

# REPLACEMENT AGENDA

## CABINET AGENDA



**Friday 9<sup>th</sup> December 2005**

**at 10:00 a.m.**

**in Committee Room B**

**MEMBERS: CABINET:**

The Mayor, Stuart Drummond

Councillors Fortune, Hill, Jackson, Payne and R Waller

**1. APOLOGIES FOR ABSENCE**

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

**3. MINUTES**

- 3.1 To receive the Record of Decision in respect of the meeting held on 23rd November, 2005 (previously circulated)

**4. BUDGET AND POLICY FRAMEWORK**

- 4.1 Statement of Community Involvement – *Director of Regeneration and Planning Services*
- 4.2 Responses to the Proposed Modifications to the Hartlepool Local Plan – *Director of Regeneration and Planning Services*
- 4.3 Food Law Enforcement Service Plan 2005-06 – *Director of Neighbourhood Services*

**5. KEY DECISIONS**

- 5.1 Feasibility Study for "H2O" Centre – *Director of Adult and Community Services/Director of Regeneration and Planning Services*
- 5.2 Implementing Electronic Government – *Assistant Chief Executive*
- 5.3 **Extra Care Housing for People with Learning Disabilities – *Director of Adult and Community Services/Chief Financial Officer***

# REPLACEMENT AGENDA

## 6. OTHER ITEMS REQUIRING DECISION

6.1 None

## 7. ITEMS FOR DISCUSSION

7.1 None

## 8. ITEMS FOR INFORMATION

8.1 Social Services Performance Rating – *Acting Director of Adult and Community Services*

8.2 Local Public Service Agreement (LPSA) round 1 – Final Report – *Assistant Chief Executive*

## 9. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

9.1 None

### 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) Act 1985

## 10. EXEMPT KEY DECISIONS

10.1 None

## 11. OTHER EXEMPT ITEMS REQUIRING DECISION

11.1 None

**6. OTHER ITEMS REQUIRING DECISION**

6.1 None

**7. ITEMS FOR DISCUSSION**

7.1 None

**8. ITEMS FOR INFORMATION**

8.1 Social Services Performance Rating – *Acting Director of Adult and Community Services*

8.2 Local Public Service Agreement (LPSA) round 1 – Final Report – *Assistant Chief Executive*

**9. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

9.1 None

**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) Act 1985

**10. EXEMPT KEY DECISIONS**

10.1 None

**11. OTHER EXEMPT ITEMS REQUIRING DECISION**

11.1 None

# **CABINET REPORT**

**9<sup>th</sup> December 2005**



**Report of:               The Director of Regeneration and Planning Services**

**Subject:                 STATEMENT OF COMMUNITY INVOLVEMENT**

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## **SUMMARY**

### **1.       PURPOSE OF REPORT**

To suggest changes to the Statement of Community Involvement (SCI) arising from the consultation of the draft document.

### **2.       SUMMARY OF CONTENTS**

At the meeting held on 6<sup>th</sup> July 2005, the Cabinet approved the draft Statement of Community Involvement (SCI) for public consultation. The SCI sets out how the Council intends to involve the community and other interested parties in the new planning system and provides standards for involving the community in all the different stages of the planning policy process and in the determination of planning applications. The draft was prepared in consultation with interested parties and groups having experience of consulting with the community.

The report highlights that the draft SCI has been widely publicised over a period of three months (end July to end October). 29 formal responses have been received mostly in support of the draft document. However, some respondents seek changes to part or parts of the document. The changes sought are:

- the need for a more 'town planning' focussed title for the document;
- more easily read structure and presentation;
- inclusion of a diagram to illustrate the SCI process and timetable;
- simplification of Diagram 1 relating to the process for the preparation of local development documents under the new planning system;
- setting out in a matrix format the information in Table 1 identifying how the Council will seek the views of the community and others at different stages of local development document preparation;

- incorporating Appendix 1 (which summarises the new planning system) into the main body of the document at Section 2;
- suggestions for additional bodies to be added to the lists of consultees in Appendices 4 and 5 of the draft SCI;
- amendments to the key contacts; and
- incorporating Appendix 6 (Useful Contacts) in Section 9 of the document (Endnote).

The report suggests responses to these representations and consequent amendments to the SCI. It then sets out the next stages in the preparation of the SCI leading to its adoption as a Council document:

- submission of approved SCI to the Secretary of State
- formal participation on the submitted document (6 weeks)
- independent examination of the SCI testing it for its soundness;
- receipt of inspector's report – this is binding upon the Council;
- adoption of SCI.

### **3. RELEVANCE TO CABINET**

The Statement of Community Involvement, whilst not part of the Development Plan, is a Development Plan Document under the new planning system and thus forms part of the budget and policy framework.

### **4. TYPE OF DECISION**

The Statement of Community Involvement is part of the plans and strategies which is part of the Council's budget and policy framework

### **5. DECISION MAKING ROUTE**

The Statement of Community Involvement as agreed by the Cabinet will be referred to the Council for approval for submission to the Secretary of State.

### **6. DECISION(S) REQUIRED**

That Cabinet recommend Council to:

- a) agree the amendments to the Statement of Community Involvement for submission to the Secretary of State;
- b) authorise the Regeneration and Liveability Portfolio Holder to agree the detail of these amendments.

**Report of:**                **The Director of Regeneration and Planning Services**

**Subject:**                **STATEMENT OF COMMUNITY INVOLVEMENT**

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**1.        PURPOSE OF REPORT**

- 1.1.      To suggest changes to the Statement of Community Involvement (SCI) arising from the consultation of the draft document.

**2.        BACKGROUND**

- 2.1.      At the meeting held on 6<sup>th</sup> July, the Cabinet approved the draft Statement of Community Involvement (SCI) for public consultation. The SCI sets out how the Council intends to involve the community and other interested parties in the new planning system and provides standards for involving the community in all the different stages of the planning policy process and in the determination of planning applications. The draft was prepared in consultation with interested parties and groups having experience of consulting with the community.
- 2.2.      The main guiding principles of the SCI are based on relevant aspects of the protocol between the Hartlepool Partnership and the Hartlepool Community Network and are consistent with the consultation criteria in the Government's Code of Practice on Consultation. Certain requirements for consultation are set out in government regulations and the draft SCI incorporates and goes beyond these minimum requirements for community involvement.
- 2.3.      A copy of the draft SCI as publicised is attached at **Appendix 1**. It is primarily a procedural document and sets out:
- **who** (in general terms) will be consulted;
  - **when** they will be consulted; and also
  - **how** they will be consulted.
- 2.4.      The draft SCI has been widely publicised over a period of three months (end July to end October). Most of the formal responses received have been in support of the draft document. A summary of all the comments received and suggested responses to these is set out in **Appendix 2**. This report gives detailed consideration to the comments received and suggests amendments that could be made to the SCI in order to accommodate most of the representations. It then sets out the next stages in the preparation of the SCI leading to its adoption as a Council document.

### 3. PUBLIC CONSULTATION ON THE DRAFT SCI

- 3.1. The public consultation on the draft Statement of Community Involvement was carried out over a period of three months. The document was available on the council's website and at public buildings across the town. As noted in the earlier report to Cabinet in July, a summary document was also made available. This (or the main document) was circulated to almost 500 statutory bodies, businesses, local groups and individuals. Further, presentations were given by planning officers to various community groups including the Hartlepool Access Group, Communities Working Together and The All Ability Forum to target 'hard to reach' groups. Presentations are also being made to the three Neighbourhood Consultative Forums in early December.
- 3.2. Responses to the consultation have been received from 29 bodies, groups and individuals. Most of these indicate support for the draft document. However, some respondents have suggested changes to part or parts of the document.
- 3.3. The changes suggested are:
- i. the need for a more 'town planning' focussed title for the document;
  - ii. more easily read structure and presentation;
  - iii. inclusion of a diagram to illustrate the SCI process and timetable;
  - iv. simplification of Diagram 1 (and by implication Diagram 2) relating to the process for the preparation of local development documents under the new planning system;
  - v. setting out in a matrix format the information in Table 1 identifying how the Council will seek the views of the community and others at different stages of local development document preparation;
  - vi. incorporating Appendix 1 (which summarises the new planning system) into the main body of the document at Section 2;
  - vii. additional bodies to be added to the lists of consultees in Appendices 4 and 5 of the draft SCI;
  - viii. amendments to the key contacts; and
  - ix. incorporating Appendix 6 (Useful Contacts) in Section 9 of the document (Endnote).
- 3.4. Details of these comments and suggested responses to them are set out in Appendix 2 and are considered in further detail in section 4 below.

### 4. RESPONSE TO THE CONSULTATION

- 4.1 **Title of document:** The title of the document is set by government legislation, but it is considered that it would be helpful to include a sub-title such as 'How Hartlepool Council will Involve You in the Town Planning Process'. This should give greater clarity to the purpose of the SCI.

- 4.2 **Presentation:** This is considered to be a valid comment. It is appreciated that to the lay person without any knowledge of the planning system, certain parts of the document are difficult to understand. However, the SCI must accord with government advice as to its contents in order to meet the tests of 'soundness' specified in national policy and this inevitably raises difficulties in drafting.
- 4.3 **Diagram of SCI process and timetable:** This is one of the comments made by the Government Office for the North East (GONE). GONE suggest that the inclusion of such a diagram in the Introduction would be helpful. It is accepted that perhaps the introduction to the **draft** SCI would have been improved with an explanation and diagram of the preparation process and timetable, but it is considered that it is unnecessary in the next 'submission' version of the SCI which, subject to any changes made by the Inspector (see paragraphs 6.1 and 6.2 below), will be the final document.
- 4.4 **Diagrams 1 and 2:** Diagrams 1 and 2 illustrate the process for preparing documents under the new planning system. GONE have suggested that these diagrams be simplified by reducing the text in the boxes. It is felt, however, that there should be no change to the details in the diagrams as this helps to explain the process to lay people. Notwithstanding this, it is nevertheless considered that it would be appropriate to have additional simplified versions of the diagrams associated with Table 1 of the SCI (see paragraph 4.5 below).
- 4.5 **Table 1:** GONE also suggests that the information presented in Table 1 be presented in the form of a matrix. Table 1 sets out how and when the Council will be consulting with the community during the preparation of planning documents under the new system. Due consideration has been given to this suggestion, but it is considered that this will involve the loss of some of the detail and that a matrix may not be so readily understood by lay people. In order to meet the concern of GONE relating to the need to refer back to Diagrams 1 and 2, it is proposed that simplified versions of these diagrams be included in association with Table 1.
- 4.6 **Appendix 1 on the new planning system:** Section 2 of the draft SCI sets out a brief introduction to the new planning process (Local Development Framework) and refers to further details being provided in Appendix 2 of the document. GONE, however, suggest that the appendix is incorporated into the main body of the SCI. This is not considered appropriate primarily because it is felt that extending section 2 to include fuller details of the new planning process will unduly obscure the main function of the SCI which is to set out who will be consulted in respect of planning policy and planning applications, and how and when they will be consulted.
- 4.7 **Additional consultees to be identified:** Individuals and various groups and bodies have made suggestions for additional consultees to be specifically identified in either Appendix 4 or Appendix 5. These appendices list consultees for local development documents and for planning applications respectively. These lists of consultees are not exclusive and to

a certain extent need to be generalised. It is not appropriate, for example to list every local group or other organisation as these will change over time and new groups will form. Nevertheless, it will be appropriate to include most of those suggested (eg. some additional heritage groups, Sport England, Post Office Property Holdings and Tees Valley Regeneration). In addition it is agreed to list the bodies identified as 'other consultees' in Annex E of Planning Policy Statement (PPS) 12 (Local Development Frameworks) as suggested by GONE.

- 4.8 **Key contacts:** The comments submitted by some members of the Hartlepool Access Group suggest amendments to the 'Useful Contacts' included in Appendix 6. These are that

- the Access Group should be identified as a contact for issues relating to disability and equal access for all, and that
- the Community Network rather than the HVDA should be identified as the main voluntary sector contact.

It is suggested that the SCI is amended accordingly.

- 4.9 **Appendix 6:** GONE suggest that this Appendix which sets out 'Useful Contacts' would be more useful in the main document included as part of section 9 (Endnote – How to Get Help and Advice). In this instance, it is considered that as the content of the appendix is an extension of the information in section 9 and moreover is relevant to the main purpose of the SCI, it would be appropriate to concur with this suggestion.

- 4.10 As noted in paragraph 3.1 above, presentations are being made to the three Neighbourhood Consultative Forums in early December after the preparation of this report. Any comments arising from these presentations will be reported at your meeting.

## 5. CONSEQUENT AMENDMENTS TO THE SCI

- 5.1 In summary the following amendments to the SCI are suggested as a result of the consultation undertaken on the draft document:

- addition of a sub-title clarifying that the SCI relates to means of consulting the community in respect of planning matters;
- addition of simplified versions of Tables 1 and 2 illustrating the process for the preparation of planning documents to be set beside Table 1 which states how and when the Council will be consulting the community in this respect;
- inclusion of the Hartlepool Access Group as a key contact and replacement of the HVDA with the Community Network as the key contact for voluntary groups;
- incorporation of the information in Appendix 6 (Useful Contacts) into section 9 of the main part of the SCI; and
- inclusion in Appendices 4 and 5 of additional bodies as consultees – also the addition in Appendix 4 of the list of 'other consultees' as set out in Annex E of PPS12.

## **6. THE NEXT STAGES**

- 6.1. The following is a summary of the further stages in the preparation of the Statement of Community Involvement leading to its adoption as part of the Hartlepool Local Development Framework. The dates given relate to the timetable set out in the Local Development Scheme approved by Cabinet in February 2005 and submitted for approval to the Government Office for the North East in March 2005.
- Approval of the SCI by Council
  - Submission of the SCI to the Secretary of State (January 2006)
  - Formal participation of the submitted SCI - 6 weeks (January / February 2006)
  - Pre-Examination meeting if required (May 2006)
  - Independent Examination of the SCI (July 2006)
  - Receipt of binding Inspector's Report (September 2006)
  - Adoption of SCI (December 2006).
- 6.2. The formal participation stage is the stage at which formal representations may be made to the content of the SCI. Any objector has the right to appear at the Independent Examination. The planning inspector will consider any representations, but will primarily judge the SCI against the national 'tests of soundness'. These tests are set out in Appendix 2 of the SCI (Appendix 1 of this report). The inspector's recommendations for any amendments to the SCI are binding upon the Council.
- 6.3. Unless there are major objections to the SCI, it is unlikely that an Examination will be held, and the inspector will in such an instance consider written representations only. This should speed the time taken for the adoption of the SCI.

## **7. OFFICER ADVICE**

That Cabinet recommend Council to:

- a) agree the amendments to the Statement of Community Involvement for submission to the Secretary of State;
- b) authorise the Regeneration and Liveability Portfolio Holder to agree the detail of these amendments.

## **DRAFT STATEMENT OF COMMUNITY INVOLVEMENT (SCI)**

### **CONTENTS**

#### Foreword

#### 1. Introduction

- a) Overview
- b) What Happens Next
- c) Cautionary Note

#### 2. The Local Development Framework

- a) Background and Contextual Information
- b) The Hartlepool Local Development Framework

#### 3. How the Statement of Community Involvement relates to other Community Involvement Initiatives

- a) Hartlepool Community Strategy
- b) Corporate Consultation Strategy

#### 4. Strategy on Community Involvement in the Planning Process

- a) Aim and Vision
- b) Guiding Principles
- c) Who Will be Consulted

#### 5. How the Council Plans to Involve you in the Different Stages of the Planning Process

- a) The Plan Making Process and Opportunities for Involvement
- b) Methods for Involving the Community

#### 6. Planning Applications

- a) Background
- b) Pre-application Enquiries
- c) Planning and Other Applications
- d) Appeals

7. Resourcing and Managing the Process of Community Involvement
  - a) Resources
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## APPENDICES

### Appendix 1 Summary of the New Planning System

- a) Why Plan?
- b) What is a Development Plan?
- c) Local Development Framework
- d) Sustainability Appraisal

### Appendix 2 Testing Soundness

- a) Statement of Community Involvement
- b) Development Plan Documents

### Appendix 3 Service Standards for the LDF and Planning Applications

### Appendix 4 Consultation Bodies for Local Development Documents

- a) Specific Consultation Bodies
- b) General Consultation Bodies
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### Appendix 5 Consultees for Planning Applications

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### Appendix 7 Definitions of Acronyms and Technical Terms Used In the SCI

## **FOREWORD**

The Government's Planning and Compulsory Purchase Act 2004 introduces a new type of planning system known as the Local Development Framework.

The Statement of Community Involvement (SCI) is part of the Local Development Framework and sets out how the Council intends to inform, consult and involve you in the preparation of the planning documents prepared under the new planning system and how you can comment on major planning applications. It is intended that everyone who wants to be, can be involved.

The SCI will help to ensure a transparent and open planning process, which has the support of the community and involves local people in planning the future of their communities.

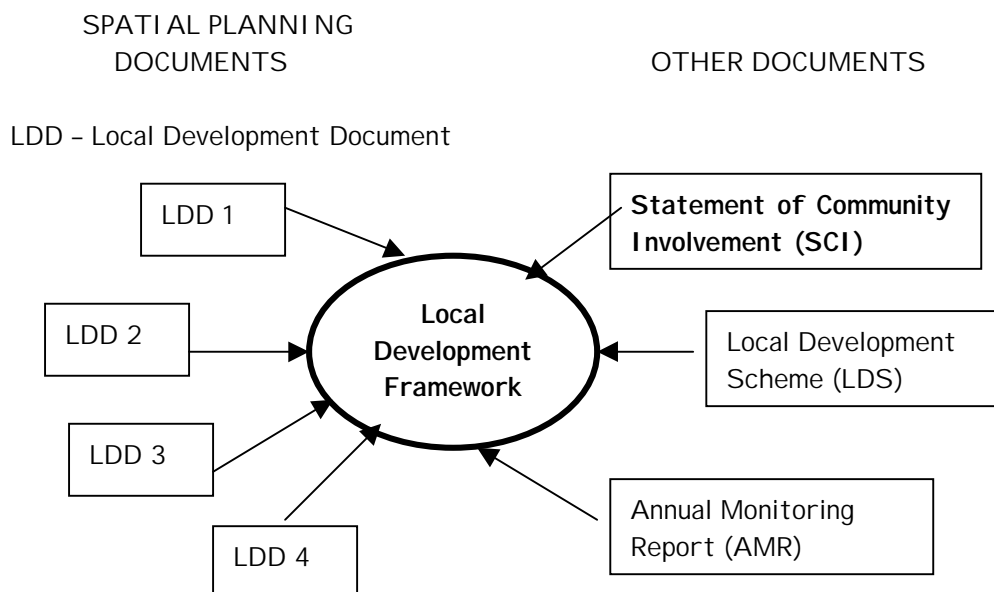
I hope that you will be encouraged to take an interest and be involved.

Stuart Drummond  
Mayor of Hartlepool Borough Council  
July 2005  
Signature

**1. INTRODUCTION****a) Overview**

This draft Statement of Community Involvement sets out how Hartlepool Borough Council intends to involve the community, including voluntary and community groups, local residents, businesses, landowners, statutory agencies and others with an interest, in the new planning system.

The new planning system at the local level, as explained in more detail in Section 2 and Appendix 1, will be known as the Hartlepool Local Development Framework. Ultimately it will be made up of a collection of 'Local Development Documents' (LDDs) setting out the planning strategy and policies for the area together with other related documents including the Statement of Community Involvement.



The Statement of Community Involvement is thus an integral part of the new planning system. Its introduction reflects the intentions of Central Government to encourage greater public involvement in the planning process, at both an early stage and throughout. Certain requirements for consultation are set out in government regulations<sup>1</sup> and the SCI incorporates and goes beyond these minimum requirements for community involvement. The Borough Council considers that all those likely to be interested should have the opportunity to be involved in the preparation of new planning documents and in the consideration of planning applications. It is therefore preparing the SCI as its first priority under the new planning system.

<sup>1</sup> The Town and Country Planning (Local Development) (England) Regulations 2004

This draft SCI firstly gives a brief introduction to the new planning system of Local Development Documents (Section 2). The linkage between the SCI and other consultation initiatives is explained in Section 3 and the Council's strategy on community involvement is set out in Section 4. Sections 5 and 6 explain when and how the Council will involve the community and others with an interest in both the plan making process and in the consideration of planning applications. Resourcing and managing the process of community involvement is considered in Section 7 and the monitoring and review of the process is highlighted in Section 8. Finally an end-note provides information on how to get help and advice on the planning system.

The acronyms and technical terms used in this document are explained in Appendix 7.

Your views and comments on this draft are welcomed, and Section 1(b) below, 'What Happens Next', explains how you can influence the final version of this Statement.

**b) What Happens Next**

This draft of the SCI is being widely circulated for comments.

You can comment on this draft document and suggest changes to be made to it. A form is available to assist you with any response. Your comments must be put in writing and sent by post, fax or e-mail, (the contact details are available on the form) by 30<sup>th</sup> September 2005.

Once the period for comments is closed the Council will consider all the responses received and, as a result, may make changes to this document. You may be consulted again if further information about your comments is needed, or if your views are required on other suggested changes.

There will also be a 6 week period when you can make formal representations on the revised document, followed by the opportunity for any objectors to make their views known at a public examination run by a government appointed Planning Inspector. This Inspector will also examine the document to check its soundness<sup>2</sup> and following his/her report, the Council will be able to adopt the Statement of Community Involvement.

**c) Cautionary Note**

Sometimes it is not possible to find solutions that satisfy everybody as planning seeks to achieve a balanced and sustainable approach to development. Further, issues such as available resources, statutory requirements and national and regional policy guidance also need to be considered. Getting involved does, therefore, not always guarantee that all of your views will prevail,

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<sup>2</sup> Appendix 2 sets out what the Inspector will be looking for when considering whether the SCI and other development plan documents are sound.

but the Council will undertake to consider all the issues that you and others raise.

## 2. THE LOCAL DEVELOPMENT FRAMEWORK (LDF)

### a) Background and Contextual Information

Appendix 1 summarises the framework of the new planning system and explains why we plan, what a Development Plan is, what new documents within the Hartlepool Local Development Framework are designed to do, and outlines the role of sustainability appraisal in the process.

A booklet published by the Office of the Deputy Prime Minister is also available, explaining more about the planning system. Further details on this booklet, and how to get a copy are included in Appendix 1.

### b) The Hartlepool Local Development Framework

New **Local Development Documents** within the **Hartlepool Local Development Framework** will progressively replace the **Hartlepool Local Plan**. These together will set out the vision, objectives, spatial strategy and policies for planning and development in Hartlepool extending over a period of up to 15 years or so. They will seek to ensure that the future development of the Borough is planned in a sustainable manner.

The **Local Development Documents (or LDDs** for short) which will be prepared in consultation with the community, comprise two types:

1. Development Plan Documents (DPDs)
2. Supplementary Planning Documents (SPDs)

**Development Plan Documents** will form part of the **statutory** Development Plan for Hartlepool<sup>3</sup>. The Development Plan sets out the spatial planning strategy and planning policies for the area. The DPDs that are prepared will ultimately replace the Hartlepool Local Plan and in a similar way to the local plan will be subject to independent public examination, by a government appointed inspector.

**Supplementary Planning Documents (SPDs)** are **non-statutory** documents expanding on or providing further detail to policies in a development plan document – they can take the form of design guides, development briefs, master plans or issue-based documents. Although SPDs will be subject to full public consultation, they will **not** be independently examined.

The processes for preparing these Local Development Documents highlighting the main opportunities for community involvement are set out in Diagrams 1 and 2 in section 5a below. The process for preparing SPDs is similar to, but more simple than, that for preparing DPDs.

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<sup>3</sup> The other part of the Development Plan is the Regional Spatial Strategy prepared by the North East Regional Assembly.

The social, environmental and economic effects of the strategies and policies contained within Local Development Documents must be assessed **from the start of the process of their preparation**. This continuing assessment known as a **sustainability appraisal** will be used at each stage of the preparation of LDDs to guide the strategies and policies that are being developed and ensure that they meet the government's aims for sustainable development.

The adoption of the new **Hartlepool Local Plan in 2006** will reduce the need to prepare Local Development Documents in the short term as there will be up to date planning policies in place. The Council's programme for the preparation of new documents covering a period of three years or so is set out in the Local Development Scheme which is available at the Council's main offices and can be found on the Hartlepool Website ([www.hartlepool.gov.uk/planningandbuildingcontrol/planningpolicy](http://www.hartlepool.gov.uk/planningandbuildingcontrol/planningpolicy)).

### 3. **HOW THE STATEMENT OF COMMUNITY INVOLVEMENT RELATES TO OTHER COMMUNITY INVOLVEMENT INITIATIVES**

#### a) **The Hartlepool Community Strategy:**

The Hartlepool Community Strategy describes a long-term vision for Hartlepool and sets a course towards addressing this and improving services. It provides the overall policy framework for the Borough and shows how the different plans fit together. It will therefore inform the general strategic direction of the various documents in the Local Development Framework (LDF). The Local Development Documents within the LDF will complement the Hartlepool Community Strategy, expressing those elements that relate to the development and use of land.

A key principle of the Community Strategy is involving the community at all stages of decisions and the carrying out of those decisions and ensuring as far as practicable that local needs are met at a local level. The significance of this principle is fully recognised within the SCI.

The preparation of the Community Strategy is overseen by the **Hartlepool Partnership**<sup>4</sup>. The partnership has adopted a protocol with the **Hartlepool Community Network**<sup>5</sup>. The protocol is built on Hartlepool's COMPACT agreed between Hartlepool Borough Council and the Community and Voluntary Sector. The protocol sets out a Code of Practice for communication and consultation, to ensure effective systems and mechanisms are in place for regular exchanges of information and ideas. It also aims to encourage the fullest participation, taking into account the needs of voluntary and community groups. The key principles and standards of this protocol have been developed to form the cornerstone of the SCI and are fully reflected in its guiding principles and service standards (see Section 4b and Appendix 3).

#### b) **Corporate Consultation Strategy**

The Council's Corporate Consultation Strategy outlines the purpose, needs and benefits of a consultation framework. This strategy is currently being reviewed and once adopted by the council will be available on the Council's Website.

The Council's Corporate Strategy Section, with the assistance of individual departments, maintains a database on all of the Council's consultation activities. This assists in the co-ordination of consultation activity, helps to avoid duplication, maximises the use of resources and allows the sharing of information and expertise gained from consultation exercises.

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<sup>4</sup> The Hartlepool Partnership is the 'Local Strategic Partnership' for the town and consists of a network of partnerships linked together and representing all of the key public sector organisations, private businesses, community, voluntary and residents' groups.

<sup>5</sup> The Hartlepool Community Network is an organisation funded up by Central Government to seek to influence the decision making processes in Hartlepool and particularly to support voluntary/community sector and resident input into the Hartlepool Partnership and other partnerships.

A Corporate Consultation Group, with representatives from all Council departments, contributes to the review and monitoring of the strategy and this group has helped to shape the SCI.

#### 4. **STRATEGY ON COMMUNITY INVOLVEMENT IN THE PLANNING PROCESS**

##### a) **Aim and Vision**

The Council has a good track record of consulting and involving people and like all local authorities, is facing a growing demand for increased consultation and engagement with local communities. Some of the main benefits of community involvement are outlined below:

- it strengthens the evidence base for plans, strategies and planning decisions – local communities can bring a different perspective to planning and should be valued for their expertise, opinions, insight and local knowledge;
- it creates community commitment to the future development of an area – local people can be encouraged to make a difference in their area, with long-term benefits;
- it promotes regeneration and investment – by publicising proposals and inviting the involvement of local communities, authorities can demonstrate their commitment to improving areas and facilitating joint working to achieve better quality outcomes; and
- it fosters ownership and strengthens delivery – many elements of the LDF will require joint working between local planning authorities and local communities. Involving communities at an early stage of document preparation will help to resolve issues, thereby avoiding the need for lengthy independent examinations.

In an environment in which continuous improvement is expected of local authorities, there is a clear need to ensure that service developments are driven by local choices and preferences and that improvements in performance are judged by local people.

Reflecting this, the key aim of the Strengthening Communities theme of the Community Strategy is to

*“empower individuals, groups and communities and increase the involvement of citizens in all decisions that affect their lives”.*

The Council has adopted this as a corporate aim.

