caring for the collections is a fundamental duty for all museums, one which should be continuously improving. This plan therefore aims to help deliver structured and appropriate improvements to collections care and conservation for the period 2013 to 2018 in line with the aims of our Collections Care and Conservation Policy.

### **2. Progress since 2010.**

Significant progress was made in maintaining and improving collections care in the period 2010 to 2013. This included:

- The cessation of the use of the bunker basement storage area for archaeological material, eliminating the issue of potentially damp conditions.
- The creation of a new Open Access and Archaeology Store to rehouse archaeological material, to provide new space for the storage of ship plans, and to raise capacity for research and public access.
- The installation of the final phase of roller racking into the Art Store.
- The full replacement of old environmental controls in our Main Store with a new computer controlled air conditioning system. This has been of great benefit in maintaining environmental conditions for sensitive items, provides sustainability for the next decade, and has reduced energy usage.

- Significant investment into raising the condition of the fabric of Sir William Gray House, including complete renewal of roof tiles, guttering and downpipes to reduce risk of water penetration.
- The successful completion of a major pest prevention programme, including elimination of bird pest waste from roofspaces and installation of anti-bird netting around storage buildings.
- Repacking and reboxing of our ship plan collection and social history collections.
- The adoption of variable level LED based light units within the Museum's main lighting tracks to allow spot control of light levels and to cut heat output and energy usage.

### **3. Collections condition overview**

Currently the collection is visually inspected on a rolling programme, with issues noted for appropriate action as required by the sensitivity or vulnerability of the items inspected.

Highly sensitive items within stores or displays are however inspected on an individual basis, tailored to the best practice for that item. In a handful of cases this can even be daily.

All loan items are inspected in line with the lender's conditions of loan.

To improve this assessment process, it is planned to move to a weekly programme where items are formally inspected by theme within stores, and at least once weekly within the museum and art gallery in addition to the current level of day-to-day monitoring and reporting by on-site staff. The aim will be to increase the frequency and effectively of visual monitoring, and the formal recording of conditions, within the constraints of staffing resources.

A training programme to maintain and improve the skill base of all staff to identify issues with the condition of collections will be implemented.

Both of these priorities to be implemented in the short term.

In the medium term, we will review the duties of front of house staff with the aim of increasing the frequency of the monitoring of collections on display and housekeeping.

### **4. Environmental Monitoring**

Currently the environmental conditions in collection stores are monitored on a daily basis. This includes relative humidity, temperature and light levels (both visible and ultraviolet). Records are taken, evaluated by curatorial staff and retained.

Conditions in permanent and temporary exhibition spaces are done less frequently, but at least on a weekly basis and always on changing exhibitions or displays.

Investment in the period of 2010-2013 has now raised our ability to monitor the conditions within collections stores to the best level of collections care practice. The priority for improvement will be to extend this ability into the museum and the art gallery display spaces by improving our practical ability to monitor conditions.



In the short term, this will include the replacement of increasingly obsolete monitoring equipment with modern digital hand-held meters.

In the medium and long terms this will include replacement of increasingly obsolete environmental monitoring equipment installed in Museum and Art Gallery spaces with automatic systems incorporating digital data logging. Such requirements will be an essential part of any capital developments at each venue.

## 5. Environmental Control

The following environmental controls are in place to reduce the risk of damage from unsuitable environmental conditions:

- The collection is housed such that it is protected from potentially harmful environmental conditions. In stores, these are specifically designed and designated areas to hold collections, with (where necessary) the ability to fully adjust the environmental conditions within the space appropriate to the needs of the material stored within. For example, the Main Store is maintained at a target level of 20° C and 50% relative humidity suitable for social history, textiles and printed ephemera.
- Within the Museum and gallery display spaces control is currently achieved through physical measures including closing doors, moving lights, providing entrance mats and controlling temperature and light levels. For example, the both venues have automatic opening systems for the doors to their temporary exhibition spaces, with a circulation space and double nested doors to reduce the potential for external contamination of internal controlled environments.
- Material is displayed and stored away from sources of heating, air conditioning vents and windows, or otherwise protected from their damaging effects. Internal temperature levels can be adjusted at both venues.
- The overall exposure of all light-sensitive material to light is reduced as much as possible. Blinds, shutters, curtains and/or ultraviolet filters are used to reduce visible and ultraviolet light in all areas housing such collections. For example, ultraviolet filters are fitted to the glass used in all display cases, and the light levels from fitted lamps can be adjusted.
- Sunlight is never allowed to fall directly on any light-sensitive material while on display.
- Vulnerable items in the collection are protected from excessive dust by being housed in appropriate enclosures such as cupboards or cases. Acid free storage boxes and tissue is used to contain items within stores, and all display cases are fitted with dust filters.
- Windows and doors can be closed at all venues to provide protection from airborne pollutants, both gaseous and particulate.

Priorities for improvement over the next five years will focus on gaining increased control over conditions within the museum and art gallery.

In the medium term we will aim to replace all of our older temporary display cases with new examples to a higher environmental standard, including incorporating variable LCD lighting. The

aim will be to be able to raise our ability to display our more environmentally sensitive items, and a wider range of loan items, within the museum.

In the long term improvements to further raise the standard of our ability to control internal environments will be an integral part of part of any capital developments at each venue.

## **6. Provision of suitable buildings**

Current facilities management procedures at all venues comply with and benefit from Hartlepool Borough Council's formal inspection, fault finding, maintenance and repair programmes. These are well structured and effective.

Trained professional assistance from internal technical support staff, or from professional specialist contractors, can be quickly accessed to solve building issues as and when they are identified. Emergency assistance is always available. We have a good working relationship with our Neighbourhood Services colleagues, and regularly collaborate to identify and remedy issues before they become problems.

Planned improvements to Sir William Gray House over the last 3 years have significantly increased the fitness for purpose of the building for collections storage (see 1.0 above). The venue is regularly inspected on a regular basis to reduce the risk of potential threats to collections, and a programme is in place to remedy identified faults. Plant and equipment is inspected periodically, both for fitness of purpose and for health and safety.

A priority will be to maintain these strong facility management programmes for the entire period of this Plan.

Priorities for improvement and development will now focus on improving the provision and resilience of the Museum and the Art Gallery buildings, and on phase three of preventative conservation of the Paddle Steamship Wingfield Castle, our floating historic vessel and our largest exhibit.

In the short term we will produce a formal assessment of the condition of the PSS Wingfield Castle, and implement its recommendations.

In the medium term we will create site-specific improvement plans for both the museum and the art gallery as part of the wider development plans for each venue. Given the potential funding implications, any major improvements will be delivered in the longer term as resources are secured.

## **7. Housekeeping**

Active steps are constantly taken to reduce the likelihood of pest infestation and damage to material from mould or from abrasive or acidic particles, by careful cleaning of collections and the areas in which they are housed.

All display and storage areas and storage furniture are cleaned and inspected regularly.

Collections practice is to ensure that the appropriate techniques, materials and equipment are used for display and storage and for cleaning storage areas. This includes restrictions and prohibitions on chemicals and abrasives to avoid damage to environmentally sensitive collections,

including photographs and printed ephemera. Photocopiers and chemical sources are located outside of store and research areas.

All incoming material and acquisitions are examined for signs of infestation, dampness or mould, as an integral part of our object in/out and loans procedures.

Display and storage areas are monitored for the presence of insects and rodents through the regular use of the appropriate traps and/or tell tale. Such traps are regularly checked, usually as part of the regular visual inspection of collections and collections areas. Trapped insects are professionally identified.

Hartlepool Borough Council consults with a professional conservator for advice whenever it is required to maintain a high standard of collections care. This extends to gaining advice on appropriate remedial action in all cases of infestation, dampness or mould, and for carrying out the appropriate remedial treatments.

Note that remedial conservation will only be carried out by professional conservators, or carried out under the direct supervision of a professional conservator. In both cases such professionals will be formally Accredited by ICON and listed on the Conservation Register.

## **8. Summary of recommendations and timetable.**

### **8.1 Short term (within the next year, and no later than June 2014)**

- 8.1.1. Increased visual inspection of collections to a more structured procedure.
- 8.1.2 Focus on improving staff training to raise the standard of collections care across the organisation.
- 8.1.3 The replacement of increasingly obsolete monitoring equipment with modern digital hand-held meters.
- 8.1.4 Produce a formal assessment of the condition of the PSS Wingfield Castle, and implement its recommendations

### **8.2 Medium term (within three years, and no later than June 2016)**

- 8.2.1 Review the duties of front of house staff with the aim of increasing the frequency of the monitoring of collections on display and housekeeping.
- 8.2.2 Replacement of increasingly obsolete environmental monitoring equipment in museum and gallery spaces with automatic systems incorporating digital data logging.
- 8.2.3 Replace all of our older temporary display cases with new examples to a higher environmental standard, including incorporating variable LCD lighting.
- 8.2.4 Produce site-specific environmental conditions improvement plans for both the Museum and the Art Gallery as part of the wider development plans for each venue.
- 8.2.5 Identify and implement ways to increase the space available for storage and display of the art collection to facilitate active collecting under the Collections Development Policy 2013.

### **8.3 Long term (within the next 5 years, and no later than June 2018)**

- 8.3.1 Ensure that the sustained delivery of best practice in Collections Care and Conservation is considered in and supported by any capital development of the Service, including our ambition for the major redevelopment of the Museum for our 2020 centenary.

**[END]**

Policy prepared by Mark Simmons, Museums Manager, Hartlepool Borough Council June 2013.

Hartlepool Borough Council  
Culture and Information Services

***Documentation Plan***  
***2013 - 2018***



## ***Hartlepool Borough Council***

### **Culture and Information Services**

#### **Documentation Plan 2013 - 2018**

**Name of museums:** Museum of Hartlepool and Hartlepool Art Gallery

**Name of governing body:** Hartlepool Borough Council

**Date at which this plan is due for review:** Dec 2015.

#### **1. Introduction**

Hartlepool Borough Council's museum collection exists to conserve, document, interpret and make publically accessible the shared material heritage of the Borough.

This public purpose has remained consistent since the founding of the service in 1920, when the Gray Art Gallery & Museum was given to the town by Sir William Creswell Gray, in thanks for the safe return of his son, Capt. William Gray, from the First World War.

Documenting the collections is a fundamental duty for all museums, one which should be continuously improving. This plan therefore aims to help deliver structured and appropriate improvements to its collections documentation and documentation systems for the period 2013 to 2018 in line with the aims of our Documentation Policy.

#### **2. Progress since 2009.**

Significant progress was made in maintaining and improving the documentation of the collection in the period 2009 to 2013. This included:

- Stage 2 inventory of Room One of the Upper Stores (social and maritime history) was completed in 2010.
- A stage 3 Data Reconciliation of the Photographic collection was completed in 2011. Stage 4 (completion to SPECTRUM standards) commenced in 2011-2012 and is ongoing.
- The Fine Art collection was fully labelled within stores.
- Social History collections were documented to web-ready standards, all boxes and objects marked, and locations updated by 2012.
- Major progress was made on the documentation of Maritime collections, including our significantly important William Gray and Company shipbuilding plans. The latter were relocated into purpose-built stores, and reboxed and correctly labelled by Staff and Volunteers. A sample of 2000 plans (out of 35,000 individual items) was digitised, and all were attached to MODES records.

- The oil painting collection digitisation programme was completed, and published in print by the Public Catalogue Foundation in 2010. The PCF subsequently made the collection publically accessible on-line by in 2011, with it also being incorporated into the BBC's "Your Paintings" web project in 2012.
- The Firearms collection was fully documented to Stage 4 SPECTRUM standards in 2013, with digital images being added to the full MODES record for each item.

### **3. Retrospective Documentation Backlog**

Our Documentation Policy 2013 states that:

"We will actively work towards enhancing object records, digitisation, and the clearing of documentation backlogs to continuously improve the quality of access to collections information".

At date, we estimate that there are approximately 1000 objects in our retrospective Documentation backlog from a total of 114,500 items. These include 626 items or groups inventoried to Stage 2 levels in the Upper Stores, and an additional estimated 400 items or groups without secure ownership (title) or information records.

A formal rationalisation process with the objective of bringing all of these items up to full SPECTRUM quality will be implemented over the period 2013-2018. This will be the major objective of the documentation plan for this cycle.

This process will include clarifying the status of those items currently held on temporary object numbers and not yet fully accessioned into the collection, mainly items acquired without clear title in the period 1960 to 1980.

Retention and subsequent full accessioning of such items will be guided by the priorities for collecting identified in our Collections Development Policy 2013. Any disposals will conform to all policy and requirements as stated in sections 9 through 13 inclusive of the Collections Development Policy.

In addition, we will complete the assessment of the non-museum Civic Collections started in 2012, formally approved for action by Council, with the view to the acquisition of significant items into the collection without the creation of a long term backlog.

We will also review and make decisions on the benefits of accessioning selected historic items acquired by the Hartlepool Historic Quay in the 1990s into the museum collection, focused on the items currently displayed in the Hindmarsh Gallery. This will include the recommendation by the Home Office during the 2013 Firearms Review that a group of non-museum historical firearms be formally accessioned.

#### **4. Action Plan**

##### **4.1 Short term goals (within the next 18 months, and no later than December 2014)**

- 4.1.1 Prepare for the rationalisation of collections by collating all the results of the various Stage 3 Discrepancy Checking processes into one practical document.
- 4.1.2 Complete a work programme for carrying out an effective rationalisation scheme that takes into account resource levels and staffing levels.
- 4.1.3 Initiate the “What’s Your Emergency” collections research project successfully funded in May 2013 by the Esmée Fairbairn collections fund, with practical detailed enhancement of records of items relating to the emergency services, health and maritime lifesaving facilitated by the project to take place during calendar years 2014 and 2015. Where appropriate, this project will also contribute to the wider rationalisation process.
- 4.1.4 Complete the assessment of the Civic Collections held by Hartlepool Borough Council required by the Museum Forward Plan, make recommendations to Council, and arrange the acquisition of the selected items into the Museum Service. This is likely to be in the region of 200 items or groups of items. Full documentation of all selected items would be achieved by December 2014, including digitalisation of items where appropriate.
- 4.1.5 Review and make decisions on the accessioning of selected historic items acquired by the Hartlepool Historic Quay, including historic firearms. If appropriate, the full documentation of selected items will be achieved within the timescale.

##### **4.2 Medium term goals (within 3 years, and no later than June 2016)**

- 4.2.1 Start on the rationalisation of all collections during 2014-2015, with the aim of clearing the backlog of items inventoried in the Upper Stores (and held on temporary numbers), and items held across other collection areas.
- 4.2.2 Gain formal approval for the ethical transfer and disposal of items identified as not being retained (if any) during the Rationalisation process.

Both of the above goals will be completed by June 2016.

- 4.2.3 Formally review the effectiveness of our current MODES collections documentation software, and identify future trends in the electronic recording of collections data. The objective will be to future proof this element of our use of SPECTRUM standards to ensure long term viability of collections data. In addition, any review will consider the implications of closer working with our Libraries and Archives colleagues, including compatibility of electronic records.
- 4.2.4 Further enhance the documentation of the Gray and Company shipbuilding plans by facilitating a volunteer involvement programme. This will be dependant on securing appropriate resources.
- 4.2.5 Secure resources including working with our Library and Archive colleagues, to allow the sustained digitisation of the Robert Wood Collection of printed ephemera to commence, with the aim of enhancing object records to a web-ready standard. Part of this process will



be to improve the current level of documentation to allow the collection to be easily searched for personal names.

#### **4.3 Long term goals (within 5 years, and no later than June 2018)**

- 4.3.1 A long term objective is the full digitisation of the Robert Wood Collection to allow it to be publically available as an on-line resource. This ambition would need to be underpinned by the securing of major external funding for a sustainable and realistic programme, and would require major actions in the Documentation Plan for the period 2018 - 2023.
- 4.3.2 Ensure that the sustained delivery of best practice in Documentation is considered in and supported by any capital development of the Service, including our ambition for the major redevelopment of the Museum for our 2020 centenary.

**[END]**

Plan prepared by Mark Simmons, Museums Manager, Hartlepool Borough Council June 2013.

# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



**Report of:** Assistant Director, Child and Adult Services  
(Community Services)

**Subject:** BRIERTON SPORTS PROVISION – OUTCOME OF  
FUNDING BIDS FOR NEW 3G ARTIFICIAL TURF  
PITCH AND PRICING MODEL

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-Key

## 2. PURPOSE OF REPORT

2.1 To update Committee on the outcome of funding bids made to Sport England and the Football Foundation in respect of the Brierton site.

2.2 To approve the pricing model related to the new sports provision.

## 3. BACKGROUND

3.1 At a meeting of 17<sup>th</sup> December 2012, Cabinet considered a number of options for sports facilities and the relocation of the Council services on the site as well as a number of alternative locations for future residential development. The residential development was to be aligned to the Council's housing priorities but linked to producing capital receipts to enable the whole site to be developed successfully within a funding envelope.

3.2 Cabinet consequently approved the adoption of an option moving forward and as part of this, a new 3G artificial turf pitch (ATP) was included in order to enhance the playing pitch provision and offset the loss of part of the existing playing fields for residential development in order to satisfy Sport England's statutory responsibilities. This also involved a re-designation of playing field land and the need for new pitches and / or pitch improvement works.

3.3 At the meeting, Cabinet also expressed the need for Officers to explore any funding opportunities to assist with the cost of the new sports provision.

Given that the adoption of the Borough's new Playing Pitch Strategy had just been approved at Cabinet on December 3<sup>rd</sup> 2012, Officers were confident that this gave the foundation upon which a strong strategic case could be built.

#### **4. FUNDING APPLICATIONS FOR SPORTS IMPROVEMENTS**

- 4.1 Following the direction given by Cabinet, the Head of Sport & Recreation met with Sport England, Durham Football Association and the Football Foundation to discuss the potential for funding. All three bodies have very close working relationships with the Council and were consulted extensively in the development of the new Playing Pitch Strategy. The Sport and Recreation service also has a high success rate in being able to attract external funding being viewed as trusted partners who deliver upon key outcomes.
- 4.2 The resulting discussions around the provision of the new 3G ATP, the release of playing field land, the adoption of new land and the subsequent need for pitch realignment and improvement works, also taking into account the new national standards for junior pitch sizes concluded that this needed to be considered as one major project. Both Sport England and the Football Foundation saw the huge potential of the project and both suggested available funding routes that the service could make application to.
- 4.3 **Sport England – Protecting Playing Fields Fund**
- 4.3.1 As part of Sport England's Places People Play mass participation Olympic Legacy, this fund offered the opportunity to provide capital funding to construct new natural turf pitches as well as improve existing ones that needed levelling and/or drainage works.
- 4.3.2 The reconstruction / realignment works required for the playing fields was assessed and estimated to cost approximately £230,000 spread over a two year period. On this basis, a subsequent application for a maximum grant award of £50,000 was made to Sport England with a match funding requirement for the difference of £180,000.
- 4.4 **Football Foundation Capital**
- 4.4.1 At the same time, an application was submitted to the Football Foundation for the provision of a full-size floodlit 3G ATP. As an outcome, Durham FA and the Foundation also wanted to see growth in football participation (although the 3G could obviously also cater for other sports) and a considerable amount of work had to be undertaken as part of the bid process to produce an associated football development plan.
- 4.4.2 The original cost for the provision of a 3G ATP and included as part of the financial model within the Cabinet report in December 2012 was estimated at £600,000. As a result of the bid process and extensive site surveys that

were subsequently undertaken coupled with agreed plans and pitch specifications, the final cost estimate of this provision was £620,800. It was upon this cost that the application for grant funding was made.

- 4.4.2 As a result of this, in order to guarantee the required outcomes if the bid was to be successful, we were encouraged to develop a particular pricing model for the 3G pitch which is now attached at **Appendix 1** and requires adoption by Committee.
- 4.4.3 As part of this, we were further advised by Durham FA and the Foundation that the existing partnership with Greatham FC who used the site as a home base would require to be built upon and further enhanced to ensure the required outcomes of the football development plan. This is attached at **Appendix 2** for information. As a consequence, a five year agreement has been drawn up with the club which will guarantee the development work required by the club as well as the Council and offer the club preferential rates for use of the 3G pitch and some preferential booking slots.
- 4.4.4 Having satisfied all the application criteria as detailed in paragraph 4.4 of this report, a bid was submitted to the Football Foundation. The bid also made reference to the additional potential investment of £230,000 by the Council and Sport England (detailed in paragraph 4.3) towards the overall project at the site.

## 5. FUNDING APPLICATION OUTCOMES

- 5.1 Sport England subsequently awarded the maximum grant award of £50,000. This is conditional upon the match funding requirement of £180,000 from the Council.
- 5.2 The next stage will be for a full site survey and assessment of the pitches to be undertaken by a Sports Turf Consultant appointed by Sport England who will draw up a works programme to be carried out over the next two years. This work will not commence until the end of the new football season 2013/14.
- 5.3 The Football Foundation also approved a capital grant offer of 97% of the total project cost estimated at £620,800 subject to a maximum grant payment of £602,800. This therefore will also require a match funding contribution estimated at £18,000 from the Council.
- 5.4 This is extremely good news and very welcome funding from the two organisations concerned that obviously see the opportunities that this partnership project has the potential to bring to Hartlepool.
- 5.5 The provision of the funding for the 3G ATP is subject to planning permission being granted. This, as Committee will be aware, is currently out for public consultation and is expected to be taken to Planning Committee in

September, provided approval is granted and allowing time for the procurement process, work could possibly start by November 2013.

## 6. RISK IMPLICATIONS

- 6.1 The risk implications of the deliverability of the project are largely associated with the need for planning approval. The overall planning application includes the release of some playing field land for development purposes and will be reliant on the proposals meeting Sport England's satisfaction as a statutory consultee.
- 6.2 As the grant applications have been successful and the Head of Sport and Recreation has liaised closely with their regional team, we are hopeful of a satisfactory outcome to this.

## 7. FINANCIAL CONSIDERATIONS

- 7.1 Since the Cabinet report in December 2012, there has been a significant change to the financial modelling for the overall Brierton site redevelopment amongst which includes the offer of major grant investment from both the Football Foundation and Sport England.
- 7.2 An update of the financial position was presented to the Finance and Policy Committee on 23<sup>rd</sup> August 2013.
- 7.3 The new 3G development will also provide the opportunity to generate an income stream. However as detailed in paragraph 4.4, there are particular conditions of the funding offer from the Football Foundation that:-
- Require us to adopt the pricing model attached at **Appendix 1**.
  - Offer preferential rates to Greatham FC as part of a 5 year agreement associated with the required football development plan attached at **Appendix 2**.
  - Establish a sinking fund that allows for the upkeep and maintenance of the new facility.
  - That revenue generated net of contributions made into the sinking fund are ring-fenced into a football development fund and used for re-investment purposes.
- 7.4 As a consequence of the new pricing model for the 3G provision at Brierton, there will also be a need to revise the pricing for the 3G provision at Grayfields (three quarter size pitch) which the Football Foundation also grant funded in 2006. It is intended that this review be undertaken as part of the main pricing review normally undertaken in the autumn.

## 8. LEGAL CONSIDERATIONS

- 8.1 As a condition of both grant awards, the Chief Solicitor is aware that Sport England and the Football Foundation will need to be permitted to enter a restriction on the registered title to the property. This is normal practice of funding partners and is a means by which their investment into any project is protected into the future.

## 9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 There are no issues foreseen. Some preferential availability and rates will be made to Greatham FC but this is a requirement of the Football Foundation linked to the grant award. The Club is already working in partnership with the Sport and Recreation service and have used the site as their home base for the past 4 years.
- 9.2 As part of the bid process, consultation was also undertaken with other clubs and organisations that could benefit as a consequence of the new provision. Demonstrating opportunity for equal access and a resulting increase in participation opportunities across the community has ensured a successful outcome to the grant applications.

## 10. RECOMMENDATIONS

- 10.1 That the Committee:-
1. Note the successful outcomes of the grant applications made to Sport England and the Football Foundation for sports improvements at the Brierton site.
  2. Endorse the adoption of the pricing model for the 3G ATP as attached at **Appendix 1**.
  3. Endorse the five year partnership arrangement with Greatham FC and the proposed Football Development Plan attached at **Appendix 2**.

## 11. REASONS FOR RECOMMENDATIONS

- 11.1 To ensure that the Committee:-
1. Are aware of the major grant funding offers amounting to £652,800 from Sport England and the Football Foundation.
  2. Are aware of the ongoing progress regarding the overall development of the Brierton site as a major sporting hub.

**12. BACKGROUND PAPERS**

- 12.1 Cabinet – 17<sup>th</sup> December 2012  
Finance and Policy Committee – 23<sup>rd</sup> August 2013

**13. CONTACT OFFICER**

- 13.1 John Mennear  
Assistant Director (Community Services)  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY  
Email: [john.mennear@hartlepool.gov.uk](mailto:john.mennear@hartlepool.gov.uk)  
Tel: 01429 523417

Pat Usher  
Head of Sport & Recreation  
Civic Centre  
Victoria Road  
Hartlepool  
TS14 8AY  
E-mail : [pat.usher@hartlepool.gov.uk](mailto:pat.usher@hartlepool.gov.uk)  
Tel: 01429 523416

## Football Foundation Pricing Model

### Brierton 3G ATP

The proposed pricing structure is shown in the table below. (Prices will be reviewed annually with changes taking place from 1 April)

2013/14 Charges – Net of VAT	1/3 3G Pitch £
	Per hour
Adult Casual	46.00
Junior Casual	35.00
Active Card Member – Adult	38.00
Active Card Member – Junior	28.00
Active Card Concession - Adult	28.00
Active Card Concession – Junior	16.00
Adult Club	38.00
Junior Club	28.00
Private Block Booking	46.00
Education Use	16.00

There will be no pricing differentials for the use of floodlighting.

The model determines pitch use in thirds in order to maximise participation opportunities and income generation. Full size pitch use will only normally be available on weekends for matches.

In addition to the standard pricing structure shown above, it is proposed to offer the following rates in order to achieve the targets set in the Football Development Plan as part of the funding criteria associated with the capital investment by the Football Foundation to support growth in football participation.

#### **Preferential Rate for named Project Partner Club Greatham FC**

- Year 1 - £15.00 per hour for 1/3 pitch rising to £21.00 in Year 2 and increased thereafter by 3% annually.
- Full size pitch use for up to 2 hours on weekends subject to availability – Year 1 £60.00 rising to £62.00 in Year 2 and increased thereafter by 3% annually.
- The Partner Club rate will be honoured for 5 years together with guaranteed bookings slots as set out in a Service Level Agreement.



**Promotional Rate for 2 hour Adult League matches at weekends**

- Use of full size pitch for up to 2 hours.
- Promotional Rate @ £70.00 for Year 1.
- After Year 1 this price will be revised following market research and user consultation to determine an appropriate market rate with the goal of maximising bookings.

**Promotional Rate for FA Charter Standard Clubs**

- For 1/3 of pitch bookings the rate for adult and junior clubs with FA Charter Standard Status will be the same as the Hartlepool Borough Council Adult Active Card Concession Rate (£28.00).
- The normal rates for non charter standard clubs will apply.

**Other Full Size Pitch Use**

- At weekends only, commercial organisations will be able to hire the pitch at a rate of £100.00 per hour.
- As an exception for educational use only, the full size pitch will be available for hire midweek up to 5.00pm at a rate of £48.00 per hour.

## Brierton Football Project Football Development Plan in Partnership with Greatham FC

### THE VISION

The aim of the Brierton Football project is to increase football participation and provide improved football facilities in Hartlepool as a community characterised by deprivation. The project will do this by:

- Developing a new full size floodlit 3G pitch at Brierton Sports Complex to address the shortfall of rubber crumb AGPs in Hartlepool.
- Establishing Brierton Sports Complex as a football hub that has a significant impact on participation in Hartlepool with indoor and outdoor football facilities
- Establishing Brierton as a home base for partner club FA Charter Standard Greatham FC providing high quality training and match play facilities
- Establishing a partnership between Hartlepool Borough Council and Greatham FC to work together to increase opportunities in junior football.
- Supporting the development of local community football clubs by providing affordable training and match play facilities.
- Working with Durham County FA to deliver FA development priorities.
- Promoting social inclusion through football with hard to reach groups

### PROJECT AIMS

#### 1. Team Development

To grow the number of Greatham football teams from 15 to 20 over 5 years

#### 2. Growth & Retention

To develop football opportunities for all age groups and abilities, in all game formats.

#### 3. Raising Standards and Addressing Abusive Behaviour

To promote high standards of behaviour and ensure a safe and positive environment for children and young people.

#### 4. Better Players

To recruit and support a skilled and diverse football coaching workforce and ensure the development of good basic skills among younger players.

#### 5. Running the Game

To provide structure, leadership and management for football development working with the Greatham Football Club.

#### 6. Workforce Development

To recruit new volunteers and develop coaches team managers, and referees and host coach education courses.

#### 7. Facility Development

To maximise the use of the improved grass pitches and new AGP and develop Brierton as a vibrant football hub

#### 8. Community & Education

To increase participation in football by young people and to promote social inclusion.

#### 9. Promoting & Marketing Football

To raise the profile of football in the community and publicise opportunities for people to participate in a range of football activities at Brierton.

## 1. TEAM DEVELOPMENT TABLE

	Current Year Season 2012/13		Year 1 Season 2013/14		Year 2 Season 2014/15		Year 3 Season 2015/16		Years 4&5	
No. Teams	15 Teams		17 Teams		18 Teams		19 Teams		20 Teams	
Age Groups	14 Male Teams	1 Female Teams	15 Male Teams	2 Female Teams	16 Male Teams	2 Female Teams	17 Male Teams	2 Female Teams	17 Male Teams	3 Female Teams
Junior and Youth Football	U8	U12	U8	U12	U8 A	U12	U8 A	U12	U8 A	U10
	U9 A		U9 A	U14	U8 B	U14	U8 B	U14	U8 B	U12
	U9 B		U9 B		U9 A		U9 A		U9 A	U14
	U10		U10 A		U9 B		U9 B		U9 B	
	U11 A		U10 B		U10 A		U10 A		U10 A	
	U11 B		U11		U10 B		U10 B		U10 B	
	U12 A		U12 A		U11 A		U11 A		U11 A	
	U12 B		U12 B		U11 B		U11 B		U11 B	
	U13		U13 A		U12 A		U12 A		U12 A	
	U14		U13 B		U12 B		U12 B		U12 B	
	U15		U14		U13 A		U13 A		U13 A	
	U16 A		U15		U14 A		U13 B		U13 B	
	U16 B		U16 A		U14 B		U14		U14	
	U18		U16 B		U15		U15 A		U15	
			U18		U16		U15 B		U16 A	
Senior Football					U18		U16		U16 B	
					U21		U18		U18	
							U21		U21	
							Reserves		Reserves	

2. GROWTH & RETENTION		This section identifies how Greatham FC plans to retain and grow provision in line with the FA Youth Review. The club will support existing players and introduce new male, female and players with a disability into football. The new Brierton facilities will also support growth in the number of adults playing football.			
AIMS	a) To provide opportunities for people of all ages and abilities to play football b) To grow the number of Greatham football boys teams and girls teams c) To promote small sided football and playing opportunities for all ages from youth to adults d) To promote opportunities for people with disabilities to enjoy football				
Objective	Achievement Target	Timescale	Responsibility	Costs	
<b>1.Retain all existing teams in Greatham FC</b> • Retain a good level of support to Team Managers, Coaches and volunteers	• All existing teams retained	Year 1 and annually	Greatham FC Executive Committee	NA	
<b>2.Create strong Development Greatham FC Groups</b> • Have a good level entry base (5/6 year old players) in the club development groups. • Increase links with Children Centre's, Community Footie Tots Programme and Leisure providers • Develop a coaching programme for 5-8 year olds leading to new teams established each season.	• Development programme 5-8 year olds 38 wks p/year • 40 children aged 5 & 6 years attend Development Groups per year • 2 new teams created every season	Year 1 and annually	Greatham FC Head Coach	NA	
<b>3.Develop structured school-club links to create pathways into Junior teams – Target KS2 and KS3</b> • Club coaches to support football activities at local primary and secondary schools to recruit players • Promote club activities to parents and pupils through posters and flyers at Brierton	• 4 club links established with Primary Schools • 1 club link established with Secondary School/College • 20 boys +16 girls each season as new members	Year 1 and annually	Greatham FC School Liaison Officer and Head Coach		
<b>4. Grow mini-soccer teams in line with FA Youth Review Structure: U7 – U10 by 2 teams</b> • Club provide summer activities: recruit U7 players • Develop mini-soccer tasters to attract new players	• Grow U7 –U10 teams by 2 over 5 years from 4 teams to 6 teams • New parents &volunteers recruited each year	Age up current teams each year	Club Head Coach	Cost per year per team: Strips/equipment £530 Affiliation & League Fees £200 First Aid Kit £50	
<b>5. Grow Junior &amp; Youth Teams in line with FA Youth Review Structure: by 1 team</b> • Retain existing teams U11 – U18 • Develop new teams & retain each year	• Grow U11 –U18 teams by 1 over 5 years from 10 teams to 11 teams	Age up current teams each year	Club Head Coach	Strips equipment £700 Affiliation Durham County FA & League Fees £380	

Objective	Achievement Target	Timescale	Responsibility	Costs
<b>6. Develop 2 new girls football teams</b> <ul style="list-style-type: none"> <li>• Age up existing U12 team &amp; backfill with new girls</li> <li>• Develop two new girls teams U14 and U10</li> <li>• Train 2 female Level 1 coaches</li> <li>• Work with Durham County FA to ensure sustainable structures for girls football</li> </ul>	<ul style="list-style-type: none"> <li>• Existing team maintained and progress to open age</li> <li>• 1 new U12 Girls team established – 16 players</li> <li>• 2 Female Level 1 coaches</li> <li>• Weekly training on AGP</li> </ul>	Year 1 New U14 team Year 5 New U10 team	Club Committee, Secretary & Head Coach	Strips equipment £700 Affiliation Durham County FA & League Fees £380 First Aid Kit £50
<b>7. Create pathways from youth to senior football</b> <ul style="list-style-type: none"> <li>• Develop pathways from youth to senior football</li> <li>• Develop pathways to Wearside Semi Pro League for youth players to access the adult game</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a U21 team and a reserve team</li> <li>• 30% Youth Players move into an Open Age team</li> </ul>	From Year 2  Year 4	Club Head Coach	NA
<b>8. Support Adult Team growth in Hartlepool</b> <ul style="list-style-type: none"> <li>• Offer affordable pitch hire fees to attract adult Sunday League matches. Consult with Leagues.</li> <li>• Leagues retain existing teams and attract new teams over 5 years as a result of better facilities</li> <li>• Establish a summer 11v11 adult League on Sundays 10am – 1pm in June &amp; July. 3 games per Sunday</li> </ul>	<ul style="list-style-type: none"> <li>• Sunday League teams train &amp; play on 3G</li> <li>• Grow adult teams by 10% over 5 years from 62 teams to 68 teams</li> <li>• Summer League 11v11</li> </ul>	Year 1 and annually  Summer League Year1: 8 Teams Year2: 12 teams	Senior Assistant Manager (Brierton) to market facilities to Hartlepool Adult League Teams	Attractive pricing in Year 1 to encourage adult teams to play league matches on new AGP
<b>9. Develop small sided football</b> <ul style="list-style-type: none"> <li>• Develop five-a-side Leagues on the 3G pitch – 2 nights in winter and one night in summer</li> <li>• Develop a seven-a-side League</li> <li>• Establish a Futsal League in Brierton sports hall</li> </ul>	<ul style="list-style-type: none"> <li>• 50 players play each five-a-side League</li> <li>• 60 players in seven-a-side League</li> <li>• 40 adults play Futsal League</li> </ul>	Year 1 and annually	Hartlepool Borough Council FDO. Durham County FA to assist with Futsal	Small sided Leagues cover own costs
<b>10. Develop Mash Up for 14 – 17 year olds</b> <ul style="list-style-type: none"> <li>• Work with Greatham FC to deliver Mash Up after school coaching sessions for boys &amp; girls</li> <li>• Signpost players to club or five-a-side leagues</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Mash Up sessions p week</li> <li>• 25-30 at each session</li> <li>• 50% young people stay playing after Mash Up</li> </ul>	Year 1	FDO working with Greatham FC and Durham County FA	Break even sessions
<b>11. Develop 3G as Focus site for Disability Football</b> <ul style="list-style-type: none"> <li>• Train 1 club volunteer as FA Disability Football Officer and deploy as coach at links schools.</li> <li>• Establish disability football training session on 3G</li> <li>• Develop a Disability Football team for PAN disability junior football players.</li> </ul>	<ul style="list-style-type: none"> <li>• Club coach attend FA Disability Football course</li> <li>• 15 participants attend sessions at Brierton.</li> <li>• Deliver provision weekly x 38 weeks of the year.</li> </ul>	Year 1 and annually	SSPAC & Club Coach make links with Springwell, Catcote School, Hartlepool Disability Forum	Provide Disability Football sessions on 3G at discounted rate

<b>3. RAISING STANDARDS AND ADDRESSING ABUSIVE BEHAVIOUR</b>		This section identifies ways in which the Brierton project will ensure that everyone can play football in an environment that is free from abuse by raising standards of behaviour, safeguarding children and increasing the take up of the FA Charter Standard Programme.		
AIM	To promote high standards of behaviour and ensure a safe and positive environment for children			
Objective	Achievement Target	Timescale	Responsibility	Costs
<b>1. Greatham FC to achieve Community Club Status</b> • Greatham work towards Charter Community Club Status • Club undertake annual health checks and complete appropriate forms	• Greatham FC achieve FA Charter Standard Community Club Status and retain each year	Year 1 and ongoing	Greatham Club Secretary assisted by Durham County FA	
<b>2. To promote FA Charter Standard Status</b> • Brierton host Durham County FA Charter Standard club meetings and workshops • Promote Charter Standard to clubs using Brierton. • Pricing Policy incentives for Charter Standard clubs.	• Host 2 workshops each year • Pricing policy incentive for Charter Standard clubs • FA Charter Standard publicity visible at Brierton	Year 1 and annually	Senior Assistant Manager (Brierton) assisted by Durham County FA	
<b>3. To Follow FA guidelines procedures regarding welfare</b> • Work with the Durham County FA to ensure FA Guidelines followed for football activities at Brierton • Provide venue for FA Club Welfare workshops	• All FA Guidelines and procedures followed • 1 Workshop hosted per year	Year 1 and annually	Senior Assistant Manager (Brierton) Greatham FC Executive Committee	Club Welfare Officers Workshop £25 person
<b>4. To Fully Support the FA Respect Programme</b> • FA promotional materials displayed throughout facilities • Brierton to promote Respect at all events • Purchase and use Respect barriers • Affiliation and booking forms include Code of Conduct • Display Code of Conduct in changing rooms • Zero tolerance towards abuse of referees	• Respect posters displayed • Respect barriers in use • All users support Respect • Reduce incidents of abuse towards referees and deal with all matters in line with FA recommended sanctions	Year 1 and annually	Senior Assistant Manager (Brierton) Greatham FC Executive Committee/ Captains/ Team Managers	Respect barriers @ £100 per set

4. BETTER PLAYERS		This section covers the recruitment, training and development of the coaching workforce that will meet the needs of football players, including age appropriate coaches.			
AIMS		a) To ensure 5 – 11 year olds develop good basic skills through fun and positive coaching b) To Recruit and support a skilled and diverse football coaching workforce			
Objective	Achievement Target	Timescale		Responsibility	Costs
<b>1. Develop all coaches to work with 5-11 year olds</b> <ul style="list-style-type: none"> <li>Promote opportunities for coaches to access the new Youth Award as an alternative progression from Level 1</li> <li>At least 2 coaches to progress to Module 2</li> <li>All coaches receive a copy of FA Future Game documents and access training</li> <li>All 5-11 coaches to be mentored by the Club Football Development Officer</li> </ul>	<ul style="list-style-type: none"> <li>e.g. 5 coaches attend Module 1 over 5 years</li> <li>e.g. 3 coaches attend Module 2 over 5 years</li> </ul>	<div> <div>Module 1</div> <div>Module 2</div> </div> <div>           Year 1: x 2            Year 2: x 2            Year 3: x 2            Year 4: x 2            Year 5: x 2         </div>		Greatham FC Executive Committee	Module 1 £120 per coach  Module 2 £140 per coach
<b>2. Support the Implementation of the FA Youth Review</b> <ul style="list-style-type: none"> <li>Provide opportunities for players to make the transition from mini-soccer to 9v9, 11v11 and adult game</li> <li>Brierton used as venue for annual pre-season festivals for players to try new formats as they age up</li> <li>U11 and U12 teams playing 9 v 9 format on the Brierton designated pitch</li> <li>Brierton used as venue for 7 v 7 festivals across all age groups 12 - 17s to promote the benefits of small sided play supporting skill development</li> </ul>	<ul style="list-style-type: none"> <li>Players experience new game formats pre-season through training and matches</li> <li>9v9 established</li> <li>7 v 7 festivals organised</li> </ul>	<u>Annual Tournaments and Festivals</u> <ul style="list-style-type: none"> <li>9v9 fully established from 2013/14 season</li> <li>From Year 2 each age group to experience new format prior to new season up to U19</li> </ul>		Greatham FC Executive Committee to promote and support FA Youth Review.  Head Coach and Team Coaches deliver	Tournament Costs
<b>3. FA Licence Coaches Club</b> <ul style="list-style-type: none"> <li>Promote FA Licence Club to all coaches using Brierton</li> <li>Encourage coaches to attend Coaching Club sessions and CS in service sessions</li> <li>Durham County FA to organise CPD sessions for coaches</li> </ul>	<ul style="list-style-type: none"> <li>20% Club coaches join FA Licence Coaches Club</li> </ul>	Year 1 and annually		Durham County FA	£60 per coach
<b>4. Develop a team from Greatham Football Club to play in the Wearside League.</b> <ul style="list-style-type: none"> <li>Increase quality of players through recruitment and increased opportunities for training.</li> </ul>	<ul style="list-style-type: none"> <li>1 team successfully enters Wearside League.</li> </ul>	Year 3		Head Coach	Strips equip £700 Affiliation Durham County FA & League Fees £380 First Aid Kit £50

5. RUNNING THE GAME		This section identifies ways in which the Brierton project will provide the structure to manage and deliver football development activities. This includes Hartlepool Borough Council working with Greatham FC to monitor the impact of the Football Development Plan.		
AIM	To provide structure, leadership and management of the football facilities and Football Development Plan.			
Objective	Achievement Target	Timescale	Responsibility	Costs
<b>1. To Manage the Football Partnership effectively and ensure good communication</b> <ul style="list-style-type: none"><li>• Senior Sport and Physical Activity Coordinator (SSPAC) to have overall responsibility for the Football Development Plan and Service Level Agreement.</li><li>• SSPAC to meet quarterly with Club and Centre Manager to review use of the Brierton facilities and the Football Plan and agree short term actions.</li><li>• Brierton Manager to meet club prior to the start of the season to discuss bookings and user needs</li><li>• Identify opportunities for joint working e.g. marketing activities, coach education courses</li></ul>	<ul style="list-style-type: none"><li>• Pre-season bookings meeting</li><li>• Quarterly Football Development Plan meetings</li><li>• Brierton Development Plan reviewed and updated annually</li><li>• SLA reviewed and updated after 5 years by mutual agreement</li></ul>	Year 1 and annually	Senior Sport and Physical Activity Coordinator (SSPAC) Working with Greatham Club Secretary and Brierton Manager	
<b>3. To work effectively with Durham County FA</b> <ul style="list-style-type: none"><li>• Durham County FA invited to FD meetings to plan and review development activities e.g. Mash Up, Futsal League, Coach Education courses</li></ul>	<ul style="list-style-type: none"><li>• Durham County FA initiatives developed at Brierton</li></ul>	Year 1 and annually	Senior Sport and Physical Activity Coordinator and Greatham FC	
<b>4. To develop effective monitoring and evaluation procedures</b> <ul style="list-style-type: none"><li>• SSPAC to work with Durham County FA to agree information required for monitoring and evaluation</li><li>• Greatham FC to provide updates and data to SSPAC on club football activities, team and membership numbers for monitoring and evaluation</li><li>• SSPAC to provide reports as appropriate for FA monitoring purposes for Football Foundation Award</li></ul>	<ul style="list-style-type: none"><li>• Effective monitoring and evaluation of Plan</li><li>• Data provided and plan reviewed and updated annually</li><li>• Intervention strategies identified as needed to ensure project is achieving targets</li></ul>	Year 1 and annually	Senior Sport and Physical Activity Coordinator and Greatham FC	