This vision can only be promoted through the use of effective consultation within the local area and all its communities.

**b) Guiding Principles**

Based on the relevant elements of the protocol between the Hartlepool Partnership and the Hartlepool Community Network, the guiding principles for the SCI are identified below. These principles are also consistent with the consultation criteria in the Government's Code of Practice on Consultation<sup>6</sup>.

- i. there will be a variety of consultation mechanisms but all exercises will be inclusive with every effort made to encourage the participation of the widest relevant interests;
- ii. consideration will be given to the publication of a forward plan of consultation exercises to help people get involved;
- iii. each consultation exercise will make clear its purpose and scope and will provide background information and contact details for additional information;
- iv. information will include details of the time scale, any decisions already made, arrangements for expressing views and clarification on what influence those views will have and any other contributory factors to the final decision making;
- v. there will be use of a comprehensive range of verbal and written exercises to ensure that views can be collected from all sectors and communities as appropriate (different formats like languages, Braille, talking tapes, translators, large prints, readers for the visually impaired etc, will be made available, if requested);
- vi. once consultation is complete there will be clear and honest feedback setting out reasons for decisions made or the adoption of the specific approach. If there is a long term or ongoing process there will be regular updates;
- vii. to avoid duplication and consultation fatigue, and to ensure the best use of resources, existing networks and fora will be utilised to publicise and organise consultation;
- viii. there will be respect and confidentiality in relation to the privileged information that may be exchanged.

Appendix 3 sets out detailed service standards in relation to the preparation of documents within the LDF and to the consideration of planning applications. Council officers will examine how well these service standards are met by introducing and implementing appropriate monitoring systems.

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<sup>6</sup> Code of Practice on Consultation (Office of the Deputy Prime Minister – January 2004)

**c) Who Will be Consulted**

Government Regulations<sup>7</sup> identify bodies that will be consulted at specified stages in the preparation of Local Development Documents (see Appendix 4). These are included in the 'LDF consultees database' detailing these and other groups, organisations and businesses which the Council considers should normally be consulted. The database is updated as necessary and will be expanded to include any individuals or new groups who have expressed an interest.

In addition the Council is required by law<sup>8</sup> to consult a number of other agencies about certain planning applications. For example, we will consult English Nature on a proposal which could affect a site of special scientific interest. The Council also seeks the views of a wide range of other agencies from time to time on certain types of applications. For example, we will consult Tees Archaeology if we feel a site is potentially of archaeological interest. Appendix 5 identifies statutory and other main consultees for planning applications.

Beyond these specified organisations the Council recognises that it should put in place consultation measures which are accessible to all who might have an interest in a plan or planning application, including those groups who might face particular barriers to participation, for example young people, people with disabilities, the elderly, people with learning or communication difficulties and black and ethnic minority groups.

The Council will aim to develop a flexible, sensitive, customised approach to facilitate involvement.

In addition the Council welcomes any invitations for Council officers to attend groups/meetings to give advice and answer questions to secure the involvement of under represented groups.

The Council is also keen to raise the general awareness of what planning does and will talk, on request, to schools and colleges, parish councils and other interested parties (see Appendix 6 for contact details).

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<sup>7</sup> The Town and Country Planning (Local Development) (England) Regulations 2004 – Regulations 17, 25 and 26.

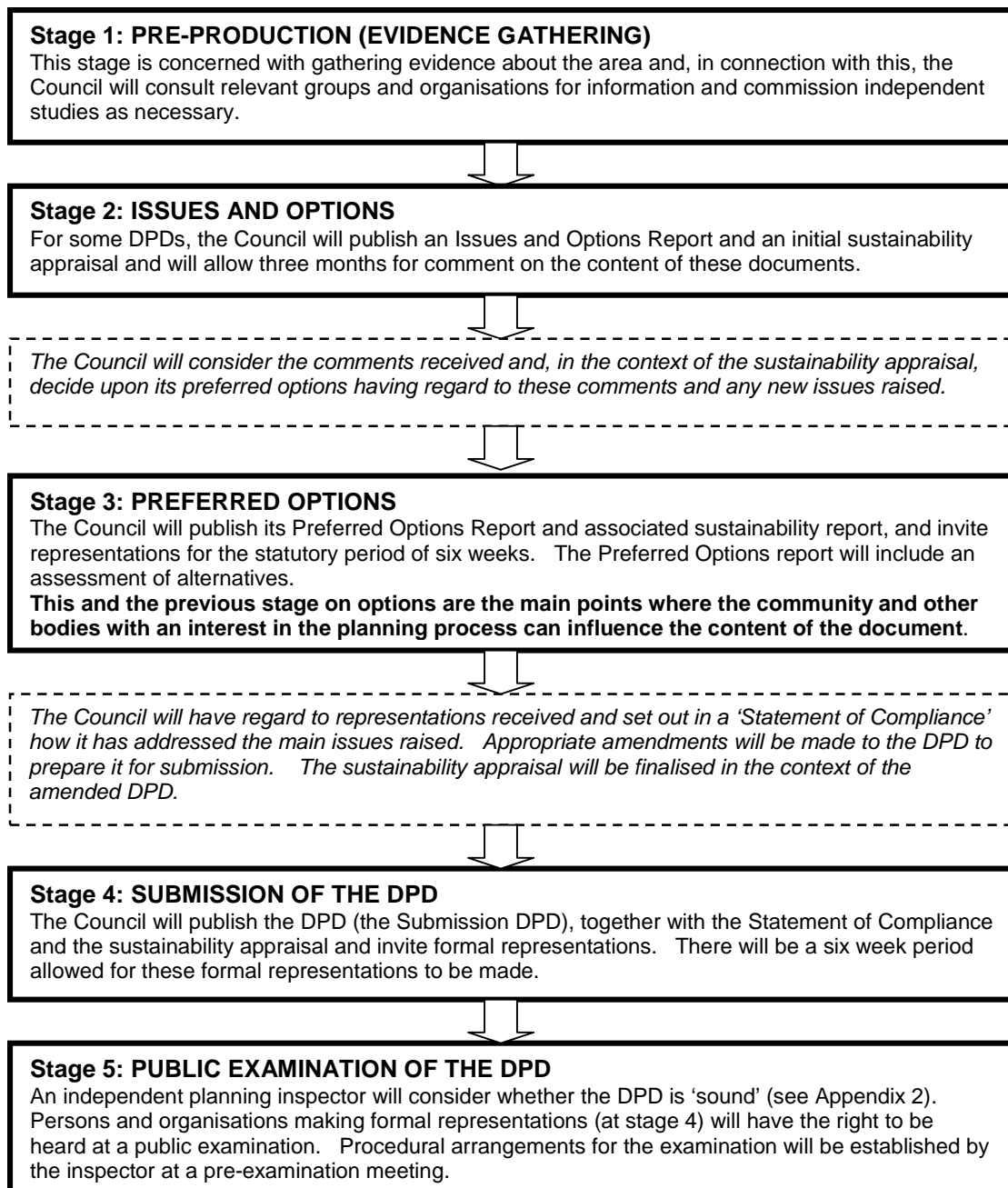
<sup>8</sup> The Town and Country Planning Act 1990 and related Regulations.

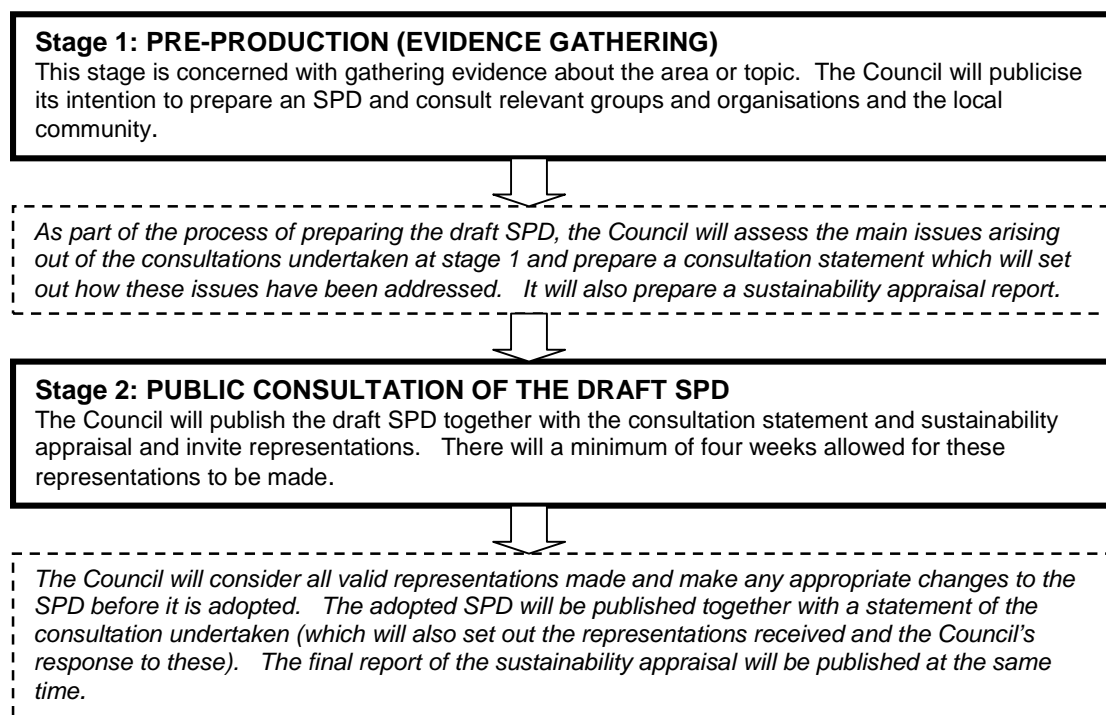
## 5. HOW THE COUNCIL PLANS TO INVOLVE YOU IN DIFFERENT STAGES OF THE PLAN MAKING PROCESS

### a) The Plan Making Process and Opportunities for Involvement

The Council wants to encourage as much involvement as possible throughout the plan making process. The methods used will vary according to the stage of preparation of each development document. Diagrams 1 and 2 below outline the processes for the preparation of Local Development Documents (Development Plan Documents and Supplementary Planning Documents – DPDs and SPDs). The boxes in the diagrams edged by a **solid line** highlight the **main stages** where there will be opportunities to get involved in the plan-making process.

**Diagram 1: Process for the Preparation of Development Plan Documents**



**Diagram 2: Process for the Preparation of Supplementary Planning Documents****b) Methods for Involving the Community**

Details of the ways in which the Council will involve the community and others with an interest in the plan making process are set out in Table 1 below. The table sets out (in bold type in the shaded boxes) what the Council will do to engage the community and others during the preparation of Local Development Documents. It identifies in the first column when the community will be involved in the plan preparation process making reference to the stages highlighted in diagrams 1 and 2 as necessary. It then sets out in the second column the ways in which the Council will seek that involvement. In consulting with the community the Council will take account of the nature of the interest of the individual or group being consulted and the extent of their knowledge of the process. In addition any documents at any of the stages will be available, on request from the Council, in different formats such as large print, Braille and different languages. Translators can also be made available on request.

**Table 1: Engaging and Informing the Community during the preparation of Local Development Documents**

<b>Offer advice and assistance to, and develop the knowledge and skills of, people and groups with little previous experience of the planning system:</b>	
At all stages of preparation as necessary	<ul style="list-style-type: none"> <li>• provide officer advice and help;</li> <li>• arrange 'orientation' events for representatives of hard to reach groups, as required;</li> <li>• work with the Hartlepool Partnership and the Hartlepool Community Network to develop their roles as 'champions', encouraging</li> </ul>

	<p>participation in planning matters in their local communities and providing a community view on planning matters; and</p> <ul style="list-style-type: none"> <li>• promote the services offered by Planning Aid North amongst disadvantaged communities, the black and minority ethnic population, people with disabilities, young people and the elderly.</li> </ul>
<b>Seek views on the subject matter of the local development document:</b>	
During the early stages of the preparation of Local Development Documents (stage 1 of Diagrams 1 and 2)	<ul style="list-style-type: none"> <li>• by holding open participation events/exhibitions where planners will be available to discuss issues on an individual basis;</li> <li>• by holding events, such as focus groups, for invited community representatives, organisations and individuals;</li> <li>• where invited and where possible, by attending other organisation's meetings;</li> <li>• by arranging specific events for groups who need particular encouragement to get involved, as required;</li> <li>• by giving presentations at the Council's Neighbourhood Consultative Forums and Hartlepool Partnership, inviting discussion and comment; and</li> <li>• by contacting organisations with a specific interest in the subject matter of the document.</li> </ul>
<b>Make available background documents used as part of the preparation process for Local Development Documents:</b>	
At Issues and Options, Preferred Options and Submission stages for DPDs (stages 2, 3 and 4 of Diagram 1) and at the Draft SPD stage (stage 2 of Diagram 2)	<ul style="list-style-type: none"> <li>• by publishing all main documents on the Council's website in a downloadable form;</li> <li>• by distributing all relevant documents to statutory consultees as required by the regulations (see Appendix 4);</li> <li>• by making paper copies of the documents available either free or at a reasonable charge – where there is a charge additional copies of a document will be placed in the Central Library for lending purposes;</li> <li>• by placing paper copies of associated / background documents available to view in the Council's principal offices and the local libraries.</li> </ul>
<b>Publicise the availability of documents:</b>	
When documents are published (stages 2, 3 and 4 of Diagram 1 and stage 2 of Diagram 2)	<ul style="list-style-type: none"> <li>• by notices / press releases in the local paper, on the Council's website and where possible in the Council newsletter (Hartbeat);</li> <li>• by notices in libraries and the main Council offices;</li> <li>• by direct letter or e-mail to statutory consultees and to other relevant bodies, organisations and individuals included in the LDF consultees database; and</li> <li>• where a document identifies a proposal relating to a specific area of land, by posting notices in prominent locations within the area and / or by distributing leaflets / letters to those most likely to be affected.</li> </ul>
<b>Provide opportunities for informal representations during preparation of documents:</b>	
At main stages during the preparation of Local Development Documents (stages 1 to 3 of Diagram 1 and stages 1 and 2 of Diagram 2)	<ul style="list-style-type: none"> <li>• by holding open participation events/exhibitions where planners will be available to discuss issues on an individual basis;</li> <li>• by holding events, such as focus groups, for invited community representatives, organisations and individuals;</li> <li>• where invited and where possible, by attending other organisation's meetings;</li> <li>• by arranging specific events for groups who need particular encouragement to get involved, as required; and</li> <li>• by giving presentations at the Neighbourhood Consultative Forums, Hartlepool Partnership meetings and inviting comment.</li> </ul>

<b>Publicise opportunities for views to be expressed in the presence of elected members of the Council</b>	
When issues are being considered at Council Forums etc. (eg between stages 2 & 3 and 3 & 4 of Diagram 1 and between stages 1 & 2 of Diagram 2)	<ul style="list-style-type: none"><li>• by press releases highlighting when different aspects related to the preparation of proposals in Local Development Documents are to be considered at meetings of the Council, Cabinet and Planning Committee, relevant Council Scrutiny Forums and Neighbourhood Consultative Forums; and</li><li>• by issuing invitations to attend such meetings to members of the public or organisations whose views Council members particularly wish to hear, together with guidelines about the nature and scope of the speaking opportunity.</li></ul>

<b>Provide opportunities for formal representations:</b>	
When DPDs are submitted (stage 3 of Diagram 1) and when Draft SPDs are published (stage 2 of Diagram 2)	<ul style="list-style-type: none"> <li>• by publishing at least one public notice in the local press (usually the Hartlepool Mail and the Northern Echo);</li> <li>• by sending to any statutory consultees a copy of the document and any associated documents, together with a notice saying where the document can be inspected;</li> <li>• by writing to relevant persons or organisations included on the LDF consultees database and to all those making comment at earlier stages of the document's preparation and attaching a notice indicating that a new document has been published, and where and when it can be inspected – some of these consultees will also be supplied with a copy of the document;</li> <li>• by distributing forms for formal responses with all documents dispatched and to all local libraries, main Council offices and other appropriate locations where the submitted DPD / draft SPD has been placed for inspection;</li> <li>• by placing a statement on the website indicating where the document(s), can be viewed, together with when, how and to whom any formal representations should be sent;</li> <li>• where a document identifies a proposal relating to a specific area of land, by posting notices in prominent locations within the area and / or by distributing leaflets / letters to those most likely to be affected; and</li> <li>• by making forms for formal comments available on the website, with the facility to complete and reply on-line.</li> </ul>
<b>Try to Build Consensus and Mediate between Parties with Opposing Views:</b>	
As necessary	<ul style="list-style-type: none"> <li>• hold meetings, as required, with selected individuals and groups to explore particular issues in more depth, and secure agreement on detailed policy wording; and</li> <li>• facilitate the exchange of agreed and disputed information.</li> </ul>
<b>Publicise the Council's decisions on representations received:</b>	
After each stage where comment and other representations have been invited (eg after stages 2 & 3 of Diagram 1 and after stages 1 & 2 of Diagram 2)	<ul style="list-style-type: none"> <li>• by publishing a report setting out relevant comments and representations received at each stage of the preparation process and the Council's response to these;</li> <li>• by notifying directly by e-mail or post individuals and organisations submitting comments or formal representations to the Council – in some instances the Council will also send a copy of the report or relevant extracts;</li> <li>• by sending copies of the report to relevant statutory consultees;</li> <li>• by publishing the report on the Council's website;</li> <li>• by making copies of the report available at the main Council offices, libraries and at any other locations where a related version of the local development document and associated documents (eg Sustainability Appraisal) were made available for viewing;</li> <li>• by making printed copies of the report available for a nominal charge; and</li> <li>• by advertising publication of the report in the local press and also in Hartbeat (the Council's magazine) if possible.</li> </ul>
<b>Publicise the arrangements and timing of events in relation to the independent examination of a Development Plan Document:</b>	
When dates for the pre-examination meeting and public examination have been determined (stage 5 of Diagram 1)	<ul style="list-style-type: none"> <li>• by notifying directly those who have outstanding objections to the development plan document;</li> <li>• by placing an item on the Council's website;</li> <li>• by publishing at least one public notice in the local press (usually the Hartlepool Mail and the Northern Echo);</li> <li>• by issuing press release(s) to the local media;</li> </ul>

	<ul style="list-style-type: none"> <li>• where possible, by placing an item in Hartbeat; and</li> <li>• by posting notices in the main Council offices and local libraries.</li> </ul>
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## 6. **PLANNING APPLICATIONS**

### a) **Background**

When people want to carry out building works or change the use of buildings this involves “**development**”. Successive Governments have put procedures in place to ensure the effects of development are controlled. This takes the form of the need to obtain permission (from the local planning authority ie Hartlepool Borough Council), most commonly called planning permission. Many development proposals require planning permission. Others need different types of permission, eg listed building consent for works to buildings identified as being of architectural and/or historical interest. Some minor developments, however, require no permission at all.

Development control involves:

- the provision of informal advice on people’s development proposals;
- the consideration of formal applications for new development, where necessary;
- the monitoring of development as it proceeds; and
- enforcement action where breaches of control take place.

This section of the Statement deals with the first two of these and sets out how the Council will consult the community on new development proposals.

The Government has prescribed minimum standards for publicity on planning applications. This is a legal requirement. It also encourages Councils and developers to undertake pre-application discussions and community involvement on a voluntary basis, particularly on significant applications. This will not, however, be a legal requirement.

### b) **Pre-application Enquiries**

The Council provides free advice to anyone who wishes to carry out a development proposal (the One Stop Shop (OSS) approach). The OSS aims to give a rapid and comprehensive assessment of the permissions, necessary (if any) to carry out the development, provides clear advice on the merits of the proposal and, where appropriate provides suggestions which would make the proposal more acceptable.

The majority of proposals are relatively minor and pre-discussion sometimes takes place between neighbours before a request for advice is sought. As indicated there is no legal requirement to do this although the Government wishes to encourage community involvement and discussion particularly on significant developments.

Accepting the voluntary nature of this approach the Council cannot be prescriptive but will seek to:

- i) encourage anyone wishing to carry out minor development proposals to discuss them with their immediate neighbours;
- ii) encourage anyone wishing to carry out major development<sup>9</sup> to carry out consultation with the community reflecting the nature and scale of the proposed development including:
  - notifying immediate local residents and businesses by letter of the proposed development;
  - placing an advert in the local newspaper (The Hartlepool Mail) detailing the proposed development;
  - contacting local community groups and interest groups who may have a specific interest in a particular proposal. The Council will provide relevant information. We will make clear to community groups that there is a weekly list of applications on the internet and if they check it and ask to be consulted we will respond accordingly. We will provide copies of the weekly list to any group that requests it. Whilst this system currently works well eg with Hartlepool Access Group, discussions will take place with Hartlepool Voluntary Development Agency (HVDA)<sup>10</sup> to see how improvements could be introduced;
  - contacting relevant ward councillors and Parish Councils by letter detailing the proposed development;
  - providing information on the Internet (the Council's web site may be available, if necessary); and
  - organising a venue(s) to display and explain material detailing the developer's proposals.

All methods of public/community involvement should seek to give sufficient information for those considering it to fully understand what is proposed and give clear advice on how and when comments can be made (preferably not less than 10 days after the consultation event). In any subsequent planning application the developer should provide a statement of what has been done and how any comments have been addressed.

- iii) subject to any exceptions provided for in the Freedom of Information Act, ensure its computerised records of development proposals are available for inspection during normal office hours in the first instance and ultimately through the Internet at anytime.

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<sup>9</sup> Major developments are housing developments of 10 or more dwellings or consideration of the principle of residential development on a site of at least 0.5ha, and other development with a floor area of 1000 sq m or a site area of 1ha or more or any development that requires the submission of an Environmental Assessment.

<sup>10</sup> Hartlepool Voluntary Development Agency (HVDA) are an umbrella voluntary organisation.

**c) Planning and Other Applications**

As already indicated the Government specifies, for the Council, the minimum standards of publicity for planning applications. These take the form of:

- letters to neighbours (for schemes which could affect immediate neighbours);
- site notices (for schemes that will affect more than immediate neighbours); and/or
- press adverts (for schemes of much wider significance).

Hartlepool Borough Council employs all these methods to varying degrees, quite often carrying out more than the minimum requirement. It will continue with this practice.

On major proposals Hartlepool Borough Council will also employ all or some of the methods of community involvement identified for pre-application proposals depending on the nature and scale of the proposal.

To ensure that information is widely available and public involvement is encouraged the Council will in addition:

- publish a list of applications received by the Council on a weekly basis which will be circulated to all Councillors, Parish Councils, local press, resident and interest groups (on request using the system described in 6(b)ii), and made available in main Council offices, libraries and the Council's Development Control web site ([www.hartlepool.gov.uk/planningandbuildingcontrol/developmentcontrol](http://www.hartlepool.gov.uk/planningandbuildingcontrol/developmentcontrol)) and from the Council's Building Control / Development Control sections;
- if possible publish details of applications of major town wide significance in the Council's magazine, HartBeat, which is circulated to all households in the Borough on a quarterly basis;
- make available copies of reports to the Council's Planning Committee in advance, on request, and on the Council's Development Control web site;
- encourage members of the public who wish to comment on applications at the Council's Planning Committee if they wish when the Committee is asked to consider particular applications. Planning Committee normally meets every 4 weeks at 10am in the Civic Suite in the Civic Centre, Victoria Road. The dates are available in advance on the Council's website.
- upgrade its computer software to ensure that applications and plans can be viewed and comments made on them via the internet; and

- arrange appointments for Planning Officers to visit neighbours or others, who are unable to get to the office, to explain plans (see Appendix 6 for contact details).

**d) Appeals**

Where a planning application has been refused, only applicants have a right of appeal. A person or organisation that has objected to a proposal has no right of appeal if an application is approved or refused - ie there is no third party right to appeal a decision.

Everyone the Council originally wrote to or who wrote to object or support the application will be notified in writing of the appeal and how to make their views known. If they had already written to the Council, their letter will also be copied and sent to the Planning Inspectorate.

**7. RESOURCING AND MANAGING THE PROCESS OF COMMUNITY INVOLVEMENT**

**a) Resources**

The Statement of Community Involvement has been drawn up having regard to resources (both staff and financial), Council processes and experience of the effectiveness of various methods of consultation carried out by the Council, both within and outside the planning system.

The Council's Planning Policy and Information Team will be responsible for managing the process of community involvement in the preparation of Local Development Documents. Where such involvement requires more intensive consultation, such as open participation events, staff in the Council's Regeneration Team will assist in activities. A number of staff in this team are also professionally qualified Town Planners. If external specialist agencies or consultants are used to carry out consultation activity on behalf of the Council at least one planning officer from the Council will be present.

The Council's Development Control Team is responsible for processing planning applications including the associated consultation processes.

Resources have been allocated in the 2005/06 Council budget to cover initial preparatory work on Local Development Documents including any associated community involvement, and provisional costs for future years have been factored into the Council's longer-term budget review. The Council's mainstream budget, supplemented by planning application fees, also provide resources for the various consultation processes associated with Development Control. In addition, specific funding received from the Government<sup>11</sup> has been and will continue to be used to ensure that the Council can effectively and efficiently deliver its planning service.

**b) The Role of Councillors**

Hartlepool Borough Council Councillors will not make decisions on Local Development Documents or on planning applications without considering and having regard to comments and representations received as part of the process of community consultation.

Ward and Parish Councillors can facilitate in expressing the views of residents in their areas. They can be contacted directly by phone, e-mail, by letter, or in person or at their ward surgery.<sup>12</sup> Although many Councillors generally pass on comments made in these ways to the planning officers, it is important to remember that comments have to be made in writing to the designated Planning Officer within specified timescales for them to be taken into account

<sup>11</sup> Planning Delivery Grant is a performance related government grant allocated to assist local authorities improving performance in their planning functions

<sup>12</sup> Details of Ward and Parish Councillors can be obtained from the Council (Tel: 01429 266522)

at any relevant Committee, meeting of the Council, Public Inquiry or Examination.

**8. MONITORING AND REVIEW OF COMMUNITY INVOLVEMENT**

The ways of involving the community suggested in this SCI are based on the experience of the effectiveness of a wide variety of consultation methods used in relation to the planning process, regeneration and other aspects of the Council's functions. It proposes some new ways of involving the community that have not been used previously in the planning process, but have been successful in other areas of the Council's activities.

An annual review of consultation is undertaken by the Council's Corporate Strategy Section to ascertain how well all consultation is working in Hartlepool and whether or not the Corporate Consultation Strategy is achieving its goals.

More specifically, with regard to the SCI, the effectiveness of each community involvement initiative undertaken in relation to the planning process will be assessed and a statement on key findings published alongside the feedback on how comments have been considered. A representative sample of responses from consultation exercises will be analysed to identify any problems in engaging with traditionally under-represented groups. The LDF Annual Monitoring Report will highlight where the assessment findings indicate that a fundamental change in methods is required. In such circumstances, the SCI may need to be reviewed. A review of the SCI may also be needed to reflect emerging best practice and government requirements, or to respond to changing local expectations with respect to community involvement.

## 9. **ENDNOTE – HOW TO GET ADVICE AND HELP**

The planning system can look complicated and can put people off getting involved in plan making or commenting on planning applications.

Where can you turn to for help?

The first point of contact should be a member of the Council's planning staff who can answer queries and offer advice. Contact information for these officers and other useful contacts are identified in Appendix 6.

These contact details include:

- ♦ **Planning Aid North** – a charity offering free and unbiased advice to groups and individuals unable to afford a planning consultant;
- ♦ **Local Government Ombudsman** who will investigate if you feel that the Council has made a procedural or administrative mistake in its decision making process;
- ♦ **Hartlepool Voluntary Development Agency** – an umbrella voluntary organisation which can help groups of residents to come together to respond to planning issues;
- ♦ **Hartlepool Borough Council Complaints** – the Department of Regeneration and Planning operates a formal complaints procedure for the benefits of its customers the Council also has a Corporate Complaints Officer.
- ♦ **UNITE** – provides mediation services for neighbours in dispute.

**APPENDIX 1**  
**SUMMARY OF THE NEW PLANNING SYSTEM**

a) Why Plan?