6. WORKFORCE DEVELOPMENT		This section identifies how the Brierton Football Partnership will support the development of the workforce by recruiting volunteers, and providing appropriate training opportunities.		
AIMS		•To establish Brierton Sports Complex as a Centre for Coach Education in Hartlepool and develop coaches, team managers and referees.		
Objective	Achievement Target	Timescale	Responsibility	Costs
<b>1. Increase the number of Level 1 Coaches</b> <ul style="list-style-type: none"> <li>• Work with County FA to organise Level 1 courses each year at Brierton.</li> <li>• Council to provide facilities FoC and access 1 free place per course</li> <li>• Club to help organise course and promote to all clubs in Hartlepool to ensure places are filled</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Level 1 course</u>: 20 coaches trained p.a.</li> <li>• <u>Greatham FC</u>:</li> <li>• 2 Male &amp; 2 Female Level 1 coaches p.a.</li> <li>• All Club Coaches FA Level 1 and CRB check</li> </ul>	<u>Level 1 Awards</u> <ul style="list-style-type: none"> <li>• Brierton Host 1 Level Course each Year</li> </ul>	Senior Sport & Physical Activity Coordinator work with Club Secretary and Durham County FA	<ul style="list-style-type: none"> <li>• Level 1 £50 per person</li> <li>• CRB check £15</li> </ul>
<b>2. Goal Keeping Courses: Basic &amp; Level 1</b> <ul style="list-style-type: none"> <li>• Organise Goal keeping courses at Brierton.</li> <li>• Council to provide facilities FoC and access 1 free place per course</li> <li>• Greatham to promote to fill places</li> <li>• 1 GK Level 1 coach to progress to Level 2</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Basic course</u>: 15 coaches trained p.a.</li> <li>• <u>Level 1 course</u>: 20 coaches trained p.a.</li> <li>• <u>Level 2 course</u>: 15 bi-annually.</li> </ul>	Year 1 and annually	Senior Sport & Physical Activity Coordinator work with Club Secretary and Durham County FA	<ul style="list-style-type: none"> <li>• Level 1 £125 per person</li> <li>• Level 2 £150 per person</li> </ul>
<b>3. Increase the number of Level 2 Coaches</b> <ul style="list-style-type: none"> <li>• Organise Level 2 courses at Brierton bi-annually.</li> <li>• Council to provide facilities FoC and access 1 free place per course</li> <li>• Greatham to promote to fill places</li> </ul>	Take up: 10 coaches per course <u>Greatham FC</u> • 5 Level 2 coaches by Year 5	Courses every other Year: 1, 3 and 5	Greatham FC Head Coach	• Level 2 £310 per person
<b>4. Increase the number of Referees</b> <ul style="list-style-type: none"> <li>• Organise Refereeing courses at Brierton.</li> <li>• Council to provide facilities FoC and access 1 free place per course</li> <li>• Greatham to promote to fill places</li> </ul>	<ul style="list-style-type: none"> <li>• Develop referees in line with the growth of new teams</li> </ul>	Year 1 and annually	Greatham FC Head Coach work with Durham County FA	Basic Refereeing Course £100 per person
<b>5. All coaches and volunteers have job descriptions</b> <ul style="list-style-type: none"> <li>• Use the FA Football Workforce resource to ensure all coaches and volunteers have job descriptions with clear roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• All coaches and volunteers have job descriptions</li> </ul>	Year 1 and annually	Greatham FC Club Volunteer Co-ordinator	

7. FACILITY DEVELOPMENT		This section outlines how the Brierton facilities will be developed as an effective and sustainable football hub.		
AIM	To provide structure, leadership and effective management of the football facilities.			
Objective	Achievement Target	Timescale	Responsibility	Costs
<b>1.To develop grasspitch improvements and a new 3G pitch at Brierton Sports Complex</b> •Submit Sport England Protecting Playing Fields Bid and Football Foundation Bids •Contractors appointed. Building works complete •Facilities open for use	•Successful Awards •New facilities developed and open	•Both awards confirmed by July •Grass pitch works 2 yr programme commencing May ‘14 •3G open April ‘14	Hartlepool Borough Council Head of Sport & Recreation	Council £198,000 Sport England 50,000 F Foundation <u>£602,800</u> Total Cost £850,800
<b>2. To develop a home base for Greatham FC</b> •Develop a Service Level Agreement with Greatham FC as Project Partner •Ensure all teams are allocated a suitable grass pitch and training time on the 3G	•Club training on 3G •League matches played every weekend at Brierton	•Year 1 and annually	Head of Sport & Recreation Senior Sport and Physical Activity Coordinator and Greatham FC	Partner rate for Greatham FC
<b>3.To generate high levels of use for the new AGP</b> •Prepare Marketing Plan and publicise facilities well in advance of opening (see Section 9) •Work with local clubs to book training •Plan high profile opening event	•Marketing in place •60% take up of available slots in football season	3 months prior to facilities being open	Senior Assistant Manager (Brierton) SSPAC	Brierton Business Plan Marketing Budget Year 1 £1,000 plus £700 p.a ongoing
<b>4.To develop effective management and operational procedures</b> •Council Grounds Maintenance staff to receive training on pitch maintenance •Manager to develop AGP operational procedures and provide in house training •Manager and staff meet regularly to review operational issues and development activities.	•Staff training completed •Written procedures in place and shared with appropriate staff	3 months prior to facilities opening	Leisure Operations & Development Manager  Parks & Countryside Manager	Groundsman training costs included in contract
<b>5. To deliver effective customer service</b> •Brierton customer service practice delivered in line with Council policy •Develop football specific customer service reviews and monitoring to maximise AGP use	•Customer satisfaction surveys annually •Intervention strategies identified to increase customer satisfaction	Year 1 and ongoing	Senior Assistant Manager (Brierton)	

8. EDUCATION & COMMUNITY		This section identifies how Brierton Sports Complex will work with its education and community partners to increase participation in football by young people and to promote social inclusion.		
AIMS		a) To target hard to reach groups for increased participation in sport and physical activity b) To use football as an engagement tool to support people at risk of social exclusion		
Objective	Achievement Target	Timescale	Responsibility	Costs
<b>1. Increase provision for typically hard to reach groups within community provision.</b> a) Men's Health Campaign – linking into key health messages/campaigns such as testicular cancer. b) Adult Day Services Leagues, Tournaments and Training. c) Target unemployed adults through training & mental health promotion programmes.	<ul style="list-style-type: none"><li>Men's Health Campaign: 30 adults.</li><li>Adult Day Services League: 30 players</li><li>Unemployed adults: 20 participants. Deliver twice annually.</li><li>10 adults to achieve 1 qualification.</li></ul>	<b>Year 1 ongoing</b> <ul style="list-style-type: none"><li>Men's Health: 2 hours p/week over 10 weeks.</li><li>Adult Day Services League: over 12 weeks for 2 hours</li><li>Unemployed adults – blocks of 10 week programmes x 2 hours.</li></ul>	Senior Assistant Manager (Brierton) and Senior Sport & Physical Activity Coordinator	Inclusion groups access the 3G pitch at concessionary rates (off peaktime)
<b>2. Develop football opportunities for Pupil Referral Unit (PRU) in Hartlepool.</b> <ul style="list-style-type: none"><li>Develop links with students at the PRU on the Brierton site and use sport as a vehicle to support learning and achievement.</li><li>Build relationships and identify opportunities to fit within the educational structure and increase opportunities for club links.</li></ul>	<ul style="list-style-type: none"><li>Facilities utilised at off peaktimes (during curriculum time).</li><li>10 young people utilising pitches on a weekly basis for curriculum sessions</li></ul>	<b>Year 1 ongoing</b> <ul style="list-style-type: none"><li>10 hours per week used by PRU over 32 weeks of the year.</li></ul>	Senior Assistant Manager (Brierton) and Senior Sport & Physical Activity Coordinator	PRU access the 3G pitch at Education Rates (off peaktime)
<b>3. Develop football for 14-19 year olds through links with Hartlepool 6th Form College (HSFC).</b> <ul style="list-style-type: none"><li>HSFC students to access 3G for enrichment activities Tuesdays 1-2 pm e.g. Team 19</li><li>HSFC Football Academies (BTEC students) use 3G for training and matches BUCS League Wednesday 12 - 4pm. 2 Male 1 Female team</li><li>Recruit students to FA coach education courses</li></ul>	<ul style="list-style-type: none"><li>45 Academy players training 2 hrs p/week x 32 weeks and matches 4 hours p/week</li><li>40 recreational players p/ week x 32 weeks</li><li>10 students on coach education courses</li></ul>	<b>Year 1 and ongoing</b> <ul style="list-style-type: none"><li>10 hours per week used by college academies over 32 weeks per year.</li></ul>	Greatham FC Head Coach is also HSFC Academy Coach	HSFC groups access the 3G pitch at Education Rates (off peak time)

9. PROMOTING AND MARKETING FOOTBALL		This section identifies how Brierton Sports Complex will raise the profile of football in the local community & publicise opportunities for people of all ages to participate.		
AIM		To raise the profile of football in the community and publicise opportunities for people to participate in a range of football activities at Brierton Sports Complex		
Objective	Achievement Target	Timescale	Responsibility	Costs
<b>1. To maximise the use of the new Brierton football facilities through effective marketing</b> <ul style="list-style-type: none"><li>• Develop a facility marketing plan using the Football Foundation Marketing and PR Toolkit</li><li>• Develop a Brierton web site with information about football opportunities and Greatham FC partnership and keep updated</li><li>• Produce publicity and promotional materials</li></ul>	<ul style="list-style-type: none"><li>• Marketing Plan in place</li><li>• Football activities promoted through website and local media channels</li></ul>	Year 1 and annually	Senior Assistant Manager (Brierton)	Brierton Business Plan Marketing Budget Year 1 £1,000 plus £700 p.a. ongoing
<b>2. To Host a National Tournament</b> <ul style="list-style-type: none"><li>• Host a junior tournament annually of national significance attracting over 90 teams</li><li>• Saturday: U8s, U10s, U12, U14s</li><li>• Sunday: U7s, U9s, U11s and U13s</li><li>• Promote tournament in media</li></ul>	<ul style="list-style-type: none"><li>• 90 teams take part tournament.</li><li>• 1140 young people playing football</li></ul>	Year 1 and annually	Greatham FC	Tournament Used as fund raiser for Greatham FC
<b>3. To promote opportunities for people of all ages and abilities to play football</b> <ul style="list-style-type: none"><li>• Brierton to promote Greatham FC activities at Leisure Centre and on Council web site</li><li>• Special promotions developed to attract new players to Brierton Complex</li><li>• FA Youth review successfully implemented by Greatham FC</li><li>• Hartlepool Adult League teams using Brierton for matches</li></ul>	<ul style="list-style-type: none"><li>• Football Development Plan reviewed annually to ensure a range of opportunities are provided</li><li>• Brierton established as a key site for football in Hartlepool</li></ul>	Year 1 and annually	Senior Assistant Manager (Brierton) and Senior Sport & Physical Activity Coordinator	
<b>4. To promote and celebrate success</b> <ul style="list-style-type: none"><li>• Brierton Sports Complex develop links with local media to promote events and successes</li></ul>	<ul style="list-style-type: none"><li>• Regular press coverage of Brierton football activities</li></ul>	Year 1 and annually	Senior Assistant Manager (Brierton) Senior Sport & Physical Activity Coordinator and Club	

# REGENERATION SERVICES COMMITTEE REPORT



**Report of:** Director of Regeneration and Neighbourhoods and Chief Finance Officer

**Subject:** QUARTER 1 – FINANCIAL MANAGEMENT REPORT

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

For Information

## 2. PURPOSE OF REPORT

- 2.1 The purpose of the report is to inform Members of 2013/14 forecast General Fund budget outturn for the Regeneration & Neighbourhoods Department and specific details for the services this Committee is responsible for.

## 3. BACKGROUND AND REPORTING ARRANGEMENTS 2013/14

- 3.1 The availability and reporting of accurate and up to date financial information will become increasingly important as future budget cuts are implemented and one-off resources are used up.
- 3.2 The Finance and Policy Committee will receive regular reports which will provide a comprehensive analysis of departmental and corporate forecast outturns, including an explanation of the significant budget variances. This will enable the Finance and Policy Committee to approve a strategy for addressing the financial issues and challenges facing the Council. The overall reporting timetable for submitting the 2013/14 reports to the Finance and Policy Committee are detailed in the following table:

	<b>Date of Finance and Policy Committee</b>
Financial Position : April 1st - 30th June	<b>23.8.13</b>
Financial Position : April 1st - 31st August	<b>18.10.13</b>
Financial Position : April 1st - 31st October	<b>20.12.13</b>
Financial Position : April 1st - 31st December	<b>14.2.14</b>

- 3.3 The first report submitted to the Finance and Policy Committee on 23<sup>rd</sup> August 2013 advised Members that there will be an overall underspend in the current year. The report also advised Members that this position reflects action taken by the Corporate Management Team to achieve underspends to help address the significant financial challenges facing the Council over the next few years. The Corporate Management Team will seek to achieve budget underspends through a combination of robust management actions, including;
- holding posts vacant, which will help reduce the number of compulsory redundancies required to balance the 2014/15 budget;
  - achieving planned 2014/15 savings earlier;
  - careful management of budgets to avoid expenditure where this does not have an adverse impact on services; and
  - savings in interest costs by taking advantage of current interest rates structures. As reported previously a comprehensive review of this area has been completed which secured a permanent budget saving of £1m from 2014/15 in interest and loan repayment costs.
- 3.4 The report advised Members that it is currently forecast there will be a total gross managed underspend of between £2.090m to £2.764m. When account is taken of one-off commitments to be funded in the current year and resources earmarked help manage the financial challenges facing the Council over the next three years, as detailed in the updated Medium Term Strategy Report for 2014/15 to 2016/17 considered by the Finance and Policy Committee on 2<sup>nd</sup> August 2013, there is a net forecast uncommitted underspend at the year end of between £19,000 and £693,000. The range reflects the impact of seasonal and demand led budgets, which are difficult to predict after only three months actual activity. At this stage it is not recommended that this amount is committed until the position is more certain for these areas. In addition, further work is needed to assess the impact of consultation proposals issued by the Government on 25<sup>th</sup> July 2013 in relation to the 2014/15 and 2015/16 Local Government Settlements and the impact this has on the MTFS forecasts.

#### 4. 2013/14 FORECAST GENERAL FUND OUTTURN – Regeneration Services Committee

4.1 The following table sets out the overall budget position for the Regeneration and Neighbourhood Services department budget broken down by Committee, together with a brief comment on the reasons for the forecast outturn.

Budget £'000	Description of Expenditure	June Projected Outturn (Adverse)/ Favourable Worst Case £'000	June Projected Outturn (Adverse)/ Favourable Best Case £'000	Comments
2,466	Finance & Policy Committee	30	(20)	Staffing underspends £100k, Functions Catering deficit £90k and worst case Building Cleaning deficit £20k and Licensing income shortfall £20k.
1,965	Regeneration Committee	(20)	(70)	Favourable variance of £120k relating to the planned contribution to the Major Repairs Reserve on Social Housing. Markets income shortfall £60k and worst case £40k Development Control income shortfall which exceeds the reserve.
17,661	Neighbourhoods Committee	(220)	(410)	Waste (recycling income and falling tonnages) £210k favourable, Concessionary Fares renegotiation £100k favourable, Car Parking £120k Adverse (Rates and Income shortfall), Fleet Trading Surplus £30k. The higher forecast outturn reflects a higher potential underspends on Waste, Fleet Trading and Home to School Transport.
<b>22,092</b>	<b>Total Regeneration &amp; Neighbourhoods</b>	<b>(210)</b>	<b>(500)</b>	

4.2 Further details of the specific budget areas this Committee is responsible for are provided in Appendix A.

#### 5. RECOMMENDATIONS

5.1 It is recommended that Members note the report.

#### 6. REASONS FOR RECOMMENDATIONS

6.1 To update the Members on the Committees forecast 2013/14 General Fund Revenue budget outturn.

#### 7. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE

Appendix A attached.

#### 8. BACKGROUND PAPERS

Medium Term Financial Strategy Report referred to Finance and Policy Committee 31<sup>st</sup> May 2013 and 2<sup>nd</sup> August 2013.

Quarter 1 – Strategic Financial Management Report referred to Finance and Policy Committee 23<sup>rd</sup> August 2013.

**9. CONTACT OFFICER**

Denise Ogden  
Director of Regeneration and Neighbourhoods  
[Denise.Ogden@hartlepool.gov.uk](mailto:Denise.Ogden@hartlepool.gov.uk)  
01429 523800

Chris Little  
Chief Finance Officer  
[Chris.little@hartlepool.gov.uk](mailto:Chris.little@hartlepool.gov.uk)  
01429 523003



REGENERATION AND NEIGHBOURHOODS

7.1 Appendix A

REVENUE FINANCIAL MONITORING REPORT FOR FINANCIAL YEAR 2013-14 - as at 30th June, 2013

Overview:

Approved 2013/2014 Budget	Description of Service Area	June		Budget Holders Comments
		Projected Outturn Variance - Adverse/ (Favourable) Worst Case	Projected Outturn Variance - Adverse/ (Favourable) Best Case	
£'000		£'000	£'000	
<b>Regeneration Committee</b>				
2	Environmental Protection	0	0	
(85)	Environmental Standards	60	60	This adverse variance relates to the Markets income shortfall which is expected to be in line with previous years.
(68)	Building Control	150	100	Projections still indicate that there is likely to be up to a £150k shortfall. This budget is less affected by large scale developments and small scale or domestic work is reducing. Any variance is expected to be covered by the Income Shortfall Reserve in 13/14 (see reserves below) and a pressure of £150k has been identified for future years which CMT would like to review.
0	Building Control - release of Corporate Income Shortfall Reserve as per the MTFS	(150)	(100)	Reserve to fund shortfall on Building Control Income as per the MTFS.
392	Planning Services	150	0	This variance relates to Development Control income. Best case estimate is that we will achieve the budgeted level of income, however if some developments don't go ahead there could be a shortfall of up to £150k. This is a volatile area and will be monitored closely each month. Any variance is expected to be covered by the Income Shortfall reserve in 13/14 (see reserves below).
0	Planning - release of Corporate Income Shortfall Reserve as per the MTFS	(110)	0	Reserve to fund shortfall on Development Control Income as per the MTFS.
637	Housing Services	0	0	
0	Social Housing	(120)	(130)	This variance relates to a planned contribution to the Major Repairs Reserve in line with the approved business model for this scheme.
82	CADCAM	0	0	
1,005	Economic Regeneration	0	0	
(0)	Economic Regeneration - External Funding	0	0	
1,965	<b>Regeneration Committee Sub Total</b>	<b>(20)</b>	<b>(70)</b>	

## REGENERATION SERVICES COMMITTEE

29 August 2013



**Report of:** Scrutiny Manager

**Subject:** SIX MONTHLY MONITORING OF AGREED  
SCRUTINY RECOMMENDATIONS

### 1. TYPE OF DECISION/APPLICABLE CATEGORY

This is a non Key Decision

### 2. PURPOSE OF REPORT

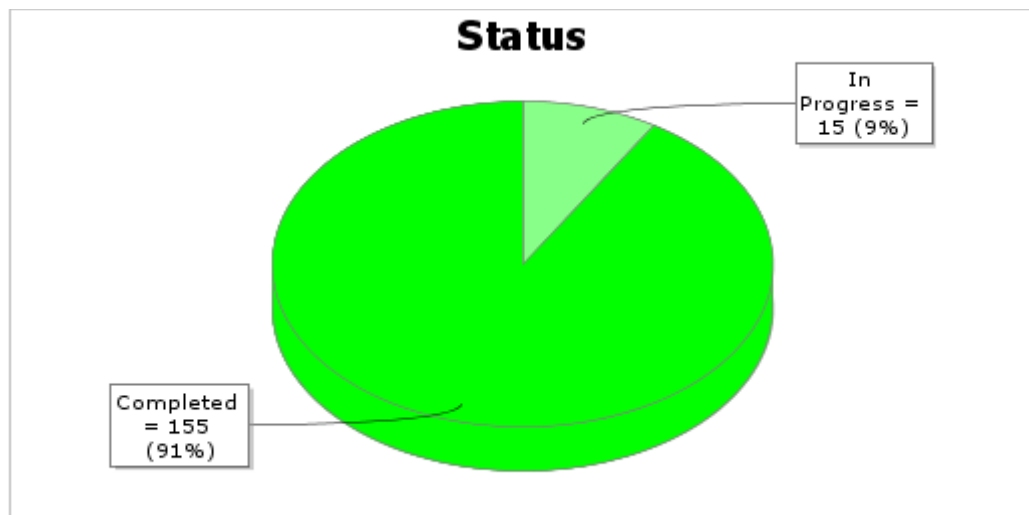
- 2.1 To provide Members with the six monthly progress made on the delivery of scrutiny recommendations that fall within the remit of this Committee.

### 3. BACKGROUND INFORMATION

- 3.1 This report provides details of progress made against the investigations undertaken by the previous Regeneration and Planning Services Scrutiny Forum. These recommendations now fall within the remit of the Regeneration Services Committee. **Chart 1** (overleaf) provides a detailed explanation of progress made against each scrutiny recommendation since the last six monthly monitoring report was presented to the Regeneration and Planning Services Scrutiny Forum in February 2013.

## Regeneration & Planning Services Scrutiny Forum - All




Generated on: 15 August 2013









Year 2012/13

Investigation JSNA Topic - Employment

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
SCR-RP/13a That the Employment JSNA entry is uploaded onto the JSNA website and is updated on a regular basis to reflect the needs of Hartlepool	SCR-RP/13a	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	Patrick Wilson	31-Dec-2013	31-Dec-2013	09-Jul-2013 This activity will be completed in the next quarter.	0%	In Progress

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
residents, including statistical information to support how employment reduces health inequalities		to analyse the link between employment and improved health.						
SCR-RP/13b/i That the need to encourage the growth of businesses in Hartlepool is identified as a key issue and that the Council: - (i) introduces schemes that promote entrepreneurial activity with specific focus on people under the age of 25.	SCR-RP/13b/i /a	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.	Patrick Wilson	30-Sep-2013	30-Sep-2013	09-Jul-2013 This activity will be completed in the next quarter.	 0%	In Progress
SCR-RP/13b/i That the need to encourage the growth of businesses in Hartlepool is identified as a key issue and that the Council: - (i) introduces schemes that promote entrepreneurial activity with specific focus on people under the age of 25.	SCR-RP/13b/i /b	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	Tom Argument; Kelly Armstrong	31-Dec-2013	31-Dec-2013	07-Aug-2013  The Hartlepool Youth Investment Project will start in October 2013 and has been agreed by all of the schools, colleges and post 16 providers aswell as being endorsed by the Economic Regeneration Forum which includes Jobcentre Plus and National Apprenticeship Service. There will be a launch event at the beginning of October for the programme	 25%	In Progress
SCR-RP/13b/ii That the need to encourage the growth of businesses in Hartlepool is identified as a key issue and that the Council: - (ii) expands the current 'one stop shop' approach to provide advice and resources	SCR-RP/13b/i i	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	Mick Emerson	31-Dec-2013	31-Dec-2013	03-Jul-2013 The team continues to offer a service to residents and is partnering Amacus in the development of the Leapfrog programme to JSA and ESA residents.	 25%	In Progress

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
	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.							
SCR-RP/13b/iii That the need to encourage the growth of businesses in Hartlepool is identified as a key issue and that the Council: pursues funding-(iii) pursues funding and investment opportunities with companies	SCR-RP/13b/ii 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).	Antony Steinberg	31-Dec-2013	31-Dec-2013	09-Aug-2013 Let's Grow is operational and 2 grants have been offered to Hartlepool businesses for biomass and advanced manufacturing investment. An advanced manufacturing business has also been offered 2 RGF grants in round 4 for a very substantial investment. Initial review work has commenced on loan funds with discussions held with Redcar and Cleveland. It is evident from their experience that revolving business loan funds present a range of difficult issues	 60%	In Progress	
SCR-RP/13c/i That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: - (i) help support the implementation of the Hartlepool Youth Investment Programme;	SCR-RP/13c/i/a The Employment JSNA entry will be revised to outline partnership working, particularly in relation to initiatives such as Hartlepool Youth Investment Programme.	Patrick Wilson	30-Sep-2013	30-Sep-2013	09-Jul-2013 This will be completed in the next quarter.	 10%	In Progress	
SCR-RP/13c/i That partnership working is included in the JSNA entry and that the	SCR-RP/13c/i/b Hartlepool Youth Investment Programme will be officially launched in September 2013 which will help raise	Tom Argument; Kelly Armstrong	30-Sep-2013	30-Sep-2013	07-Aug-2013 The Hartlepool Youth Investment Project will now be officially launched in October 2013 with attendance from schools,	 25%	In Progress	

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
Council works with schools, colleges, training providers and employers to: - (i) help support the implementation of the Hartlepool Youth Investment programme;		awareness and increase the number of partners involved in this initiative.				colleges, post 16 providers, councillors, employers and key partners including Jobcentre Plus and National Apprenticeship Service			
SCR-RP/13c/ii That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: - (ii) explore the option of creating work experience programmes for students	SCR-RP/13c/i	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.	Tom Argument; Kelly Armstrong	30-Sep-2013	30-Sep-2013	06-Aug-2013 The LA 11-19 Team have shared information with School CEIAG co-ordinators re work related learning, STEM and internship opportunities, examples include an Introduction to Radiology Day at James Cook University.	 25%	In Progress	
SCR-RP/13c/iii That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: - introduce vocational and enterprise programmes in schools and use council service	SCR-RP/13c/i ii/b	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.	Caron Auckland; Beth Storey	30-Nov-2013	30-Nov-2013	03-Jul-2013 Initial meetings have taken place and this work will coincide with National Youth Work Week who theme this year is linked to employment (November).	 50%	In Progress	
SCR-RP/13c/iv That partnership working is	SCR-RP/13c/i	In November 2013, there will be a Tees Valley Skills Event	Tom Argument;	30-Nov-2013	30-Nov-2013	06-Aug-2013 Information has been shared with school for the Tees	 100%	In Progress	

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: -(d) communicate and publicise the local need for skills in the engineering, manufacturing	v/a	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.	Kelly Armstrong			Valley Skills event supported by BIS, schools re currently considering if they wish to participate.			
SCR-RP/13c/ivThat partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: -(d) communicate and publicise the local need for skills in the engineering, manufacturing	SCR-RP/13c/i v/b	There will be additional events organised by the Council in the next year to promote opportunities in growth sectors including: 1. Hartlepool Choices Event which will be attended by all Year 11s who will meet local employers and training providers.	Tom Argument; Kelly Armstrong	31-Oct-2013	31-Oct-2013	06-Aug-2013 Choices event is planned for 10th October 2013, currently there are 21 employers/providers of education and sector representatives. All schools are participating in the event and in the region of 1000 young people will take part in the day.	<div><div></div></div> 100%	In Progress	
SCR-RP/13c/ivThat partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: -(d) communicate and publicise the local need for skills in the engineering, manufacturing	SCR-RP/13c/i v/f	The Council's Adult Education Service is the accountable body 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.	Maggie Heaps	31-Jul-2015	31-Jul-2015	09-Aug-2013 The first participants have now started their training courses. After a slight delay, additional project staff are now being appointed, with internal adverts being sent out, and the need for external adverts being checked through at the moment. We are slightly behind the profile of the number of participants that we would have expected to start, but we fully expect to make this up over the coming months (July was the first month of operation). 09-Aug-2013 Project awarded to	<div><div></div></div> 100%	In Progress	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
					HBC as lead in June 2013. Project up and running, recruitment in process for both staff and participants.			
SCR-RP/13c/v That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: - (v) support the devolvement of training funds to local authorities	SCR-RP/13c/v	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.	Antony Steinberg	31-Dec-2013	31-Dec-2013	09-Aug-2013 A range of work streams have been set up to develop the final bid to Government. The work streams include the following:  · Business Support and Innovation · Skills · Infrastructure- Investment and assets · Greening  At the present time efforts are focussed on the development of a Business Growth Hub and a Skills Growth Hub. It is anticipated that a final bid will be submitted to Government this coming Autumn.	<div><div></div></div> In Progress	
SCR-RP/13d/iThat the Council, through the Health and Wellbeing Board: - (i) focus future health initiatives on preventative actions to stop the escalation of ill-health and mental health within communities	SCR-RP/13d/i	The Council's Economic Regeneration Team and Public Health to work in partnership to develop joint initiatives, such as pre-employment programmes (which incorporate health and well-being) that are targeted at young unemployed people.	Louise Wallace; Patrick Wilson	31-Dec-2013	31-Dec-2013	09-Jul-2013 In the last quarter two training programme have been delivered to over 20 young people incorporating health and wellbeing elements aswell as employability skills.	<div><div></div></div> In Progress	
SCR-RP/13e That the Council encourage staff to put forward ideas for investment and income generation, for example by rewarding staff for successful ideas and /	SCR-RP/13e	Council staff have already undertaken The Commercial Skills Programme which included modules on Trading Public Services (For Income Generation) and Financial Planning. Alongside this,	Andrew Atkin	30-Nov-2013	30-Nov-2013	25-Jun-2013 following the employee survey and linking through to this action one options in relation to overall communications is to consider the implementation of a staff suggestion scheme linked to budget savings and or income	<div><div></div></div> In Progress	



Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
or creating an online suggestion box for staff to submit ideas		further exploratory work will be undertaken on developing an income generation 'staff suggestion' scheme, including reviewing potential rewards.				generation with links to potential rewards. This is currently being considered by CMT			

## Year 2006/07


## Investigation Youth Unemployment

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
SCR-RP/3g Identifying where there are future opportunities for the number of Modern Apprenticeships to be increased within the public, private and voluntary sector (with a specific review of Hartlepool Borough Council and the Primary Care Trust).	SCR-RP/3g	Economic Development commissioned a consultant to identify if there are future opportunities to increase the number of Modern Apprenticeships within the public, private and voluntary sector. A proposed action currently being assessed is the development of a blueprint for HBC to facilitate another organisation to take on the role of a Group Training Association (GTA). A GTA is highlighted within the Modern apprenticeships Apprenticeship Task Force report as bringing together employers in a locality to share the costs and administrative burden of running an apprenticeship programme which has encouraged many smaller companies to take on apprenticeships pg21, (July 2005). Interest and support has been expressed from partners including HBC and	Patrick Wilson	01-Apr-2008	01-Apr-2008	30-Apr-2010 A consultant has completed report including how to increase the number of modern apprenticeships. This report has been completed and presented to external funding providers with a view to securing funding in future years.	<div><div></div></div> 100% Completed		

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
	the Primary Care Trust) for an intermediary body to support both the employer and the young person. Discussions are currently ongoing with the LSC in relation to funding the start up for a GTA. A host organisation is still to be identified who could become a GTA 'Ambassador' but it is proposed that if start up funding is secured then it should be utilised to employ an Intermediary worker. This individual would be employed by the host organisation who would liaise with a number of employers within a specific geographical area or across a number of sectors. In Australia, similar schemes such as Group Training Companies are running successfully. The proposed GTA would provide a similar scheme to the Australian model which provides core services to the employer including: - Arranging and monitoring apprenticeships training; - Arranging job rotation; and - Mentoring (for apprentice and employer) For sustainability of the GTA, the consultant is also evaluating the feasibility of charging employers a small cost recovery charge for providing this service. An Employer event in February 2008 is being arranged through Worksmart to promote the							



Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
		benefits of the introduction of a GTA including support to employers from Small to Medium Sized (SMEs) companies to offer apprenticeships and mentoring and support (for the apprentice and employer).							



**Year 2009/10****Investigation** Hartlepool's Business Incubation System

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
SCR-RP/9a/ii That due to long-term sustainability problems of the Working Neighbourhood Fund (WNF) - (ii) Seeks innovative ways of attracting sustainable income to support and develop the Business Incubation System in Hartlepool.	SCR-RP/9a/ii	As a service, opportunities to develop the property portfolio will be sought which has the potential in the medium term to provide income which could be utilised to support Hartlepool's Incubation system.	Mick Emerson	31-Mar-2013	31-Mar-2013	10-Apr-2013 There remains no opportunity to develop the property portfolio however further ERDF has been sought and various income raising opportunities have been undertaken. 04-Jan-2013 There is currently no opportunity to develop the property portfolio. Other areas of possible income are being considered and developed through the Commercial Skills Set training.	 Completed		

**Year 2011/12****Investigation** Employment and Training Opportunities for 19-25 Year Olds

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
SCR-RP/12c That the development of a process to hold careers events to promote the types of careers	SCR-RP/12c/i	11-19 Partnership will take responsibility	Tom Argument; Kelly Armstrong	31-Jul-2013	31-Jul-2013	03-Apr-2013 11-19 Partnership are taking responsibility for the strategic and operational plans and review performance on a quarterly basis, this is ongoing.	 Completed		



Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
available with local employers and also the routes to access potential opportunities, is explored with local service providers, employers and Connexions					08-Jan-2013 11-19 Partnership are taking responsibility for the strategic and operational plans and review performance on a quarterly basis, this is ongoing.			
SCR-RP/12c That the development of a process to hold careers events to promote the types of careers available with local employers and also the routes to access potential opportunities, is explored with local service providers, employers and Connexions	SCR-RP/12c/i Secure financial contributions across 11-19 partnership for Choices Event	Tom Argument; Kelly Armstrong	30-Sep-2012	30-Sep-2012	03-Apr-2013 The next choices event is scheduled for 18th October 2013, all year 11 pupils in secondary schools which equates to approx 1150 students are taking part. Staff and exhibitors taking part in the event give their time in kind which counts as a contribution of costs towards the event.  08-Jan-2013 The next choices event is scheduled for 10th October 2013, all schools are aware of this date, the staff taking part in the event are giving their time in kind which counts as a contribution of costs towards the event.	 100% Completed		
SCR-RP/12d That ways of re-invigorating the partnership between Connexions and Job Centre Plus in Hartlepool be explored to ensure consent to share forms are completed and data shared, where possible and in accordance with the data protection act.	SCR-RP/12d/i Explore co-delivery opportunities through sitting Job Centre + workers in OSS	Mark Smith	31-Jul-2012	31-Jul-2012	08-Aug-2013 Partnership working is in progress and JCP have now begun to share information of young people 18+ claiming benefits (this was a struggle in the past). Representation from JCP (management) and OSS (management) is present at the Tees Valley Works Steering Group – resulting in 15 Environmental Apprentices being taken on. Positive relationship has been established between JCP Management and OSS Management.  15-Apr-2013 Agreement has yet to be reached with Job Centre Plus around the codelivery of services,	 100% Completed		

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
					however this remains a high priority and will be taken forward in the coming months.			
SCR-RP/12g/i That the use of the Social Return on Investment model is explored as part of the budget process to provide Members with qualitative data upon which to make decisions.	SCR-RP/12g/i  The use of the Social Return on Investment model is extremely resource intensive. The potential use needs to be explored in the context of the resource constraints facing the Council and other pressures on resources. These issues includes legislative changes being implemented over the next 12 months, including localisation of business rates and Council Tax benefits, work on ICT and the delivery of budget savings for 2013/14. It is envisaged that the model may be applicable to specific budget proposals rather the whole budget process.	Chris Little	31-Jul-2012	31-Jul-2012	09-Apr-2013 Arrangements been made to address social return and investment issues within detailed savings reports Cabinet and Council as detailed appendices of the MTFS Report.  09-Jan-2013 Arrangements been made to address social return and investment issues within detailed savings reports to be referred to SCC from October onwards. Addressed in detailed appendices of the MTFS Report.	 100% Completed		
SCR-RP/12g/ii That the use of the Social Return on Investment model is explored to assist in shaping the future of service delivery by evaluating current service provision	SCR-RP/12g/i i  As detailed above the use of this model is resource intensive and application to specific cases may be provide improved information for decision making. This issue needs exploring.	Chris Little	30-Jul-2012	30-Jul-2012	09-Apr-2013 Arrangements made to address social return and investment issues within detailed savings reports to Cabinet and Council as detailed appendices of the MTFS Report.  09-Jan-2013 Arrangements been made to address social return and investment issues within detailed savings reports to be referred to SCC from October onwards. Addressed in detailed appendices of the MTFS Report.	 100% Completed		

Year 2012/13

Investigation JSNA Topic - Employment

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress		
SCR-RP/13c/iii That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: - introduce vocational and enterprise programmes in schools and use council service	SCR-RP/13c/ii/a	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 towards the baccalaureate system.	Tom Argument; Kelly Armstrong	30-Nov-2013	30-Nov-2013	06-Aug-2013 Raising Achievement Group Deputy heads and Curriculum Managers have reviewed their key stage 4 curriculum to ensure there are vocational opportunities available to young people at Key Stage 4.	<div><div></div></div> 100% Completed		
SCR-RP/13c/iv That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: -(d) communicate and publicise the local need for skills in the engineering, manufacturing	SCR-RP/13c/v/c	There will be additional events organised by the Council in the next year to promote opportunities in growth sectors including: 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; Kelly Armstrong	30-Sep-2013	30-Sep-2013	06-Aug-2013 Each of the secondary schools in Hartlepool sent pupils from Years 9 or 10 to attend the STEM event which took place in June 2013.	<div><div></div></div> 100% Completed		
SCR-RP/13c/iv That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: -(d) communicate and publicise the local need for skills in the engineering,	SCR-RP/13c/v/d	There will be additional events organised by the Council in the next year to promote opportunities in growth sectors including: 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; Kelly Armstrong	31-Jul-2013	31-Jul-2013	06-Aug-2013 Four events have taken place at HSFC involving Year 10 pupils from 4 secondary schools within the town.	<div><div></div></div> 100% Completed		

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress		
manufacturing								
SCR-RP/13c/iv That partnership working is included in the JSNA entry and that the Council works with schools, colleges, training providers and employers to: -(d) communicate and publicise the local need for skills in the engineering, manufacturing	SCR-RP/13c/i v/e  There will be additional events organised by the Council in the next year to promote opportunities in growth sectors including: 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; Kelly Armstrong	31-Jul-2013	31-Jul-2013	06-Aug-2013 There has been five Further Education days which have involved in STEM which taken place at HCFE, other post 16 providers took part in the days.	 100% Completed		
SCR-RP/13d/ii That the Council, through the Health and Wellbeing Board: -(ii) raise awareness to Council employees of the mental health services available to enable employees to access the services if required	SCR-RP/13d/i i  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.	Stuart Langston	31-Dec-2013	31-Dec-2013	11-Jul-2013 Two sessions held which were well attended by both Council and school managers. 150 managers attended. Feedback received was very good. Presentations provided by Liz Henderson Hartlepool Mind, Maggie Parker Santa the Council's Occ. Health Provider. Atle Kahstad K2 physio care the Councils physiotherapy service provide and Stuart Langston/Steven Carter from the Council's Health, Safety and Wellbeing team.	 100% Completed		

**4. RECOMMENDATIONS**

- 4.1 That Members note progress against the agreed recommendations and explore further where appropriate.

**5. REASONS FOR RECOMMENDATIONS**

- 5.1 In order for Members to continue to monitor the progress of Scrutiny recommendations.

**BACKGROUND PAPERS**

- (a) Report of the Scrutiny Support Officer entitled 'Six Monthly Monitoring of Agreed Regeneration and Planning Services Scrutiny Forum's Recommendations' presented to the Regeneration and Planning Services Scrutiny Forum on 21 February 2013.

**6. CONTACT OFFICER**

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



# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



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

**Subject:** NORTH EAST HOME LOANS PARTNERSHIP &  
OTHER FINANCIAL ASSISTANCE

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 This report is for information.

## 2. PURPOSE OF REPORT

2.1 To update the Regeneration Services Committee about progress on the North East Home Loans Partnership and other financial assistance administered by Housing Services.

## 3. BACKGROUND

- 3.1 Prior to the formation of the North East Home Loans Partnership in 2010, financial assistance was offered to homeowners in the form of grants. This system of means tested grants was replaced by a combination of grants/loans, initially on a 70% grant/ 30% loan basis before moving to a 50:50 split.
- 3.2 Whilst Local Authorities had flexibility to provide a range of financial assistance products to improve housing conditions, across the North East region there had been an inconsistent approach by individual authorities and the purpose of the partnership was to develop a single high quality scheme, which allowed for greater cost effectiveness through joint procurement.
- 3.3 Since 2002, Local Authorities have been encouraged to provide assistance in the form of loans to move away from reliance on grants by homeowners and recycle limited funding.
- 3.4 The North East Housing Board (NEHB) and Government Office North East (GONE) developed a proposal for a single scheme to align the way in which Local Authorities provided financial assistance.

- 3.5 The funding made available to Local Authorities was through the Single Housing Investment Pot (SHIP) and the allocation for 2010/11 was supplied in three blocks relating to a specific objective –
- Objective 1 – Housing Market Renewal
  - Objective 3 – Decent Homes Grants and Loans
  - Objective 4 – Disabled Facilities Grants
- 3.6 Part of the region's Objective 3 funding was ring-fenced for the provision of loans for private sector housing improvements and this allocation was conditional upon the participation in the regional loans scheme. Should one of the five Tees Valley authorities have opted out of the scheme, the ring-fenced allocation would have been distributed amongst the remaining four.
- 3.7 The purpose of the NE Home Loans Partnership is to achieve savings and efficiencies relating to costs of administration and management cost, which were all being done individually by each of the partner Authorities. The other area which has still to be achieved was the ability to draw in independent funding in the form of a bond or other mechanisms this is still considered and developed, as to date no funding body or mechanism has found.
- 3.8 Local Authorities have the ability to invest more funding through the partnership to provide additional resources for decent homes and others have invested further to fund discretionary/ top-up disabled facilities, relocation, empty homes and privately rented property grants.
- 3.9 The initial investment made by Hartlepool Borough Council into the Home Loans Partnership was £199,437. A further investment of £30,000 was made in 2012/13. This funding is used exclusively for decent homes purposes.
- 3.10 Five Lamps were appointed as the independent Loans Administrator and are responsible for carrying out assessments of applicants, arranging property valuations, instructing solicitors, payments to contractors and administering loan repayments. A board of officers from each member local authority oversee the work of the administrator and Sunderland City Council act as Lead Authority on behalf of the partnership.
- 3.11 As the Lead Authority, Sunderland City Council produced and entered into a Memorandum of Understanding with the other authorities, procured and appointed the Loans Administrator. A Service Level Agreement was entered into with the Partnership's Steering Group which ensured that Sunderland's costs would be covered. In May 2009, Sunderland City Council's Executive Management Team approved their proposal to act as Lead Authority and this was endorsed by the North East Housing Board in July 2009.
- 3.12 Loans can be one (or a combination of) of three types depending on ability to make repayments and financial circumstances –
- Repayment
  - Interest free
  - Equity

- 3.13 Other financial assistance has continued to be provided independently of the regional loans scheme in the form of grants administered by officers from Hartlepool Borough Council in the form of Homeplus and Warm Homes Healthy Hartlepool grants.
- 3.14 The Council determined that a proportion of SHIP funding would be used to provide grants for 'minor' works to be carried out to enable older or infirm persons to remain in their homes (Homeplus). Essentially this meant that hazards that had the potential to cause harm to health were removed or minimised. These grants are based on a maximum of £4,000 over a three year period.
- 3.15 Since 2010/11, £208,000 has been allocated in Hartlepool towards the administration and provision of Homeplus grants and further investment has been made through repayment of grants or loans that pre-dated the establishment of the regional loans scheme.
- 3.16 In 2012/13, additional funding was provided through the Department of Health to improve the energy efficiency of homes and to carry out essential work to prevent/minimise health effects due to inadequately heated and/or insulated homes. This funding was not means tested but was prioritised to ensure that households at greatest risk were assisted first and was separate to the North East Home Loans Partnership funding.

#### **4. OUTCOMES**

- 4.1 From 1 April 2010 to 30 June 2013, 38 referrals were made to the regional loans scheme. Of those, 24 have been approved and 21 have been completed, with an average value of £6,900. Of those, 6 were on a repayment basis, 4 were interest free and 11 were equity based (one of which with an element of interest free).
- 4.2 All loans enabled the properties to reach the Decent Homes Standard. The works included replacement roofs, electrical re-wiring and damp proofing.
- 4.3 To date, £6,500 has been recycled into the scheme through loan and interest repayments. It is expected that most of the loan funding will be recycled over time, however, as half of the loans made are equity based the timeframe is unpredictable.
- 4.4 The Homeplus grant funding is targeted towards owner-occupiers who are over the age of 60 and in receipt of an income related benefit and under 60's who are also in receipt of a disability related benefit.
- 4.5 From 1 April 2010 to 30 June 2013, 51 Homeplus grants have been approved to remove category 1 and high scoring category 2 hazards. Works carried out have included electrical rewires, roof repairs, heating provision or repairs and damp eradication.

- 4.6 The average value of those grants was £2,333 per application. The total budget spent was £118,995.
- 4.7 Warm Homes Funding became available in December 2012 and a scheme was established to provide grant based assistance to owner occupiers and private landlords/tenants. These grants were not means tested and demand for the scheme was very high. Priority was therefore given to households where at least one person was aged over 60.
- 4.8 The main aim of these grants was to improve the energy efficiency of homes and protect the health of the occupiers through exposure to cold and/or damp homes, however as a result of some of the works that have been carried out, other hazards were also removed, under the following headings:
- Damp & Mould Growth
  - Entry by Intruders
  - Domestic Hygiene, Pests & Refuse
  - Food Safety
  - Personal Hygiene, Sanitation & Drainage
  - Structural Collapse & Falling Elements
- 4.9 In total 53 grants were awarded using the Warm Homes funding, of which 43 were households where one or more occupier was over the age of 60. The average value of each grant was £2,236 and the total spend was £118,546 .
- 4.10 Around two thirds of applicants had improvements made to their heating systems ranging from a simple boiler service to a full central heating installation. Other works carried out included draughtproofing of doors and windows, replacement of doors and windows and roofing repairs.
- 4.11 In addition to the above grant and loan funded works carried out, the Council has undertaken work to prevent structural failure at one property to ensure the immediate safety of the occupier which cost almost £14,000. This was carried out in agreement with the owner and is a registered charge against the property which will be re-claimed once the property is sold.
- 4.12 The three different funding streams for grant and loans since 2010 have been as follow:-
- North East Home Loans Partnership funding – this is on going but with limited capacity as it now relies on funding being recycled back into the fund – a waiting list is held for eligible applicants;
  - Home Plus Grants – administered by the Council – this is on going but is very limited as it also relies on funding being recycled back into the fund when housing regeneration funding or charges on property are repaid – a waiting list is held for eligible applicants;
  - Warm Homes Funding – administered by the Council – this was one off none recurring funding provided by the Department of Health in 2012/13 – Housing Services and the Director of Public Health are in dialogue with the Clinical Commissioning Group about future funding.