Planning provides the process for influencing the future of communities in both urban and rural areas. The framework of land use in Britain is largely provided by the Town and Country Planning system. This aims to secure the most efficient and effective use of land in the public interest. Although planning is a land use function it can help individuals, groups and businesses respond to social, economic and environmental challenges.

Planning has always encouraged community involvement and in the past it was one of the very few policy arenas where there was a statutory requirement to involve the public. Planning does not seek to prevent development and change, and does not represent the interest of just one group or individual, but seeks to achieve a balanced and sustainable approach to development.

An Office of the Deputy Prime Minister (ODPM) booklet '**Creating better places to live: A guide to the planning system in England**' provides an introduction to the planning system and is available, free of charge, from the Council or directly from the ODPM (contact details for the Council are set out in Appendix 6).

b) What is a Development Plan?

Decisions on whether to allow proposals to build on land or to change its use are made by local planning authorities. The Development Plan identifies the basis of criteria to determine planning applications to build on land or change its use. Development Plans set out each Local Planning Authority's policies and proposals for the development and use of land in their area. Decisions on planning applications are made in accordance with this Development Plan and any other material considerations in given circumstances.

The new planning system, to which this document relates, was introduced in 2004 under the Planning and Compulsory Purchase Act.

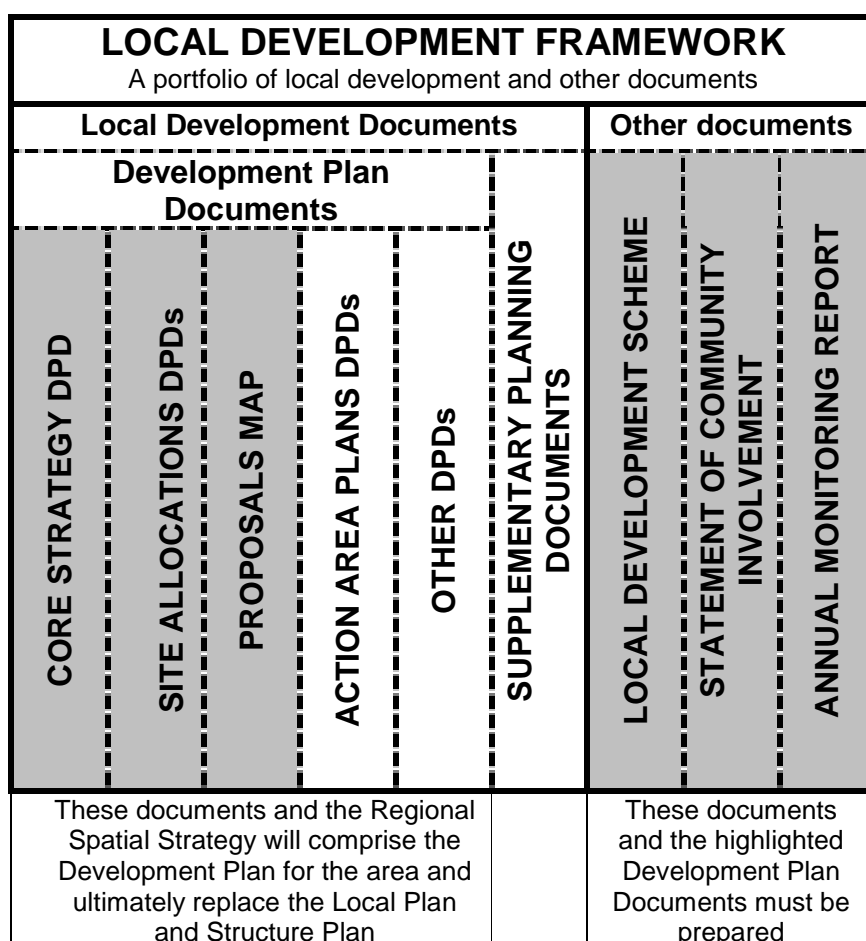
Under the old planning system, the Statutory Development Plan was made up of two plans – in Hartlepool these are the Tees Valley Structure Plan setting out the strategic policies for the area and the Hartlepool Local Plan identifying specific areas of land to be developed or protected and setting out detailed policies to guide and control development proposals. The policies in these plans will be saved until replaced by new policies included in Development Plan Documents prepared under the new planning system. In addition, the Regional Planning Guidance for the North East became part of the Development Plan when the new planning system came into force in July 2004.

Under the new planning system the development plan will comprise:

- ♦ the **Regional Spatial Strategy** setting out the broad spatial development strategy for the north east region, and
- ♦ a series of **Development Plan Documents** within the **Local Development Framework**.

c) Local Development Framework

The Local Development Framework (LDF) is the name given to a collection of documents related to the new plan-making system as illustrated in the diagram below:



There are basically two types of documents within the LDF – Local Development Documents setting out the spatial strategy and planning policies for the area and other documents relating to the plan making process.

Like the existing Local Plan the purpose of the Local Development Documents within the LDF is to establish a framework for the consideration of planning applications for the development or use of land. These will need to ensure the most efficient use of land by balancing competing demands, within the context of sustainable development. In summary the Local Development Documents are:

- A. Development Plan Documents (DPDs)** – which together with the Regional Spatial Strategy will comprise the statutory Development Plan and deliver the spatial planning strategy for the area. The Development Plan Documents will be subject to independent public examination. Eventually

there will be a number of different types of Development Plan Documents as follows:

- **Core Strategy DPD** setting out the spatial vision, spatial objectives and core policies for the area;
- **Site Specific Allocations DPDs** identifying areas of land for development such as new housing or employment sites;
- **Action Area Plans** (where needed) relating to specific parts of the area where there will be comprehensive treatment or to protect sensitive areas;
- **Proposals Map** which will be updated as each new DPD is adopted;
- **DPDs** containing **waste and minerals** policies; and
- any other DPDs considered necessary.

The Core Strategy must generally conform with the Regional Spatial Strategy and all other DPDs must conform with the Core Strategy.

- B. Supplementary Planning Documents (SPDs)** – these are non-statutory documents expanding on or providing further detail to policies in a Development Plan Document – they can take the form of design guides, development briefs, master plans or issue-based documents. Although SPDs will be subject to full public consultation, they will not be independently examined.

The other documents included in the LDF are:

- i. The **Local Development Scheme (LDS)** – setting out the details of each of the Local Development Documents to be started over a period of three years or so and the timescales and arrangements for preparation. The current Hartlepool Local Development Scheme can be viewed on the Council's website at [www.hartlepool.gov.uk/planningandbuildingcontrol/planningpolicy](http://www.hartlepool.gov.uk/planningandbuildingcontrol/planningpolicy).
- ii. **Statement of Community Involvement (SCI)** – setting out the policy for involving the community and others with an interest in the development process both in the preparation and revision of Local Development Documents and with respect to planning applications.
- iii. **Annual Monitoring Report** – assessing the implementation of the local development scheme and the extent to which policies in Local Development Documents are being achieved.

In addition to the change in format, the emphasis of plan making is changing. Planning is now required to more consciously and deliberately take into account the economic, social and environmental implications when weighing up competing demands for land. The new emphasis, known as spatial planning, encourages community involvement in the early stages of plan making and provides a greater scope to promote and manage looked-for change.

d) Sustainability Appraisal

Local Development Documents should contribute to the achievement of sustainable development. Further, European Union (Strategic Environmental Assessment) Directive 2001/42/EC requires that a formal strategic environmental assessment is carried out for certain plans and programmes that are likely to have a significant effect on the environment including planning and land use documents.

Local Development Documents will therefore be subject to a sustainability appraisal (SA) which will incorporate the requirements of the Sustainable Environment Assessment (SEA). This will be a continual and integrated process starting when a new (or revised) local development document is to be prepared.

The SA/SEA process requires an examination of the baseline information of the Borough as it is now together with data on how it may change in the future.

Sustainability objectives and indicators will be developed and used to test policies and proposals contained in Local Development Documents. The policies can then be adjusted accordingly to ensure that they are as sustainable as possible.

Appraisal at each stage of a document's preparation will inform the direction adopted at the next stage and sustainability appraisal reports will be subject to consultation alongside the document as it is developed.

**APPENDIX 2**  
**TESTING SOUNDNESS**

The independent examinations that will be carried out on the Statement of Community Involvement and Development Plan Documents will primarily test their 'soundness'. The following tests of soundness are extracted from Planning Policy Statement 12 which sets out the government's policy on Local Development Frameworks. Further guidance has been developed by the Planning Inspectorate.

**a) Statement of Community Involvement**

In assessing whether the statement of community involvement is sound, the inspector will determine whether the:

- i. local planning authority has complied with the minimum requirements for consultation as set out in the Regulations;
- ii. local planning authority's strategy for community involvement links with other community involvement initiatives e.g. the Community Strategy;
- iii. statement identifies in general terms which local community groups and other bodies will be consulted;
- iv. statement identifies how the community and other bodies can be involved in a timely and accessible manner;
- v. methods of consultation to be employed are suitable for the intended audience and for the different stages in the preparation of Local Development Documents;
- vi. resources are available to manage community involvement effectively;
- vii. statement shows how the results of community involvement will be fed into the preparation of Development Plan Documents and Supplementary Planning Documents;
- viii. authority has mechanisms for reviewing the statement of community involvement; and
- ix. statement clearly describes the planning authority's policy for consultation on planning applications.

**a) Development Plan Documents**

A Development Plan Document will be sound if it meets the following tests:

**Procedural**

- i. it has been prepared in accordance with the local development scheme;
- ii. it has been prepared in compliance with the statement of community involvement, or with the minimum requirements set out in the Regulations where no statement of community involvement exists;
- iii. the plan and its policies have been subjected to sustainability appraisal;

**Conformity**

- iv. it is a spatial plan which is consistent with national planning policy and in general conformity with the regional spatial strategy for the region or, in London, the spatial development strategy and it has properly had regard to any other relevant plans, policies and strategies relating to the area or to adjoining areas;
- v. it has had regard to the authority's community strategy;

**Coherence, consistency and effectiveness**

- vi. the strategies/policies/allocations in the plan are coherent and consistent within and between development plan documents prepared by the authority and by neighbouring authorities, where cross boundary issues are relevant;
- vii. the strategies/policies/allocations represent the most appropriate in all the circumstances, having considered the relevant alternatives, and they are founded on a robust and credible evidence base;

- viii. there are clear mechanisms for implementation and monitoring; and
- ix. the plan is reasonably flexible to enable it to deal with changing circumstances.

**APPENDIX 3****SERVICE STANDARDS FOR THE LDF AND PLANNING APPLICATIONS**

Hartlepool Borough Council is committed to making dealings with everyone who gets involved with the planning process fair, transparent, accessible and timely. Council officers will treat you fairly and considerately and the table below sets out the standards you can expect when dealing with the council on LDF matters and planning applications.

<b>LDF STANDARDS</b>	
<b>If You...</b>	<b>Council officers will, where possible...</b>
Write to us	Acknowledge it within 3 working days and reply in full within 15 working days of the date it was received.
Telephone us	Try to answer your query immediately over the phone, provided you call within normal office hours. If your query relates to a specific site, you may be asked to send a map by post or fax. This is to make sure that the advice given is actually for the site that interests you. In certain circumstances officers may request these verbal requests are put in writing for the avoidance of doubt / misunderstanding.
E-mail us	Provided you use the e-mail address - <a href="mailto:planningpolicy@hartlepool.gov.uk">planningpolicy@hartlepool.gov.uk</a> automatically acknowledge that your e-mail has been received, and provide a full reply by e-mail within 15 working days of the date the e-mail was received. (This service cannot be guaranteed if you use the e-mail address of a specific Planning Officer).
Fax us	See standards for writing. These only apply if you use the fax no 01429 523585. It often helps if you contact the Council first by phone or e-mail so a fax can be expected.
Meet us face to face	Try to answer your query immediately. If this is not possible, you will receive an explanation and you will be informed as to when you can expect a follow up response to your query. You will be asked how you wish further contact to be made. In certain circumstances officers may request these verbal requests are put in writing for the avoidance of doubt / misunderstanding.
<b>LDF: SPECIFIC ACTIONS</b>	
<b>If You...</b>	<b>Council officers will, where possible...</b>
Ask for planning and/or environmental information	If required, provide information on your rights under the Freedom of Information Act (January 2005) and what the Council is required to make available under the new Environmental Information Regulations (the Aarhus Convention).
Request a document	<ul style="list-style-type: none"> <li>• Tell you where you can already view the document.</li> <li>• Tell you whether there is a charge, and if so what it is.</li> </ul>

	<ul style="list-style-type: none"> <li>Post it out to you within 24 hours (if it is free of charge) or on receipt of your payment (if there is a cost).</li> </ul>
Have submitted comments on any planning document	Provide feedback either directly and / or in a published statement setting out the issues raised by respondents and the Council's response to each issue raised.
Submit formal representation	Acknowledge it within 3 working days and provide feedback either directly or through a summary report of all representations prepared for Councillors and subsequently published.
<b>PLANNING APPLICATION STANDARDS</b>	
<b>If You...</b>	<b>Council officers will, where possible...</b>
Write to us	Acknowledge receipt within 3 working days and reply in full within 15 working days, if you are asking advice on a development proposal.
Telephone us	Most enquiries about development proposals are complex and can have legal implications. You will therefore be asked to put your request in writing.
E-mail	Provide advice on development proposals within 15 working days.
Meet us face to face	Most enquiries about development proposals are complex and can have legal implications. You will therefore be asked to put your request in writing.
<b>PLANNING APPLICATIONS SPECIFIC ACTIONS</b>	
<b>If You...</b>	<b>Council officers will, where possible...</b>
Have submitted comments on a planning application	Acknowledge receipt within 3 working days. You will be given the opportunity to put your comments to the Council's Planning Committee if it is asked to consider the application (if more than one person wishes to speak you will be asked to consider appointing a spokesperson). We will advise you of the decision on an application within 2 working days of the decision being issued.
Have submitted an informal enquiry about a development proposal	Acknowledge receipt within 3 working days and provide a reply within 15 working days.

The following will be applied to all communications:

- Information will be of good quality and will be timely to allow individuals sufficient time and opportunity to gain access and understanding;
- In practical terms, meetings will be held at suitable times, in accessible places with associated support to maximise attendance and participation;
- When communicating in written form every effort will be made to ensure documents and literature are written in plain language that will be understood by the intended audience, are concise, are clearly laid out and are without jargon;

- Every effort will be made to see that documents are clear about their purpose, and are available in an accessible format having regard for specific needs (i.e. large print, Braille, translated in different languages);
- Consideration will be given to the widest use of formats including use of IT, the Internet, use of current networks and Forums, as well as use of focus groups, one to one activity, and community planning exercises.

**APPENDIX 4****CONSULTATION BODIES FOR LOCAL DEVELOPMENT DOCUMENTS**

The Government Regulations<sup>13</sup> relating to the preparation of Local Development Documents require that certain minimum standards should be met for consulting on pre-submission DPDs (Regulations 25 and 26) and on draft SPDs (Regulation 17). These regulations make reference to:

- ◆ specific consultation bodies which must be consulted where the proposed subject matter of the LDD affects that body; and
- ◆ general consultation bodies which should be consulted if the local planning authority considers it appropriate.

The defined consultation bodies are listed below. The names and make up of individual bodies change from time to time and the bodies identified in italic type in brackets are those or examples of those currently relevant in the Hartlepool context.

**a) Specific Consultation Bodies:**

- the regional planning body (*currently the North East Regional Assembly*);
- a relevant authority any part of whose area is in or adjoins the area of the local planning authority (*this includes the parish councils within Hartlepool, Durham County Council, Easington and Sedgfield District Councils, Stockton on Tees, Middlesbrough and Redcar and Cleveland Borough Councils together with relevant town and parish councils within these adjoining Borough and District Councils*);
- The Countryside Agency;
- The Environment Agency;
- Highways Agency;
- The Historic Buildings and Monuments Commission for England;
- English Nature;
- The Strategic Rail Authority;
- a Regional Development Agency whose area is in or adjoins the area of the local planning authority (*currently One North East*);
- any person to whom the electronic communications code applies by virtue of a direction given under Section 106 (3)(a) of the Communications Act 2003 (*eg British Telecom*);
- any person who owns or controls electronic communications apparatus situated in any part of the area of the local planning authority (*eg. British Telecom, NTL Orange*); and
- any of the bodies from the following list who are exercising functions in any part of the area of the local planning authority:
  - Strategic Health Authority;

<sup>13</sup> The Town and Country Planning (Local Development)(England) Regulations 2004

- person to whom a licence has been granted under Section 7(2) of the Gas Act 1986 (eg. *British Gas*);
- sewage undertaker (eg. *Northumbrian Water*); and
- water undertaker (eg. *Hartlepool Water Company*).

**b) General Consultation Bodies:**

- voluntary bodies some or all of whose activities wholly or partially benefit any part of the authority's area (eg *Hartlepool Voluntary Development Agency, resident's associations and tenants groups etc*);
- bodies which represent the interests of different racial, ethnic or national groups in the authority's area (eg *Salaam Centre, Circle of Life*);
- bodies which represent the interests of different religious groups in the authority's area (eg *Churches Together*);
- bodies which represent the interests of disabled persons in the authority's area (eg *Hartlepool Access Group.*); and
- bodies which represent the interests of persons carrying on business in the authority's area (eg *Hartlepool Economic Forum, North East Chamber of Commerce, House Builders' Federation*).

**c) Other Consultees:**

A list of other possible agencies and organisations, which it is suggested that local planning authorities should consider the need to consult is also set out in the Government's Planning Policy Statement (PPS) 12 on Local Development Frameworks. The Council considers that many of these would be regarded as general consultation bodies representing one of the interests listed above. Others such as the environmental, conservation and wildlife groups would usually be consulted as a matter of course where the subject of the Local Development Document relates to such aspects. All the agencies and organisations suggested in PPS 12 (with the exception of Transport for London and the Commission for New Towns) are included in Hartlepool's LDF consultees database together with other organisations such as schools, estate agents, consultants, major landowners etc. and, of course, relevant government departments.

## **APPENDIX 5**

### **CONSULTEES FOR PLANNING APPLICATIONS**

#### **a) STATUTORY CONSULTEES**

Ancient Monuments Society  
Headland Parish Council  
Dalton Parish Council  
Elwick Parish Council  
Greatham Parish Council  
Hart Parish Council  
Newton Bewley Parish Council  
Council for British Archaeology  
Department for Environment Food and Rural Affairs (DEFRA)  
English Heritage  
English Nature  
Environment Agency  
Government Office for the North East  
Health and Safety Executive  
Highways Agency  
Highways Division, Hartlepool (the Local Highway Authority)  
One North East  
Railtrack  
Regional Assembly for the North East (RANE)  
Sport England  
The Georgian Group  
The Society for the Protection of Ancient Buildings  
The Theatres Trust  
The Victorian Society

#### **b) MAIN OTHER CONSULTEES**

Hartlepool Borough Council departments (as relevant)  
Civil Aviation Authority  
Cleveland Community Forest  
Cleveland Constabulary (Architectural Liaison Officer)  
Cleveland Wildlife Trust  
Commission for Architectural and the Built Environment  
Crown Estates  
Durham Tees Valley International Airport  
Garden History Society  
Ministry of Defence  
Northumbrian Water  
Sustrans  
Tees and Hartlepool Port Authority  
Tees Archaeology  
Tees Valley Joint Strategy Unit (JSU)  
Ramblers Association  
West Central Hartlepool New Deal for Communities Partnership (NDC)  
Wind Farm Enquires 02-49 Ofcom

## **APPENDIX 6**

### **USEFUL CONTACTS**

#### a) Council Contacts

Planning Officers are available to discuss the Local Development Framework, Statement of Community Involvement and planning applications at Bryan Hanson House, Hartlepool. This office is open as follows:

Monday – Thursday	8.30am – 5.00pm
Friday	8.30am – 4.30pm

The Statement of Community Involvement and other documents within Local Development Framework are being produced by the Urban Policy Section:

- Write to: Urban Policy Section  
Hartlepool Borough Council  
Bryan Hanson House  
Hanson Square  
Lynn Street  
Hartlepool  
TS24 7BT
- Telephone: 01429 523532
- Fax:: 01429 523285
- E-mail: [planningpolicy@hartlepool.gov.uk](mailto:planningpolicy@hartlepool.gov.uk)
- View the web site at [www.hartlepool.gov.uk/planningandbuildingcontrol/planningpolicy](http://www.hartlepool.gov.uk/planningandbuildingcontrol/planningpolicy)

Officers of the Urban Policy Section can be available outside normal office hours by prior arrangement

For information regarding planning applications please contact the Development Control Section as below:

- Write to: Development Control Section  
Hartlepool Borough Council  
Bryan Hanson House  
Hanson Square  
Lynn Street  
Hartlepool  
TS24 7BT
- Telephone:(01429) 284317 or 523298
- Fax: (01429) 523599
- E-mail: [developmentcontrol@hartlepool.gov.uk](mailto:developmentcontrol@hartlepool.gov.uk)

- Web  
site: [www.hartlepool.gov.uk/planningandbuildingcontrol/developmentcontrol](http://www.hartlepool.gov.uk/planningandbuildingcontrol/developmentcontrol)

Any consultee or group of consultees who would like to make a complaint against the Council about the standards of service, actions or lack of action by the Council or their staff should:

- Write to: Head of Regeneration  
Hartlepool Borough Council  
Bryan Hanson House  
Lynn Street  
Hartlepool  
TS24 7BT
- Telephone: (01429) 523597

b) Further Information

Further information and guidance on the planning system is available on the internet on the Planning Portal at [www.planningportal.gov.uk](http://www.planningportal.gov.uk)

National planning policy (Planning Policy Statements) can be viewed on the website of the Office of the Deputy Prime Minister at [www.odpm.gov.uk](http://www.odpm.gov.uk)

The Royal Town Planning Institute also has planning news on its website at [www.rtpi.org.uk](http://www.rtpi.org.uk).

c) Other Contacts

- ♦ **Professional Advice** – such as from a qualified planning consultant (see Yellow Pages or Leaflet in Reception at Bryan Hanson House)
- ♦ **Planning Aid** – a charity (supported by central government and administered by the Royal Town Planning Institute) offering free and unbiased advice to groups and individuals unable to afford a planning consultant.
  - Write to: Planning Aid North  
Joint Professional Centre for Planning & Landscape  
3rd Floor, Claremont Tower  
University of Newcastle upon Tyne  
Claremont Road  
Newcastle upon Tyne,  
NE1 7RU
  - Helpline: (0870) 850 9803
  - Telephone: (0191) 222 5776
  - Website: [www.planningaid.rtpi.org.uk](http://www.planningaid.rtpi.org.uk)

- ♦ **Hartlepool Voluntary Development Agency (HVDA)** an umbrella organisation who can help groups of residents to come together to respond to planning issues.  
Write to: HVDA  
Rockhaven  
36 Victoria Road  
Hartlepool  
Telephone: (01429) 262641
- ♦ **Your Local Elected Ward Councillor**  
Tel 01429 266522 for further details
- ♦ **Your Member of Parliament**  
To contact Iain Wright MP:  
Write to: 23 South Road  
HARTLEPOOL  
TS26 9HD
- ♦ If you feel that the local council has made a procedural or administrative mistake in its decision making process then you can contact the **Local Government Ombudsman** who will investigate:  
Write to: Local Government Ombudsman  
Patricia Thomas  
Beverley House  
17 Shipton Road  
York YO30 5FZ  
Telephone: 01904 380200  
Fax: 01904 380269  
Website: [www.lgo.org.uk/contact.htm](http://www.lgo.org.uk/contact.htm)
- ♦ **UNITE** – provide mediation services for neighbour disputes.  
Write to: UNITE  
Southlands Centre  
Ormesby Road  
Middlesbrough  
TS3 0HB  
Telephone: (01642) 311633  
e-mail: [enquiries@unite-mediation.org](mailto:enquiries@unite-mediation.org)  
Website: [www.unite-mediation.org](http://www.unite-mediation.org)

**APPENDIX 7****DEFINITIONS OF ACRONYMS AND TECHNICAL TERMS USED IN THE SCI**

AAP	Action Area Plan	A type of Development Plan Document relating to specific areas of major opportunity and change or conservation.
	Adopt	The final confirmation of a plan as a statutory document by the local planning authority.
	Allocation of Land	The identification of how land should be developed or built on in the future, e.g. new housing development.
AMR	Annual Monitoring Report	Report submitted to Government on the progress of preparing the Local Development Framework and the extent to which policies are being achieved.
	Appeals	The process whereby an applicant can challenge an adverse decision on an application by means of written representations, as in a formal hearing or formal inquiry proceedings
	Best Practice	Proven, practical and successful solutions to common problems
	Code of Practice	Guidance
	Circular	A government publication setting out policy approaches
CEN	Community Network	A network of community development workers operating throughout the town to support members of the public, resident associations and community / voluntary sector involvement with the Hartlepool Partnership. The network receives government funding through the Community Empowerment Fund. Hartlepool Voluntary Development Agency is the lead organisation for the CEN in Hartlepool.
	Community Strategy	Provides the planning framework for all services in Hartlepool, including the regeneration and neighbourhood renewal activity. Sets out a long term vision and details the principles and 7 priority aims necessary to achieve the vision and improve services.
	Compact	An agreement between local government (eg HBC) and the voluntary and community sector to improve relationships for advantage to all parties.
	Consultation	Seeking people's views to guide decision-making.
	Core Strategy	A Development Plan Document setting out the spatial vision and objective of the planning framework for the area, having regard in particular to the Community Strategy. All other development plan documents must conform with the core strategy.
	Corporate	With reference to the Local Authority, all departments and interests acting as a united group.
	Corporate Consultation Group	Brings together representatives from all council departments to contribute to the review of the

		Corporate Consultation Strategy (see below).
	Corporate Consultation Strategy	Outlines the purpose, needs and benefits of a consultation framework.
DPD	Development Plan Document	A local development document in the local development framework which forms part of the statutory development plan. The core strategy, documents dealing with the allocation of land, action area plans and the proposals map are all development plan documents.
	Development Plan	Documents setting out the policies and proposals for the development and use of land and buildings. Under the new planning system it comprises the Regional Spatial Strategy and Development Plan Documents, whilst under the transitional arrangements it comprises the Structure Plan and Local Plan.
	Empower	Development of confidence and skills of individuals or communities to enable them to take on decision making roles.
	Feedback	Reporting back information on something that has been done.
	Freedom of Information Act 2000	Details the general right of access to information held by public authorities
	Hartlepool Partnership	The Local Strategic Partnership (LSP). Set up in 1999 to bring together a range of organisations to give the town a strong united voice. Main aim is to improve social, economic and environmental well being by providing existing services more effectively, improving areas and setting a vision for the future guided by the Community Strategy.
	Independent Examination	The process by which an Independent Planning Inspector publicly examines the soundness of a DPD and any representations made against it before issuing a binding report.
	LDF Consultees Database	A list containing details of groups, organisations and individuals to be consulted on planning policy documents. To be included on the list contact the Urban Policy Section of the Council at Bryan Hanson House (tel 01429 523280 or e-mail <a href="mailto:planningpolicy@hartlepool.gov.uk">planningpolicy@hartlepool.gov.uk</a> )
	Local Authority	Organisation governing the area, e.g. the Borough Council, County Council, Town Council, Village Council.
	Local Planning Authority	The Local Authority that is empowered by law to exercise planning functions. Normally the borough council or district council.
LDF	Local Development Framework	The overarching term given to the collection of Local Development Documents which collectively will provide the local planning authority's policies for meeting the community's economic, environmental and social aims for the future of the area where this affects the development and use of land and buildings. The LDF also includes the Local Development Scheme and the Annual Monitoring Report.
LDS	Local Development Scheme	A public statement setting out the programme for the preparation of Local Development Documents.

		Initially it will also identify the programme for the completion of the local plan and also which policies of the local and structure plan are to be saved and/or replaced.
	Local Plan	A statutory development plan prepared under previous legislation, or being prepared under the transitional arrangements of the new Act. (A legal document containing all the policies and standards that will be used to determine decisions on planning applications received by the Development Control Section.)
LDD	Local Development Document	An individual document in the Local Development Framework. It includes Development Plan Documents, Supplementary Planning Documents and the Statement of Community Involvement.
	Material Considerations	A matter which should be taken into account in deciding on a planning application or on an appeal against a planning decision.
	National Planning Policy	Government policy contained within Planning Policy Guidance (PPG) and Planning Policy Statements (PPS).
	Neighbourhood Consultative Forum	A non-statutory forum for discussing neighbourhood issues and needs. Members may be publicly elected or nominated by organisations represented under the constitution.
	Neighbourhood Renewal	A national strategy setting out the Government's vision for narrowing the gap between deprived neighbourhoods and the rest of the country, to reduce disadvantage.
	Non Statutory	Not strictly required by written law.
ODPM	Office of the Deputy Prime Minister	Government department responsible for town and country planning, policy and administration (previously the Department for Transport, Local Government and the Regions, DTLR).
	Planning and Compulsory Purchase Act 2004	Government legislation introducing a new approach to development planning.
	Planning Application	An application for permission from the local planning authority to commence building work or change of use of buildings.
	Planning Committee	A panel of 16 members of the Council whose role is to consider difficult or complicated planning and other applications. Normally meets every four weeks.
PPG	Planning Policy Guidance	Government documents providing policy and guidance on a range of planning issues such as housing, transport, conservation etc. PPGs are currently being replaced by Planning Policy Statements.
PPS	Planning Policy Statements	Government documents replacing PPGs and designed to separate policy from wider guidance issues.
	Policies	Legal guidance document.
	Protocol	Official procedures.
	Proposals Map	Illustrating on an Ordnance Survey base the policies and proposals of development plan documents and any 'saved' policies of the local plan.

RPG	Regional Planning Guidance	Planning policy and guidance for the region issued by the Secretary of State. RPG became the Regional Spatial Strategy upon commencement of the Act.
RSS	Regional Spatial Strategy	Statutory regional planning policy forming part of the Development Plan and prepared by the regional planning body. The Local Development Framework must be in conformity with the RSS.
	Resident Association	A group of residents bound by a written constitution that represent resident views within a certain area.
	Saved Policies	Policies within the Local Plan and the Structure Plan that remain in force for a time period pending their replacement as necessary by development plan documents or the Regional Spatial Strategy.
	Scrutiny Forum	An advisory panel, which considers reports and carries out investigations into issues arising.
	Six Week Period	In the statutory time period individuals and groups can make objections or support a plan.
	Soundness	In the process of examining a planning document an inspector assesses whether the document is reasonable, shows good judgement and is justifiable (ie sound)
	Spatial Planning	Taking into account the economic, social and environmental implications when weighing up competing demands for land.
	Statutory	Required through written law, usually through an Act of Parliament.
	Sustainable	To maintain the vitality and strength of something over a period of time.
SA	Sustainability Appraisal	Identifies and evaluates social, environmental and economic effects of strategies and policies in a local development document from the outset of the preparation process. It incorporates the requirements of the Strategic Environmental Assessment (SEA) Directive.
SCI	Statement of Community Involvement	Sets out the standards to be achieved in involving the community and other stakeholders in the preparation, alteration and review of Local Development Documents and in significant development control decisions
SEA	Strategic Environmental Assessment	A generic term used internationally to describe environmental assessment as applied to policies, plans and programmes
SPD	Supplementary Planning Document	A local development document providing further detail of policies in development plan documents or of saved local plan policies. They do not have development status.
SPG	Supplementary Planning Guidance	Provide additional guidance expanding policies in a local plan. SPGs will remain relevant where they are linked to saved policies but will ultimately be replaced by supplementary planning documents.
	Structure Plan	A statutory development plan setting out strategic policies for environmental protection and development and providing the more detailed framework for local plans. Policies in the structure plan will be saved for a time period under the transitional arrangements of the Act.

	Third party right of appeal	An applicant for planning permission who is not happy with the council's decision can appeal to a third party, normally the planning inspectorate. An inspector will be appointed to review the council's decision.
	Transitional Arrangements	Government regulations describing the process of development plans begun before, and to be completed after, the Planning and Compulsory Purchase Act 2004
	Vision	A long term view, an image of how things might be in the future.
	Voluntary Sector	Non-statutory organisations controlled by people who are unpaid and usually elected.

***Draft SCI - Response to Consultation***

<i><b>SCI</b></i>	<i><b>Name</b></i>	<i><b>Organisation</b></i>	<i><b>Comments</b></i>	<i><b>Changes Sought</b></i>	<i><b>Draft HBC Response</b></i>
DSCI 001	Ian Radley	Highways Agency	No further comment to make, other than the Highway Authority's role within the LDF preparation process is adequately dealt with by Appendix 4		NOTED
DSCI 002	Mrs H. Maguire	Hartlepool H.O.H. club	Support (no additional comments made)		NOTED
DSCI 003	Tracey Jones	The Countryside Agency	Unable to offer comments due to limited resources		NOTED
DSCI 004	Alan Hunter	English Heritage		Include statutory and non-government heritage organisations in the planning process. (see letter)	<b>AGREE</b> to include additional heritage organisations who are statutory consultees to list at Appendix 5
DSCI 005	Marie Higgins	Sport England		Identify Sport England as a consultee in the preparation of local development documents in appendix 4.	<b>AGREE</b> to add Sport England as a consultee in appendix 4..
DSCI 006	Aiden A Mullan	North Tees & Hartlepool NHS	Support (no additional comments made)		NOTED
DSCI 007	Diane Bowyer	DPDS Consulting Group	Support (no additional comments made)		NOTED
DSCI 008	Helen Spoors	District of Easington	Support the intention to co-ordinate consultation activity through the Corporate consultation strategy. Consultation via email and letter is welcomed		NOTED
DSCI 009	Steve Willcock	George Wimpey North	Receipt acknowledged - please keep informed of progress of SCI		NOTED
DSCI 010	Chris Creighton (agent)	WM. Morrison Supermarkets PLC	Supports proposals set out in draft SCI for future consultation		NOTED
DSCI 011	Robert Cooper (Clerk)	Grindon Parish Council		Neighbouring Councils are specifically mentioned in relation to receiving information.	NOTED - Neighbouring Councils are statutory consultees and will be consulted as required by Government Regulations

28 November 2005

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<i>SCI</i>	<i>Name</i>	<i>Organisation</i>	<i>Comments</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
DSCI 012	Robin Daniels	Tees Archaeology	Support (no additional comments made)		NOTED
DSCI 013	Sheila Bruce	Hartlepool Civic Society	Support (no additional comments made)		NOTED
DSCI 014	Dr David Leyshon	Ramblers Association	Support - pleased that Rambler's Association listed in Appendix 5		NOTED
DSCI 015	Julie Proffitt	Hartlepool Access Group		1. Title needs clear link with planning 2. Access Group should be listed as a contact for issues relating to disability and equal access for all. 3. Language needs to be in plain English. 4. Hartlepool Community Forum should be Voluntary Sector contact rather than HVDA	1. <b>AGREE</b> that would be helpful to include a planning related subtitle. 2. <b>AGREE</b> to add Access Group as a key contact. 3. NOTED - the Council appreciates that the document is difficult to understand and has endeavoured to put the document into plain English. However, the SCI must accord with government advice as to its contents in order to meet the tests of soundness and this inevitably raises difficulties in this respect. <b>AGREE</b> to recheck before the document is finalised. 4. <b>AGREE</b> to add reference to Community Network as voluntary sector contact.
DSCI 016	Fiona Campbell	Hartlepool Access Group		1. Title needs clear link with planning 2. Access Group should be listed as a contact for issues relating to disability and equal access for all. 3. Language needs to be in plain English. 4. Hartlepool Community Forum should be Voluntary Sector contact rather than HVDA	1. <b>AGREE</b> that would be helpful to include a planning related subtitle. 2. <b>AGREE</b> to add Access Group as a key contact. 3. NOTED - the Council appreciates that the document is difficult to understand and has endeavoured to put the document into plain English. However, the SCI must accord with government advice as to its contents in order to meet the tests of soundness and this inevitably raises difficulties in this respect. <b>AGREE</b> to recheck before the document is finalised. 4. <b>AGREE</b> to add reference to Community Network as voluntary sector contact.

<i>SCI</i>	<i>Name</i>	<i>Organisation</i>	<i>Comments</i>
DSCI 017	Christine Remmer	Hartlepool Access Group	
DSCI 018	Louise Linighan	Hartlepool Access Group	
DSCI 019	Kevin J. Gledden	Hartlepool Access Group	Support (no additional comments made)
DSCI 020	Helen Wood	Tees Valley Regeneration	

#### *Changes Sought*

1. Title needs clear link with planning
2. Access Group should be listed as a contact for issues relating to disability and equal access for all.
3. Language needs to be in plain English.
4. Hartlepool Community Forum should be Voluntary Sector contact rather than HVDA

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3. Language needs to be in plain English.
4. Hartlepool Community Forum should be Voluntary Sector contact rather than HVDA

Add TVR to "main other Consultees" contained in Appendix 5 of document.

#### *Draft HBC Response*

1. **AGREE** that would be helpful to include a planning related subtitle.
2. **AGREE** to add Access Group as a key contact.
3. NOTED - the Council appreciates that the document is difficult to understand and has endeavoured to put the document into plain English. However, the SCI must accord with government advice as to its contents in order to meet the tests of soundness and this inevitably raises difficulties in this respect. **AGREE** to recheck before the document is finalised.
4. **AGREE** to add reference to Community Network as voluntary sector contact.

1. **AGREE** that would be helpful to include a planning related subtitle.
2. **AGREE** to add Access Group as a key contact.
3. NOTED - the Council appreciates that the document is difficult to understand and has endeavoured to put the document into plain English. However, the SCI must accord with government advice as to its contents in order to meet the tests of soundness and this inevitably raises difficulties in this respect. **AGREE** to recheck before the document is finalised.
4. **AGREE** to add reference to Community Network as voluntary sector contact.

NOTED

**AGREE** to add TVR to main other consultees contained in Appendix 5 of document.

<i>SCI</i>	<i>Name</i>	<i>Organisation</i>	<i>Comments</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
DSCI 021	Sam Kipling	Environment Agency	No comments - document appears to be comprehensive, well-structured and accessible		
DSCI 022	Louise Nicholson	Yuill Homes Ltd	Keep informed of progress in this and other planning documents (no comments made on draft SCI)		NOTED - respondent will be kept advised of all consultations
DSCI 023	Jill Stephenson	Network Rail	No comment to make		NOTED
DSCI 024	Paul Nugent	Burbank United Residents	Would like to take part in the consultation process		NOTED - respondent will be kept advised of all consultations
DSCI 025	Jenny Loring	English Nature		Include points made in circular 08/2005 on Guidance on changes to the development control system regarding consultation with statutory consultees	<b>NOT AGREED</b> - Level of detail is not appropriate for the SCI. The Council operate a comprehensive one stop shop free advisory service where potential developers are given advice and encouraged where necessary to consult outside agencies including English Nature
DSCI 026	Charlton Gibbon	Middlesbrough Borough Council	No comments		NOTED
DSCI 027	Land & Development	National Grid	Emphasise the role of National Grid Plc. which is listed as an 'other consultee' in PPS 12 on Local Development Frameworks Offer help in the formulation of future policies relevant to National Grid.		NOTED - it is proposed to include the full list of consultees as set out in PPS12 (see HBC response to GONE's comment DSCI 030).
DSCI 028	Michael Jones (Agent)	Post Office Property Holdings		Include Post Office Property Holdings as a Statutory Consultee upon list of groups to notify on major planning applications.	<b>AREE</b> to add Post Office Property Holdings to Appendix 5 as a Statutory Consultee for major planning applications.
DSCI 029	Mary Edwards	Government Office for the North East		A brief explanation of the SCI Process and timetable, in a diagrammatic form, would be helpful in the introduction.	<b>DISAGREE</b> - Whilst it would have been helpful to include a diagram in the draft SCI, it is not considered necessary to include it in the final SCI as the process will be completed once the document is adopted.

28 November 2005

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**SCI      Name      Organisation      Comments**

DSCI 030    Mary Edwards      Government Office  
for the North East

DSCI 031    Mary Edwards      Government Office  
for the North East

DSCI 032    Mary Edwards      Government Office  
for the North East

DSCI 033    Mary Edwards      Government Office  
for the North East

DSCI 034    Mary Edwards      Government Office  
for the North East

**Changes Sought**

Appendix 4 should list all the bodies under "other consultees" in paragraph E3 of Annex E in PPS12.

1. Diagram 1 in Section 5 of the SCI would benefit from reducing the text in the boxes to just include the main message.
2. The stage 1 box also refers to SPD.

Contact information in Appendix 6 "Useful contacts" would be more useful in the main document at

Appendix 1 - "Summary of the New Planning System" contains information regarding the Hartlepool Local Development Framework which should be included in section 2 of the SCI

The information in Table 1 could be presented in a matrix format showing the production stages and how the council will engage at each stage. This will remove the need for the reader to constantly refer back to diagrams 1 and 2.

**Draft HBC Response**

**AGREE** to specifically identify all bodies listed in PPS12 in Appendix 4 of

1. **DISAGREE** - It is felt that the explanation in each box will help give understanding to the process. However, **AGREE** to also include simplified versions of both Diagram 1 and Diagram 2 within the SCI (see also HBC response to GONE's comment DSCI 034).
2. **AGREE** to correct Diagram 1.

**AGREE** to incorporate contact information from Appendix 6 into section 9 of the SCI document.

**DISAGREE** - The main purpose of the SCI is to set out how the council intends to involve the community and other interested parties in the new planning system and to provide standards for involving the community in all the different stages of the planning policy process and in the determination of planning applications. It is considered that extending section 2 of the SCI to include full details of the new planning process will unduly obscure the main messages of the document.

**NOTED** - It is considered that such a matrix will lose some of the detail relating to how the Council will engage and inform the community. However, it is considered that it would be helpful if simplified versions of Diagrams 1 and 2 as suggested in the HBC response to GONE's comment DSCI 031 were reproduced alongside Table 1 to remove the need for the reader to refer back.

# CABINET REPORT

Date 9<sup>th</sup> December 2005



**Report of:** The Director of Regeneration and Planning Services

**Subject:** RESPONSES TO THE PROPOSED  
MODIFICATIONS TO THE HARTLEPOOL LOCAL  
PLAN

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## SUMMARY

### 1. PURPOSE OF REPORT

To report the receipt of representations following the publication of the Proposed Modifications to the Hartlepool Local Plan and to suggest further relatively minor modifications that should be publicised before the Local Plan is formally adopted.

### 2. SUMMARY OF CONTENTS

The Proposed Modifications as agreed by Council on 15 September 2005 were made available for public inspection from 30 September to 10 November 2005 to give an opportunity for representations in respect of the proposed modifications and to the intention not to modify the plan in accordance with certain of the recommendations in the Inspector's Report.

A total of 66 representations were received comprising

- 41 representations of support to the Proposed Modifications
- 9 objections to the Proposed Modifications
- 7 objection to the Council's decision not to modify the plan in accordance with certain of the recommendations in the Inspector's Report.
- 9 general comments

Following consideration of the objections it is suggested that a number of relatively minor modifications be made to the Local Plan to accord with recent national policy guidance thereby enhancing the effectiveness of the policies and also to clarify parts of the text.

**3. RELEVANCE TO CABINET**

The Local Plan is of strategic significance to the Council setting out policies and proposals for development and use of land, covering the period up to 2016.

**4. TYPE OF DECISION**

The Local Plan is part of the plans and strategies which together comprise the development plan and is part of the council's budget and policy framework

**5. DECISION MAKING ROUTE**

The Proposed Further Modifications as approved by Cabinet will be referred to the Council for approval for publication for the statutory six weeks period for receipt of further representations prior to proceeding to the adoption.

**6. DECISIONS REQUIRED**

That Cabinet recommends Council to

- a) agree the responses to representations as referred to in this report
- b) approve the proposed Further Modifications
- c) authorise the Regeneration and Liveability Portfolio Holder to agree the final drafting of the Further Modifications.

**Report of:** The Director of Regeneration and Planning Services

**Subject:** RESPONSES TO THE PROPOSED  
MODIFICATIONS TO THE HARTLEPOOL LOCAL  
PLAN

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## **1. PURPOSE OF REPORT**

- 1.1 To report the receipt of representations received following the publication of the Proposed Modifications to the Hartlepool Local Plan and to suggest further relatively minor modifications that should be publicised before the Local Plan is formally adopted.

## **2. BACKGROUND**

- 2.1 The Proposed Modifications as agreed by Council on 15 September 2005 were made available for public inspection from 30 September to 10 November 2005 to give an opportunity for representations in respect of the proposed modifications and to the intention not to modify the plan in accordance with certain of the recommendations in the Inspector's Report.
- 2.2 A total of 66 representations were received from 31 individuals and bodies which comprised:
- 41 representations of support to the Proposed Modifications;
  - 9 objections to the Proposed Modifications;
  - 7 objections to the Council's decision not to modify the plan in accordance with certain of the recommendations in the Inspector's Report;
  - 9 general comments.

The representations are summarised in Appendix 1 attached

## **3. REPRESENTATIONS OF SUPPORT**

- 3.1 Much of the support was received in relation to the Proposed Modifications to delete Briarfields as a low density housing site and to identify the former allotments as a protected green space. Although not directly related to a specific modification a number of supporters mention the need to reinstate the allotments.
- 3.2 Other representations of support have been received from English Heritage relating to conservation issues and the Regional Assembly relating to a wide range of issues including town centre, Victoria Harbour and retailing uses.

## 4. OBJECTIONS

4.1 The main objections to the **Proposed Modifications** are as follows

- Government Office has objected to the Major Office Policy Com14 as it is considered it does not conform fully to the most recent national government guidance;
- Government Office has also objected to Policy PU6 on renewable energy as not being sufficiently positive as advised by government guidance;
- The British Wind Energy Association has also objected to Policy PU6 as being unnecessarily negative;
- Vivienne Properties have objected to a statement in the text at paragraph 6.46a which sets out the conclusions of the 2005 Hartlepool Retail Study and which the objector considers give no scope for proving the test of need for new convenience retailing;
- The Regional Assembly has objected to the modified text in the housing chapter which it considers is inaccurate in relation to the allowance in the Regional Spatial Strategy (RSS) for clearance of properties;
- The Environment Agency has requested the removal of the word 'significantly' in Flood Risk policy Dco2;
- The owners of Tunstall Farm have objected to the deletion of the low density housing policy including the allocation of Tunstall Farm.

4.2 The objections to the Council's decision **not to modify** the plan in accordance with the Inspector's recommendations are as follows:

- the decision not to delete Samsung North Burn Electronics Park and the associated second Wolviston A19 Road access (objections by the Hartlepool Civic Society and Transport 2000);
- Tesco has objected to issues relating to the inclusion of Victoria Harbour in the sequential approach in Policy Com13A, the basis for developer contributions (planning agreements) and the continuing inclusion of the need for rationalising of retail facilities as a developer contribution under Policy GEP9 contrary to the Planning Inspector's recommendation. .

## 5. THE NEXT STEPS

5.1 Arising from the representations officers consider that it is appropriate to agree a number of further relatively minor modifications to the Plan to improve the quality of the policies and ensure that they conform as far as possible to government guidance.

5.2 These are

- to reword Policy Com14 on Major Office Development to cover other town centre uses and to refer more fully to the sequential approach and the justification of need. The supporting text will be slightly modified to reflect the change in policy.
- to reword Policy PU6 on Renewable Energy to better reflect Government advice in PPS22.
- to amend the wording of paragraph 7.41 to clarify the position with regard to the housing numbers and the clearance of properties included in the submitted RSS.
- to remove the word 'significantly' from the policy on flood risk to ensure that even small scale developments take account of flood risk.

5.3 As indicated within the proposed responses within Appendix 1, it is not considered that the objections relating to retail issues (raised by Vivienne Properties and Tesco), Tunstall Farm and North Burn warrant further modifications to the Plan.

5.4 The Further Modifications should be made available for public inspection for a six week period for the receipt of representations. In the event of no duly made objections being received during the deposit period the Borough Council could then proceed to adopt the Local Plan possibly in February 2006.

5.5 In the meantime those policies in the Proposed Modifications which have not been subject to further modifications will now be considered to have full weight as material considerations in planning applications.

## 6. OFFICER ADVICE

That Cabinet recommends Council to

- a) agree the responses to representations as referred to in this report
- b) approve the proposed Further Modifications
- c) authorise the Regeneration and Liveability Portfolio Holder to agree the final drafting of the Further Modifications.

***Representations on Proposed Modifications***

<b><i>Ref</i></b>	<b><i>Name/Organisation</i></b>	<b><i>Subject</i></b>	<b><i>Objection</i></b>	<b><i>Representations</i></b>	<b><i>Changes Sought</i></b>	<b><i>Draft HBC Response</i></b>
8006.1	Durham Heritage Coast	General	No	No comments to make		NOTED
8008.1	North East Regional Assembly	General	No	The proposed modification includes updates to the text describing the emerging RSS. This recognises the publication of the submission draft RSS and its policy objectives. These proposed modifications are welcomed.		NOTED
8011.1	Sanderson Weatherall for Royal Mail Property Group plc:	General	No	No comments - wish to be consulted on future rounds of local plans and LDF documents.		NOTED
8014.1	Northumbrian Water	General	No	No issues in the proposed Modifications other than to reiterate our concerns over the drainage of the Victoria Harbour development.		NOTED
8016.1	Sport England	General	No	Do not wish to make any comments.		NOTED

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8017.2	Development Planning Partnership for Tesco	Developer Contributions	<b>Yes</b>	<p>Objects to Borough Council's decision not to propose a modification as recommended in the Inspector's report. Amendments to GEP9 have not met original objection O/0177.2 &amp; CWRO/5028 and do not take into account the recommendations of the inspector that the plan be modified by including reference to the national framework contained in Circular 05/05 'planning obligations' within the reasoned justification to policy GEP9 and within Supplementary Note 9. The inspector agreed with Tesco stores that there should be an indication of the relevant national policy framework in the reasoned justification of the policy and for any Supplementary Guidance. However the Council provides no justification or reasoning why they have ignored the inspector's recommendation. Original objection that policy GEP9 which refers to developer contributions should specify that any such development contributions or legal agreements will be sought and comply with government guidance and advice. Among other criteria government guidance within circular 05/05 requires that planning obligations should be sought only where they meet the tests of necessity, relevance to planning, directly related to the proposed development, fairly &amp; reasonably related in scale and kind to the proposed development and reasonable in all other respects. Imperative that in context of developer contributions reference made to Government policy to ensure all such agreements comply with its requirements and ensure that in the public interest, they are fair, open and reasonable.</p>	Reference to Circular 05/05 within the justification and within Supplementary Note 9.	<p><b>NO CHANGE:</b> Proposed Modification PM03/05 inserted a new paragraph in the text at 3.24A relating to the need for developer contributions to be fair, open and reasonable. The text has a cross reference to Supplementary Note 9. Further PM03/05 inserts a new para. 1a in Supplementary Note 9 making specific reference to Circular ODPM 05/2005. However in general the text of the Local Plan does not specify such circulars. Government guidance seeks to ensure that the Local Plan does not simply repeat Government advice but rather to formulate policy accordingly.</p>

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8017.3	Development Planning Partnership for Tesco	Developer Contributions	Yes	Objects to Borough Council's decision not to propose a modification as recommended in the Inspector's report. Amendments to Para 3.26c and policy GEP9 have not met original objection (RO/5028.3 & O/0177.2) and do not take account of recommendations of the Inspector that the plan be modified by deleting reference to rationalisation of retail facilities in policy GEP9 and deleting the supporting text in Para 3.26c. The Inspector considered that there is no justification for developer contributions for rationalisation of retail facilities and that it is unreasonable to expect retail proposals that satisfy the tests of location and need set out in PPG6 to have to bring about the location of some existing retail facility. She concluded that Para 3.26c is therefore not consistent with PPG6. The Council also provide no justification or reasoning why they have ignored the inspector's recommendation. Original objection that Para 3.26c does not specify the reasoning and would allow where the need has not been fully justified in terms of need and sequential approach and therefore would not be in accordance with PPS6. Additionally by allowing such private negotiations on such an important matter would lead to a lack of transparency within the planning system	Deleting reference to the rationalisation of retail facilities in Policy GEP9 and deleting supporting text in paragraph 3.26c.	<b>NO CHANGE:</b> Whilst the Inspector recommended that the reference to rationalisation of retail facilities be deleted from policy GEP9 she did nevertheless recommend that the supporting text to Com13 (now Com13A) in para 5.46a include reference to the possible use of planning agreements to support retail relocation schemes. She therefore did not reject the principle of seeking to negotiate such planning agreements. The Borough Council is still of the view that the proper place for such a reference is in Policies GEP9 and Com13A and supporting text. It reaffirms that such arrangements may be necessary to justify a need by securing on a permanent basis the removal of shopping facilities from poorly located areas of the town
8015.1	English Heritage	Regional Economic Strategy	No	Support		NOTED

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8001.2	Hartlepool Civic Society	North Burn	Yes	Objects to the Council's position in not accepting the Inspector's recommendation to delete policy Ind2 (North Burn). Supports Inspector's recommendation as the need for allocation no longer exists. There is over allocation of industrial land in Hartlepool and particularly at Wynyard. Allocation of North Burn is contrary to policies on sustainability and sequential development. Site remote from rest of the Borough and not served by public transport or other support services. It acts as a competitor to existing brownfield sites. The RSS emphasises need for development to prove their credentials in respect of sustainability and sequential development. The neighbouring business park at Wynyard remains undeveloped after 15 years suggests no demand for this site in the foreseeable future.	The Council should accept the recommendation	<b>NOT ACCEPTED:</b> The Borough Council has considered again the Inspector's recommendation to delete the North Burn Electronics Park . It however reiterates its decision not to accept the Inspector's recommendation as to do otherwise would render the Local Plan out of conformity with the Regional Planning Guidance, the Structure Plan and the emerging RSS. The site is of strategic importance for the economic development of the region and will provide jobs for the Hartlepool area. It is considered that North Burn electronics components park will play a vital part in rejuvenating the area's economy and will impact positively on the region and sub-region in terms of creating much needed employment and helping to bridge the north/south divide – the key aim of the Northern Way document. The Council is mindful that the Government Office has not objected to the Council's position.
8008.2	North East Regional Assembly	Sequential Approach	No	Retail/town centre policies accord better with national policy. Accords with sequential approach & strategy to focus development on town centre & recognises integration of edge-of-centre consistent with RPG1 & RSS. Sequential approach to include Victoria Harbour welcomed.		NOTED

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8017.1	Development Planning Partnership for Tesco	Sequential Approach	<b>Yes</b>	Objects to Borough Council's decision not to propose a modification as recommended in the Inspector's report. Amendments to Com13 and Para 5.45 have not met original objection (O/0177.3 & CO/9001.3) & do not take account of the inspector's recommendation that Victoria Harbour needs to be subject to a sequential test and should be included in preference to out of centre sites. The inspector concluded that no clear justification had been presented for preferring certain out of centre locations to others within the urban area and that she remained particularly concerned about the proposed inclusion in the preference of the area at Victoria Harbour much of which is remote from both the town centre and any local centre. However the Council provide no justification or reasoning why they have ignored the inspector's recommendation. Original objection maintained that no indication of whether sequential approach has been taken in allocating Victoria Harbour. We consider that the inclusion of this area is not in accordance with PPS6 and the reference to this site should be removed.	Reference to Victoria Harbour as preferred location for retailing to other out of centre sites to be removed from paragraph 5.45 & Policy Com13 (now	<b>NO CHANGE:</b> Policy Com13A as proposed to be modified was redrafted to reflect the recent government guidance on the sequential approach advises that preference will be given to those of the out of centre sites which are close to the centre and have high likelihood of forming links with the centre. In this context it is considered that Victoria Harbour should be regarded as preferential to other out of centre sites. The redrafted policy states that proposals should demonstrate that a sequential approach has been followed. The Council is of the view that the policy and the text at 5.45 conforms to PPS6. The Council is mindful that Government Office has not objected to the policy or to the text at 5.45 and that the inclusion of Victoria Harbour in the sequential approach is welcomed by the North East Regional Assembly.
8007.1	Vivienne Properties	Retail Study	<b>Yes</b>	Retail study which states no further capacity for convenience floorspace implies no capacity allowed to 2011. This is inconsistent with PPS6 & Com13A & Com10 which require proposals to demonstrate need & retail assessment. All proposals for convenience would not be acceptable under the wording of paragraph 5.46	Delete Paragraph 5.46	<b>NO CHANGE:</b> The revised text to paragraph 5.46 in PM05/26 merely updates the 2005 Retail Study by highlighting one of its conclusions. This statement does not restrict any developer from seeking to justify retail need and capacity as required in the Policy Com13A.
8015.2	English Heritage	Church Street Conservation Area	<b>Yes</b>	Paragraph 5.21 should be amended	add to 5.21 "In addition, development shall be expected to preserve or enhance the character of the Conservation Area".	<b>NO CHANGE:</b> Policy HE1 seeks to protect and enhance Conservation Areas including the Church Street Area. Additional reference in paragraph 5.21 relating to the town centre is unnecessary
8015.3	English Heritage	Edge of Centre site - West Victoria Road	No	Supports para 5.19b as it relates to West Victoria Road		NOTED

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8032	Turley Associates for Aldi	Edge of centre site - East Stranton	No	The proposed new policy Com4a on edge of centre areas is supported especially in relation to East Stranton; the proposed policy allows for some flexibility and for A1 retail development to serve the local area.		NOTED
8012.1	English Partnerships	Trimcomalee Wharf	No	05/14 does not create difficulty in finding a developer for the Trincomalee Wharf site.  12/02 & PM 12/04 unsure how might affect Trincomalee Wharf site.		NOTED
8004.1	Government Office for the North East	Major Office Development	<b>Yes</b>	Major office development conflicts with PPS6. Too narrow focus. Does not address other town centre uses - arts, culture, tourism. Com14 include cross ref to tourism / hotels in Policy To9. Com14 fails to include need, scale of development & impact on existing centres.	Revision to Com14 be based on modified Com12.	<b>AGREE</b> to further modify Policy Com14 to specify a broader range of uses and to reflect more fully PPS6 and emphasis given to justification of need. The further modified wording will be agreed with Government Office.
8008.4	North East Regional Assembly	Victoria Harbour	No	Already commented on Victoria Harbour which was welcomed. Proposed modification to re-allocate for mixed use redevelopment rather than solely employment use as in the original Local Plan welcomed.		NOTED
8015.4	English Heritage	Tourism	No	Supports this paragraph		NOTED
8008.6	North East Regional Assembly	Housing Market Renewal	No	Text updated on subject of housing market restructuring to better reflect more recent work associated with RSS & with Tees Valley Living welcomed.		NOTED
8008.7	North East Regional Assembly	Housing Clearance	<b>Yes</b>	Text incorrect on replacement of cleared dwellings. Some demolished dwellings not replaced. RSS has district net addition & sub-regional demolition figures. RSS not include replacements in net addition provision; replacements against net additions.	Paragraph 7.19b should better recognise that RSS does account for replacement dwellings.	<b>ACCEPT FURTHER MODIFICATION.</b> Although the Council is of the view that the text at 7.19b is correct it appears that the wording has been misunderstood by the Regional Assembly. It is therefore proposed to revise the text to add in specific reference to Policy 30 of the RSS to emphasise that it does not refer to other housing policies in the RSS.