North East Home Loans Partnership Since 2010	Home Plus Grants Since 2010	Warm Homes Fund 2012/13
£229,437 – 24 grants approved	£208,000 – 51 grants approved	£118,546 – 53 grants approved

## 5. FUTURE ACTIVITY/FUNDING

- 5.1 There are three loans currently approved where works are due to commence and one that is awaiting loan offer acceptance from the applicant. On the basis of the average cost, there could be scope to make a further eight referrals to the loans administrator. We anticipate that this will be spent by the end of this financial year.
- 5.2 Currently, there is no funding available to carry out any Homeplus grants although it is expected that a number of grant/loan repayments will be made where properties are sold or transferred during the year and this will be recycled. The amount repaid will determine the actual numbers of grants over the course of the year. An application for the Council's Capital Fund was made during 2012/13 to extend this existing scheme in 2013/14, however this was unsuccessful.
- 5.3 A separate report was presented to Finance & Policy Committee on 28 August 2013 regarding 'Warm up North' (WUN) which is a project looking to provide a regional 'Green Deal' scheme for WUN partners in the North East. The purpose of the scheme is to improve the energy efficiency of domestic properties and non-domestic publicly owned properties across the North East with a view to reducing energy consumption and carbon emissions, whilst also helping to tackle fuel poverty.

## 6. EQUALITY AND DIVERSITY CONSIDERATIONS

- 6.1 Impact Assessments have been carried out on all housing services strategies that are relevant to this report.

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

- 7.1 There are no Section 17 Implications.

## 8. RECOMMENDATIONS

- 8.1 Committee members to note the contents of the report for information purposes.

**9. REASONS FOR RECOMMENDATIONS**

- 9.1 To ensure that committee members are informed about key activities across the housing service in relation to financial assistance.

**10. BACKGROUND PAPERS**

- 10.1 There are no background papers.

**11. CONTACT OFFICER**

Damien Wilson  
Assistant Director (Regeneration)  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 523400  
E-mail: [damien.wilson@hartlepool.gov.uk](mailto:damien.wilson@hartlepool.gov.uk)

Joanne Burnley  
Principal Environmental Health Officer (Housing)  
Level 2  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 523324  
E-mail: [joanne.burnley@hartlepool.gov.uk](mailto:joanne.burnley@hartlepool.gov.uk)

# **REGENERATION SERVICES COMMITTEE**

**29<sup>th</sup> August 2013**



**Report of:** Assistant Director Child and Adult Services  
(Community Services)

**Subject:** SPORT AND PHYSICAL ACTIVITY TEAM – SIX  
MONTHLY PROGRESS REPORT

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

1.1 This report is for information purposes.

## **2. PURPOSE OF REPORT**

2.1 The purpose of this report is to inform and update members on the work of the Sport and Physical Activity Team which is part of Hartlepool Borough Council's Sport and Recreation Service. This area of work includes Summerhill Outdoor Activity Centre and Country Park, the Outdoor Activities Service, GP Referral Programme, Learn to Swim (including Primary School Lessons) and all targeted work aimed at increasing participation in Sport and Physical Activity.

## **3. BACKGROUND**

3.1 The aim of the Sport and Physical Activity Team is to increase participation in sport and physical activity within Hartlepool, encouraging people to "Get Active, Stay Active and Feel Good in Hartlepool".

3.2 The Department of Health continues to recommend that adults (16+) should aim to achieve at least 30 minutes of moderate intensity activity on at least 5 days of each week. Engaging more people in sport and physical activity in order to improve health and wellbeing is therefore a key priority at national, regional and local level and given the health inequalities in Hartlepool, remains an important issue for the Council to be addressed.

3.3 A previous update on the work of the Team was given as part of a report to the Portfolio Holder on 8<sup>th</sup> January 2013 and this report now covers the period from October 2012 to the end of April 2013.

#### 4. SIX MONTH UPDATE ON PROGRAMMES AND INITIATIVES

4.1 Hartlepool Sport and Physical Activity Team have collectively achieved some excellent outcomes and outputs during the period of October 2012 and April 2013 and the following highlights some of these key achievements and work streams.

##### 4.2 Learn to Swim Programme

- Nine schools access Hartlepool Borough Council's Primary School Learn to Swim Programme and some schools send more than one class. This is low considering the number of Primary schools in the Borough; however, there are unusually a number of secondary schools with pools also providing lessons to their feeder Primary schools.
- During the six month period, 92% of all children engaging in the Council's learn to swim scheme have attained the 25metre swimming standard. This is the recommended minimum standard for swimming in accordance with OFSTED requirements.
- The Learn to Swim Team has also been successfully awarded an ASA / Kellogg's Swim Active grant of £4,457. This is to provide school-children who cannot swim 25metres an opportunity for additional 'Top Up' lessons at Mill House Leisure Centre. These are also being offered to those schools whose children are not currently taking part in the Council's learn to swim scheme.
- Over the past 6 months, the Community Learn to Swim programme has also provided lessons to 163 children between the ages of 5 to 11 years, 40 preschool swimmers aged 3 to 4 years, 28 parents & babies and 18 adults at Mill House Leisure Centre.

##### 4.3 Outdoor Activity Team

- The "Balance Bikes" Programme was launched on 4<sup>th</sup> February 2013 with support from the British Heart Foundation Younger and Wiser Programme. Balance Bikes (essentially to assist with coordination and balance skills and to ensure safer cyclists) has proved to be extremely popular with over 150 children and 10 schools engaged to date. The sessions have seen the completion of the first cohort of children who are now able to successfully ride a bike.
- Having been established as a consequence of a small grant award from Sport England, the Cycle Clinic based at Summerhill is thriving, providing free bike services and low cost repairs and maintenance for customers. The clinic has developed an excellent customer base with some customers visiting the clinic weekly for advice, equipment and to access Summerhill as a cycling route. The clinic will also provide an excellent out of season opportunity to deliver cycle maintenance workshops and bike services.



- The Team has also been successful in accessing approximately £6,000 of Sportivate funding to provide Mountain Bike provision to young people aged 14-25 years. Courses have been delivered with Hartlepool 6<sup>th</sup> Form College, Manor College of Technology, Dyke House School and Sports College, High Tunstall School and English Martyrs School. Over 100 young people have accessed this provision and it has also contributed towards their grading for GCSE and Btec qualifications.

#### 4.4 **Summerhill Outdoor Activity Centre and Country Park**

- Programmed work associated with year two of the Woodland Grant Scheme has been completed. Key works over the winter period included woodland tree thinning, coppicing, hedge planting and the installation of new stiles, kissing gates and seats.
- Two volunteer coppicing sessions involved volunteers who work for Sky TV as part of their community campaign initiative. This partnership was developed from the link established by the Summerhill team with the Limestone Landscapes programme which is Heritage Lottery funded.
- October 2012 saw the completion of the total redevelopment of the BMX track at Summerhill. Owing to a partnership between the Sport & Recreation service and North East BMX Club, £50,000 was secured from BIFFA Waste Management to undertake the works amongst which has involved creating 4 new straights and 3 tarmac berms (turns) to provide a national league standard track. The redevelopment has been extremely well received by riders and has placed Summerhill in an ideal position to now host regional and national BMX racing competitions.
- Saturday 8<sup>th</sup> December 2012 saw Summerhill host the North East cross-country running championships. This is the premier cross-country event in the North East and the third time Summerhill has held the competition. Open to running clubs from all over the North East and with fields from juniors to veterans, the event attracted nearly 1,000 competitors.
- The Healthy Heritage initiative has been continued with a 5<sup>th</sup> phase supported by Dyke House School. For this phase the Team has worked with key Dyke House feeder primary schools with the aim of giving Year 5-6 pupils a chance to take part in Healthy Heritage sessions. Sessions have also been undertaken for Dyke Houses' Year 7 groups. Between October and March 2012/13, eleven Healthy Heritage sessions were held. Funding of £7,200 has also been secured from Limestone Landscapes to support this programme as well as the delivery of National Play Day Event.

#### 4.5 **GP Referral Scheme**

- The scheme continues to be an extremely important part of our work. During this reporting period, there were 707 referrals to the service; 78% received from NHS Health Practitioners (encompassing all local surgeries and various UHH specialist departments) with the remaining 22% from

other referring agents, such as MIND, Social Services and the self referral pathway.

- Of the 707 referrals, 70% of people successfully accessed and completed an introductory 10 week exercise course, tailored to the specific individual needs following which participants were sign posted to other community provision to promote long term adherence.
- Our subsequent 6 month follow up questionnaire has shown a client retention rate of 77% to regular physical activity participation and 11% experiencing a reduction in their prescription medication.
- A new initiative has also been developed in partnership with the Neurological Physiotherapy Unit at UHH. As part of our ongoing health needs assessment, it was identified that there was very little available in the community that provided ongoing support for anyone following hospital intervention for Parkinson's MS or having suffered a stroke.
- As a result, we have now delivered a pilot programme incorporating physical activity to maximise patient's functional capacity and feedback received from the pilot group on completion of the first 10 week programme has been extremely positive. Whilst improvements to individual's physical function and psychological well being has been marked, the increased social interaction provided by being part of a group based within a community setting (i.e the leisure centre) has proved to be of equal importance to any gains in physical function. This work continues.
- EDAN (Escape Diabetes Act Now) Project was implemented in October 2012 for a 12 month pilot programme. It is a prevention focused programme specifically for patients who are identified as at risk of becoming Type 2 Diabetic (according to specific measurement/referral criteria) and adheres to current NICE guidelines relating to Type 2 Diabetes prevention.
- This programme includes physical activity and dietary support and there are two sessions per week over a 12 week period. Six of these sessions are practical cookery workshops with educational input on healthier food choices which is delivered by the Community Nutritionist and at the end of the first 12 weeks a further action plan is agreed with each patient to support continued compliance.

Key outcome requirements were identified with the support of Nurse Practitioners and measurements were taken at baseline, during and 6 months post referral to measure the impact of the programme and the first cohort of attendees has now had six month follow up appointments to identify the positive changes. This has included 100% of participants reducing their cholesterol, BMI and waist measurement and 75% reducing blood glucose and blood pressure levels. Attendees have also reported other outcomes including reduced triglycerides, increased regular physical

activity, increased level of confidence and self esteem as well as an increased knowledge of which foods are better choices.

A report summarising the activities of the GP Referral Programme is attached at **Appendix 1**.

#### 4.6 **Sport and Physical Activity Core Team**

- **Football Development**

The 3 a side Futsal Street League continues to run at Grayfields with between 70 – 100 children and young people aged between 8 to 18 years old regularly attending every Friday evening.

New football leagues were also launched in October for adults and juniors and whilst these have concluded with the end of the season, it is intended to re-run these as they proved to be extremely successful. Eight adult teams averaging 50 participants per week and 17 junior teams averaging between 70-90 participants per week attended.

- **Ready Steady Walk**

Ready Steady Walk is a programme which supports young people to walk from past Olympic host cities to the new host city via previous Olympic host cities. Work is carried out in partnership with the Borough's schools and children are currently walking the new route from London 2012 to Rio Olympics in 2016.

- **Begin 2 Programme**

The Begin 2 Programme continues to develop a calendar of activity combining women / men only and mixed sessions. The purpose of this programme is to target people who are currently not engaging in the recommended levels of physical activity as well as encouraging others back who have been active previously. The programme has engaged over 120 participants during the last 6 month period and will continue to expand.

- **Walk About in Hartlepool**

The scheme continues to expand and participation numbers have again increased. The Walk About in Hartlepool Forum continues to be a key feature for the programme, meeting quarterly to develop the next quarter's walking activity and this current reporting period has seen 1427 participants taking part in weekly, fortnightly and monthly walks which is heavily reliant on our Volunteer Walk Leaders. We have consequently delivered another Volunteer Walk Leader Course training an additional 7 volunteers and the Programme now has a total of 112 Walk Leaders.

- **Orienteering**

Following the receipt of funding from the Hartlepool Community Activities Network, Orienteering has been developed significantly. Five different sites have been mapped to enable school / college orienteering to develop and to establish more orienteering sites that can be utilised by the

public. A taster event was run with 26 participants taking part; this was a family event open to all ages. We have also supported secondary schools to deliver their first orienteering PE lessons including GCSE on mapped sites in Hartlepool. This has engaged 93 pupils and initiated inter house orienteering competitions. It is hoped that an inter school competition can be scheduled for next year in partnership with all schools. A TOPS Level 1 course was held in February for secondary school teachers to support with the continued delivery of orienteering engaging 13 teachers from secondary schools in Hartlepool. A further 41 teachers, staff members and students have been involved in site specific training for various establishments.

Orienteering is continuing to develop working in partnership with CLOK and British Orienteering and we have secured funding for delivery of the new Xplorer/ Run Challenges from May to September 2013. The programmes are aimed at targeting families and 16 to 30 year olds utilising green spaces throughout Hartlepool.

- **The Together Project**

The Together Project continues to support participants most in need of physical activity support within a variety of environments including residential homes, sheltered accommodation and Hartlepool Hospice. Weekly sessions take place at Hartfields Retirement Village, Major Cooper Court, Laurel Gardens, Sycamores, Pansies and Hartlepool Hospice

There is excellent attendance and also significant improvements in the well being of the participants including improved mobility, social interaction and coordination. The programme has engaged 71 participants over the last six months, all of whom typically do not participant in physical activity.

- **Disability Sport**

The service leads on the Disability Sport Steering Group in Hartlepool looking to develop and support disability sport in the town. The group have continued to identify gaps in provision for disabled participants and aimed to develop these areas as a priority.

- Football coaching has been delivered to young people with disabilities every Saturday morning in partnership with Families First and Short Breaks. These sessions on average attract 14 participants who have developed their fundamental skills, behaviour and also football skills.
- Table Tennis is currently running on a weekly basis at both Catcote and Springwell School to engage students into the sport in partnership with Hartlepool Table Tennis Club and the County Sports Partnership (CSP).
- Wheelchair Rugby is currently organising tasters to engage college students into the sport. The intention is to then roll out the activity to all schools with a focus on the SEN schools and units.
- Partnership working with the Parent Led Forums and Community Disability Focus Groups is ongoing to ensure awareness of types of

activities that they would like to see weekly and through holiday programmes.

- **Sportivate**

Sportivate is a Sport England initiative coordinated by the CSP and is aimed at engaging participants aged 14-25 years in physical activity. The Team has secured grant funding of £15,000 to support the delivery of activity for this age group and in addition to this, have supported other organisations, clubs and groups to secure a further £10,000.

- **Pre and post natal**

The Team was successful in obtaining a grant of £4,220 from Hartlepool Community Activities Network for a sustainable programme of physical activity targeting women to participate in Pre and Post Natal provision specifically to support the prevention and intervention of Maternal Obesity. A further £3,000 has been secured through the Limestone Landscape Project to deliver a “Fit Mama’s” programme targeting post natal provision specifically using green spaces.

Initial working group meetings have taken place with key ante natal and post natal providers to support the mapping of existing provision and identify gaps in provision. An action plan is currently being developed and will link into the overall obesity pathway currently being considered in partnership with the Public Health Team.

- **Limestone Landscapes**

Regionally, Heritage Lottery Funding of over £1 million has been secured to develop the Limestone Landscape that dominates a large percentage of the North East Coast. As an element of this programme, over £300,000 has been made available to develop the landscape for Green Exercise and we have been successful in obtaining some of this funding.

In addition to the £10,200 for the Healthy Heritage programme at Summerhill and the pre and post natal physical activity provision previously mentioned, a further £4,000 has been secured to deliver Hartlepool's Big Lime Triathlon which will take place on 22<sup>nd</sup> September 2013, £3,000 to develop our 3 Park Run and commission Park Run Limited to deliver weekly events and £2,500 for disability bikes to increase the offer of cycling provision through Summerhill's cycling provision.

- **Club Development, Action Groups, and National Governing Bodies (NGB's) of Sport**

Work continues with a range of clubs, NGB's and Action Groups to ensure appropriate development. Some examples include:-

- Tees and Hartlepool Yacht Club ensuring an Olympic Legacy associated with this sport. The club has recently been awarded 2013 Foundation Recognition through the Royal Yachting Association's Sailability programme. As a result the club is now in a position to offer increased access for disabled participants and is in the midst of purchasing specialised equipment as a result of grant

intervention of approximately £6,000 to enable additional provision. This funding has also allowed the club to engage with schools and offer holiday provision which previously had not been possible. Out of the 5 secondary schools in Hartlepool, 3 have signed up for sessions at the club and the remaining two are in the process of arranging these. As a direct outcome, it is envisaged that membership within the Cadets section will increase. Building on the success of last year the club hosted another Family Open Day in June and has plans to deliver sailing opportunities specifically targeting women and disabled participants.

- With support from the Team, Hartlepool Gymnastics Club has recently been granted £9,000 from the Hartlepool Community Activities Network, towards a tumble track. This specialised piece of equipment will not only increase club participation/membership, but will also enable Regional competitions and coach education courses to be held in the town
- With support again, Hartlepool Volleyball Club were successful in securing £2,232 from the Hartlepool Community Activities Network. Funding has enabled the club to purchase equipment, up skill coaches and help market the club. The continuation of school delivery is taking place and club is looking in to targeted provision to increase membership.
- The Team are a partner in the HD CDG (Hartlepool District Cricket Development Group) the aim of which is to support and develop Cricket in Hartlepool, with the initial priority to support Hartlepool Cricket Club to submit an Inspired Facilities bid of £50,000 to Sport England. This was successful.
- A lot of work has been undertaken with the Indoor Bowls Club to increase participation and membership through the development of various programmes and initiatives such as Begin 2. They are currently running a weekly disability Bowls session for Catcote School with 12 participants attending regularly. The Team have also supported the Club in the development of a Business Plan as part of a lease extension from the Council enabling them to submit an Inspired Facilities bid of £50,000 the outcome of which should be known shortly.
- Hartlepool Rovers Football Club has also received support from the team with funding bids, submitting a Protecting Playing Pitches application to Sport England for pitch improvement works. The club is also looking to complete an Inspired Facilities bid for a further £50,000 to improve club facilities.

- **Coach and Volunteer Development**

The Hartlepool Coach, Leader and Volunteer Development Group continue to support managers, coaches, leaders and volunteers in the town. A development programme inclusive of courses and workshops has been launched with further consultation to take place with clubs and relevant organisations to widen this programme further.

- **FiiT Hart (Families in it Together Hartlepool)**

In partnership with colleagues from the Public Health Team, we have been successful in securing £75,000 for the delivery of a 3 year programme looking at sport and physical intervention for childhood obesity. The programme will target children identified as overweight or obese with no co-morbidities specifically those at Year 6 who are identified through the National Child Measurement Programme.

The programme is currently being planned for a September 2013 start date and Motivational Interview training is being delivered for all practitioners engaging in the delivery of this programme to ensure effective models of behaviour change as this is essential to the success of the programme. It is envisaged that this model of delivery will provide successful outcomes and can be transferred to other lifestyle behaviour programmes.

## **5. SUMMARY**

- 5.1 This report highlights some key areas of work and progress made over the past 6 months. It is by no means exhaustive and gives members increased knowledge and awareness about the scope and breadth of provision and the positive contributions being delivered by the Sport and Physical Activity Team. This is of course just one element of the service provision made available from the Council's Sport and Recreation service.

The effective delivery of specialist and community based physical activity is an essential contributor to the health and well being of members of the public in Hartlepool. The service continues to sustain and explore new opportunities for partnerships and access to external funding and resources to deliver high quality services.

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

- 6.1 There are no implications under Section 17.

## **7. RECOMMENDATIONS**

- 7.1 That the Regeneration Service Committee notes the content of the report and the progress made across key areas of delivery within the Sport and Recreation service.

## **8. REASONS FOR RECOMMENDATIONS**

- 8.1 The ongoing contribution to the Council's strategic priorities.

**9. BACKGROUND PAPERS**

- 9.1 Children's and Community Services Report, 8<sup>th</sup> January 2013, SPORT AND PHYSICAL ACTIVITY TEAM – SIX MONTHLY PROGRESS REPORT.

**10. CONTACT OFFICER**

John Mennear  
Assistant Director (Community Services)  
Level 4  
Civic Centre  
Hartlepool  
TS24 8AY  
Tel: (01429) 523417  
E-mail: john.mennear@hartlepool.gov.uk

Pat Usher  
Head of Sport & Recreation  
Level 4  
Civic Centre  
Hartlepool  
TS24 8AY  
Tel: (01429) 523416  
E-mail : pat.usher@hartlepool.gov.uk



# **Sport & Physical Activity Team Exercise for Life/GP Referral Scheme**

## **Summary Report 2012/2013**

**Carnegie Building  
70 Northgate  
Hartlepool  
TS24 0LT  
Tel. 01429 284363**

**Lorraine Harrison  
lorraine.harrison@hartlepool.gov.uk**



## **GP Referral Scheme / Hartlepool Exercise for Life** **Summary Report Year 2012-13**

### **Overview**

The H.E.L.P/ GP Referral scheme offers introductory 10 week introductory group exercise courses in the community. It is a town wide service which offers a varied weekly programme for individuals to obtain support to improve and manage better a wide range of chronic health conditions.

Typical Conditions of attendees are Arthritis, Osteoporosis, High Blood Pressure, Diabetes, Obesity & Weight Management, Coronary Heart Disease, Orthopaedic rehabilitation, Mental Health Issues and general health concerns.

On completion of a 10 week introductory course if suitable individuals are then sign posted to further supervised activities in the community, to encourage long term adherence. Those clients who complete a gym based introductory programme are eligible for complimentary gym membership for the facility, as an incentive for long term participation.

Our courses are supervised by Reps recognised Level 3 & Advanced Level 4 G.P Referral instructors.

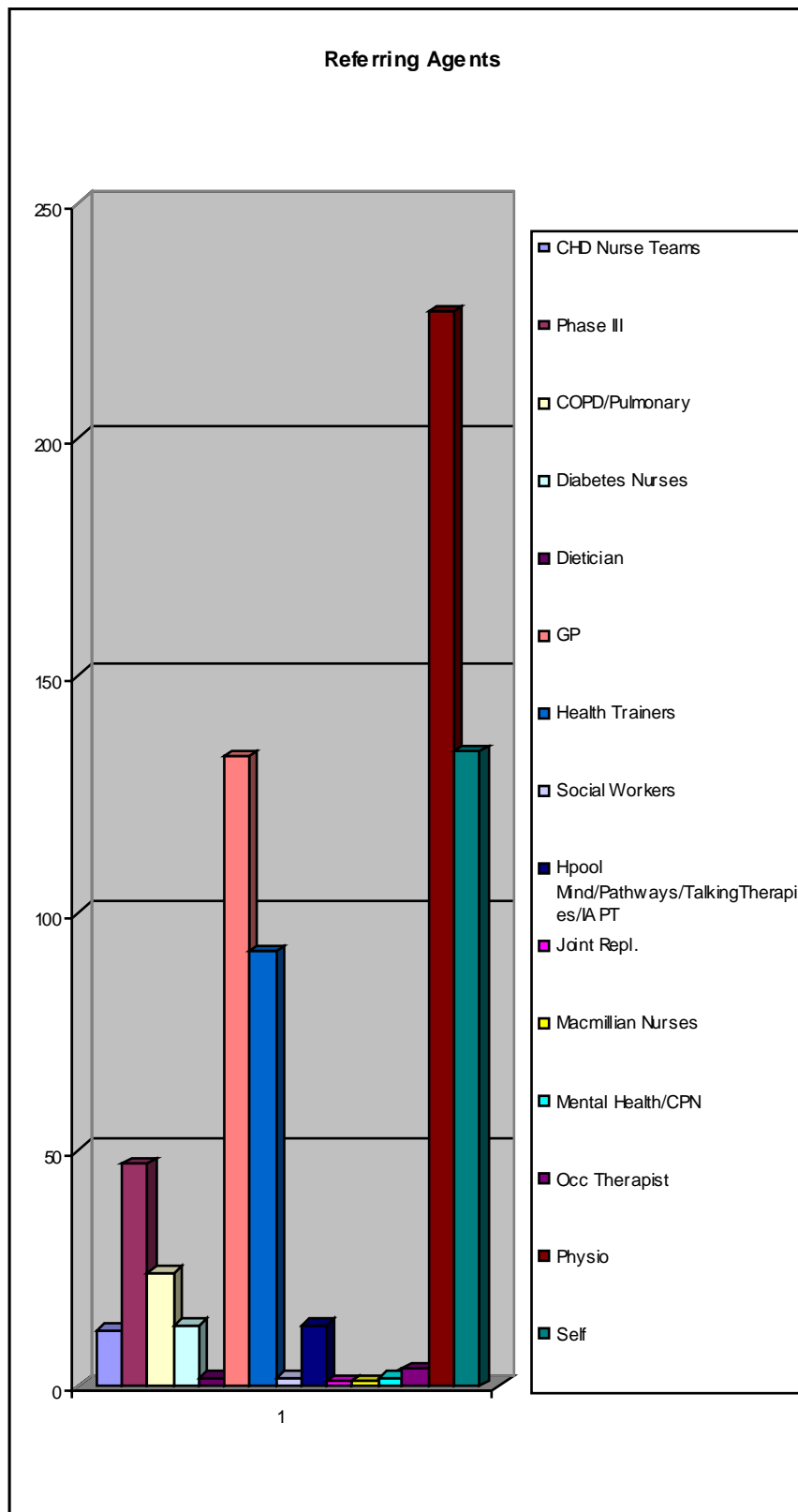
Our Cardiac Rehabilitation instructor team hold the nationally recognised British Association of Cardiac Rehabilitation Phase IV qualification.

Two of the team this year have also obtained their advanced Level 4 qualification to teach Cancer Rehabilitation Exercise.

We offer a menu of activities to meet the needs of service users including Cardiac Rehabilitation, COPD Pulmonary Rehabilitation, Water Mobility (Hydro therapy), Technogym - Gym Based Programme (Computerised system that permits systematic tracking of the progress of each individual client)

Circuit led exercise for Neurological illness, Therapeutic Back Care, Pilates, Chair Mobility Exercise

**Data Synopsis:**



- There were 707 referrals to the service. 78% received from NHS Health Practitioners (encompassing all local surgeries and various

UHH specialist departments). The remaining 22% came from additional referring agents, such as MIND, Social Services and the self referral pathway.

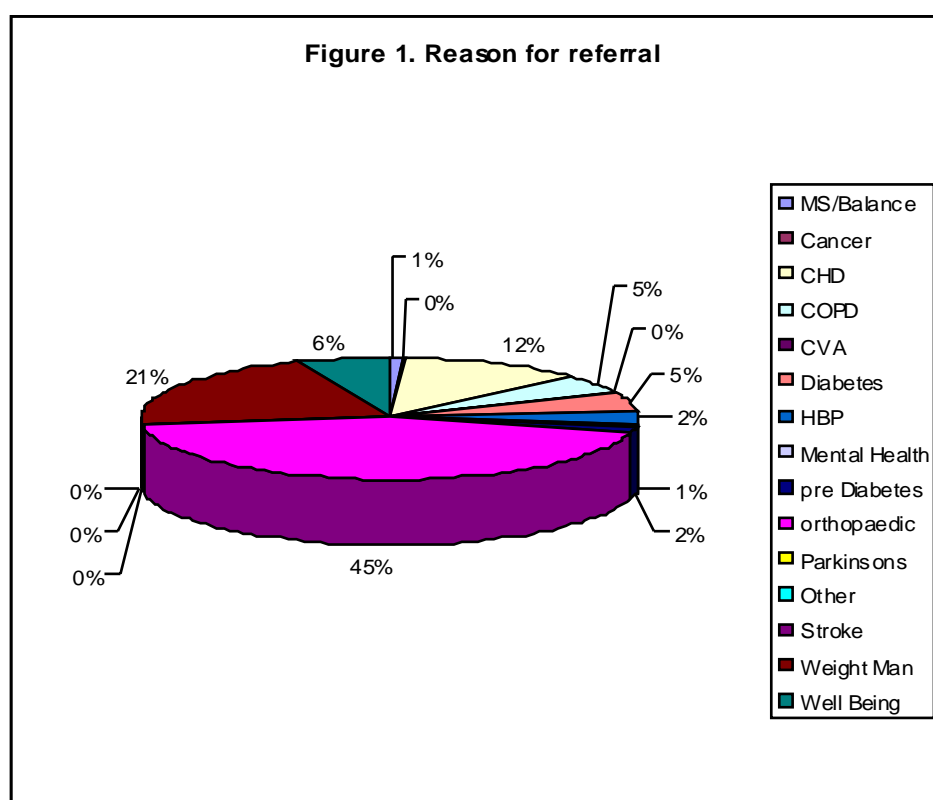
- Of the 707 referrals, 70% of people successfully accessed an introductory 10 week exercise course, tailored to the specific individual needs. On course completion participants are sign posted to other community provision to promote long term adherence.
- **Our 6 month follow up questionnaire shows a retention rate of 77% to regular physical activity.**
- **11% of patients had a reduction in their prescription.**
- 12% of patients declined access, at the initial telephone consultation stage. They are left with the knowledge that they can re-connect with the service at a later date.
- 5% of patients needed to defer from the scheme as a result of further decline in health.
- Majority of the patients referred are 60+ years with complex health needs, commonly with a sedentary lifestyle which makes the transition to physical activity a very challenging experience.

Our instructor team are very successful at motivating and encouraging compliance for long term behaviour change. This is evident from the high retention figures achieved.

#### Primary reason for referral

- Figure 1 indicates the wide range of health conditions of the patient's referred. The highest majority belonged to those with orthopaedic limitations.

MS/Balance	6
Cancer	1
CHD	85
COPD	35
CVA	2
Diabetes	38
HBP	17
Mental Health	9
pre Diabetes	12
orthopaedic	312
Parkinson's	3
Other	1
Stroke	2
Weight Man	140
Well Being	44
TOTAL	707



- Our partnership with the local NHS Community Cardiac Rehabilitation service ensures that patients have an exit route from the Phase 3 to continue with appropriate Phase IV Rehabilitation. We are extremely pleased that Hartlepool is one of the few areas that have a successful provision for Heart Failure patients as well as the traditional patient groups directed from the Coronary Care teams.

Evidence shows that long term adherence can reduce re-admission to hospital and the likelihood of further coronary disease.  
(Source. BHF & BACPR)

## **Success**

### **Neurophysiologic Pilot**

- In the last year we have fostered positive links with the Neurological physiotherapy unit at UHH. We identified that following hospital intervention for patients with Parkinson's' M.S and Stroke there is very little in the community that provides ongoing support incorporating physical activity to maximise their functional capacity.
- Feedback received from the pilot group on completion of the first 10 week programme highlighted that the main positives were two fold. Improving both their physical function and psychological well being. The increased social interaction at the leisure centre seemed of equal importance to any gains in physical function.

### **EDAN (Escape Diabetes Act Now) Project**



- In October 2012 we implemented a 12 month pilot programme called the E.D.A.N (Escape Diabetes Act Now) Project.  
This is a prevention focused programme specifically for patients who are identified as in danger of becoming Type 2 Diabetic.  
Referral Criteria:-
  - Those with Impaired Fasting Glucose
  - Those with Impaired Glucose Resistance
  - Oral glucose tests and blood test results that show a higher than normal blood glucose level, indicating an inability to regulate blood glucose levels
  - Those at risk of developing Type 2 Diabetes through associated problems such as Age related Obesity, High Cholesterol, High Blood Pressure, High Abdominal Fat, Family history.
- The EDAN project adheres to current NICE Guidelines relating to Type 2 Diabetes Prevention. This programme includes physical activity and dietary support; there are two sessions per week over a 12 week period. Six of these sessions are practical cookery workshops with educational input on healthier food choices; this is delivered by HBC

Community Nutritionist. At the end of the first 12 weeks a further action plan is agreed with each patient to support continued compliance.

Key outcomes were identified with the support of Nurse Practitioners and measurements done at baseline, during and 6 months post referral to measure impact of the programme. The first cohort of attendees from the Gladstone House Surgery has had six month follow up appointments to identify the positive changes as outlines in Table 1.

A further clinical assessment will take place at 12 months.

**Table 1: Outcome measures of EDAN Project (May 2013):-**

Patient	 Total Cholesterol	 B.M.I.	 Glucose levels	 Blood Pressure	 Resting heart rate	 Waist measurement	 Increased HDL
Mrs I Age 64							
Mrs G Age 70							
Mrs S Age 63							
Mr H Age 61							

Additional outcomes reported by attendees:

- Reduced Triglycerides
- Increased regular physical activity
- Increased level of confidence & self esteem.
- Increased knowledge of which foods are better choices.

### **Future developments:**

#### **Exploring the Commissioning Landscape:**

Hartlepool Borough Council have begun some work with a broad range of partners to identify how Sport and Recreation can support partners and services to achieve their outcomes and in turn how partners and services can support Sport and Recreation to achieve theirs. The HELP coordinator was an active part of these discussions and based on the consultations will be developing proposals for a minor service review to incorporate additional specialist services.

One of the consultation groups was specifically reflecting upon Public Health and an additional session will be considered to consult regarding the Clinical Commissioning Groups and how HELP can engage with this new structure.

Key items from discussion included:

- Targeting those most in need
- Diversity of services to address a range of public health needs
- Strategic Review and alignment to NHS, Public Health and Adult Social Care outcomes framework

These developments will support continued and new working relationships with key partners and organisations.

#### **Cancer Rehabilitation**

Two GP referral Level 4 instructors have qualified in Level 4 Cancer Rehabilitation. This specialist knowledge will be put into practice to support cancer patients to use physical activity as a vehicle to aid rehabilitation and recovery. Discussions have already been had with the Oncology Unit in James Cook University Hospital to explore opportunities to engage with clinical specialists to identify what a community based programme might look like.

#### **Motivational Interviewing and Behaviour Change**

A number of GP referral instructors will be attending an advanced Motivational Interview course delivered by Clinical Psychologist and MI Trainer Lynne Johnson, accredited by Skills Active. It is hoped that this will give further opportunities to develop new strategies for the delivery of behaviour change programmes. Motivational Interviewing is seen as a key feature of successful lifestyle change programmes to increase successful behaviour change. It is hoped this will add additional value and expertise to the GP referral service.

#### **FiiT (Families in it Together)**

Hartlepool Sport and Recreation Service is developing an obesity family intervention programme to be launched autumn 2013. The HELP scheme will be working closely with this intervention offering a pathway for adults who have met with barriers to successful weight management. The additional support will reduce sedentary behaviours

and increase physical activity to encourage a healthier lifestyle. Those who have co morbidities will benefit from individualised programmes to ensure that anyone who accesses the FiiT programme will have the best chance of achieving success.

#### **Pre and Post Natal Physical Activity Programme**

HELP is supporting the development of a pre and post natal programme to support expectant or new mum's to remain active before and after child birth. There has been a rise in maternal obesity and this has significant risk factors to mother and baby. Working closely with existing pre and post natal providers including children's centres, midwifery team, health visitors and public health, a programme of activity will be developed and supervised by specially qualified instructors who are currently accessing pre and post natal specialist training. HELP programme can provide a specialist programme of activity for this specific group and will ensure it is a sustainable feature within the service if it is successful within the initial pilot.

**Hartlepool Exercise for Life programme will continue to respond to the needs of individuals. Chronic illness affects many residents of Hartlepool and through the intervention and prevention exercise programmes; we will continue to improve people's quality of life.**



# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> August 2013



**Report of:** Assistant Director, Child and Adult Services  
(Community Services)

**Subject:** CULTURE & INFORMATION SERVICES  
PROGRESS REPORT – JANUARY - JULY 2013

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

This report is for information purposes.

## 2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to inform and update members on the work of the Culture & Information Services over the last 6 months.

## 3. BACKGROUND

- 3.1 Culture & Information Services cover a wide range of functions and venues across the Borough. These venues include: Burbank Community Centre; Central Library; Hartlepool Art Gallery; Hartlepool Maritime Experience; Headland Library; Museum of Hartlepool; Owton Manor Community Centre and Library; Seaton Community Centre; Seaton Library; Masfield Centre; Town Hall Theatre and Throston Library.
- 3.2 This Service also provides a number of services including: Arts and Outreach; Bibliographical services; Museum and library collections access and management; Enquiry service for libraries and museums; Events; Formal and informal learning opportunities in arts, libraries and museums; Marketing support to all Cultural Services; Literary and Reader Development Programmes; Loan-of resource and topic boxes from libraries and museums for schools; Home Library service, Mobile Library service; Reference and Information Service, Family & local history service; Room hires and long term lets for other Council Services and external agencies; Provision of a base for community events; Children's library services; Young people's Cultural Ambassadors scheme; lead for Tees Valley on First World War project.

#### 4. SIX MONTH UPDATE ON PROGRAMMES AND INITIATIVES

4.1 Culture & Information Services have achieved some excellent outputs during the period January – July 2013 and the following highlights some of these key achievements and work streams.

##### 4.2 Libraries

As part of our commitment to the national Universal Library Offer the Library Service delivers on a range of reading, health and information programmes.

- **2013 Spring Programme** - Comprising of 12 events over a two-week period the libraries bi-annual literary programme featured a mixture of adult and children's events. It provided opportunities for the public to meet best-selling as well as new, up and coming regional authors. The programme also featured storytelling, writing workshops and murder mystery event written especially for libraries by Anne Cleeves, author of the TV series 'Vera'.
- **Reading Well and Health Agenda** - Health initiatives include the recently launched national Reading Well campaigns, Mood Boosting Books and Books on Prescription. In addition 9 health groups meet regularly in the Central library. Trained library staff delivered 12 reminiscence sessions to 3 local care homes as part of on rolling programme. A Reminiscence activity day held in April 2013 brought together 25 Home Library & care home residents resulting in a lively, interactive and social event at the Central Library. The library has developed a series of small reminiscence boxes for use within the home environment. This loan collection is available to individuals as well as community workers. The boxes were piloted with Hartfields residents in July 2013
- **BookTrust Programme** – Providing free book packs to children from 9 month to 5 years. 630 children received a free Bookstart pack and 540 children received a free Treasure Bag through the libraries delivery of the national BookTrust Programme. In addition the Bookstart week celebrations reached 351 families.
- **Children's Service** – The library provides a wide variety of opportunities for children and their parents to engage with books and reading for both pleasure and education purposes. For example;
  - 1328 children have enrolled in the 2013 Summer Reading Challenge.
  - 26 children are taking part in the libraries first Arts Award Discover scheme fully supported by Bridge NE.
  - Read & rhyme sessions have had a combined audience of 2488 since January 2013, whilst 244 children have received library skills training.
  - 120 children have taken part in a Chatterbooks Reading Group delivered directly into schools.
  - 124 children attended World Book Day activities.

- **Exhibitions** – The *Central Gallery* is an integral part of the Central Library, providing a showcase venue for local artists, craftspeople and organisations. 12 exhibitions were hosted during this period. The exhibition by local artist Luke Walker received extensive regional press coverage including TV broadcasts.
- **Reading Groups** – The library service hosts 10 reading clubs across the authority as well as supporting several more community and workplace reading groups. The MIND reading group meets at the Central library as do the (ESOL) community group. Alternative format provision is made to support a reading group for people with a visual impairment.
- **School's Online Resource Awareness Training – Pilot** - In collaboration with St Hild's the Library Service delivered a pilot training programme to over 300 pupils. Aiming to develop pupil's information retrieval skills the classes focused on the Libraries online resources and their use in supporting curriculum based-learning. This is to be rolled out to teachers & to Dyke House School in the autumn and it is anticipated others will follow in due course.
- **Festival of North East** - Commemorating the 50<sup>th</sup> anniversary of the closure of Gray's Shipyard the Central Library's 'Gray Built' exhibition was the backdrop for a road show and local history lecture. The lecture attracted a maximum capacity audience.
- **Hartlepool History Then & Now** - The HHT&N website provides access to over 2500 images taken in & around Hartlepool. Much of the content was provided by members of the public through a series of road shows and drop-in sessions. The photographs and annotations form a unique local history resource. Three booklets based on the collection were launched in July 2013.
- **Home Library Service** - Delivering books directly into the homes of library members who are in ill-health or have mobility issues, the service helps support independent living and reduces the sense of isolation. The service supported 522 people during this period.
- **Digital Inclusion** – The Peoples Network comprises 62 public access computers. The e-government agenda is impacting on the use of this facility. Since January 2013 the number of people identifying themselves as using the computers for job-seeking has risen from 5 per month to 105 in May 2013.

To assist in combating the social and economic exclusion that arise from low IT skills the library has a volunteer programme delivering 'First Click' courses. 35 people attended the 5 week programme in the period Jan-June 2013. The Central Library has free wi-fi access.

### 4.3 Community Centres

- Owton Manor Community Centre, Burbank Community Centre and Masefield Centre provide a place where local community groups can meet, some of which have been operational for many years. The centres also provide space for other council services and outside agencies to operate from. For example, HBC's Safeguarding Special Services recently moved into the Owton Manor Community Centre.
- Owton Manor Community Centre is celebrating its 50<sup>th</sup> anniversary in October this year. To celebrate, a photographic exhibition and a party will take place which will include demonstrations by groups who currently use the centre.

### 4.4 Arts & Outreach

- **Arts4Teens** - The overarching theme of the Youth/Arts strategy will be to use the Arts to challenge young people's aspirations to break out of the vicious cycle that some young people find themselves within whether due to family circumstance, poverty or stereotyping, using the Arts will aim to also inspire, develop, inform and train the young people which will enable young people to be confident to identify and seek new opportunities in life. Through developing this strategy a group of young people were consulted and following this consultation, have formed a group called Arts4Teens, these young people have been extremely proactive in developing new initiatives and seeking and securing funding.
- **Love Book Love Film** - This project aims to find the 'one good book' that will inspire young people to read both now and into adulthood. The project will use the platform of recent adolescent films/series that have also been popular books (Twilight, Hunger Games etc) and HBC resources (Town Hall Theatre) to encourage young people to take part in reading – film shows where young people who have read the book can compare themes and differences between the screen and written work thereby encourage young people who don't read to participate.
- **Arts Award training** - HBC Arts & Events and Youth & Library Staff team are all fully trained as arts award advisers to deliver the Discover & Explore, Bronze/Silver and Gold award. HBC Culture & Information services are an Arts Award Centre.
- **Cultural Ambassadors Scheme** - The project is funded by the Bridge Organisation North East (based at the Sage, Gateshead) which is focused on bridging the gap between young people and cultural organisations. The Young Cultural Ambassadors scheme will aim to engage young people to become Cultural Ambassadors to develop young people's cultural experiences and also inform programme within cultural venues in the town.

## 4.5 Events

The events team plan and deliver strategic events within Hartlepool, support external organisers by giving advice and guidance on how to deliver safe and successful events, and give support through the Independent Safety Advisory Group process. Events delivered or supported in the past six months are as follows:

- **Church Square Presents** – Vintage Village: attracted 7-8,000 visitors to the Church Square/Town Centre area and offered free trade space for up and coming craft businesses. It was possible to offer free trade space as the event was being funded by the High Street Initiative Fund. Following the event one business has expressed an interest in setting up one of the town's empty units. There are two more 'Church Square Presents' events planned for later this year.
- **Adventures of Oz** – 12<sup>th</sup> April 2013 at Hartlepool's Maritime Experience, attracted 477 visitors and offered an affordable family activity whilst demonstrating an alternative way to utilise the Hartlepool Maritime Experience as an events space.
- **Pirate Day** - Sunday 28<sup>th</sup> July 2013 at the Hartlepool Maritime Experience. Over 700 visitors braved the wettest morning this summer to come along and join in with the exciting pirate themed activities, including theatre performances, community dance crews, re-enactment groups, demonstrations of sword fencing, musket, cannon firing and rope making. Feedback from visitors, staff and performers was that a great day had been had by all and looked forward to other upcoming events. With the success of Pirate day, we are now looking at planning several events for our 20<sup>th</sup> Anniversary for July 2014.
- **Independent Safety Advisory Group (ISAG)** - Events produced a guide to organizing events in Hartlepool and worked with ISAG members to create a workable procedure in which to operate ISAG. Developed and delivered ISAG training sessions to 32 HBC staff and 17 reps from external events organizers. Taken 11 (internal and external) events through the full ISAG process, 9 events through the 'paper exercise' process and assessed 17 events as not requiring ISAG involvement but still offered advice and guidance to the organizers of these events.
- **Festival of NE/Big Lunch** – Sunday 2<sup>nd</sup> June 2013. Attended by approximately 3,000 people across the day, this event offered a free family activity that encouraged people to play together in Ward Jackson Park and provided a platform for young musicians
- **Hartlepool Carnival and Town Moor Fair** - In addition to the normal event infrastructure support, there has been a considerable amount of support given to encourage the Carnival Committee to improve safety planning and standards at their events.