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8008.8	North East Regional Assembly	Windall Housing	No	The proposed consideration of windfall sites and the setting out of phasing periods identical to those in the emerging RSS is welcomed.		NOTED
8008.9	North East Regional Assembly	Brownfield Targets	No	The Assembly welcomes the inclusion of previously developed land targets consistent with RPG1 policy H4 and the emerging RSS.		NOTED
8008.1	North East Regional Assembly	Greenfield sites	No	The proposed deletion of some edge of settlement allocations is welcomed as this will enable more centrally located sites and HMR initiatives to be phased first as well as Victoria Harbour		NOTED
8010.1	John Herbert	Eaglesfield Road	No	(copy of letter circulated to members)		<b>NO CHANGE</b> Whilst the Council recognises the potential community benefit arising from the development of housing at Eaglesfield Road there is an adequate supply of general housing sites available within the Borough. The Council therefore does not feel able to include the greenfield site at Eaglesfield Road and reaffirms its decision to accept the Inspector's recommendation REC7/8
8001.1	Hartlepool Civic Society	Briarfields	No	The only solution to Briarfields is a mixed development. Also accompanying letter suggesting that a mixed use development would be a viable proposition to prevent deterioration of the house and lodge. Also suggested the restoration of the ambulance station premises.		NOTED
8008.5	North East Regional Assembly	Low Density Housing	No	Low density housing update is welcomed in principle and its interpretation that better housing that meets aspirations should be provided within Hartlepool's urban area is welcomed and consistent with RPG1 and the emerging RSS		NOTED
8015.5	English Heritage	Low Density Housing	<b>Yes</b>	Additional paragraph be appended to para 7.41 in respect of resisting the subdivision of older/larger villas and semi villas in Hartlepool suburbs to ensure that housing can be retained at the upper end of the market.	Additional paragraph be appended to para 7.41 in respect of resisting the subdivision of older/larger villas and semi villas	<b>NO CHANGE:</b> It is inappropriate to introduce a new issue at this time. However, it will be considered for inclusion in the new planning documents to be prepared for the Hartlepool Local Development Framework.

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
80018.	Malcolm Wilson	Briarfields	No	The allotments should be returned to the gardeners forthwith and the land known as Briarfields Paddock should remain as open space		NOTED
8002.1	Neil Remington	Briarfields	No	Briarfields should be retained as a recreational area - re-instate the allotments and prevent even more traffic congestion.		NOTED
80027.	Derek Mitchell	Briarfields	No	To preserve the allotment site , to keep the Paddock area for recreational use.		NOTED
8003.1	JF Gent	Briarfields	No	Briarfields should be retained as a recreational area as per the Inspector's report.		NOTED
8019.1	Mrs JS Pounder	Briarfields	No	Strongly believe that Briarfields Paddock should remain open space within our town environment to enhance the enjoyment of open spaces. Accordingly the land should be returned to the allotment owners.		NOTED
8020.1	Joanne Wheatley	Briarfields	No	Believe Briarfields be kept as open land and the allotments reinstated		NOTED
8021.1	Mrs A E Wilson	Briarfields	No	Recommend that the paddock at Briarfields remains as grassland and the allotments are returned to the gardeners		NOTED
8022.1	Doreen James	Briarfields	No	The allotments should be returned to the gardeners forthwith and the Paddock should remain as open space for the enjoyment of town people in general		NOTED
8023.1	Mrs B Rennie	Briarfields	No	Briarfields Paddock should remain an open space and the allotments should be returned to the gardeners before the next growing season.		NOTED
8024.1	G H D McNaught	Briarfields	No	Feel strongly that Briarfields should not be used as building land but must remain green for recreation and private gardeners in the allotments as the preservation of a long valued local amenity		NOTED
8025.1	P T Pickens	Briarfields	No	Need to retain Briarfields as a recreation area & to re-instate allotments.		NOTED

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8026.1	Charles Anderson	Briarfields	No	Need to retain Briarfields as a recreation area & to re-instate allotments to its previous use as decreed by the Inspector in her report to Council		NOTED
8028.1	R Smithwhite	Briarfields	No	Need to keep Briarfields as an allotments and recreation area.		NOTED
8029.1	Brian Gale	Briarfields	No	Briarfields should be maintained as an open space with allotment use because development would make worse the flooding of Burn Road & Vicarage Gardens. In times of flood there is sewerage overflow into the water course. Concern about the loss of green corridor. Burn Road/Ward Jackson park etc. makes the traffic problem Wooler Road/ Elwick Road worse due to increased use. Loss of habitat wildlife		NOTED
8030.1	Anne Gale	Briarfields	No	Briarfields should be maintained as an open space with allotment use because development will exacerbate the flooding downstream ( Burn Road & Vicarage Gardens). The Burn Valley carries sewerage at times of spate. Loss of green corridor. Worsening of the traffic problem Wooler Road/ Elwick Road, Detrimental to wildlife.		NOTED
8031.1	Mr & Mrs D W Ogle	Tunstall	Yes	We oppose PM07/22 to delete Tunstall Farm. The land will have no clear status and will be held in limbo pending any review of housing allocations in a future Local Development Framework Document which meet the housing needs identified by the RSS. Tunstall Farm was envisaged as the third site in a sequential approach after Tunstall Court and Briarfields.		<b>NO CHANGE:</b> The matters raised in the objection relate principally to issues which have already been raised at the Public Local Inquiry and fully considered by the Inspector in her report. No new issues have raised except that since the Inspector's report the Local Development Scheme has been agreed which timetables a Housing Allocations DPD in the
8031.2	Mr & Mrs D W Ogle	Burn Valley Green Wedge	No	We are pleased that the modification PM Map 03 does not place Tunstall Farm in the Green Wedge and its reversion to the 1994 limit.		NOTED

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8009.1	Peacock & Smith for Cecil M Yuill Ltd	Tunstall Farm	No	The modification not to include Tunstall Farm in the green wedge and thereby having the effect of leaving Tunstall Farm without a specific allocation on the Proposals Map is supported.  Does not wish to object to PM07/22		NOTED
8001.4	Hartlepool Civic Society	Burn Valley Green Wedge	Yes	Objects to the Council's position in not accepting the inspector's recommendation to extend the boundary of Summerhill Burn Valley Green Wedge (GN2) into land allocated for low density housing at Tunstall Farm. Supports the extension of the Green Wedge following removal of Tunstall Farm from the housing allocation. The site has always been an anomaly requiring a long road across the green wedge to service it and poor links to the existing housing which it abutted. The area is an integral part of the green wedge and it would make sense to recognise it as such. It will also keep it in line with the proposed modification to limit development.	The Council should accept the recommendation.	<b>NO CHANGE:</b> The Council has considered again whether Tunstall Farm site (now deleted) should be within the Open Countryside or within the Green Wedge. The function of the green wedges in Hartlepool is to provide corridors of accessible amenity open space linking to the open countryside. However Tunstall Farm is open countryside in agricultural use. The deletion of the housing site removes the related proposal to provide substantial tree planting on the balance of the farm holding. It is considered appropriate to include the land as open countryside.
8015.6	English Heritage	Victoria Harbour bridge	No	Supports modification in respect of the bridge from Victoria Harbour to the Headland.		NOTED
8015.7	English Heritage	Victoria Harbour bridge	No	Supports policy (pedestrian linkages)		NOTED

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8001.3	Hartlepool Civic Society	A19 Second Access Road	<b>Yes</b>	Objects to the Council's position in not accepting the inspector's recommendation to delete the A19 Samsung Second Access. Samsung no longer exists so need for the road is removed. There is over allocation of industrial land in Hartlepool and particularly at Wynyard. Allocation of North Burn is contrary to policies on sustainability and sequential development. Site remote from rest of the Borough and not served by public transport or other support services. It acts as a competitor to existing brownfield sites. The RSS emphasises need for development to prove their credentials in respect of sustainability and sequential development. The neighbouring business park at Wynyard remains undeveloped after 15 years suggests no demand for this site in the foreseeable future	The Council should accept the recommendation.	<b>NO CHANGE:</b> The Borough Council has considered again the Inspector's recommendation to delete the A19 Wolviston Second Samsung access. It however reiterates its decision not to accept the Inspector's recommendation as to do otherwise would leave the Plan in non- conformity with RPG, the Structure Plan and the emerging RSS. It is considered that North Burn electronics components park will play a vital part in rejuvenating the area's economy and will impact positively on the region and sub-region in terms of creating much needed employment and helping to bridge the north/south divide – the key aim of the Northern Way document. The access point is protected under policy T18b of the structure plan and is vital to enable this development to succeed. The Council is mindful that the Government Office has not objected to
8013.1	Transport 2000 (Tees Valley)	A19 Second Access	<b>Yes</b>	Disputes soundness of HBC argument. Road on greenfield land & away from bus routes. Queen's Meadow nearer town especially bus routes. Proposal to be with the agreement of Stockton Borough Council.	To accept the inspector's deletion of the Samsung Second A19 Access.	<b>NO CHANGE:</b> The Borough Council has considered again the Inspector's recommendation to delete the A19 Wolviston Second Samsung access. It however reiterates its decision not to accept the Inspector's recommendation as to do otherwise would leave the Plan in non- conformity with RPG, the Structure Plan and the emerging RSS. It is considered that North Burn electronics components park will play a vital part in rejuvenating the area's economy and will impact positively on the region and sub-region in terms of creating much needed employment and helping to bridge the north/south divide – the key aim of the Northern Way document. The access point is protected under policy T18b of the structure plan and is vital to enable this development to succeed. The Council is mindful that the Government Office has not objected to
8015.8	English Heritage	Travel Plans	No	Supports requirement for travel plans for major developments or other developments likely to lead to an increase in traffic in the Borough.		NOTED

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8015.9	English Heritage	Travel Plans	No	Supports Modification (Travel plans)		NOTED
8005.2	BWEA	Renewable Energy	No	BWEA supports the proposed modification as it updates the paragraph to reflect current national planning policy (PPS22)		NOTED
8008.1	North East Regional Assembly	Renewable Energy	No	The Assembly welcomes the proposed adoption of the Government's renewable energy targets as this is also consistent with the emerging RSS		NOTED
8008.1	North East Regional Assembly	Renewable Energy	No	The proposed addition of criteria to consider wider environmental benefits and Government renewable energy targets is welcomed.		NOTED
8004.2	Government Office for the North East	Renewable Energy	<b>Yes</b>	PU6 conflicts with PPS22 and fails to encourage renewable energy. 2nd sentence implies wider environmental benefits & achievements of national targets will have same weight as other considerations. Fails to recognise benefits of all renewable projects	The policy should be reworded to give more positive encouragement to renewable energy	<b>AGREE</b> to revise wording of Policy PU6 to reflect the positive encouragement of schemes for renewable energy as advised by PPS22 emphasising economic as well as environmental benefits.
8005.1	BWEA	Renewable Energy	<b>Yes</b>	'Impact' in 2nd sentence negative associations & inappropriate. Must be objective. Reference to wider environmental benefits more in line with national planning policy. To reflect key principles of PPS22 wider economic benefits should be recognised	Amend second sentence to read 'in determining applications for such projects full account of the potential effects upon.....' Amend 5th bullet point to read 'The achievement of wider environmental and economic benefits'. To reflect the wording of key principle iv of PPS22.	<b>AGREE</b> to revise wording of the policy to emphasise economic benefits and to reorder the wording to emphasise the need to achieve national targets.
8008.1	North East Regional Assembly	Flood Risk	No	The proposed updates to the supporting text to better consider flood risk issues are welcomed		NOTED

## 4.2 Appendix 1

<i>Ref</i>	<i>Name/Organisation</i>	<i>Subject</i>	<i>Objection</i>	<i>Representations</i>	<i>Changes Sought</i>	<i>Draft HBC Response</i>
8033.1	The Environment Agency	Flood Risk	<b>Yes</b>	2nd para raising of floor levels as flood mitigation measure, would be useful to include mention of limitation of surface water drainage. 3rd para. word 'significantly' should be removed. Too vague & too open re need for compensation for loss of floodplain storage. Precaution against incremental loss of floodplain is necessary and therefore insignificant volumes of compensatory storage in flood	word 'significantly' should be removed.	<b>AGREE FURTHER MODIFICATION.</b> It is accepted that policy Dco2 would be improved by the deletion of the word 'significantly'. The change would give more certainty regarding the need for compensation for loss of floodplain
8008.1	North East Regional Assembly	Protected Species	No	There is a proposal to update a major section of text referring to protected species. This is welcomed from the perspective of RPG1 policy ENV5 and the emerging RSS which aim to protect and enhance biodiversity		NOTED
8015.1	English Heritage	Listed Buildings	No	Supports Modification (Control of Demolition of Listed Buildings)		NOTED
8015.1	English Heritage	Locally Important Buildings	No	Welcomes additional text (Buildings of Local Interest)		NOTED
8008.1	North East Regional Assembly	Locally Important Buildings	No	The proposed policy update to protect locally important buildings is welcomed.		NOTED
8015.1	English Heritage	Locally Important Buildings	No	Welcomes the inclusion of this policy. (Locally Important Buildings)		NOTED

# **CABINET REPORT**

**9th December 2005**



**Report of:** Director of Neighbourhood Services

**Subject:** FOOD LAW ENFORCEMENT SERVICE PLAN  
2005-06

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## **SUMMARY**

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

To consider the Food Law Enforcement Plan 2005-06.

### **2. SUMMARY OF CONTENTS**

The report sets out details of Hartlepool's Food Law Enforcement Service Plan 2005-06. The plan is a requirement of the Food Standards Agency and forms the basis on which the authority may be monitored and audited to verify whether the service provided is effective in protecting the public. The plan sets out the Council's aims in respect of its food law service. Whilst focussing on 2005-06, it also identifies longer-term objectives as well as a review of performance for 2004-05.

### **3. RELEVANCE TO CABINET**

Executive to consider issues prior to presentation to Council.

### **4. TYPE OF DECISION**

The Food Law Enforcement Plan is part of the Budget and Policy Framework of the Council.

### **5. DECISION MAKING ROUTE**

As part of the Budget and Policy Framework, the Annual Food Law Enforcement Plan requires the involvement of scrutiny (scheduled for 12 December 2005) and approval by full Council.

### **6. DECISION(S) REQUIRED**

Comments on the Food Law Enforcement Plan are invited.

**Report of:** Director of Neighbourhood Services

**Subject:** FOOD LAW ENFORCEMENT SERVICE PLAN  
2005-06

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**1. PURPOSE OF REPORT**

- 1.1 To consider the Food Law Enforcement Service Plan for 2005/06, which is a requirement under the Budget and Policy Framework.

**2. BACKGROUND**

- 2.1 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.
- 2.2 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.
- 2.3 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.
- 2.4 A Food Law Enforcement Service Plan for 2005/06 is attached as **Appendix 1** and takes into account the guidance requirements.
- 2.5 The Plan is to be considered by the Neighbourhood Services Scrutiny Forum on 12 December, prior to being considered by Council.

**3. THE FOOD LAW ENFORCEMENT SERVICE PLAN**

- 3.1 The service plan for 2004/05 has been updated to reflect last years performance.

### 3.2 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 Plan, Departmental and Divisional Plans:**

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

(iii) **Legislative Powers and other actions available:**

Powers to achieve public safety include programmed inspections of premises, appropriate licensing/registration, 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 2004/05.**

## 4. ISSUES

The main issues raised in the Plan are summarised below:

- 4.1 Staff absences as a result of a long-term part-time vacancy and two EHOs on maternity leave from November 2004, have resulted in a shortfall of both food hygiene and food standards (composition and labelling) premises inspections. The shortfall has been minimised by the engagement of consultants to undertake inspections and has resulted in 85% (99%) of food hygiene and 94% (90%) of food standards inspections being achieved (figures in brackets are for 2003/04).

The shortfall increases the possibility of an audit by the Food Standards Agency.

The recruitment and retention of EHOs is a national issue due to a shortage of qualified officers. Consideration is being given to ways of attracting and retaining EHOs employed by the authority. External consultants will continue to be utilised to minimise inspection shortfalls and existing staff are encouraged to utilise the overtime scheme.

- 4.2 No major food poisoning outbreaks were investigated in 2004/05. Six suspected outbreaks were subsequently confirmed as viral in origin. Approximately 200 notifications of suspected food poisonings were received in the year. A new multi-disciplinary working group has been set up to encourage better reporting of infectious diseases by GPs.
- 4.3 No prosecutions or formal cautions were undertaken in respect of food premises. Generally, standards in food premises were satisfactory. However, ten Improvement Notices were issued on businesses to ensure compliance with food safety issues.
- 4.4 A total of 605 premises inspections were undertaken in 2004/05, together with 185 microbiological samples and 84 compositional/labelling samples. 46 of the samples were regarded as unsatisfactory, mainly as a result of high bacteriological counts. Poor results from a survey of ice cream samples, in which two-thirds of samples were unsatisfactory, resulted in a major operation to raise awareness of the correct methods for cleaning and disinfecting ice cream machines.
- 4.5 We have developed and implemented an internal auditing system in conjunction with the other Tees Valley authorities.
- 4.6 Animal feeding stuffs, which are to be included in this Plan, remains a low priority as there are no manufacturers/producers of animal feedstuffs within the Borough. We will, however, undertake a small number of feeding stuff samples, targeting farms on which farmers mix/blend animal feed.
- 4.7 The Food Standards Agency are encouraging authorities to employ an alternative enforcement strategy for low risk food premises by the employment of self assessment questionnaires (as opposed to inspection). Given that low risk food premises often involve other legislation such as the Health and Safety at Work Act, it is intended to continue to inspect such premises.

## 5. **RECOMMENDATIONS**

- 5.1 Members' comments on the Food Law Enforcement Service Plan for 2005/06 are invited.



# **Hartlepool Borough Council**

## **Food Law Enforcement Service Plan**

**2005/06**

# **FOOD SERVICE PLAN 2005/06**

This Service 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 2005-06, where relevant, longer-term objectives are identified. Additionally, there is a review of performance for 2004-05 and this aims to inform decisions about how best to build on past successes and address performance gaps.

## **1. Background Information**

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 Easington District Council to the north, Sedgefield District Council to the west and Stockton on Tees Borough Council to the south. The residential population is 90,161 of which ethnic minorities comprise 1.2% (2001 census).

## **2. 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.
- 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 Enforcement Concordat, and guidance from Local Authorities Co-ordinators of Regulatory Services (LACORS).

Service delivery broadly comprises:

- Programmed inspection of premises for food hygiene and food standards
- Registration, licensing and approval of premises
- Microbiological and chemical analysis of food
- Food Inspection
- Provision of advice, educational materials and courses to food businesses
- Investigation of food and food-related complaints

- Investigation of cases of food and water borne infectious disease, and outbreak control
- Dealing with food safety incidents
- 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 Health Protection Agency (HPA), Meat Hygiene Service (MHS), and the Food Standards Agency (FSA). 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.

### **3. Policy Content**

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

- Hartlepool's Community Strategy - the Local Strategic Partnership's (the Hartlepool Partnership) goal is "to regenerate Hartlepool by promoting economic, social and environmental wellbeing in a sustainable manner."
- Corporate (Best Value Performance) Plan
- Neighbourhood Services Departmental Plan
- Public Protection & Housing Divisional Plan
- Consumer Services Service 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

The Council's Community Strategy sets out its vision for 'a prosperous, caring, confident and outward looking community realising its potential in an attractive environment'. This Food Law Service Plan contributes towards the vision and the Council's seven main priorities 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 Care**

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 and Housing**

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

## **Culture and Leisure**

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 proprietors of food businesses whose first language is not English, and ensuring that we deliver our service equitably to all.

This Food Law Enforcement Service Plan similarly contributes to the vision set out in the Neighbourhood Services Department Plan “to work hand in hand with communities and to provide and develop excellent services that will improve the quality of life for people living in Hartlepool neighbourhoods”. Within this, the Consumer Services Section has a commitment to ensure the safe production, manufacture, storage, handling and preparation of food and its proper composition and labelling.

The Council has in place a Food Law Enforcement Policy which has been revised and subsequently approved by the Adult & Public Health Services Portfolio Holder on 21 March 2005.

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.

#### 4. **Legislative Powers and other actions available**

The Council has a wide range of duties and powers conferred on it in relation to food safety functions.

The Food Safety Act 1990 requires that the Council appoint inspectors, having suitable qualifications and competencies, for the purposes of enforcing the Act and its associated provisions.

The most effective means of checking compliance with statutory requirements is through the inspection of food businesses and premises. This is reflected in guidance issued by the Food Standards Agency that requires Councils to draw up and implement an annual programme of risk-based inspections.

The powers of authorised officers to conduct inspections are derived from Section 32 of the Food Safety Act 1990.

- Standards of hygiene in food premises are currently regulated through the Food Safety (General Food Hygiene) Regulations 1995 or relevant product specific regulations.
- Food standards, the quality composition, labelling, presentation and advertising of food, are regulated through a range of statutory provisions.

A range of legislation sets out requirements relating to the registration, licensing and approval of premises.

- The Food Premises (Registration) Regulations 1991 (as amended) set out the mandatory requirement for the registration of all food businesses (subject to certain exemptions).
- The Food Safety (General Food Hygiene) (Butchers' Shops) Amendment Regulations 2000, set out requirements relating to the licensing of retail butchery premises. At the time of preparation of this plan, consultation is taking place with regard to disposing of these regulations from January 2006, when new European legislation comes into effect.
- A series of regulations applying to specific products such as meat products, dairy products and fishery and shellfish products set out requirements relating to the approval of such premises.

EC Regulation 178/2002, which came into force on 21 February 2002, contained some key provisions relating to protection of human health and consumers' interests in relation to food which became applicable from 1 January 2005. New regulations, namely, General Food Regulations 2004, provide new enforcement powers in respect of the new obligations.

From 1 January 2006, new food hygiene regulations are to come into force as a result of changes to EU legislation. These regulations will replace the existing food hygiene regulations, and product specific regulations.

The sampling of food for the purposes of microbiological and chemical examination and analysis forms an integral part of the inspection process. It is a critical means of ensuring the microbiological and chemical safety of food, checking composition and labelling. The Food Safety (Sampling and Qualifications) Regulations 1990 set out requirements relating to sampling activities.

The inspection of food commodities again forms an integral part of the inspection process and is provided for by virtue of Sections 32 and 9 of the Food Safety Act 1990. The purpose of food inspection is to check that food complies with food safety requirements and is fit for human consumption. Section 9 also sets out provisions relating to the detention, seizure and condemnation of food.

It is recognised that whilst the inspection process is the primary means of securing compliance with food safety legislation, this can be enhanced by the provision of advice, educational materials and training courses.

The service is obliged to investigate complaints relating to the sale of food not complying with food safety requirements, or not of the nature, substance or quality demanded, or injurious to health, or unfit for human consumption, or labelled or presented so as to mislead consumers. Similarly, the service responds to complaints alleging breaches of hygiene requirements.

The investigation of cases of food poisoning and outbreak control is a shared responsibility between the food law service and the County Durham and Tees Valley Health Protection Unit of the Health Protection Agency. Responsibility for the enforcement of measures to control food-borne disease rests with the local authority, with the Health Protection Agency having a statutory duty to designate medical officers to assist the local authority in carrying out their duties in this respect.

A national food incident warning system is in operation throughout the United Kingdom, which acts as a rapid alert system in respect of food related hazards. The food law service is obliged to respond to the receipt of food alerts sent "For Action" from the Food Standards Agency and use its powers under the Food Safety Act 1990 as appropriate in the circumstances.

In addition to legislative requirements as above, local authority food law services are required to have regard to a new revised Food Safety Act Code of Practice (issued in October 2004) which gives detailed direction to authorities on enforcement of food legislation.

There is currently a requirement to report to the Food Standards Agency annually on performance in relation to food law enforcement activities. Annual performance statistics for all authorities are, in future, to be made publicly available by the Food Standards Agency and the best and worst performing councils are to be highlighted.

## 5. **Service Delivery Mechanisms**

### **Inspection Programme**

Inspections carried out for food hygiene, food standards and for feeding-stuffs are carried out in accordance with the Council's policy and procedures on food premises inspections and relevant national guidance.

Information on premises liable to food law inspections is held on the ITECS computerised system. An inspection schedule is produced from this system at the commencement of each reporting year, in accordance with guidance issues by the Food Standards Agency.

The food hygiene and food standards inspection 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	12
B	12 months	131
C	18 months	431
D	24 months	148
E	36 months or other enforcement	115
Unclassified	Requiring inspection/risk rating	
Total		837

#### **Food Standards:**

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>No of Premises</b>
A	12 months	0
B	24 months	291
C	36 months or other enforcement	298
Unclassified		101
Total		690

The inspection programme for 2005/06 comprises the following number of scheduled food hygiene and food standards inspections:

### Food Hygiene:

Risk Category	Frequency of Inspection	No of Inspections
A	6 months	24
B	12 months	131
C	18 months	317
D	24 months	79
E	36 months of alternative enforcement strategy	44
Unclassified		72
Total		667

Additional to this inspection programme there are 3 manufacturing businesses that are subject to product-specific food hygiene regulations. These are not included in the inspection programme but instead are subject to a minimum inspection frequency in 12 months as set out in the following tables, in accordance with current guidance.