#### 4.6 Town Hall Theatre

- **Users of the Town Hall Theatre**  
Community Usage - Amateur Dance Schools regularly hire the Town Hall Theatre such as Karen Liddle School of Dance, Elwick Academy School of Dance, Jill Cooper Academy of Dance, Nadine Kennedy's Academy of Dance, Seaton Academy of Dance and Edith Harrison Performing Arts. Hartlepool Music & Arts Festival (performances from vocalists, pianists and violinists)  
Professional Usage – An Evening with Jeff Stelling, Icarus Theatre Collective (Romeo & Juliet), London Classic Theatre (The Importance of Being Earnest) and Hartlepool Music Society (various classical performances)
- **Cinema**  
Cinema Bambino - Children's films screened once per month (Saturday morning) Recent films Bambi, The Wizard of Oz, Tangled, Toy Story and Monsters Inc.  
Matinee Mondays - Classic films screened once per month aimed at the older audience. Recent films Singing in the Rain, Gigi, High Society, Meet Me in St. Louis and Annie Get Your Gun.
- **Patronbase** – The new Box Office System is now operational at the Town Hall Theatre and Tourist Info Centre, Box office. Patronbase will shortly have an 'on-line' booking system so that people can purchase via the web making it easier to purchase tickets in advance. This should see major improvements to efficiency and also enable direct marketing improvements.
- **Visitor Figures** - January to July 2013 inclusive saw **37,337** people using/visiting the Town Hall Theatre (inc patrons and hirers)
- **Children's shows (NECTC)** - The Town Hall Theatre is proud to be part of a consortium of venues offering great theatre experiences for families in the North East. Our project partners are Theatre Hullabaloo, ARC, Arts Centre Washington, Darlington Civic Theatre, Gala Theatre, Lamplight Arts Centre and Middlesbrough Town Hall Theatre.
- **Hot Potato Comedy Club** - In conjunction with Ten Feet Tall - a variety of comedians are showcased at the Town Hall Theatre monthly.
- **Groovy Baby Disco** - In conjunction with Dance Company – Urban Kaos. Disco with music and activities for small children.

#### 4.7 Hartlepool Art Gallery

- **Stanley Davison** - Local artist Stanley Davison showed his artwork (Jan – March) which was inspired by local people and places. Following the exhibition Stanley donated the exhibition of over 50 works to the town's art collection.

- **‘Gray’s’ Exhibition** – This exhibition was promoted and featured as our main contribution to the Festival of the North East, the exhibition focused on artwork and archive material donated by the Gray family to Hartlepool Borough Council. It was opened by the current Sir William Gray and featured the strong links which this major industry played in the development of 19<sup>th</sup> century Hartlepool.
- **CCAD Degree Show** - Over 200 final year graduates from Cleveland College of Art and Design showed their work in ‘The Show ‘13’ at Hartlepool Art Gallery. The exhibition was launched to the public on Thursday 6<sup>th</sup> June the theme of the show was ‘Beach Meets Baroque’ and complemented the extensive displays within the CCAD campus.
- **Neil Armstrong** – Neil Armstrong’s exhibition ‘Send Three and Fourpence was inspired by Memories of popular Hartlepool dance venue the Queen’s Rink Ballroom which formed a fascinating exhibition which explores how the past is continually being re-presented and re-interpreted in the present. Using a combination of multiple video playback, original artwork and still photography plus a specially-written song ‘Our Three Shilling Affair’, the exhibition features images from the Rink’s lifetime and personal thoughts and reminiscences from people whose lives were touched by the much-loved venue.
- **Making a Mark** – “Making a Mark” is a new learning programme, a partnership project led by The National Portrait Gallery and Redcar and Cleveland Borough Council, in collaboration with museums and galleries in Hartlepool, Middlesbrough, Stockton-on-Tees, and Darlington. Formally launched in January 2013, the project involves schoolchildren in national curriculum based activities themed around portraiture and artwork collections. Performance linked support from the NPG/R&CBC of approximately £14K in 2013-14 is allowing us to fund a 0.6 Learning Officer to deliver elements of the project, primarily at Hartlepool Art Gallery. Sign up from local schools has been positive over the last six months, and the first workshops have had excellent evaluation feedback. A major exhibition of portraiture including National loans is being planned for 2014 to further enhance this project’s impact.
- **Dabble in Arts** – Hartlepool Art Club deliver a fortnightly Saturday morning art club to young people to develop young peoples experience in the creative arts. These sessions are delivered in Hartlepool Art Gallery, numbers for the session are approx 25 to 30 young people
- **Café improvements** – The art gallery café was redesigned using Arts Council funding in June, the space now incorporates a family friendly space, a comfortable sofa area and a formal dining space. Also, the space also offers a small art library with books on loan from the library service.
- **CCAD graduation plans** – Plans are being made for the first graduation ceremony in Hartlepool on Tuesday 1<sup>st</sup> July 2014, there will be approximately 45-55 students graduating.

- **Visitor figures** – for Hartlepool Art Gallery from Jan – July were 40,190, well on course to another impressive annual total.

#### 4.8 Museum of Hartlepool & Collections

- **Visitor figures** - The Museum of Hartlepool received a record 149,372 visitors in 2012-13, its highest figure for 15 years. This made the Museum the most visited Museum or Gallery in the Tees Valley, and maintained its position in the top five most popular in the North East. For comparison, past visitor figures were 101,999 in 2011-2012, and 117,351 in 2010-2011. Visitor figures rose due to exciting exhibition programming, including the very popular Teddy Bear Story on loan from the V&A Museum of Childhood. Evaluation suggests that increased footfall was also driven by the “Staycation” effect, as people increasingly chose to visit high quality free attractions closer to home because of the economic downturn.
- **Highlights of the Exhibition Programme** - The Museum exhibition programme over the last year included the very popular “The Teddy Bear Story” of the National collection of bears on loan from the V&A Museum of Childhood, “Glazed and Confused”, an exhibition of pottery and ceramics from the Museum’s own collection, and “The Games We Played” board game touring exhibition. One new innovation was the creation of our first exhibition around a popular author, “Chris Mould: Spineless, the Art of the Children’s Book” (19<sup>th</sup> January to 24<sup>th</sup> March 2013). This was supported by a joint Museums/Libraries schools learning programme of workshops and artist talks, which proved very effective in raising children’s inspiration and learning.
- **Learning Programmes** - In 2012-13 some 7,500 schoolchildren participated in workshops with our learning staff while on educational visits to the museum. While the ending of Renaissance funding in March 2013 has reduced the numbers of learning staff from 3.0 FTE to 1.2 FTE (of which now 0.6 is core, 0.6 self funding from Making a Mark), we are expecting to work directly with at least 3500 schoolchildren this year. For comparison, our nearest museum services in the Tees Valley work face-to-face with 3000 schoolchildren.
- **Collections: Donations** - Donations to the museum collection over the last 6 months have increased, mainly due to the major donation of 54 artworks created by local artist Stanley Davison. Other highlights include important donations of personal items from the families of past civic dignitaries, a schools netball trophy from the 1930s, tools relating to the whaling trade and to the production of electrical turbines at GEC, and unique photographs and personal documents relating to a victim of the Bombardment of the Hartlepool’s in 1914.
- **Collections: Loans** - There have been two major loans of items from the collection over the last six months. One is the loan of a unique and rare clay mould from the Anglo-Saxon monastery to the Lindisfarne Gospels Exhibition at Durham University from June to September. This



delicate item is the only mould known to have been used to cast silver or gold decorations for the covers of religious books to survive in England. Work to support our colleagues in Durham also included advice on collections, historical narratives and audience development, and joint working on marketing and promotion.

The other major loan is of our artwork “Head of a Woman” by Lucian Freud to the British Council for the first tour of Freud’s work in South America. Currently on display in New York, before setting off for Brazil, this loan is supporting the British Council’s mission of increasing international trade and cultural co-operation between the UK and South America.

- **Collections: Accreditation** - Both the Museum of Hartlepool and Hartlepool Art Gallery are officially recognised as “Accredited Museums”. Accreditation is the national quality standard for collections care and public engagement to which all professional and publicly accountable museums have to work. Every venue’s Accreditation is formally renewed every three years on a rolling programme. We have just submitted our triennial return this July, after a year of major work to update policy and forward plans to meet the new higher 2011 Standard. While this activity is not as publically facing as visits or exhibitions, the process of maintaining Accreditation is especially important as it’s a prerequisite for Culture and Information Services to be able to receive external grant funding from many major government and charity organisations, including HLF and ACE. This review is expected to be complete by November 2013.
- **Collections: Access and Enquiries** - Historical Enquiries and Object Identifications have been steady over the last six months, with most relating to family history enquiries, information around The First World War, or to Artists and Paintings. One noticeable trend however is the deepening complexity of such enquiries as enquirers more often come to us having done preliminary research on-line, and now what to move on to specific and detailed research on longer timescales. The current review to create a joint enquiry service with Libraries will seek to better manage this trend.

The Museum of Hartlepool secured £62,000 of external grant funding in June 2013 from the Esmée Fairbairn Collections Fund for a new collaborative project called “999: What’s Your Emergency”. This project in partnership with the Doman Museum (Middlesbrough) and Head of Steam (Darlington) will explore collections relating to the Emergency Services over two years, including building on-line resources and engaging volunteers. Committee is directed to the previous report detailing this collections access project.

The Museum’s support and partnership with the NAS and our Libraries to deliver the Hartlepool History Then and Now on-line heritage and collections project is detailed under the Libraries section above.

Further sources of external funding are currently being explored to further deepen our on-line presence, including early planning on developing a long term programme to get the 55,000 Victorian printed documents from the Robert Wood Collection available and searchable on-line over the next 10 years.

- **Collections: Festival of the North East** - The Museum of Hartlepool is proud to have contributed to the first regional Festival of the North East in June, with a major input into “Grays Exhibition” at Hartlepool Art Gallery (March to June 2013) and having three of its artefacts identified as part of the story of the *North East in 100 Objects*. These were: The PSS Wingfield Castle, chosen for its central importance to telling the story of shipbuilding in the North East, our Lighthouse Light which is from the first gas-powered lighthouse in the world (a major technological development by a local engineer who remains unknown to history), and the Anglo-Saxon Calf Mould, lent to the Lindisfarne Gospels Exhibition.

#### 4.9 Hartlepool Maritime Experience

- **Visitor activity** - January to June 2013 has seen an increase in school visits, working closely with the education team to encourage workshop activities. Organised groups and unexpected tours have also increased.

Pirate parties have continued to be very popular with referrals coming in from previous parties.

Sleepovers were introduced in 2012 with funding from Sky Arts to encourage family nights in a museum. March 2013 saw our first school groups enjoying a full day visit and an overnight stay on board the Wingfield Castle. With great feed back from the teachers we are working on delivering this service to more organized groups and schools.

- **Redecoration** - Work started in April to redecorate all external buildings, this is due to be completed by mid August. Canopy's for the display area and the pirate play ship have been replaced thus improving the sites overall presentation and improving the experience for our visitors.

#### 4.10 First World War Project

- **Tees Valley project** - Partnership work has begun across the Tees Valley which was shown through the good representation achieved at the project launch event on 30 July at the Heugh Battery.. The launch event stimulated a significant amount of media interest with the project being promoted in full page spreads in all major north east newspapers, significant coverage on BBC Tees Radio, BBC Look

North News and ITV Tyne Tees News; shining a positive light on the Tees Valley, Hartlepool and the Heugh Gun Battery Museum Trust.

- **Young Roots project** - Secured £35,400 of external funding from HLF which will offer part-time employment for 2 years to someone trained in working with young people. The project will promote unique ways of getting young people actively involved in learning about the First World War and working in creative industries, with a target of supporting 40 young people to achieve an Arts Award at bronze and silver level.

## 5. SUMMARY

This report highlights some key areas of work and progress made over the past 6 months. It is by no means exhaustive and gives Members increased knowledge and awareness about the scope and breadth of provision and the positive contributions being delivered by the Culture & Information Team.

## 6. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

There are no implications under Section 17.

## 7. RECOMMENDATIONS

- 7.1 That the Regeneration Service Committee notes the content of the report and the progress made across key areas of delivery within the Culture & Information service.

## 8. REASONS FOR RECOMMENDATIONS

To inform Members of the range of recent activities of the Cultural & Information section and the ongoing contribution to the Council's strategic priorities.

## 9. BACKGROUND PAPERS

None.

## 10. CONTACT OFFICER

John Mennear  
Assistant Director (Community Services)  
Level 4  
Civic Centre

Hartlepool  
TS24 8AY  
Tel: (01429) 523417  
E-mail: [john.mennear@hartlepool.gov.uk](mailto:john.mennear@hartlepool.gov.uk)

David Worthington  
Head of Culture & Information  
Level 4  
Civic Centre  
Hartlepool  
TS24 8AY  
Tel : (01429) 523491  
E-mail: [david.worthington@hartlepool.gov.uk](mailto:david.worthington@hartlepool.gov.uk)

# REGENERATION SERVICES COMMITTEE

29<sup>th</sup> AUGUST 2013



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

**Subject:** NESTA INNOVATION FUND

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

Non-Key Decision.

## 2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to inform members of external funding from the Centre for Social Action Innovation Fund to support young people to enter into employment and to advise on a proposed application by the Council for this fund.

## 3. BACKGROUND

- 3.1 In May 2012, the Cabinet Office announced a £14 million Innovation Fund which forms part of the Government's new Centre for Social Action. It will be managed by the National Endowment for Science Technology and the Arts (NESTA) who committed £4 million to the programme which was matched to the Cabinet Offices £10 million.
- 3.2 The Innovation Fund aims to support innovative ventures and projects that use social action to achieve impact in the following four areas: -
- Ageing well: Helping people to age well, particularly by supporting people over 50 years to have a purpose, a sense of well-being and to be connected to others;
  - Long-term health: Enabling people with long-term health conditions to have a better quality of life, particularly through the use of peer to peer networks and groups;
  - Young people: Supporting and encouraging young people to succeed and find employment, for example through mentoring, coaching, and peer-to-peer networks, and;

- Impact volunteering: Using new approaches to 'impact volunteering' to mobilise volunteers to increase and enhance the outcomes achieved by public services.

#### **4. TENDER OUTLINE**

4.1 The current funding round runs until 31<sup>st</sup> October 2013 with charities, social enterprises, public services and for-profit businesses all eligible to apply for grants of between £50,000 and £500,000 to support projects that deliver public benefit. However, in most cases match funding will be required.

4.2 To be successful, proposed projects must meet the following criteria: -

- Be able to demonstrate a positive impact on outcomes in one of the four priority areas;
- Harness social action effectively by mobilising citizens and communities to work alongside public services;
- Have an ambitious and financially sustainable strategy for growing the project to reach and benefit more people;
- Have a commitment to rigorously measuring the on-going performance and progress of the project against the NESTA Standards of Evidence, and;
- Are supported by a competent management team who are open to challenge and support.

4.3 As part of the requirements for the funding, all projects need to be delivered over more than one geographical area, as well as have scope for sustainability after the Innovation Funding has finished.

#### **5. PROPOSED PROJECT**

5.1 Youth unemployment remains a key priority across the Tees Valley area with currently 7,675 or 12.3% of 18 to 24 year olds unemployed which is significantly higher than the regional and national rates. Therefore, this is an excellent opportunity to bid for additional resources to tackle youth unemployment. As this funding opportunity requires that projects be delivered in more than one area, it is proposed that: -

- Hartlepool Borough Council will lead on developing a Tees Valley wide project specifically in partnership with the four local authorities across the sub-region and specialist delivery partners;

- The project will be aimed at 16 to 24 year olds who are not in education, employment or training (NEET) and live within the Tees Valley;
- Hartlepool Borough Council will be the accountable body and will submit the expression of interest prior to the deadline of 31<sup>st</sup> October 2013;
- The project will offer young people mentoring and coaching to support them into employment with a specific focus on apprenticeships and employment with training, and;
- If successful, Hartlepool Borough Council's Economic Regeneration Team will manage the project.

## **6. CONSULTATION PROCESS**

6.1 To ensure that all key stakeholders are fully aware of this funding opportunity, there will be a number of steps undertaken including:

- In the first instance, a meeting is to be held on Friday 23<sup>rd</sup> August 2013 with representatives from the five local authorities Economic Regeneration Teams and Tees Valley Unlimited (TVU) to seek agreement on the proposed project as outlined in 5.1;
- Consultation will also be undertaken with the five local authorities Integrated Youth Support Services who will have a key role in this project;
- Thereafter, partners from the public, private and voluntary sector will be invited to support Hartlepool Borough Council's expression of interest, and;
- Representatives from the Council's Legal, Human Resources and Finance will be informed of the funding and if the bid is successful then further consultation will be undertaken on relevant matters, such as staffing.

## **7. TRACK RECORD**

7.1 Hartlepool Borough Council's Economic Regeneration Team has an excellent track record of managing Tees Valley wide employment projects in partnership with the other four local authorities including: -

- Tees Valley Works, and;
- Tees Valley Flexible Support Fund.

## **8. FUNDING**

- 8.1 If agreed with the four local authorities and TVU, Hartlepool Borough Council will apply for £500,000 from the Centre for Social Action Innovation Fund which will be matched across the local authorities by existing NEET projects. The exact amount of match funding is still to be confirmed.

## **9. TIMETABLE**

- 9.1 To be considered for this round of funding, an expression of interest form has to be completed by 31 October 2013. This must provide details of the potential project as well as evidence of the impact it will have and any partner organisations who will be involved.
- 9.2 All of the expressions of interest will be assessed and within 15 working days NESTA will inform organisations of their decision. Any successful applicants will then be invited to submit a formal proposal where they will be asked to provide more detail on the potential project including: -
- A business plan;
  - Evidence of the impact the project will have;
  - A strategy for growing the project, and;
  - Further details of the organisation.
- 9.3 A selection panel which will include independent expert advisers as well as representatives from NESTA and the Cabinet Office will review all of the final formal proposals and make a decision. However, there is no timescale stated for when the final decision will be made.

## **10. IMPACT ON CHILD / FAMILY POVERTY**

- 10.1 This potential 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 enables them to reach their aspirational goals and become economically active.

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

- 11.1 This potential project will positively contribute to Section 17 by improving employment pathways for young people. It will also provide early interventions to intensive support projects for individuals who may have been identified as high risk of offending.



**12. EQUALITY AND DIVERSITY CONSIDERATIONS**

12.1 This potential project will support 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 PROJECTS AND PERFORMANCE INDICATORS**

13.1 If successful this project will 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, and;
- Reducing the number of young people who are not in education, employment or training (NEET).

**14. RECOMMENDATIONS**

14.1 Members are recommended to note the contents of this report.

14.2 A further report will be submitted to Regeneration Services Committee once a decision has been made by the external funder on the Council's application.

**15. REASON FOR RECOMMENDATIONS**

15.1 The main reasons for the recommendations are that:

- This external funding offers an opportunity to provide additional resources to tackle youth unemployment across the Tees Valley, and;
- Hartlepool Borough Council has an excellent track record of successfully managing large scale employment projects across the Tees Valley.

**16. CONTACT OFFICER**

Damien Wilson  
Assistant Director (Regeneration)  
Level 3  
Civic Centre  
Hartlepool  
TS24 8AY

Tel: (01429) 523400

E-mail: [damien.wilson@hartlepool.gov.uk](mailto:damien.wilson@hartlepool.gov.uk)

Patrick Wilson  
Employment Development Officer  
Bryan Hanson House  
Hanson Square  
Hartlepool  
TS24 7BT

Tel: (01429) 523517

E-mail: [patrick.wilson@hartlepool.gov.uk](mailto:patrick.wilson@hartlepool.gov.uk)

# REGENERATION SERVICES COMMITTEE

29th August 2013



**Report of:** Chief Solicitor and Monitoring Officer

**Subject:** REFERENCE FROM COUNCIL

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

For Information

## 2. PURPOSE OF REPORT

- 2.1 At its meeting on 25th July, 2013, Council approved a motion which requested a full investigation and subsequent report to this Committee as more fully set out in the background to this report. Further, the investigation was to cover the procurement process relating to the award of certain business grants and this report therefore confines itself to the terms of reference for that investigation as resolved by Council.

## 3. BACKGROUND

- 3.1 Although a substantive motion was discussed at Council on 25th July, 2013 there was also an additional motion, which was moved and subsequently approved by Council in the following terms;

*‘That this Council initiates a full investigation, to be reported to the Regeneration Services Policy Committee. This investigation must outline what amendments have indeed been made to the procedures, initiated by the then Regeneration Portfolio Holder Councillor Pamela Hargreaves on 22nd July, 2011, what changes were made to the Panel composition that awards our business grants, why did the Council not procure these 28 contracts and why were our preferred service providers bypassed?’*

*Interview all recipients of small business grants to ascertain what procurement alternatives they were presented with in the use of their small business grants?*

*Ensure we maintain the integrity of the Council and if there is anything untoward unearthed through the investigation that it is immediately referred to appropriate authorities’.*

#### 4. REPORT TO THE PORTFOLIO HOLDER – 22ND JULY, 2011

- 4.1 The report presented to the then Regeneration and Economic Development Portfolio Holder, namely Councillor Hargreaves, on 22nd July, 2011, is appended to this report for the information of the Committee (**Appendix 1**). There is also attached the minutes and decision record of that particular item of business (**Appendix 2**). As will be noted, that report detailed proposed changes to the decision making process for grants over £5,000. The only change on the previous process was that the Assistant Director and the Portfolio Holder would sign off these grant decisions. Previous to this process, a 'signing off' was carried out by the Assistant Director solely. In discussing this report with the Economic Regeneration Manager, this was an Officer led initiative, aimed at the Council being consistent in its decision making process to align such grants with business modernisation grants and other applicable grants as outlined within that report. The reference from Council infers that this change led to "28 contracts" being awarded to a business to which Councillor Hargreaves has an interest. This is not the case. As will be seen later in the confines of this report, the "28 contracts" were not associated with the grant process for awards of funding over £5,000.
- 4.2 Fundamentally, there is the assertion within the Council resolution that a change in the Panel composition in some way benefited Councillor Hargreaves. Consideration of grants over £5,000 had gone to a Panel comprising two Officers from the Council's Economic Regeneration Team and one individual external from the Council. The decision of the Panel would then go to the Assistant Director and Portfolio Holder for a final decision. The Council have had a tendency to rely upon three individuals, owing to their business background and acumen and although Councillor Hargreaves indicated that the Panel should be "refreshed" there is no indication whatsoever, that Councillor Hargreaves in any way volunteered individuals to comprise or be associated with this particular Panel. The Panel had met periodically and it is noteworthy that from the decision taken on 22nd July, 2011, the Panel has only met upon one occasion namely on 19th March, 2012 without any change in Panel membership. For the avoidance of doubt, the Panel on 19th March, 2012 awarded grants to four companies none of which had any association with Councillor Hargreaves. Furthermore, those applicants not awarded a grant under this particular process or who no longer pursued an application also have no association with Councillor Hargreaves and her company.
- 4.3 It will be noted from the meeting on 22nd July 2011, that Councillor Hargreaves as Portfolio Holder queried "what processes were in place to audit the decision making process". The response was that audits were carried out across all service areas and the Portfolio Holder asked for quarterly reports to be submitted to her Portfolio thereafter. I see nothing wrong in such an approach and indeed one which has subsequently been commended by Committees in the Council's new governance arrangements. If anything such an approach can be credited with making the system more accountable as well as being more transparent and allows a Portfolio Holder/Committee to see historical and trend data in order to be better

informed as to the Council's decision making and in this particular instance, the award of grants and related matters.