### Product Specific Inspections:

	Primary Inspection	Secondary Inspections	No in Hartlepool
Meat Products	1	2	1
Minced Meat and Meat Preparation	1	2	0
Dairy Products	1	1	1
Fish Products	1	1	1
Egg Products	1	1	0
Shellfish Purification or despatch	1	1	0

### Food Standards:

Risk Category	Frequency of Inspection	No of Inspections
A	12 months	0
B	24 months	151
C	36 months or alternative enforcement	109
Not classified		101
Total		361

An estimated 10% of programmed inspections are of premises where it is more appropriate to conduct inspections 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 provisions. In addition, these arrangements

will permit the occasional inspection of premises which open outside of, as well as during standard work time hours. Inspections of these premises at varying times of operation is required by the Food Safety Code of Practice.

As a follow-up to primary inspections, the service undertakes revisits in accordance with current policy. It is estimated that such revisits are required in 20% of instances (some premises requiring more than one revisit to check compliance). For the year 2005/06, the inspection programme would generate an estimated 133 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 inspections by the service will, over time, result in a general improvement in standards, reducing the frequency for recourse to formal action.

The performance against inspection targets for all food hygiene and food standards inspections is reported monthly as part of the Neighbourhood Services Department internal performance monitoring. In addition, performance against inspection targets is reported quarterly to the Adult & Public Health Services Portfolio Holder as part of the Neighbourhood Services Department plan update.

#### Port Health

Although Hartlepool is a Port Health Authority it is not a boarder inspection post.

#### Fish Quay

There is a Fish Quay within the Authority's area which has recently been upgraded providing a new market hall and associated fish processing units.

#### Alternative Enforcement Strategy for Low Risk Food Premises

From April 2005 an alternate enforcement strategy via "self assessment" may be employed for low risk food premises, i.e. those rated as food hygiene risk Categories E and food standards risk Category C, in accordance with guidance. Self-assessment usually consists of questionnaires for these businesses and a subsequent evaluation of the results of this self-assessment by officers. A percentage of those businesses returning questionnaires are visited to validate the information received, as well as businesses not responding. Inspection visits may also be made where a low risk business is the subject of complaint and where notification of change of business use or proprietorship is received. The Head of Public Protection & Housing believes that the best use of resources at this time is to continue to carry out inspections at these low risk premises. These inspections often cover other legislation such as Health & Safety at Work.

## Registration, Licensing and Approval of Premises

The Food Premises (Registration) Regulations 1991 (as amended) require that the proprietor of any food business registers with the local food 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 proprietor or type of food use.

The receipt of a food premises registration form initiates an inspection of all new food premises. In the case of an existing premises, where a change of proprietor is notified, other than at the time of a programmed inspection, an assessment is made of the need for inspection based on the date of the next programmed inspection, premises history, and whether any significant change in the type of business is being notified. It is anticipated that approximately 50 additional premises inspections will be generated for new food businesses during 2005-06.

Butchery premises are currently subject to the licensing and approval requirements of the Food Safety (General Food Hygiene) (Butchers Shops) Amendment Regulations 2000. The proprietor of a butchers shop is required to apply for the renewal of his licence annually. In response to a renewal application premises are visited to assess compliance with the requirements of the regulations and a license granted if all requirements are met. This visit may coincide with a programmed inspection, or may be additional to it. The licensing of butchers shops is undertaken in accordance with national guidance. There are currently 17 butchers shops licensed under these regulations.

A proposed legislative change to remove the requirement for licensing of butchers shops is currently under consultation as a result of the new EU based food hygiene regulations which come into force on 1 January 2006.

The Food Safety (Fishery Products and live Shellfish) (Hygiene) Regulations 1998 provide for the approval of premises engaged in the production and placing on the market of fishery products and live shellfish. The approval regime necessitates full compliance with the regulatory standards as they relate to vessels, markets and processing establishments. There is currently one premises approved under these provisions and a further premises in the process of being approved.

The Dairy Products (Hygiene) Regulations 1995 provide for the approval of premises used for the production and placing on the market of milk and milk-based products. The approval of such premises necessitates full compliance with the regulatory standards set down relating to dairy establishments and dairy holding. There is currently one premises in the Borough subject to approval under these provisions.

The Meat Products (Hygiene) Regulations 1994 as amended by The Meat Products (Hygiene) (Amendment) (England) Regulations 2000 provide for the approval of premises used for the production and placing on the market of meat products. The approval of such premises necessitates full compliance with the regulatory standards set down relating to meat products establishments. There is currently one premises approved in the Borough.

#### Microbiological and Chemical Analysis of Food

An annual food sampling programme is undertaken with samples being procured for the purposes of microbiological and chemical analyses. This programme is undertaken in accordance with the service's Food Law Sampling Policy.

All officers taking formal samples must follow the guidance contained in and be qualified in accordance with relevant legislative requirements and codes of practice. Follow-up action is carried out in accordance with the food law service's sampling policy.

Microbiological analysis of food and water samples is undertaken by the Newcastle Laboratory of the Health Protection Agency based at the General Hospital in Newcastle, and chemical analysis of samples by Tees Valley Measurement for informal samples and by the Council's appointed food examiner at the Public Analyst Durham County Council for formal samples.

From April 2005 sampling allocations from the Health Protection Agency, which is responsible for the appropriate laboratory facilities, is to be 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 2005-06 which includes sampling of water supply in food premises and pool waters.

Points are allocated as follows:

<b>Sample type</b>	<b>No of credits</b>
Food	25
Water	15
Dairy	10
Environmental	10
Formal samples	50

A sampling programme is produced each year for the start of April. The sampling programme for 2005-06 includes national and regional surveys organised by LACORS and HPA/Local Authority liaison group.

Sampling programmes have been agreed with the Food Examiners and Tees Valley measurement (a joint funded laboratory based at Canon Park, Middlesbrough). These have regard to the nature of food businesses in

Hartlepool and will focus on locally manufactured/processed foods and foods targeted as a result of previous sampling and complaints.

A proportion of the planned sampling programme is of imported foods in accordance with guidance from the Food Standards Agency.

#### Microbiological Food Sampling Plan 2005-06

<b>April</b> Shopping Basket Survey	<b>May</b> Shopping Basket Survey	<b>June</b> Shopping Basket Survey
<b>July</b> Shopping Basket Survey	<b>August</b> Shopping Basket Survey	<b>September</b> Shopping Basket Survey LACORS Cheese Survey LACORS Sandwich Survey
<b>October</b> Shopping Basket Survey LACORS Sandwich Survey	<b>November</b> Shopping Basket Survey LACORS Sandwich Survey	<b>December</b> Shopping Basket Survey LACORS Sandwich Survey
<b>January</b> Shopping Basket Survey LACORS Sandwich Survey Raw Shell Egg Survey	<b>February</b> Shopping Basket Survey Imported Food Various Manufacturers mainly selling by retail - incl. Butchers, Bakers etc.)	<b>March</b> Shopping Basket Survey Approved Premises

The products sampled as part of the shopping basket survey include:

- Salad
- Paté
- Cooked meat
- Home made puddings
- Sauces/Soups/Gravy
- Pease Pudding
- Black Pudding
- Cooked Pasta

#### **Composition and Labelling Sampling plan 2005-06:**

<b>MONTH</b>	<b>TEST</b>	<b>SAMPLES</b>
April	Gluten free	4
May	No samples	
June	Fat content of low-carb meals and locally produced foods	18
July	Pictorial representation for locally produced meals (Rye Valley and Bonne Bouche)	15

Aug	Salt in breakfast cereal (particularly children's)	7
	Added sugar in soft drinks (concentrating on locally produced drinks)	5
Sept	Meat Products -QUID	15
Oct	Meat species in meals (local producers and restaurants, takeaways)	13
Nov	Watering of fruit juices	25
Dec	Alcohol By Volume in drinks (concentrating on locally produced drinks)	25
Jan	Reformed meat in sandwiches (produced locally)	37
Feb	Salt in canned fruit and vegetables	15
Mar	Sandwiches - QUID (produced locally)	15

Total samples 194

In addition, the Authority is a participant in a pilot for a National Food Standards sample database centred on the Public Analysts for Durham County.

It is planned that four informal animal feeding stuffs samples will be taken this year.

At present feeding stuffs sampling has been given a low priority due to the lack of local manufacturers and packers. Informal samples are, however, taken of packed goods.

An annual feeding stuffs sampling plan will be drawn up to carry out informal sampling at the most appropriate time of the year in respect of farms, pet shops and other retail establishments.

#### Private Water Supplies

There are two premises using private water supplies in their food production, one is a brewery and the other a soft drinks manufacturer. Regular sampling is carried out of these supplies in accordance with relevant legislative regulations.

## 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 inspection programme. Food inspection activities are undertaken in accordance with national guidelines.

## Provision of advice, educational materials and courses to food businesses

The Chartered Institute of Environmental Health (CIEH) certified Foundation level course and Intermediate level course in Food Hygiene are made available to food handlers. The courses provided by the service are subject to external audit by the Chartered Institute of Environmental Health.

Due to the size of the service, current resources do not permit the provision of advanced level food hygiene courses, nor specific hazard analysis training, but information is provided to businesses on the availability of these courses from other training providers in the North East area.

It is recognised that for most local food businesses contact with an officer of the service provides the best opportunity to obtain information and advice on legislative requirements and good practice. Officers are mindful of this and aim to ensure that when undertaking premises inspections sufficient opportunity exists for business proprietors to seek advice. In addition, advisory leaflets produced by the Food Standards Agency are made available to business proprietors.

Guidance is also prepared and distributed to food businesses relating to changes in legislative requirements. In 2005 written information will be sent to all premises subject to product-specific regulations to outline changes being introduced from January 2006 as a result of new food hygiene regulations. Similarly, information relating to changes for other food businesses resulting from these new regulations is to be provided.

The service also encourages new food business proprietors and existing businesses to seek guidance and advice on their business. It is estimated that 70 such visits will be carried out during the year.

Feeding stuffs advice is available via the Trading Standards area of 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.

An area of improvement for the coming year is that of better engagement with businesses.

### Investigation of Food and Food-related Complaints

The service receives approximately 30 complaints each year concerning food products, 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 inspection workloads.

All investigations are conducted having regard to the guidance on the 'Home Authority Principle'.

The procedures for receipt and investigation of food complaints are set out in detailed guidance and internal policy documents.

### Investigation of cases of Food Poisoning and outbreak control

Incidents of food related infectious disease are investigated in liaison with the Durham and Tees Valley Health Protection Unit and in the case of outbreaks in accordance with the Health Protection Unit's Outbreak Control Policy.

Where it appears that an outbreak exists the Principal EHO (Commercial) or the EHO with specific responsibility for infectious disease investigation, will liaise with the local Consultant in Communicable Disease Control and, where necessary, the Director of Durham and Tees Valley Health Protection Unit, to determine the need to convene an Outbreak Control Team. Further liaison may be necessary with agencies such as the Food Standards Agency, the Health Protection Agency and Northumbrian Water.

Statistical returns are made weekly by the service to the Communicable Disease Surveillance Centre.

It is estimated that approximately 200 food poisoning notifications are received each year. Most cases are sporadic in nature and can be investigated as part of the normal day-to-day workload. It is recognised, however, that in the event of a major outbreak a significant burden is likely to be placed on the service and this would inevitably impact on the performance of the inspection programme.

### Dealing with Food Safety Incidents

A national alert system exists for the rapid dissemination of information about food hazards and product recalls, this is known as the food alert warning system.

All food alerts received by the service are dealt with in accordance with national guidance and internal quality procedures.

Food alert warnings are received by the service from The Food Standards Agency via the electronic mail system, and EHCNet during working hours.

The Principal EHO (Commercial) or, if absent, the Consumer Services manager ensures that a timely and appropriate response is made to each food alert.

Out of hours contact is arranged through Richard Court, 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 during any 12 month period, it is estimated that the service is likely to be notified of between 60 to 80 food alerts during 2005/06, a small proportion of which will require action to be taken by the Authority. 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 and may have an effect on the programmed inspection workload and other service demands.

#### Investigation of complaints relating to Food Safety and Food Standards in Premises

The service investigates all complaints that it receives about food safety and food standards conditions and practices in food businesses. 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 business proprietor in ensuring good standards of compliance, although enforcement action may be necessary where there is failing in the management of food safety, or regulatory non-compliance.

Based on the number of complaints in 2004/05 it is estimated that approximately 15 such complaints will be received in 2005/06.

#### Animal Feeding Stuffs

The Authority does not currently have any premises that require approval, however we have 16 registered premises.

#### Liaison arrangements

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

- Tees Valley Food Liaison group

- The local HPA/Local Authority Sampling group
- Cleveland Environmental Health group
- North East Trading Standards liaison group

#### Home Authority arrangements

The Authority has no formal arrangements with food businesses to act as Home Authority. Informal arrangements are in place with one manufacturer in the Borough. Consideration is to be given during the year as to the possibility of developing formal arrangements in future with this manufacturer.

The Authority is originating authority for two premises, a brewery and a soft drinks manufacturer. Regular visits are made to these premises to maintain dialogue with management and an up to date knowledge of operations.

#### General

The delivery point for the food law enforcement service is at:

Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

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.

## **6. Resources**

#### Staffing Allocation

The Director of Neighbourhood Services has overall responsibility for the delivery of the food law service. The Head of Public Protection and Housing has responsibility for ensuring the delivery of the Council's Environmental Health service, including delivery of the food law service, in accordance with the service plan. The Consumer Services 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 day to day management of the service.

The resources determined necessary to deliver the service in 2005/06 are as follows:

1 x 0.25 FTE Consumer Services Manager (with responsibility also for Health & Safety, Licensing and Trading Standards)

1 x 0.35 FTE Principal EHO Commercial (with responsibility also for Health & Safety and Animal Health)

3 x 0.75 FTE EHO (with requisite qualifications and experience)

1 x 0.43 FTE Part-time EHO

1 x FTE Technical Officer Food

The Consumer Services Manager has responsibility for planning service delivery and day to day management of the Food Law service, Health & Safety at Work, Licensing, Public Health, Water Quality, Trading Standards, Animal Health & Welfare and I.T. as well as general management responsibilities as a member of the Public Protection and Housing Management Team.

The Principal EHO Commercial has responsibility for the day to day supervision of the Food Law Service, Health & Safety at Work, Public Health, Water Quality and Animal Health & Welfare.

The EHO's have responsibility for the performance of the food premises inspection 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 food technical officer is also responsible for inspections, as well as revisits, investigation of less complex complaints and investigation of incidents of food-borne disease.

Administrative support is provided by Support Services within Neighbourhood Services department.

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

Staff undertaking educational and other support duties will be suitably qualified and experienced to carry out this work.

### Financial Resources

The annual budget for the Consumer Services section in the year 2005/06 is:

	£000
Employees	601.4
Other	133.4
Support Recharges	117.8
Income	(148.5)
Net Budget	740.1

This budget is for all services provided by this section i.e. Health & Safety, Licensing, Trading Standards and resources are allocated in accordance with service demands.

### Equipment and Facilities

A range of equipment and facilities are required for the effective operation of the food law service. The service has a documented 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, ITECS. This is capable of maintaining up to date accurate data relating to the activities of the food law 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 food activities, the production of statutory returns and the effective management of performance.

### Training Plans

The qualifications and training of staff engaged in food 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 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 vertical directive premises, the provision of food hygiene training courses, 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.

## **7. Service Review and Quality Assessment**

### **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) 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.

The Best Value Performance Indicator BV166, applicable to Environmental Health, is subject to scrutiny. The target for attainment by the service against BV166 standard, which includes the provision of written enforcement policies, planned enforcement activity and measurement of customer satisfaction levels, is 100%.

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.

### **Review**

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 2004/05.

This service plan will be reviewed at the conclusion of the year 2005/06 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 Consumer Services Manager to carry out that review with the Head of Public Protection & Housing.

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 Best Value programme will be incorporated into the service plan together with any matters identified through quality assessment audits.

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

#### Performance Review 2004-05

This section describes performance of the service in key areas during 2004/05.

The Consumer Services Section experienced significant staffing difficulties throughout 2004-05. There has been one long-standing part-time EHO vacancy and, from November 2004 two EHO's started their maternity leave, leaving only the Principal Officer, one EHO and the Technical Officer to provide the service. The loss of staff had significant effect on the performance of the service affecting the timetable for programmed inspections, the planned timescale for inspection and approval of premises subject to product specific legislation, the response and resolution of complaints, service improvements, the furthering of work for better engagement with business and promotional food safety activities.

The services of a Food Safety Consultant have been engaged throughout the year to assist in undertaking the shortfall of category B to E food hygiene and medium to low food standards inspections. However, the use of Consultants has generated follow-up work such as revisits, which are carried out by the permanent staff.

An inter-authority audit of the Food Law Service took place in February 2004, as part of a programme undertaken by the Tees Valley Food Liaison group. Following the audit an action plan has been developed to implement its recommendations.

#### Inspection Programme

The food premises inspection programme for 2004/05 did not reach the target of 100%. Due to staffing difficulties during the year only 85% of Food Hygiene and 94% of Food Standards inspections were achieved. The outstanding inspections will be added to the programme for 2005/06.

#### Registration, licensing and approval of premises

17 butchers shop licence applications were received from butchers in respect of butchery premises. All but one licence applications were granted on initial application. One application was refused, but granted on re-application.

There was a review by the service of product specific premises approvals during 2004/05. Product specific premises were inspected and given comprehensive guidance with regard to requirements. Following this review there was a re-issue of documentation.

In addition one fisheries products premises is carrying out the necessary works to obtain an approval.

### Food Sampling Programme

The food sampling programme for 2004/05 has been completed. The microbiological results are:

#### Microbiological Sampling (1/4/04 - 31/3/05)

	Total number of samples	Number of Samples	
		Satisfactory	Unsatisfactory
<u>Bacteriological</u>			
Surveys	119	105	14
<u>Ice Cream Survey</u>	25	11	14
Complaints	2	1	1
<u>Environmental</u>			
Swabs	10	9	1
Ice Cream Swabs	19	9	10
Ice Cream Finger Rinses	9	7	2
Miscellaneous (Cleaning Cloths)	1	1	-

The composition and labelling results are:

**Food Standards Sampling (01.04.04 – 31.03.05):**

<b>Nature of Sample</b>	<b>Reason for Sampling</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>
Margarine/spreads	Sodium declaration	7	-
Cod products	Fish species	12	-
Turkey Sandwiches	Reformed meat	10	2
Orange juice	Vitamin C declaration	15	-
Fish Products	Fish content	4	1
Honey	Country and floral origin	18	-
Ready meals	Meat content/pictorial representation	7	-
Gluten-free products	Gluten-free declaration	11	1

Where unsatisfactory samples are identified, officers carry out follow-up work to identify the cause and take appropriate action.

During July, August and September 2004, a survey was carried out looking at the microbiological quality of ice cream. Almost two-thirds of ice cream samples gave unsatisfactory results. Investigations into the poor results revealed inadequate cleaning of the dispenser nozzles and a lack of awareness of the correct methods for cleaning and disinfecting the ice cream machines. In all cases, officers gave advice and took follow-up samples. To further raise awareness, correspondence was sent to all ice cream manufacturers/retailers advising them of the importance of hygienic practices and cleaning, and recommending that they follow the Code of Practice for the Hygienic Manufacturer of ice cream. This study also shows the importance of carrying out surveillance projects to assess the microbiological quality of ready to eat foods.

The programme of feeding stuffs sampling was not undertaken. Feeding stuffs has been given a low priority due to the lack of local manufacturers and packers.

**Food Inspections**

The service undertook no formal seizure of unfit food in the year.

**Promotional Work**

The service was only able to provide two foundation courses during the year. Resources did not allow for any further pro-active activities, although the team has continued to offer advice and information on request with 70 advisory visits to businesses being carried out during the year.

## Complaints

During the year the service dealt with 16 complaints relating to the condition of food premises and food handling practice. In addition, 30 complaints of unfit or out of condition food, extraneous matter, mould and unsatisfactory labelling of food items were also received. These investigations have been undertaken all within our target of 2 working days, however, they have had some effect on performance of the inspection programme.

## Food Poisoning

The service received 203 notifications of food poisoning during the year and investigated 6 outbreaks of infectious disease, most of which occurred in residential care homes and were found to be viral in nature.

In January 2004, a multi-disciplinary working group was set up consisting of representatives from the health Protection Agency and Hartlepool, Redcar & Cleveland, Middlesbrough and Stockton-on-Tees Borough Councils to improve surveillance and the reporting of infectious diseases within Teesside. One of the key tasks of this group was to encourage better reporting of infectious diseases by GPs and this could provide a possible explanation for the increased number of notified cases of food poisoning received.

## Food Safety Incidents

The Service received 75 food alerts from the Food Standards Agency during the year. All requiring action were dealt with expeditiously and in all but one instance without significant impact on programmed workloads. The latter involved a large-scale national recall of a wide range of Sudan 1 contaminated products, and required intensive initial action to contact businesses and verify product removal. No food incidents were identified by the Authority that required notification to the Food Standards Agency.

## Enforcement

During 200/05, no emergency prohibition notices were served on businesses where formal cessation of a good activity was necessary. Ten improvement notices were served on businesses to ensure compliance with food safety issues. No prosecutions or formal cautions were undertaken.

## Improvement Proposals 2004/05

The following areas for improvement are identified in the 2004/05 Food Service Plan.

- 1 Internal auditing. The documented management system for the food service has been reviewed and additional auditing has been included in this process.

- 2 An inter-authority audit will be carried out. In February 2005 an audit of the entire food service was conducted. The recommendations of this audit are being implemented and include revising the format of the Food Enforcement Service Plan.

## **8. Key Areas for Improvement 2005/6**

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 2005/06.

### Feeding stuffs

We will develop and implement a documented procedure and sampling programme for feeding stuffs.

### Audit recommendations

We will work towards implementing the recommendations of the inter-authority audit and will incorporate good practice identified in other audits carried out within the Tees Valley Liaison Group.

# CABINET REPORT

9th December 2005



**Report of:** Director of Adult & Community Services & Director of Regeneration and Planning Services

**Subject:** FEASIBILITY STUDY FOR “H20” CENTRE

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## SUMMARY

### 1. PURPOSE OF REPORT

For Cabinet to consider the findings of a Feasibility Study into a major new water based leisure facility in Hartlepool.

### 2. SUMMARY OF CONTENTS

The Study has been prepared by consultants (Capita Symonds Sport & Leisure Consulting) and considers the merits of refurbishing or rebuilding Mill House Leisure Centre against providing a new water based facility for the town as part of the Victoria Harbour redevelopment.

This has involved an extensive consultation exercise with potential partners, national governing bodies for sport, local clubs and organisations, local politicians, Council Officers from various Departments and existing Leisure Centre users.

The Study concludes that the future emphasis should be on exploring in detail the viable delivery of a major new “iconic” leisure attraction for Hartlepool via a new facility at Victoria Harbour rather than simply replacing Mill House Leisure Centre. A range of innovative features are identified with the aim of providing a regional attractor which in turn will provide a catalyst for regeneration of the town. This will largely be dependant on securing the capital required to fund such a facility and a structure for managing and operating the facility in a financially viable way.

### 3. RELEVANCE TO CABINET

Of relevance to the Mayoral, Culture, Housing & Transportation, Regeneration & Liveability and Adult & Public Health Services Portfolios.

**4. TYPE OF DECISION**

Key decision, Test (i) and (ii).

**5. DECISION MAKING ROUTE**

Cabinet, 9 December 2005.

**6. DECISION(S) REQUIRED**

Cabinet to:

1. Agree to a full presentation being made by the consultants to Council Members on the conclusions of the Feasibility Study.
2. Approve the findings of the Feasibility Study as the basis for a wider programme of public consultation.
3. Consider at a future meeting, the most appropriate way forward following the outcome of the public consultation exercise.

**Report of:** Director of Adult & Community Services & Director of Regeneration and Planning Services

**Subject:** FEASIBILITY STUDY FOR “H20” CENTRE

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**1. PURPOSE OF REPORT**

- 1.1 For Cabinet to consider the outcomes of a Feasibility Study for a major new water based leisure facility for Hartlepool.
- 1.2 An Executive Summary of the Feasibility Study is attached in **APPENDIX 1** with a full report available in the Members’ Library.

**2. BACKGROUND**

- 2.1 Members will be aware that the town’s main leisure facility, Mill House Leisure Centre, is reaching the end of its economic life. The original swimming facilities were opened in 1972 and other than the addition of dryside facilities in 1987, have received no real major investment since that time. This was recognised during the preparation of the Budget Strategy for the period 2004/05 to 2005/06 when provision was included in the revenue budget to support Prudential Borrowing of £3m towards a future new-build facility.
- 2.2 The Council’s vision and priorities for the future as contained within the Best Value Performance Plan and reinforced by the objectives of the Community Strategy indicate a strong role for both leisure and tourism in the town. Consequently, the value of these sectors is widely recognised as contributing to the Council’s strategic objectives and making a significant input to the process of regeneration throughout the Borough.
- 2.3 The specific emphasis for leisure in Hartlepool is to increase levels of participation in physical activity particularly from under-represented groups, in order to improve health and well-being. For tourism, the key emphasis is to establish a sustainable sector that contributes to the social and economic well-being of the Borough and its regional neighbours.
- 2.4 The Council’s Tourism Strategy indicated that the development of a major new leisure attraction would not only help to improve levels of participation, but would provide a boost to tourism in the town and it advocated that there was an excellent opportunity to link any new development to the Hartlepool Quays. Significant potential existed to connect the project through the Victoria Harbour development, a £500m flagship regeneration scheme forming a new part of the Quays.

- 2.5 This facility must also be placed in context with the current Swim Development Strategy and ongoing work to develop a Swim Facilities Strategy for Hartlepool. The Development Strategy has been approved by Cabinet in June and a Development Officer is currently being recruited to improve the standard of swimming coaching for young and old alike to achieve more successful outcomes.

The separate Swim Facility Strategy will be informed by the Swim Development Strategy and ultimately determine the long term facility requirements for the town – this is a direct consequence of existing school/community learner pools being at the limit of their design life. A town the size of Hartlepool would anticipate retaining the need to have a 25 metre public swimming pool, in addition to adequate feeder learning provision. It is acknowledged that further work is required on strategic improvement/replacement of local facilities as concluded in the commissioned ISRM report 2002 (Institute of Sport and Recreation Management).

- 2.6 Within this context Capita Symonds were commissioned in December, 2004 to undertake a feasibility study for the development of a major new water based leisure attraction, “H20”. The brief required the Consultants to encompass the following main elements within the Study:-

- (a) Market Testing and Research
- (b) To outline the design and development options
- (c) To advise on procurement options
- (d) Produce an outline business case.

- 2.7 The consultants were also required to comprehensively consider the following additional wider aspects through the study:

- (a) An evaluation of a redeveloped Mill House Leisure Centre as a venue for the new facility.
- (b) If the existing Mill House site was not chosen as a venue for this new Centre, to provide an outline consideration for alternative uses.
- (c) The viability of refurbishing Mill House Leisure Centre and also developing a new “H20” Centre.
- (d) To evaluate additional mechanisms to attract further funding to the project.
- (e) To evaluate alternative locations for the new H20 Centre, as well as the existing Mill House site and Victoria Harbour.

### 3. RESEARCH AND CONSULTATION PROCESS

- 3.1 In undertaking the Feasibility Study, the Consultants first examined the policy context in which the proposed development of the H20 Centre and/or the potential replacement/refurbishment of Mill House Leisure Centre would take place.

3.2 In addition, the Consultants undertook a wide-ranging consultation exercise. This included writing to all consultees, explaining the Study terms of reference and inviting comments, holding focus group sessions, face to face and telephone interviews. Consultees broadly consisted of:-

- \* The H20 steering group made up of a cross departmental team of Officers.
- \* Regional Bodies such as One North East, Tees Valley Regeneration etc.
- \* Various Departments of Hartlepool Borough Council such as Adult and Community Services, Regeneration and Planning, Children's Services etc.
- \* Local political representation – Local MP and the Mayor.
- \* Community Groups and existing leisure centre users.
- \* Sports related organisations such as the Amateur Swimming Association, British Surfing Association, British Canoe Union, Hartlepool United Football Club, and Hartlepool Swimming Club etc.