## 5. COUNCIL PROCUREMENT

- 5.1 The Council motion refers to some “28 contracts”, which it is alleged did not go through a formal procurement process. Attached herewith, for the Committee's further information, are those invoices between the period 27th September, 2011 through to 29th June, 2013 which relate to a company to which Councillor Hargreaves has a material interest and whose objects are to provide “business support services activities’ (**Appendix 3**). For the financial year to 2011/12 there are six invoices relevant to the company to which Councillor Hargreaves is a Director and upon which total expenditure by the Borough Council amounts to some £5,992 (net of VAT). For the financial year 2012/13 (and extending through to June, 2013) there is expenditure of £18,350.98 with additional invoices awaiting payment amounting to £1,158.98. Hence, the combination of all these “contracts” amount to £25,501.96 (net of VAT). Of particular note, all of these invoices are for amounts of £2,000 or less which is material with reference to the Council's Contract Procedure Rules. The Council is of course statutorily obliged to achieve value for money/best value in accordance with the provisions of the Local Government Act, 1999. The Council's Contract Procedure Rules dictate that “informal procedures” can be utilised for contracts under £2,000 with the following stipulations;

*“For a contract for less than £2,000, reasonable enquiries shall be made to determine that the price is fair and reasonable and records retained to evidence such reasonable enquiries”.*

- 5.2 Contacts above this amount are required to undergo the Council's formal quotation procedures and it is of note, that in regard to future European Rural Development Fund grant assistance the Department of Communities and Local Government are presently intimating that all contracts of whatever value should be procured with at least three quotations being received. A subsequent report will no doubt be brought back before the Regeneration Services Committee with the details of the grant criteria, when the same is formulated through the Department of Communities and Local Government. That being said, these “28 contracts” the subject of my investigations do fall within the Council's informal quotation procedures.
- 5.3 There is almost an even split between these “contracts” emanating from the Council's Economic Development Team and those relating to work commissioned by Adult Education. During the course of this investigation, I have interviewed Officers from the respective divisions within the Council. The Council's Economic Development Team have a database of some 30 organisations who they draw upon to assist clients in a range of professional disciplines and initiatives, for example, accountancy, legal, marketing, mentoring etc. The number of grants approved and the number of

consultancies involved over the financial years 11/12 and 12/13 and year to date is represented in the tabulation below;

<b>Financial Year</b>	<b>No of grants approved</b>	<b>Amount</b>	<b>Number of Consultancies</b>	<b>Amount</b>
11/12	50	£52,092	43	£25,586
12/13	70	£111,715	78	£47,920
Year to date	12	£9,762	7	£6,831

- 5.4 It will therefore be noted over the financial years 11/12 and 12/13 the company to which Councillor Hargreaves has an interest either received a grant or work referenced through being a consultancy which amounts to approximately 10% or less of the overall spend through grants/use of consultancies, as tabulated above. I am informed by the Economic Development Officer that work was passed to various consultancies dependent upon the discipline required and thereafter the recipient of the proposed service would develop their business needs and requirements through a process of dialogue/negotiation which was then effectively underwritten through a payment from the Council's Economic Development Team. Contracts were accordingly awarded dependent upon the individual business needs of the recipient requiring consultancy support. There are occasions when the company to which Councillor Hargreaves has a material interest produced work, namely design of brands, logos and associated material which does relate to a business forum/network to which Councillor Hargreaves has an involvement, but which the commissioning of any work was done through a Steering Group.
- 5.5 Some of this work is almost innocuous in its nature, for example, the re-registration of a domain name and hosting for a business forum/network. Materially, the work commissioned through Adult Education, came from a recognition of a quality product being produced by the company associated with Councillor Hargreaves, sufficient for Council Officers on their own initiative to explore the possibility of engagement for the purposes of certain promotional activities, for example, the National Apprenticeship Week. In an interview with an Officer from the Adult Education, I was assured that "reasonable enquiries", had been made in relation to certain design work procured from the company to which Councillor Hargreaves has a material interest. It should also be noted, that all printing was directed through the Council's own Central Print Team in order to offset and keep costs comparatively low and in order to ensure that the Council was achieving value for money and also that Officers were continuing to work within very tight, even severe financial constraints. The demands of Adult Education often required design work to be undertaken under very tight timescales and it was evident that some organisations were unable to produce such work under those conditions. Further, any work passed to the company associated with Councillor Hargreaves was only after a period of negotiation to comply with the requirements and specifications of the works to be undertaken on behalf of Adult Education.

- 5.6 Of their own volition, Officers from Adult Education indicated that the work produced by Councillor Hargreaves' company was of a high quality and that there were occasions when work was produced over and beyond the initial specifications but the price had been maintained. This is indicated in the example of certain promotional material being based upon the publication of a 12 page document but which later generated some 16 pages albeit the price was as originally quoted on the original specification. For the avoidance of doubt, no Officer had any link or association to the company to which Councillor Hargreaves has a material interest and no Officer indicated there were under any pressure, influence or coercion exercised by Councillor Hargreaves or any other Councillor in their commissioning of promotional and design work. It should also be noted, that Adult Education also use other suppliers as and when required and a current framework/select list entails that a different supplier has recently been used on some promotions.
- 5.7 I have also had occasion to formally interview Councillor Hargreaves who openly volunteered information, which essentially corroborated the information presented by Officers. Councillor Hargreaves recounted that at the meeting on 22nd July, 2011, she had felt that in "refreshing" the Panel composition on grants over £5,000 she was trying to make the Council's procurement more open and transparent which was again reflected in her recommendations that the Portfolio Holder should receive quarterly information on grant assistance awarded by the Council. Shortly thereafter the then Elected Mayor changed the composition of the portfolios so that Councillor Hargreaves' involvement extends little beyond the July, 2011 meetings date. It was her considered opinion, that even where her company responded with a quotation through the invitation of a Council Department, it was subject to the Council's Contract Procedure Rules and a process of negotiation with Council Officers. She indicated her involvement with various business networks but did not feel that she had in any way abused her position either as Portfolio Holder or as a member of the Borough Council.

## **6. SUMMARY AND CONCLUSION**

- 6.1 In a sample from 70 transactions through the Council's Integra system it is of note that the company associated with Councillor Hargreaves does not have the highest percentage of use per supplier, nor the highest expenditure. In fact there are two companies whose expenditure is approximately three times as great as the company associated with Councillor Hargreaves. I would ask Members to draw a comparison with the Integra information comprising the 28 contracts (see Appendix 3) and the Council's overall expenditure on reprographics alone of £194,263.05 for the period 2011/12 and a figure of £110,953.99 for the period 12/13. I would have a natural concern if these 28 contacts amounted to a substantial part of this overall expenditure. Clearly, it does not and does not evidence any form of preference to Councillor Hargreaves' company. Whilst Officers may be criticised for what appears to be the regularity of work being commissioned with Councillor Hargreaves' company, such an accusation would be unjustified. Officers undoubtedly on the basis of the Council's informal

quotation procedures made reasonable enquiries, particularly through negotiations, in order to ensure that the Council were maintaining value for money and that references through consultancy assistance was done on a random basis consequent upon the needs of the recipient. I note from the Council resolution that “all recipients of small business grants” should be formally interviewed. It may well be that if someone digs deep enough they may unearth something of concern about anything or anyone. I do not feel, in the instant case, that such further exploration is warranted or required. I do consider, that to embark on interviewing the recipients of small business grants (which are in excess of a hundred) would not serve any useful purpose particularly from the conclusions I have drawn from my inquiries. Again, for the avoidance of doubt, I have not found any evidence whereupon I need to inform any relevant statutory authority or agency. The Committee can be assured that if evidence was found, I would have no hesitation in making the relevant referral.

- 6.2 As expressed in the Local Government Association Peer Review Report there will always be a perception from members of the public that Councillors who have an interest either in the community, voluntary or overall business sector will in some way be better placed or be able to influence the procurement and commissioning of services, supplies and works from their relevant local authority. This is an unfortunate consequence by way of association of an individual seeking elected office and also having business interests. Provided there are appropriate declarations and demarcations between the role of the elected Member and their own outside interests the public interest should be safeguarded. There will however always linger the suspicion through perceptions of Members outside interests. That is unfortunate, but has to be acknowledged.
- 6.3 Materially, the public need to know when any wrongdoing has taken place. To do otherwise would seriously undermine public confidence in the role of elected Members and also has ramifications for Officers. Under the Terms of Reference supplied by Council I have found nothing which leads me to the conclusion that Councillor Hargreaves has used any undue influence or been complicit in any way in the procurement and commissioning of these “28 contracts” or has in any way acted inappropriately in her formal role as Portfolio Holder. I trust that she can take comfort in that as can the Council and the general public it seeks to serve. There will of course be occasions when all Councillors need to be reminded of the separation of their roles as elected officials and any commercial or business interests they may have. It is therefore important that Members and Officers are constantly aware and reminded of the high ethical standards expected by the public in the exercise of their functions and duties and that investigations and enquiries should continue to be initiated, where any suspicion might arise. That said, I do not believe any action is required through this particular referral from Council.

## **7. RECOMMENDATION**

That this report be noted.



**8. CONTACT OFFICER**

Peter Devlin – Chief Solicitor  
Chief Executive's Department – Legal Services  
Hartlepool Borough Council  
Tel: 01429 283003  
Email: [peter.devlin@hartlepool.gov.uk](mailto:peter.devlin@hartlepool.gov.uk)

# REGENERATION & ECONOMIC DEVELOPMENT PORTFOLIO

Report to Portfolio Holder  
22nd July 2011



**Report of:** Assistant Director [Regeneration and Planning]

**Subject:** FINANCIAL ASSISTANCE PROVIDED BY ECONOMIC  
DEVELOPMENT TEAM

---

## SUMMARY

### 1. PURPOSE OF REPORT

To amend the decision making process in respect of the financial assistance provided to businesses by the Economic Development Team.

### 2. SUMMARY OF CONTENTS

The report outlines recommendations for amendments in the approval mechanism for the Business Grants Package.

### 3. RELEVANCE TO PORTFOLIO HOLDER

The Economic Development Service falls within the remit of the Regeneration and Economic Development Portfolio Holder.

### 4. TYPE OF DECISION

Non key.

### 5. DECISION MAKING ROUTE

Regeneration and Economic Development Portfolio.

**6. DECISION(S) REQUIRED**

The Portfolio Holder makes comment and approves the recommended amendment to the Business Grants package decision making process.

**Report of:** Assistant Director [Regeneration and Planning]

**Subject:** FINANCIAL ASSISTANCE PROVIDED BY  
ECONOMIC DEVELOPMENT TEAM

**1. PURPOSE OF REPORT**

- 1.1 To amend the decision making process in respect of the financial assistance provided to businesses by the Economic Development Team.

**2. BUSINESS GRANTS PACKAGE**

- 2.1 The current approval mechanism and basic details in respect of the business grants package were reported at the Portfolio Holder meeting on the 17.6.11 and are summarised as follows:

Title	Scope of Scheme	Approval mechanism post January 2009
<b>Business Grants Package</b>	<p>£20,000 maximum</p> <p>Businesses can apply for any 2 forms of assistance towards the cost of a project, subject to eligibility criteria:</p> <ul style="list-style-type: none"> <li>• Capital</li> <li>• Rates Relief</li> <li>• Job Creation</li> </ul> <p>(a max. of £10,000 in total is applicable for the latter 2 areas)</p>	<ul style="list-style-type: none"> <li>• Awards of £5,001+               <ul style="list-style-type: none"> <li>○ Officers advise businesses with preparation of application to include business plan</li> <li>○ Report prepared for consideration by panel (including 1 external representative)</li> <li>○ Panel make recommendation</li> <li>○ Decision delegated to Assistant Director, Planning and Economic Development</li> </ul> </li> <li>• Awards up to £5,000:               <ul style="list-style-type: none"> <li>○ Officers advise with preparation of application</li> <li>○ Report prepared for consideration by HBC officers</li> <li>○ Decision delegated to 2 officers one of whom must be the Economic Development Manager</li> </ul> </li> </ul>

		(or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence
<b>Access to Markets</b>	<p>£2,500 max (up to 50% of the costs of a project)</p> <p>All types of businesses are eligible to apply, provided that the project relates to winning business from outside of the area. Assistance retains maximum flexibility in the type of activity which will be funded, but tends to be in the area of website development, bespoke marketing exercises or the production of marketing material.</p>	<ul style="list-style-type: none"> <li>• Officers assist with preparation of application, including where necessary business plan and financial forecasts</li> <li>• Completed application assessed by HBC Officers</li> <li>• Decision delegated to 2 officers one of whom must be the Economic Development Manager (or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence</li> </ul>
<b>Enterprise Development Fund</b>	<p>£5,000 maximum</p> <p>Businesses up to 3 years old, employing less than 10 people are eligible to apply for assistance. The assistance provided tends to be for capital purposes, although the fund maintains maximum flexibility to ensure that the needs of the business are the primary consideration.</p>	<ul style="list-style-type: none"> <li>• Officers assist with preparation of application, including where necessary business plan and financial forecasts</li> <li>• Completed application assessed by HBC Officers</li> <li>• Decision delegated to 2 officers one of whom must be the Economic Development Manager (or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence</li> </ul>
<b>ICT</b>	<p>£2,000 max. (50% of costs of project)</p> <p>All types of businesses are eligible provided they are aged between 6 – 24 months. Projects must be in respect of</p>	<ul style="list-style-type: none"> <li>• Officers assist with preparation of application, including where necessary business plan and financial forecasts</li> <li>• Completed application assessed by HBC Officers</li> </ul>

	developing use of ICT within a business.	<ul style="list-style-type: none"> <li>Decision delegated to 2 officers one of whom must be the Economic Development Manager (or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence</li> </ul>
<b>Incubation Bursaries</b>	<p>£5,000 maximum</p> <p>Assist businesses with more intense support through a range of measures including legal, financial, marketing, business processes to improve the opportunity for new businesses to start and/or grow</p>	<ul style="list-style-type: none"> <li>Diagnostic meeting undertaken to assess business needs</li> <li>Appropriate support provided by North East Supplier Provider Registered business</li> <li>Decision delegated to 2 officers one of whom must be the Economic Development Manager (or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence</li> </ul>
<b>Women's Development Fund</b>	<p>£500 maximum</p> <p>Available for both individuals and new businesses (up to 6 months old).</p>	<ul style="list-style-type: none"> <li>Clients prepare application with appropriate supporting documentation</li> <li>Decision delegated to 2 officers one of whom must be the Economic Development Manager (or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence</li> </ul>
<b>Security Grant</b>	50% of eligible costs < £2,500 grant award, subject to recommendation of the Crime Prevention Officer (CPO)	<ul style="list-style-type: none"> <li>Application form completed</li> <li>CPO visits and confirms suitability of requests</li> <li>Completed application assessed by HBC Officers</li> </ul>

		<ul style="list-style-type: none"> <li>• Ultimate decision delegated to 2 officers one of whom must be the Economic Development Manager (or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence</li> </ul>
<b>Employment Bursaries</b>	<p>£500 maximum</p> <p>Small bursary towards the costs of entering employment, including self-employment, subject to evidence of job offer.</p>	<ul style="list-style-type: none"> <li>• Application Form completed</li> <li>• Officers meet with client and check eligibility</li> <li>• Ultimate decision delegated to 2 officers one of whom must be the Economic Development Manager (or Principal Economic Development Officer (Business Services) or Principal Economic Development Officer (Employment)) in their absence</li> </ul>

2.2 In order to make the decision making process more consistent across the Regeneration and Planning Division it is proposed to make a slight amendment to the process. In future, awards up to £5,000 are recommended to be handled in the current method, as noted above but those awards of £5,001 and over will be processed in the following manner:

- Officers advise businesses with preparation of application to include all relevant information, e.g. business plan, financial forecasts
- Report prepared for consideration by panel (including 1 external representative)
- Panel make recommendation
- Decision delegated to Portfolio Holder for Regeneration and Economic Development and Assistant Director, Regeneration and Planning. This will entail summary papers sent by email for consideration, with detailed papers including business plan and cash flows available if required.

2.3 The proposed change will bring a degree of consistency to the delivery of financial assistance in the Division whilst maintaining the ability to handle applications in a timely manner.

### 3 RECOMMENDATION

3.1 The Portfolio Holder makes comment and approves the recommended amendment to the Business Grants package decision making process.

**4 CONTACT OFFICER**

Antony Steinberg  
Economic Development Manager  
Bryan Hanson House  
Hanson Square  
Lynn Street  
HARTLEPOOL

Tel: (01429) 523503  
Email: antony.steinberg@hartlepool.gov.uk



**8. Financial Assistance Provided by Economic Development Team** *(Assistant Director (Regeneration and Planning))*

**Type of decision**

Non-Key

**Purpose of report**

To amend the decision making process in respect of the financial assistance provided to businesses by the Economic Development Team.

**Issue(s) for consideration by Portfolio Holder**

Details of the current approval mechanism and basic details for the business grants package were given within the report. However in order to make the decision making process more consistent across the Regeneration and Planning Division a slight amendment was proposed whereby awards of £5,001 would be processed through a recommendation by a panel and the final decision delegated to the Portfolio Holder and the Assistant Director (Regeneration and Planning).

The Portfolio Holder queried the membership of the panel. The Economic Development Manager advised that the panel was made up of himself and external representatives including accountants. The Portfolio Holder asked whether only high value grant requests were subject to panel consideration. The Economic Development Manager confirmed this. The Portfolio Holder indicated she would like to see the current membership of the panel reviewed to bring new people on board. The Economic Development Manager was in support of this should the opportunity arise

The Portfolio Holder questioned what processes were in place to audit the decision making process. The Assistant Director (Regeneration and Planning) advised that audits were carried out across all service areas on a rotation basis. These were carried out both internally and externally. If officers felt that an audit would be of benefit to internal systems one could be requested with the results being used as an internal management tool to improve current practices. The Portfolio Holder asked that a quarterly report be brought back to her portfolio giving details of the nature of the grants, who they were provided to and who the provider would be.

**Decision**

That the recommended amendment to the Business Grants package decision making process be approved.



## PROCUREMENT

PAID INVOICES BETWEEN 01/04/11 AND 08/08/13

Xivvi Limited

Data Date 08/08/13

Doc Type	Registration Ref	Line Value	PO Number	Narrative	GL Code	Date Paid	Approved By
INV	0086177901	300.00	000513278	DEVELOPMENT OF WOMEN WHAT DO BRAND	1947020704101	27/09/11	Janet Day
INV	0086177902	300.00	000513279	DEVELOPMENT OF WOMEN WHAT DO BRAND	1947020704101	27/09/11	Janet Day
INV	0086189478	1,750.00	000515310	TO CONSULTANCY RE STEPHANIE	1947020704101	01/02/12	Janet Day
INV	0086189909	592.00	000132444	250 A5 EMPLOYER - FACING 8 PP BROCHURES	2271900003553	06/02/12	Catherine Busby
INV	0086189910	2,000.00	000132445	DESIGN AND ARTWORK FOR "APPRENTICESHIPS	2271900003553	03/02/12	Catherine Busby
INV	0086195412	1,050.00	000515993	TO CONSULTANCY WORKS LYNSEY SCOTT	1947020704101	22/03/12	Janet Day
		<b>5,992.00</b>					
INV	0086197414	1,600.00	000132803	Development and school facing literature	2266600003553	05/04/12	Bev Blakemore
INV	0086197415	1,300.00	000132686	Volunteering for All Project. Concept,	2272200003553	05/04/12	Bev Blakemore
INV	0086200366	1,750.00	000517110	TO MENTORING - PBL AUDIO	1900500003450	10/05/12	Janet Day
INV	0086200367	406.00	000517109	PRINTING 500 FOLDERS AND 1000 CARDS	1922400004101	10/05/12	Janet Day
INV	0086200368	300.00	000517108	DEVELOPMENT OF ONLINE MEMBER DIRECTORY	1922400004101	15/05/12	Janet Day
INV	0086200369	250.00	000517107	DESIGN OF BESPOKE WWD FOLDER AND	1922400004101	10/05/12	Janet Day
INV	0086203156	1,906.00	000133366	Volunteer banner stands (£200 design,	2272200003553	15/06/12	Bev Blakemore
INV	0086207477	158.98	000518450	WHAT WOMEN DO DOMAINS	1922400003450	31/07/12	Janet Day
INV	0086208361	550.00	000518595	MARKETING SUPPORT PBL AUDIO	1900500003450	09/08/12	Janet Day
INV	0086209036	1,200.00	000133830	DESIGN AND PRODUCTION OF BESPOKE COURSE	2263200003553	15/08/12	Catherine Busby
INV	0086210152	400.00	000518758	DEVELOPMENT AND PRODUCTION OF MARKETING	1947020704101	28/08/12	Janet Day
INV	0086212184	1,800.00	000134107	Design of 8 page Employer Facing	2244500003553	26/09/12	Bev Blakemore
INV	0086212185	600.00	000134108	Volunteer Hartlepool Design work incl	2268200003553	26/09/12	Bev Blakemore
INV	0086212186	1,250.00	000134106	Development of Bespoke 4 page	2266900003553	26/09/12	Bev Blakemore
INV	0086215636	1,050.00	000519956	TO DESIGN WORKS, STOCK	1947020704101	06/11/12	Janet Day
INV	0086225265	500.00	000521573	CONSULTANCY WORKS RE GOLDEN TREE	1900500003450	14/02/13	Janet Day
INV	0086225299	105.00	000135000	PRINT OF 'LEARNING BUG' STICKER SHEETS	2266600003553	27/02/13	Catherine Busby
INV	0086229868	2,000.00	000522841	CONSULTANCY CRINSON GUITARS	1900500003450	28/03/13	Janet Day
INV	0086229870	1,225.00	000522842	CONSULTANCY WELL BEING TREE	1900500003450	28/03/13	Janet Day

Doc Type	Registration Ref	Line Value	PO Number	Narrative	GL Code	Date Paid	Approved By
		<b>18,350.98</b>					
INV	0086233693	1,000.00	000523429	CONSULTANCY WORKS - MENTORING CRINSON	1900500003450	10/05/13	Janet Day
INV	0086238144	158.98	000524792	DOMAIN RENEWAL - WOMENWHATDO.ORG	1900500003450	29/06/13	Janet Day
		<b>1,158.98</b>					