#### 4. KEY FINDINGS FROM THE CONSULTATION PROCESS

4.1 The key findings from the consultation process were summarised as follows:-

- (a) There was considerable support from a regional/strategic perspective for an 'iconic' development at Victoria Harbour, which could add to the leisure attractions within Hartlepool and act as a catalyst for other inward investment, providing significant economic benefit.
- (b) Although sites other than Victoria Harbour were considered, there were difficulties with land ownership and competing end users. PD Ports, current owners of the land, were also willing to donate the land towards a leisure development of some significance under a Section 106 agreement.
- (c) Any proposals would need to take into account a very careful balance between the provision of local leisure facilities, perceived as being very important for the community, and those attracting visitors from outside the Borough, so important in the generation of economic benefit.
- (d) Some opportunities for partnerships were identified. However, other than the land donation from PD Ports and the provision of £3m from the Council, no other firm funding commitments were identified at this stage.
- (e) The future of the Mill House Leisure Centre site was of crucial importance, particularly as there was a general recognition that the facilities are past their best and not of a sufficiently high quality to serve the local community or visitors to the town. A detailed analysis of the site was therefore undertaken.

## **5. OPTIONS APPRAISAL**

### **5.1 Option 1 – Mill House Leisure Centre Refurbishment**

- 5.1.1 Mill House Leisure Centre is typical of many leisure centres built during the 60's and 70's where the design allowed for many single use spaces without much consideration given to flexibility of use or future proofing.
- 5.1.2 Whilst the swimming pools provide a good area of water, the format of the pool with the lack of adjustable pool floors does not allow the available water area to be used to its full potential.
- 5.1.3 Spectator and viewing areas to the pool hall are on the first floor leading to poor vision splays into the pool and prevents viewing to all areas and there is no spectator viewing onto the learner pool.
- 5.1.4 The first floor cafeteria needs to be relocated onto the ground floor where it can maximise potential. The current layout allows the café and pool environment to mix providing a corrosive environment everywhere with noise and cooking smells spreading throughout the pool facilities.
- 5.1.5 Condition surveys for the building suggest that the Centre has reached the end of its economic life with areas of major expenditure required to maintain the envelope of the facility as well as the heating/ventilation and filtration systems. In April 2004, this was estimated at £684,000. However, to provide a Centre offering modern day standards would require significant capital investment in addition to the condition survey works already referred to. The cost of a comprehensive remodelling and refurbishment would be similar to the costs of a new build on site (ie approximately £10-£12m), without the benefit and freedom of ability to redesign
- 5.1.6 As a result, the Consultants concluded that a refurbishment of Mill House Leisure Centre was unrealistic due to the following: -
  - (a) Condition of the building envelope
  - (b) Condition of the existing plant
  - (c) Lack of flexibility of existing facilities
  - (d) Unlikely to realise capital expenditure in improved quality of service.

### **5.2 Option 2 – Centre rebuild on existing Mill House site**

- 5.2.1 This was assessed by the Consultants based on providing a new facility on the existing site designed to modern standards and with flexibility of use in mind. This was estimated to cost on today's rates in the region of £11m but this figure does not allow for asbestos removal, fit-out, nor the provision of fitness room equipment.
- 5.2.2 There were several areas of concern that the Consultants highlighted with this option: -
  - (a) Users of the existing facility would be displaced during construction works estimated to take in the region of 18 to 24 months.

- (b) The amount of asbestos in the building which would have significant cost and time implications associated with its removal and disposal
- (c) The current Mill House site being surrounded by a number of sites for redevelopment or empty buildings. This arrangement would not make for a prestigious new facility.
- (d) The development would not include any of the features that the H20 facility development at Victoria Harbour could generate as part of a wider generation scheme.

### **5.3 Option 3 – New Build at Victoria Harbour**

- 5.3.1 The Consultants concluded that the master plan being developed by Tees Valley Regeneration and PD Ports PLC offered a unique opportunity for the Council to not only replace an ageing leisure centre but to provide a regional attraction suitable for use by the local community and visitors alike.
- 5.3.2 It was considered that a new development as part of the wider Victoria Harbour Master Plan would have the following benefits: -
- (a) It would allow for the construction of a new facility whilst the community could continue to use Mill House Leisure Centre.
  - (b) The Master Plan at its heart would provide the scale and scope of facilities that could not possibly be developed within a like for like replacement for Mill House. This would allow for the development of an 'iconic' facility and something uniquely special.
  - (c) This option carried wider partnership support as part of the Master Plan with the offer of the land for a new development via a Section 106 agreement.
- 5.3.3 The Consultants therefore recommended that this should be the option pursued by the Council. The potential costs of realising this option are detailed in Section 7.

## **6. H20 PROPOSED FACILITY MIX**

- 6.1 The design and facility mix of the H20 Centre has been driven by the need to provide sustainable facilities for the future that build upon the site features of the master plan. Not only does the H20 Centre need to be designed as a modern day leisure facility, but something that is also capable of:-
- \* Being a modern sustainable community leisure facility for Hartlepool and the surrounding area.
  - \* Being a regional visitor attraction for Hartlepool.
  - \* Being at the hub of the Victoria Harbour master plan being drawn up by Tees Valley Regeneration.
  - \* Providing an iconic symbol for Hartlepool.

- 6.2 The Consultants considered that the concept of utilising the outdoor water basin proposed as part of the master plan as an extreme water sports area provided a unique opportunity to Hartlepool and therefore, suggested that the new Centre should be developed around this feature.
- 6.3 The Consultants further concluded that based on the research, consultation and other areas of work undertaken as part of the feasibility study, the H2O Centre should include the following key components:-
- \* Eight lane 25m competition pool with flexibility (booms and moveable floors).
  - \* Learner pool.
  - \* Fun pool with interactive features.
  - \* Spectator seating.
  - \* Four Court Sports Hall.
  - \* Health and Fitness Centre.
  - \* Indoor extreme sports area (climbing, in-line skating, skate-boarding and trick cycling).
  - \* Outdoor extreme sports area (a Surf Centre including surf and flow riders with a wave generator out into the water basin as well as provision for kayaking and canoeing).
  - \* Catering Provision.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 The estimated capital cost of developing the H2O Centre is circa £26m at present day costs. Because the facility is only at initial feasibility stage, there are currently no firm funding commitments from external funding agencies or partners/stakeholders, other than the land donation for the development provided by PD Ports PLC. The existing Council capital contribution towards the scheme is £3m, to be funded through Prudential Borrowing. So bridging the gap between this amount and the full total capital cost of £26m is clearly a key challenge.
- 7.2 The risks associated with securing this amount of external funding however have to be set against the equally, if not more difficult, scenario of having to bid for major capital funding towards the cost of a more modest facility. A less ambitious more traditional local authority scale leisure centre would first of all be incapable of being built at Victoria Harbour and secondly, probably rule out applying to the majority, if not all of the currently identified future potential external funding sources.
- 7.3 For a more ambitious scheme, there remains the potential to pursue additional investment from a variety of sources, with One North East, Tees Valley Regeneration, Sport England/Lottery and/or the private sector through some form of public/private partnership arrangement currently being the most obvious.
- 7.4 Linked to the potential for capital investment and Prudential Borrowing for new facilities is a consideration of a range of different management options available and a range of these were evaluated as part of the Study including:-

- \* In-house operation – direct delivery by Hartlepool Borough Council.
- \* Private Leisure Management Contractor .
- \* Private Leisure Management Contractor with Not for Profit Distribution Organisation option.
- \* Local Voluntary Community Trust.
- \* PPP/PFI investment based contract operation with Private Leisure Management Contractor.
- \* Establishment of a new Leisure Trust in Hartlepool.
- \* Alternative established Trust operation from another Authority.

- 7.5 The Consultants have developed a number of financial business plan models that draw a comparison between an overtly commercial operation and the continuation of an in-house operation for the new development as at present. Comparing the two management models, this indicated potential operational savings of £175k pa based on current day revenue costs. The Consultants concluded that the facility would be more efficiently managed by outsourcing the operation to either ‘partnering’ with an external leisure trust or to a private leisure management contractor.
- 7.6 These savings could potentially be used to support additional prudential borrowing to increase the capital that the Council contributes to this project. However, these savings could not be committed until it was certain they would be achieved.
- 7.7 However, whilst it was considered that the commercial and in-house model gave comparison of operational efficiency, a range of risk factor variables would need to be further explored as they could potentially impact on the ability to deliver the financial models as presented. These are:-
- \* the cost of procurement;
  - \* the Councils interpretation and requirement to ensure a ‘single tier workforce’ and admitted body status to the pension scheme;
  - \* requirement of funding agencies;
  - \* specific outcomes required on contract delivery;
  - \* cost of capital financing.
- 7.8 The timescale for securing such a development is geared towards 2010 – 2012 in the Tees Valley Regeneration, Victoria Harbour Master planning exercise.
- 7.9 Outwith this Feasibility Study, the Council do have another option ie **do nothing**. If the Council do not invest in either re-provision or extensive refurbishment of the Mill House Leisure Centre, then the structure and fabric of the building will continue to deteriorate and require considerable maintenance. In the medium term, this will undoubtedly mean closure on economic grounds. The impact of the town having no significant swimming facility will be rapidly be seen as a negative situation in terms of the health and social well being of the local residential population. Alternative facilities are unavailable within the immediate area.

## 8. CONCLUSIONS AND PROPOSED WAY FORWARD

- 8.1 It is acknowledged that it will be difficult to secure funding of £26m - £30m to achieve delivery of this ambitious facility. However, what the feasibility study clearly demonstrates is the way in which this proposal meets the relevant regional, sub-regional and local strategies, identifies a new imaginative concept within the existing Victoria Harbour redevelopment and has an iconic factor which it requires to gain major grant and public funding support.
- 8.2 The concept developed for the H2O Centre by the Consultants, with its facility elements and location as part of the Victoria Harbour redevelopment, is supported by several key factors including:
- \* Identification of a gap in the market.
  - \* Supports the needs and aspirations of the local community and user groups, complementing the current leisure and tourism offer and assists with the “re-invention” of Hartlepool.
  - \* Will have a regional draw.
  - \* Links to the Historic Quay and ‘the Maritime’ theme.
  - \* Links strategically with local, sub-regional and regional objectives in a variety of disciplines.
  - \* Fits strategically with the Victoria Harbour Master Plan and regeneration in the town.
  - \* Acts as a catalyst for the development of Victoria Harbour and ongoing future investment.
  - \* Support from many quarters, including key stakeholders, sport governing bodies and other agencies.
- 8.3 For financial and strategic reasons, an additional development at Mill House Leisure Centre is not recommended and the future of the existing site will therefore need to be addressed to maximise the benefit from a sale or alternative use.
- 8.4 The Consultants also recommended that in order to drive the project development forward the following steps should be taken:-
- (a) Formally secure the site allocation within the Victoria Harbour Master Plan.
  - (b) Evaluate any financial benefits of outsourcing the management of the development.
  - (c) Continue to work closely with all potential funding agencies.
  - (d) Continue to drive the project with key stakeholder support, senior officers, politicians and other agencies.
  - (e) Test the concept through a wider programme of public consultation.
  - (f) Report back key findings of the Feasibility Study to all key stakeholders.
  - (g) Continue dialogue with future potential Mill House Leisure Centre site operators such as Hartlepool United Football Club and Hartlepool College of FE.
  - (h) Link the development to the wider Authority Asset and Strategic Plan, particular in relation to the future provision of swimming facilities for the Borough.

**9. NEXT STEPS**

- 9.1 As part of a wider public consultation process, which is one of the key Officer recommendations, emanating from this report, it is proposed that the consultants make a full presentation of the Study to Members of the Council. The results of the consultation exercise can then be reported back to Cabinet with a view to recommending an action plan on how best to drive the project forward.

**10. RECOMMENDATIONS**

1. Agree to a full presentation being made by the consultants to Council Members on the conclusions of the Feasibility Study.
2. Approve the findings of the Feasibility Study as the basis for a wider programme of public consultation.
3. Consider at a future meeting the most appropriate way forward, following the outcome of the public consultation exercise.

CONTACT OFFICER: John Mennear, Acting Assistant Director, Adult & Community Services

Background Papers  
H2O Consultancy Brief

# APPENDIX

**Hartlepool H<sub>2</sub>O Centre**

**Hartlepool Borough Council**

**Feasibility Study Final Report of Findings**

**Prepared by**

**Capita Symonds Sport & Leisure Consulting**

**November 2005**



This project, referred to as the H<sub>2</sub>O Centre Study, was commissioned by Hartlepool Borough Council in December 2004. The purpose of the study was to investigate the feasibility of developing a major new water based leisure facility in Hartlepool. Within the context of the study, the consultant team were also requested to give consideration to the future of Mill House Leisure Centre, Hartlepool's main swimming and indoor sports facility located in close proximity to Hartlepool town centre.

It was clear from the outset that the H<sub>2</sub>O Centre would need to contribute to meeting the future leisure and tourism needs of the town. The structure must be iconic and contribute significantly to the regeneration of the town.

The feasibility study has established the following:

At national, regional, sub regional and local level there is strategic and policy support in planning, regeneration, tourism, sport, health, education and culture for the development of the H<sub>2</sub>O Centre in Victoria Harbour. Alternative sites were investigated around Jackson's Quay but ruled out in favour of Victoria Harbour.

There is extensive support from a wide range of stakeholders for an 'iconic' development that can play a part in revitalising Hartlepool and drawing investment into Victoria Harbour. The sports governing bodies of surfing, canoeing and swimming are particularly supportive of the proposals.

The new H<sub>2</sub>O Centre will be for the local community and be an important component of tourist facilities in the town to meet the needs of local and regional visitors to Hartlepool.

The new centre will build on the maritime and nautical themes developed and promoted by Hartlepool and it will play a prominent role in extending and revitalising the current offering and experience had by visitors to Hartlepool.

Although the catchment population is characterised by low income families the market review and demographic analysis indicate a strong case for new aquatic facilities to meet local and regional latent demand. The centre will need to cater specifically for youth and family markets.

Mill House Leisure Centre is beyond its economic life and the replacement of these existing facilities should be via a new facility. The estimated cost of the replacement of Mill House Leisure Centre to modern day dimensions and standards is circa £11million.

The Victoria Harbour Master Plan being developed by PD Ports Plc and Tees Valley Regeneration creates a unique opportunity to replace and enhance Mill House, an opportunity that is unlikely to be repeated. The site, on land to be donated to the project by PD Ports Plc at Victoria Harbour, identified and created as part of the master planning exercise provides an exceptional opportunity for Hartlepool Borough Council to redevelop it's leisure provision and provide a catalyst for regeneration.

In scoping the facility mix for the H<sub>2</sub>O Centre the emphasis has been on providing a sport and leisure facility that will be fun to use, for the family, flexible, future proof and fundable in terms of revenue and capital expenditure.

The consultant team was acutely aware of the need to develop innovative features that would differentiate the H<sub>2</sub>O Centre and enable it to be a regional attractor.

The proposed components of the H<sub>2</sub>O Centre are:

- Eight lane 25m competition pool with flexibility (booms and moveable floors)
- Learner pool
- Fun pool with interactive features
- Spectator seating
- Four court sports hall
- Health and fitness centre
- Indoor extreme sports area
- Outdoor extreme sports water area
- Catering provision.

The exceptional innovative features within the development, coupled with the iconic design which seeks to make the H<sub>2</sub>O Centre a part of the landscape it is situated within, will be the outdoor and indoor extreme sports areas, including surf and flow riders and a wave generator out into open water. The design presents opportunities for innovative energy solutions.

The estimated capital cost of developing the H<sub>2</sub>O Centre is £25,721,995 excluding VAT and a number of other identified exclusions, for example links to other water bodies, abnormal ground or water conditions, structural abnormalities, fit out and fitness equipment. (This capital cost estimate is based on 2<sup>nd</sup> Quarter 2005 construction figures).

Land for the development will be provided by PD Ports.

During the course of the study no firm funding commitments from stakeholders other than HBC who have an estimated £3 million pounds to invest have been identified. However there are future opportunities to potentially attract investment from One North East, Tees Valley Regeneration, Sport England and the private sector. Hartlepool Borough Council has the opportunity to pursue borrowing against the Prudential Code.

A range of management options have been evaluated, including:

- In-house operation – direct delivery by Hartlepool Borough Council
- Private leisure management contractor
- Private leisure management contractor with Not for Profit Distributing Organisation (NPDO) option
- Local voluntary community trust
- PPP/PFI investment based on contract operation with private leisure management contractor
- Establishment of a new leisure trust
- Alternative established trust operation from another authority

The H<sub>2</sub>O Centre with it's recommended facility mix will require an operational subsidy to break even. The amount of subsidy will be dependant upon the type of Management Option chosen. We have developed a number of financial business plan models that have provided a comparison between an overtly commercial operation and a continuation of an in-house operation. The commercial model would require a subsidy of £340K in year 1 rising to £360K in year 5. The model showing a

continuing in-house (HBC) operation would we estimate require £515,000 in year 1 rising to £538,000 in year 5. This is less than the estimated current £600,000 subsidy at Mill House. These figures exclude the cost of any capital financing.

It must be noted that whilst these models provide a realistic comparison of operational efficiency, there are a range of variables that would need to be considered and would impact on the ability to deliver the financial models as presented. These include the cost of procurement, the authorities interpretations and requirement to ensure a 'single tier workforce' and admitted body status with the pension scheme, requirements of funding agencies and specific outcomes required on the contract delivery.

Our recommendation is that the facility would be more efficiently managed by outsourcing the operation to either 'partnering' with an external leisure trust or to a private leisure management contractor.

The economic impact of the H<sub>2</sub>O Centre will be generated by a number of factors: the capital expenditure on the construction of new facilities with many construction jobs likely to be created; the direct and in-direct expenditure created by new visitors to Hartlepool drawn in by the H<sub>2</sub>O Centre; increased business and investor confidence in Victoria Harbour; and after-uses associated with Mill House Leisure Centre.

The feasibility study has demonstrated that a major new 'iconic' leisure attraction for Hartlepool can be achieved through the development of the H<sub>2</sub>O Centre at Victoria Harbour. The principle remaining challenge for Hartlepool Borough Council and its regeneration partners is to meet the capital development funding gap.

# CABINET REPORT

9<sup>th</sup> December 2005



**Report of:** Assistant Chief Executive

**Subject:** IMPLEMENTING ELECTRONIC GOVERNMENT

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## SUMMARY

### 1. PURPOSE OF REPORT

To approve the IEG 5 statement for submission to the Office of the Deputy Prime Minister by 20<sup>th</sup> December 2005.

### 2. SUMMARY OF CONTENTS

#### Implementing Electronic Government (IEG 5) Return – Draft Attached

This is the 2005 IEG return required by the ODPM outlining the Council's current position in relation to Implementing Electronic Government progress.

### 3. RELEVANCE TO CABINET

Cabinet is responsible for approving strategically significant issues and the IEG 5 falls into this category. In particular, the fifth year of IEG's represents a crucial point of reference as local authorities move towards the final leg of the IEG delivery of their local e-government programmes.

This also ties in with the Integrated ICT Strategy (approved by Cabinet in July) which explains the practicalities involved in achieving IEG success.

### 4. TYPE OF DECISION

Key Decision – test ii applies

### 5. DECISION MAKING ROUTE

The decision will be made by Cabinet.

### 6. DECISION(S) REQUIRED

1. To approve the Implementing Electronic Government (IEG 5) return for submission to the Office of the Deputy Prime Minister by 20<sup>th</sup> December 2005.

2. To give authority to the Assistant Chief Executive, in conjunction with the Portfolio Holder, to make minor amendments in order to finalise the document prior to formal submission to the Office of the Deputy Prime Minister.

**Report of:** Assistant Chief Executive

**Subject:** IMPLEMENTING ELECTRONIC GOVERNMENT

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**1. PURPOSE OF REPORT**

- 1.1 To approve the IEG (IEG 5) return for submission to the Office of the Deputy Prime Minister (ODPM) by 20<sup>th</sup> December 2005.

**2. BACKGROUND**

- 2.1 The IEG 5 return is a statement required by the ODPM, outlining the Council's current position in relation to Implementing Electronic Government progress. For the previous 4 years, successful submission of IEG Statements has resulted in the Council securing funding of:

- £200,000 in 2002/03;
- £200,000 in 2003/04;
- £350,000 in 2004/05; and
- £150,000 in 2005/06

to assist the authority in reaching the government target for making services available electronically by 2005.

Although this submission will not result in any additional funding, it is required to show what use has been made of the earlier grants and what progress has been achieved. Failure to prove that sufficient progress has been made could result in earlier grants being recalled.

- 2.2 This also ties in with the Integrated ICT Strategy (approved by Cabinet in July) which explains the practicalities involved in achieving IEG success.

**3. IMPLEMENTING ELECTRONIC GOVERNMENT**

- 3.1 Implementing Electronic Government Fifth Year Statement – Draft Attached

- 3.2 The Council's objectives around the area of e-government are:

- Building services around citizens' choices
- Making government and its services more accessible
- Ensuring that technology does not create a digital divide
- Using information more efficiently.

- 3.3 The technologies used to support this are based around the use of mobile technology, remote access, self-service via the internet and electronic support

for the contact centre to provide standardised information for face to face and telephone contacts.

- 3.4 Using technology in the ways outlined will provide the council and its customers, based around the principles of equity, accessibility, integration and service improvement with a number of benefits:

- Improved service delivery through quicker response times
- Easier access for customers through a choice of channels
- More consistency of service and advice
- Joined-up service provision across the town
- Improved visibility of service provision
- Longer hours of access to services
- Improved efficiency via less duplication and more time spent actually providing the service
- Improved staff morale due to a more flexible working environment.

- 3.5 The document outlines where the council currently is in relation to:

- The ODPM's list of priority service outcomes
- How the authority is changing its internal organisation and management practices to adapt to the new methods of service delivery
- The number and types of interactions available electronically
- The level of take up of our electronic services
- The amount of money spent on e-enabling services
- Efficiency gains achieved through e-government

#### **4. DECISION(S) REQUIRED**

1. To approve the Implementing Electronic Government (IEG 5) return for submission to the Office of the Deputy Prime Minister by 20<sup>th</sup> December 2005.
2. To give authority to the Assistant Chief Executive, in conjunction with the Portfolio Holder, to make minor amendments in order to finalise the document prior to formal submission to the Office of the Deputy Prime Minister.



# IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

*"Meeting the targets for e-government"*

**Name of Authority:** Hartlepool Borough Council

**IEG Contact Name:** Joan Chapman

**Email:** [joan.chapman@hartlepool.gov.uk](mailto:joan.chapman@hartlepool.gov.uk)

**Telephone No:** 01429 284145

**Local Context**

Hartlepool Borough Council, despite being awarded an excellent rating under the CPA, recognises that the environment under which we operate is constantly changing in terms of policy, statute, expectations and aspirations with regard to both government agencies and local people and businesses.

This has required the Council to reconsider its vision and priorities and fundamentally reassess the basis for and the delivery of services. To this end, a corporate wide initiative "The Way Forward" is underway. This involves a corporate restructure and change management programme to transform our services to meet the various challenges we are faced with. ICT is seen as a critical part of this exercise, underpinning the development of the organisation, and the fundamental reassessment of operational practices. A clear and resourced ICT strategy has been produced that will enable the development of both the services and the frameworks that support them. The aim is to use ICT to support the work of the service departments by providing the technology needed to deliver services, collect management information and integrate the front end service delivery with the back office systems.

It is also recognised that effective use of ICT is key to achieving the efficiency savings required under the Gershon targets. Any new ICT projects must be built around a Business Case and any funding provided is on the basis of it being able to be repaid from efficiency savings.

The Council's objectives around the area of e-government are:

- Building services around citizens' choices
- Making government and its services more accessible
- Ensuring that technology does not create a digital divide
- Using information more efficiently.

The key themes in the ICT strategy are:

- long-term, planned activities
- electronic storage/flow
- integrated activity
- sharing front and back offices
- integrated data sources
- self-service
- flexibility/transformational services
- customer focused
- 24 hour access

Using technology in the ways outlined will provide the council and its customers with a number of benefits:

- Improved service delivery through quicker response times
- Easier access for customers through a choice of channels
- More consistency of service and advice
- Joined-up service provision across the town
- Improved visibility of service provision
- Longer hours of access to services
- Improved efficiency via less duplication and more time spent actually providing the service
- Improved staff morale due to a more flexible working environment.

A substantial number of ICT projects are ongoing, in various stages of completion and the Council has implemented a number of key enabling technologies to act as a foundation for future development. These include a Customer Relationship Management (CRM) system, a Community Portal, an Intranet, an e-form solution and some document management and workflow. Work has also started on replacing the Financial Management System.

The key issues to be addressed are around access, service delivery and infrastructure, taking into account internal and external influences and ensuring that effective governance processes are in place. The areas currently being developed include Business Process Re-engineering, desktop standardisation, unique identifiers of people and property, a more co-ordinated approach to mobile/home working and effective governance processes. We are also placing emphasis on increasing take-up of e-enabled services and are working with other local authorities in the Tees Valley to undertake a sub-regional radio and web-based advertising campaign to support this.

It is also recognised that to really take the e-government agenda forward, the authority needs to become truly transformational and be able to adapt to changing times and emerging technologies quickly and effectively and we are considering ways of making the best use of existing resources to ensure this happens.

The Council's ICT service is currently provided, under a 10 year strategic partnership agreement, by Northgate (previously known as Sx3). We are continuing to monitor this relationship to ensure we get the best possible return and we have strengthened the ICT client support function within the Council by appointing a dedicated member of staff and obtaining independent professional advice where necessary.

## Section 1 - Priority Outcomes (self-assessment)

Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>R1</b> Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
<b>Comment:</b> LEA has purchased Admissions and Transfer online software which integrates with their Education Management System (EMS). This EMS system allows a single point of data entry for schools, which can then be used many times by different departments -part of the DfES Information Management Strategy.			
<b>R2</b> Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 26/03/2004	Green 26/03/2004	Green 26/03/2004
<b>Comment:</b> Corporately, services within Education and Social Services have been combined into a new Childrens Services Directorate. This directorate will be revising their content on the Community Portal for looked after children including content to raise educational attainment.			
<b>G1</b> Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Green 15/11/2004	Green 15/11/2004	Green 15/11/2004
<b>Comment:</b> Information on admissions, school performance and admission criteria is available on line and is being updated to reflect new admissions process. An e-enabled contact centre has been established and is currently being rolled out across the council.			
If already 'green' on R1, R2 & G1 above please comment on  <b>E1</b> Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children.  Otherwise you may leave this row blank.	<b>Comment:</b>		
<b>R3</b> One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Green 26/03/2004	Green 26/03/2004	Green 26/03/2004
<b>Comment:</b> The Community Portal launched in March 2004 ( <a href="http://www.hartlepoolnow.co.uk">www.hartlepoolnow.co.uk</a> ) contains a complete A - Z of services for all local authority services categorised using the LGCL categories. This is also used by the Contact Centre.			
<b>R4</b> Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
<b>Comment:</b> The safer hartlepool website ( <a href="http://www.saferhartlepool.co.uk">www.saferhartlepool.co.uk</a> ) contains information on crime reduction initiatives. The Hartlepool Partnership has also purchased Cluster Direct - a secure extranet - which is available for partners to use for the secure sharing of information.			
<b>G2</b> Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Green 26/03/2004	Green 26/03/2004	Green 26/03/2004
<b>Comment:</b> The Community Portal uses a distributed authoring system which enables a wide variety of groups to input and maintain their own data. It also encourages community groups to set up their own mini-websites.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R3, R4 &amp; G2 above please comment on</p> <p><b>E2</b> Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives.</p> <p>Otherwise you may leave this row blank.</p>	<p><b>Comment:</b> These have not been formally established as yet but will be considered as part of the Community Portal administrators group.</p>		
<p><b>R5</b> Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.</p>	Green 30/09/2004	Green 30/09/2004	Green 30/09/2004
	<p><b>Comment:</b> These are available internally via the Intranet and externally via the Community Portal.</p>		
<p><b>R6</b> Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.</p>	Green 30/09/2004	Green 30/09/2004	Green 30/09/2004
	<p><b>Comment:</b> The Community Portal has the facility to allow Councillors to add their own information pages. Support is available via the admin support team to update members pages as required.</p>		
<p><b>G3</b> Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.</p>	Amber 26/03/2004	Green 31/12/2005	Green 31/12/2005
	<p><b>Comment:</b> iNovem e-consult package for on-line consultation went live as of November this year.</p>		
<p><b>G4</b> Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video &amp; audio files).</p>	Amber 26/03/2004	Green 31/12/2005	Green 31/12/2005
	<p><b>Comment:</b> The Community Portal can now accept video files and it is intended to begin loading some later this year. We also intend to use BrowseAloud to provide this functionality.</p>		
<p>If already 'green' on R5, R6, G3 &amp; G4 above please comment on</p> <p><b>E3</b> Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.</p> <p>Otherwise you may leave this row blank.</p>	<p><b>Comment:</b></p>		
<p><b>R7</b> Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).</p>	Green 15/11/2004	Green 15/11/2004	Green 15/11/2004
	<p><b>Comment:</b> E-forms enables online reporting and links to back office systems. The first of these (including a generic service request) went live in November 2004 and further forms are currently being developed. These are also available via the Contact Centre.</p>		
<p><b>R8</b> Online receipt and processing of planning and building control applications.</p>	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	<p><b>Comment:</b> The new Planning and Building Control system went live internally in May 2005. We are now utilising the links we have with the national Planning Portal (<a href="http://www.planningportal.gov.uk">www.planningportal.gov.uk</a>) to automatically accept on line planning applications and electronic payments. Submit a Plan has been purchased and will allow electronic plan attachments to be received and dropped into the Planning/BC system. This is now integrated into to the new Planning and Building Control system.</p>		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>G5</b> Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
	<b>Comment:</b> GIS is used by a number of sections across the authority. A corporate GIS system has been approved and is expected to go live in December 2005. The Local Plan document has been digitised for map based data presentation and is accessible via the internet on the Planning Portal.		
<b>G6</b> Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	<b>Comment:</b> Information is shared via email between local councils, works & pensions, police etc. We also use the two central sites; LACORS and TS interlink to share information.		
<b>G7</b> Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> Consideration is being given to the purchase of an e-licensing system through our current database provider 'Civica' but a purchase will not be made until the product is thoroughly tested and its benefits evaluated. Implementation of a new system will probably begin in late 2005.		
If already 'green' on R7, R8, G5, G6 & G7 above please comment on  <b>E4</b> Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings.  Otherwise you may leave this row blank.	<b>Comment:</b>		
<b>R9</b> Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> The Council has agreed to provide revenue support to the NEPO Procurement Portal for 1 year initially from 1/4/04, allowing online quotations and tendering. An established Purchasing Card program is in place. This is to be expanded by joining the Govt. Purchase Card (GPC) scheme and expanding the rollout across the council. In addition, we are working on developing complementary online purchasing options within the Council's FMS and integrating with our Uniclass system. Some use is currently being made of a paperless ordering system through Talis and shared EDI, with everything in place including the delivery of messages into the catalogue apart from invoices which it is hoped will be available later this year.		
<b>G8</b> Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> The Council has a single business account in place within the FMS to process all payments/account entries against that entity.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>G9</b> Regional co-operation on e-procurement between local councils.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> The Council is acting jointly with other North East authorities on the NEPO Portal and Regional Centre for procurement Excellence. Success off the NEPO e-portal will be evaluated shortly and a decision made on whether to join the NEPO or other Marketplace solution. A "How to Do Business Guide" is published on the Council Website, linked to the NEPO Portal, promoting local supplier networks, and access to Council Contracts. Formal arrangements are in place with NEPO. Informal co-operation also exists regarding purchasing arrangements between the Tees Valley authorities regarding DSO services previously provided by the old Cleveland Council. In addition, future GPC membership will strengthen these cooperative arrangements.		
If already 'green' on R9, G8 & G9 above please comment on	<b>Comment:</b>		
<b>E5</b> Access to virtual e-procurement 'marketplace';			
<b>E6</b> Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	<b>Comment:</b>		
<b>E7</b> Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8).  Otherwise you may leave these rows blank.	<b>Comment:</b>		
<b>R10</b> Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	<b>Comment:</b> A Capita On-line payments system is available via the portal. This system utilises 128 bit SSL technology, and has the familiar padlock emblem when people are within the secure area. The use of unique ID numbers and e-mail receipts, helps to further engender public trust.		
<b>R11</b> Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> The Council has implemented Gandlake Technologies Citizen Account to provide on line facilities to make payments and check Council Tax and Business rates.		
<b>G10</b> Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	<b>Comment:</b> Significant savings have been accrued from the expansion of Direct Debit payments. DD income has gradually increased from 27% of total income received in April 2001 to 37% in June 2004 for Council Tax. In addition Credit / Debit card payments, and Internet payments also demonstrate significant growth.		
<b>G11</b> Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	<b>Comment:</b> The additional functionality in Gandlake Citizens Account software is currently being implemented, it is anticipated the system will go live in early December 2005.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R10, R11, G10 &amp; G11 above please comment on</p> <p><b>E8</b> Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).</p>	<b>Comment:</b>		
<b>E9</b> Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	<b>Comment:</b>		
<p><b>E10</b> Agreed baseline and targets for reductions in unit costs of payment transactions.</p> <p>Otherwise you may leave these rows blank.</p>	<b>Comment:</b>		
<b>R12</b> Online renewal and reservations of library books and catalogue search facilities.	Green 01/09/1999	Green 01/09/1999	Green 01/09/1999
	<p><b>Comment:</b> The library catalogue is available on-line via the website. It contains information about the whole stock of all the libraries within Hartlepool including items on order. Users can check their own records and renew their loans on-line. Reservations can also be placed for any item in stock. Users will need to have their membership number on their library card and a PIN which must be collected in person from any library. Anyone who lives, works or studies in Hartlepool may join the library with proof of identity and address. Further improvements have been made with the Talis Prism system.</p>		
<b>R13</b> Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> Web-enablement of these systems are currently being developed and will be in place by the end of 2005.		
<b>G12</b> Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Amber 31/03/2004	Amber 31/03/2004	Green 31/03/2006
	<p><b>Comment:</b> North East Connects, in conjunction with the North East Regional Smartcards Consortium, is to assimilate the plans and intentions of each local authority in the region in terms of responding to this priority services outcome. The objective being to aggregate the overall requirement in a consistent fashion, to determine a regional position, and to develop a regional business model across Library, Leisure and/or Cultural services. Hartlepool intends to explore the delivery of targets set at a regional level and is supporting North East Connects in this process. We currently have swipe cards in use for sports facilities.</p>		
<p>If already 'green' on R12, R13 &amp; G12 above please comment on</p> <p><b>E11</b> Agreed baseline and targets for take-up of library, sports &amp; leisure services online, including targets for customer satisfaction and efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	<b>Comment:</b>		
<b>R14</b> Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	<b>Comment:</b> Links to local and national journey planners are included in the online services area of the website.		
<b>R15</b> Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	<b>Comment:</b> This will be developed through e-forms via the portal. See also G3.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>G13</b> E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Green 01/10/2005	Green 01/10/2005	Green 01/10/2005
	<b>Comment:</b> The Parking Gateway system will allow on line mitigation of parking fines, along with accepting secure payments for parking fines.		
<b>G14</b> GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Amber 31/12/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> To be undertaken as part of the corporate GIS project.		
If already 'green' on R14, R15, G13 & G14 above please comment on  <b>E12</b> Agreed baseline and targets for customer satisfaction and efficiency savings.  Otherwise you may leave this row blank.	<b>Comment:</b>		
<b>R16</b> E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	<b>Comment:</b> This is now available in conjunction with the contact centre, although developments to the system are still ongoing.		
<b>R17</b> Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Green 31/05/2005	Green 31/05/2005	Green 31/05/2005
	<b>Comment:</b> The 'WebBenCalc' software is utilised to provide these requirements. These estimates can also be printed off.		
<b>G15</b> Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 01/07/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> The service to visit claimants in their homes who wish to make a new claim for benefits and do so electronically is now live with all new claim requests being given the opportunity for a home visit. Where sufficient supporting evidence is available to meet the legal requirements for making a claim to Housing and Council Tax benefits awards are being made the following day. The service has already been extended to include those claimants changing address where an interview in their new home is offered. e-Scripts for the mobile service to cover Interventions are currently being tested. The intention is for the existing visiting officers who undertake this style of work to complete forms electronically with the back office system being updated automatically where appropriate. The success to date of the project has also initiated a further investigation into the mobile office being able to accept changes of circumstance. A specification has been issued to the software house with testing expected to take place in January and February of next year.		
If already 'green' on R16, R17 & G15 above please comment on  <b>E13</b> Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	<b>Comment:</b>		
<b>E14</b> Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms.  Otherwise you may leave these rows blank.	<b>Comment:</b>		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>R18</b> Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	<b>Comment:</b> Information is available on the Community Portal and Council websites about a variety of services including the PCT and voluntary organisations, as well as Council. The Contact centre have access to this information along with internal information from the intranet. The Duty team within Social Services acts as a departmental contact centre and their details are available via the Council website. Information is also available from linked websites such as the Teeswide Health and Care Portal. Education have also included information for vulnerable pupils on the website.		
<b>R19</b> Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	<b>Comment:</b> Carefirst operates 24/7 and contains packages, review dates etc. Out of hours it is accessible by the Tees Valley Emergency Duty Team in Stockton. The version in use is web-enabled, and we are planning to use this facility from home or other locations. Authorised officers may already telephone for details from the field if necessary. We are also planning to offer direct remote access in due course.		
<b>G16</b> Systems to support joined-up working on children at risk across multiple agencies.	Amber 31/10/2004	Amber 31/10/2004	Green 01/03/2006
	<b>Comment:</b> Information sharing is being implemented with high level protocols and more detailed agreements, and MAPPE. Appropriate Education and health staff have direct Carefirst access. ISA is ongoing, whilst awaiting learning from national pilots. Common assessment frameworks are in place, and business systems will be developed for ICS, youth justice etc. We are in the process of implementing the Childrens Information Service (ChIS) system provided by opportunity links, which will provide an online Childrens services directory, the go-live date is early March 2006.		
<b>G17</b> Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber 31/10/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> Future development will depend on the outcome of current Revenues and Benefits mobile working initiative. Wireless, web-based and offline mobile solutions are being piloted across the council which, if successful, are likely to be rolled out to cover areas such as this. Currently using the Single Assessment process which is emailed to all agencies to be updated. SAP joint assessments for older people are attached to Carefirst records, and we plan to replicate this for children (ICS). The intention is to introduce fully electronic records and mobile working in due course.		
If already 'green' on R18, R19, G16 & G17 above please comment on  <b>E15</b> Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).  Otherwise you may leave this row blank.	<b>Comment:</b>		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>R20</b> Email and Internet access provided for all Members and staff that establish a need for it.	Green 01/01/2001	Green 01/01/2001	Green 01/01/2001
	<b>Comment:</b> All members have access to e-mail. They also have Internet access within the Members room. A minority of members also have a remote working solution, which provides subsidised access to e-mail and Internet at home. All Council staff that require access have e-mail via Lotus Notes and also Internet access.		
<b>R21</b> ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 01/09/2003	Green 01/09/2003	Green 01/09/2003
	<b>Comment:</b> A home working policy is in place. ICT support for home working for members and staff is available via a VPN connection, although this is restricted to senior staff and members. Additional access via a Citrix environment, which will replicate an office desktop environment remotely, is being considered for a wider roll out to Council staff. In addition web-based access to email and calendars via lotus notes has also been rolled out across the Council.		
<b>R22</b> Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber 01/06/2003	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> A number of different remotes access solution are currently being rolled out or are under consideration, including: 1) Wireless benefits 2) Environmental action team remote access solution 3) Various remote access solutions including VPN and Citrix . In addition web-based access to email and calendars via lotus notes has also been rolled out across the Council. All these in combination allow members and staff to work from home/remotely.		
<b>G18</b> Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> ECDL has been undertaken by a number of staff and members. In addition the ECDL modules are available in our learning resource centre for staff to use at their convenience. Some training courses are now being offered for use by staff and members at their desktop PCs.		
If already 'green' on R20, R21, R22 & G18 above please comment on  <b>E16</b> Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.  Otherwise you may leave this row blank.	<b>Comment:</b>		
<b>R23</b> Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Green 15/11/2004	Green 15/11/2004	Green 15/11/2004
	<b>Comment:</b> The generic service request e-form is now available on the Council website, this allows 24/7 access to Council services. All enquiries logged via this route are responded to within 24 hours.		
<b>R24</b> Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	<b>Comment:</b> The Community portal uses the Mediasurface CMS system, which allows content to be added by a wide range of users and classified using the APLAWS and LGCL classification. The content itself is structured using the 'tree' methodology.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>G19</b> Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see <a href="http://www.pro.gov.uk/about/foi/map-local.rtf">www.pro.gov.uk/about/foi/map-local.rtf</a> ).	Amber 31/03/2004	Amber 31/03/2004	Green 31/03/2006
<b>Comment:</b> We are in the process of implementing a EDRM system from Hummingbird this product is fully ISO 15489 compliant, as part of this project we have identified areas where improvement is needed and have established a working group to take this forward.			
<b>G20</b> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">www.w3.org/WAI</a> ).	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<b>Comment:</b> Some Community Portal pages are AAA compliant and the whole site is level AA compliant.			
<b>G21</b> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> & <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a> ).	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<b>Comment:</b> All resources can be delivered via standard web browser technology (e.g. IE explorer, Netscape, Mozilla), and all content is driven via an XML schema. Automatically categorising all content in line with LAWS and LGCL, and including this within the metadata for pages achieves the e-GMS compliance.			
If already 'green' on R23, R24, G19, G20 & G21 above please comment on  <b>E17</b> Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.  Otherwise you may leave this row blank.	<b>Comment:</b>		
<b>R25</b> Online publication of Internet service standards, including past performance and commitments on service availability.	Green 14/06/2005	Green 14/06/2005	Green 14/06/2005
<b>Comment:</b> Utilising webtrends software and SLA standards, we provide information on service outages. This is currently being developed to include additional information.			
<b>R26</b> Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
<b>Comment:</b> Utilising webtrends software we are now reporting on a number of different performance criteria including page impressions and unique users.			
<b>G22</b> Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 01/11/2004	Green 31/12/2005	Green 31/12/2005
<b>Comment:</b> A phased implementation of the esd toolkit, with BVPI reporting followed by monitoring of e-enabled access channels, using the toolkit is being rolled out. This will operate in tandem with the corporate roll out of the Contact Centre who will also monitor take-up and set take-up targets for e-enabled delivery channels.			
<b>G23</b> Adoption of recognised guidelines for usability of website design (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<b>Comment:</b> These were adopted and implemented with the development and launch of the Community Portal and the new Council website.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R25, R26, G22 &amp; G23 above please comment on</p> <p><b>E18</b> Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	<p><b>Comment:</b></p>		
<p><b>R27</b> Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.</p>	Amber 01/01/2004	Green 31/12/2005	Green 31/12/2005
	<p><b>Comment:</b> The Contact Centre is being rolled out corporately to provide a 'one stop shop' for customers. Workflow will be developed in the coming year to integrate all access channels.</p>		
<p><b>R28</b> All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.</p>	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004
	<p><b>Comment:</b> All e-form requests are automatically given a unique reference number; all calls and e-mails to the contact centre also generate a unique reference number to track their progress as they are being addressed.</p>		
<p><b>R29</b> 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.</p>	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	<p><b>Comment:</b> The Contact Centre has set standards of responding to 100% of e-mails within 24hrs of receipt.</p>		
<p><b>G24</b> Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.</p>	Amber 31/03/2004	Amber 31/03/2004	Green 31/03/2006
	<p><b>Comment:</b> Limited integration with back office systems is already available with the ONYX CRM system; an upgrade to this system will allow further integration with additional systems. A corporate workflow system is planned for deployment in the coming year, this contains elements of DIP and workflow mapping that will allow as far as possible automation of business processes.</p>		
<p><b>G25</b> Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.</p>	Amber 31/12/2004	Green 31/12/2005	Green 31/12/2005
	<p><b>Comment:</b> The Council is utilising the iammoving.com website to enable single notification of a change of address. The use of the LLPG/UPRN reference along with the workflow implementation will also be utilised to provide this service.</p>		
<p>If already 'green' on R27, R28, R29, G24 &amp; G25 above please comment on</p> <p><b>E19</b> Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology.</p> <p>Otherwise you may leave this row blank.</p>	<p><b>Comment:</b></p>		

## Section 2 - Change Management (self-assessment)

Authorities are asked to provide information on advisory good practice outcomes relating to the internal organisation and management practices of the council that are required to help deliver the people, systems and service management changes necessary for e-government. Information supplied here will be used to inform national policy, but does not fall within the remit of the December 2005 target.

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> <li>Appointment of people to the following key local e-government functions in your Council (see <a href="http://www.idea-knowledge.gov.uk/idk/aio//206757">http://www.idea-knowledge.gov.uk/idk/aio//206757</a>):</li> </ul>			
i) Member & officer e-champions	Green 01/01/2002	Green 01/01/2002	Green 01/01/2002
	<b>Comment:</b> The Chief Executive is the officer e-champion and the elected mayor is the member e-champion. We also have a cabinet member who is responsible for resources and performance planning which includes IT and e-government.		
ii) e-government programme manager	Green 01/01/2002	Green 01/01/2002	Green 01/01/2002
	<b>Comment:</b> The principal strategy development officer for e-government fulfils this role.		
iii) customer services management	Green 01/09/2004	Green 01/09/2004	Green 01/09/2004
	<b>Comment:</b> The Contact Centre Development Officer fulfils this role.		
<ul style="list-style-type: none"> <li>Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see <a href="http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&amp;XSL=standardcontent&amp;Key=1">http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&amp;XSL=standardcontent&amp;Key=1</a>)</li> </ul>	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	<b>Comment:</b> The Council's workforce development plan will contain specific references to training required for staff and members affected by e-government projects. This will cover computer skills such as ECDL as well as project management and customer services skills.		
<ul style="list-style-type: none"> <li>Establishment of an e-delivery programme board</li> </ul>	Green 01/05/2001	Green 01/05/2001	Green 01/05/2001
	<b>Comment:</b> The authority holds monthly meetings of the IEG Steering Group. This is chaired by the Assistant Chief Executive, is attended by senior representatives from departments and is responsible for overseeing the e-government process and IT services provided to the council by it's ICT partners.		
<ul style="list-style-type: none"> <li>Use of formalised programme &amp; project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme</li> </ul>	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	<b>Comment:</b> The Council's e-government projects are developed using project management technologies developed by Northgate. The Community Portal project utilised PRINCE2.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> <li>Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures</li> </ul>	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<b>Comment:</b> The Council's Risk Management Strategy and Register has been approved by Cabinet and is regularly updated. The management of risk is not a new concept to the Council. The authority's culture incorporates a strong element of risk management into it's day to day operation, reflecting the potentially high-risk environment of a small unitary authority under financial pressure. With regard to e-government, the risk register contains a "Technological" section which outlines the key e-government and ICT risks along with responsibilities and any milestones for review. At a project level, risk logs are developed for each project along the same basis as the strategic risk register.			
<ul style="list-style-type: none"> <li>Use of customer consultation/research to inform development of corporate e-government strategy</li> </ul>	Green 31/03/2002	Green 31/03/2002	Green 31/03/2002
<b>Comment:</b> Customer consultation is a regular part of the Council's activity. To assist with this, the Council has a panel of over 1,000 users that it regularly consults. This panel has been consulted on approaches to e-government and it was based on feedback from Viewpoint that the Council opted to develop a Customer Contact Centre as a cornerstone of its e-government strategy. A follow-up was part of a recent Viewpoint survey asking about access and e-government usage etc. The Council also ran a series of focus groups with local people so they could feed directly into the design of the Community Portal including the content, the branding and the name. We will also be utilising our new e-Consultation (i-Novem) software to consult further with customers.			
<ul style="list-style-type: none"> <li>Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	Green 30/09/2004	Green 30/09/2004	Green 30/09/2004
<b>Comment:</b> The Council's Access Strategy sets out its approach to ensuring that all members of the community can gain access to the Council's services. This is achieved by developing an appropriate range of access channels. For example, free access is offered through community facilities and libraries and there is a good range of access points throughout the town. Children especially make good use of the library facilities after school and at weekends. As part of the wider Partnership working, the council is working with the college on a number of initiatives to address this issue. These include a Web Academy that trains local people in using the Internet generally but also the Community Portal specifically.			
<ul style="list-style-type: none"> <li>Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see <a href="http://www.socialinclusion.gov.uk/page.asp?id=583">http://www.socialinclusion.gov.uk/page.asp?id=583</a>)</li> </ul>	Red 01/10/2005	Red 01/10/2005	Red 01/10/2005
<b>Comment:</b>			
<ul style="list-style-type: none"> <li>Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures</li> </ul>	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<b>Comment:</b> The Council's Chief Solicitor is taking the lead on this, the first step of which is the Publications Scheme, now available on the council's website. A multi-discipline team has also been established to take the issues forward.			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> <li>Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf">http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf</a> &amp; <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a>) and designation of an Information Sharing Officer</li> </ul>	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
<ul style="list-style-type: none"> <li>Establishment of partnerships for the joint (aggregated) procurement of broadband services</li> </ul>	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
<ul style="list-style-type: none"> <li>Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see <a href="http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf">http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf</a> &amp; <a href="http://www.govconnect.gov.uk/ccm/portal">http://www.govconnect.gov.uk/ccm/portal</a>)</li> </ul>	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
<ul style="list-style-type: none"> <li>Compliance with BS 7799 on information security management</li> </ul>	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
<ul style="list-style-type: none"> <li>Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives</li> </ul>	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
<ul style="list-style-type: none"> <li>Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see <a href="http://www.esd.org.uk/standards/lgsi/lgsi.doc">http://www.esd.org.uk/standards/lgsi/lgsi.doc</a> &amp; <a href="http://www.authentication.org.uk/levels.asp">http://www.authentication.org.uk/levels.asp</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a>)</li> </ul>	Amber 01/03/2005	Green 31/12/2005	Green 31/12/2005
<ul style="list-style-type: none"> <li>Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal">http://www.govconnect.gov.uk/ccm/portal</a>)</li> </ul>	Amber 01/03/2005	Amber 01/03/2005	Green 31/03/2006






Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> <li>Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see <a href="http://www.tscheme.org">www.tscheme.org</a>) and which will work with Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>)</li> </ul>	Amber 01/03/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We will be researching this in the coming year.		
<ul style="list-style-type: none"> <li>Use of Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>) to support: <ul style="list-style-type: none"> <li>i) personalisation &amp; registration for services categorised at security levels '0' and '1' through the citizen account</li> <li>ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect</li> <li>iii) the bereavement journey &amp; closing of accounts (see <a href="http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp">http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp</a>)</li> <li>iv) citizen &amp; business authentication for services for services categorised at security levels 0-3</li> <li>v) registration &amp; authentication of employees for internal and cross-agency services</li> <li>vi) corporate approach to collection of e-payments</li> <li>vii) cross agency secure transactions (Government to Government)</li> <li>viii) account structures for citizens, businesses, property, voluntary &amp; community bodies, schools and parishes</li> <li>ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)</li> </ul> </li> </ul>			
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis and have signed up for the esd-toolkit local communities project re: authentication levels.		
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis.		
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis and have signed up for the esd-toolkit local communities project re: authentication levels.		
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis and have signed up for the esd-toolkit local communities project re: authentication levels.		
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis.		
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis.		
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis.		
	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
x) GC Register (see <a href="http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en">http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en</a> )	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis.			
xi) GC Exchange (see <a href="http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en">http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en</a> )	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
<b>Comment:</b> We have applied to be early adopters of Government Connects, either as an individual authority or on a regional basis.			
• Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a> ) back office connection in place (Department Interface Server)	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
<b>Comment:</b> We be developing this in conjunction with the government connects prospectus in 2005.			
• Enable Directgov (see <a href="http://www.direct.gov.uk">www.direct.gov.uk</a> ) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see <a href="http://www.localgov.gov.uk/localdirectgov/ieg5">http://www.localgov.gov.uk/localdirectgov/ieg5</a> )	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
<b>Comment:</b> We are currently considering a new CMS for our website and will include this functionality within any new system.			
• Reciprocal connection to Directgov (see <a href="http://www.direct.gov.uk">http://www.direct.gov.uk</a> ) from corporate website and partnership portal(s)	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
<b>Comment:</b> The Council supports the work done for the Directgov website, bringing all government services together and a link to the direct Gov site is now on our website.			
• Introduction of Digital Interactive TV services (see <a href="http://www.digitv.org.uk">http://www.digitv.org.uk</a> )	Red	Red	Red
<b>Comment:</b>			
• Establishment of dedicated telephone contact centre(s) services	Green 01/10/2005	Green 01/10/2005	Green 01/10/2005
<b>Comment:</b> The Contact Centre is established and is currently in the process of adopting more services.			
• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see <a href="http://www.lcd.gov.uk/foi/foidpunit.htm">http://www.lcd.gov.uk/foi/foidpunit.htm</a> & <a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a> )	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<b>Comment:</b> The Council has published its Freedom of Information Act Publication Scheme on its website (this scheme also covers the Hartlepool Port Health Authority) which clearly sets out how anyone can access the information that the council stores. A FOI working group has been established to monitor response times etc.			
• Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see <a href="http://www.nlpg.org.uk">http://www.nlpg.org.uk</a> )	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
<b>Comment:</b> This link is now established we are submitting our LLPG to the NLPG electronically.			
• Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems	Amber 01/06/2004	Amber 01/06/2004	Green 01/03/2006
<b>Comment:</b> Consolidation between address databases is now under way this process will be complete by December 2005. The contact centre will then adopt this cleansed LLPG data set early in 2006.			
• Connection to National Land Information Service (NLIS) at Level 3 (see <a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a> )	Green 31/03/2002	Green 31/03/2002	Green 31/03/2002
<b>Comment:</b> The Council is at level 3, receiving and returning local searches electronically.			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> <li>• Introduction and maintenance of an online service directory for Children's services for professionals working with children &amp; young people, and allowing public access where possible (for further information see <a href="http://www.dfes.gov.uk/isa">http://www.dfes.gov.uk/isa</a>)</li> </ul>	Amber 30/06/2005	Green 31/12/2005	Green 31/12/2005
<b>Comment:</b> Work is progressing, using Opportunity Links that will provide a online directory of Childrens Services.			

### Section 3 - BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against Version 2.01 of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit ([www.esd-toolkit.org](http://www.esd-toolkit.org)). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast average IEG4.5 % e-enabled position at 31 December 2005	Actual				Forecast
		01/02 	02/03 	03/04 	04/05 	05/06 
<b>Providing information:</b> • Total types of interaction e-enabled • % e-enabled	99 %	• 11 • 2.28 %	• 11 • 2.28 %	• 303 • 62.86 %	• 417 • 86.51 %	• 482 • 100.00 %
<b>Collecting revenue:</b> • Total types of interaction e-enabled • % e-enabled	97 %	• 0 • 0.00 %	• 0 • 0.00 %	• 2 • 50.00 %	• 2 • 50.00 %	• 4 • 100.00 %
<b>Providing benefits &amp; grants:</b> • Total types of interaction e-enabled • % e-enabled	96 %	• 0 • 0.00 %	• 0 • 0.00 %	• 7 • 58.33 %	• 7 • 58.33 %	• 12 • 100.00 %
<b>Consultation:</b> • Total types of interaction e-enabled • % e-enabled	97 %	• 0 • 0.00 %	• 0 • 0.00 %	• 4 • 11.11 %	• 5 • 13.89 %	• 36 • 100.00 %
<b>Regulation (such as issuing licenses):</b> • Total types of interaction e-enabled • % e-enabled	94 %	• 0 • 0.00 %	• 0 • 0.00 %	• 32 • 68.09 %	• 42 • 89.36 %	• 47 • 100.00 %
<b>Applications for services:</b> • Total types of interaction e-enabled • % e-enabled	97 %	• 9 • 6.52 %	• 10 • 7.25 %	• 22 • 15.94 %	• 110 • 79.71 %	• 138 • 100.00 %
<b>Booking venues, resources &amp; courses:</b> • Total types of interaction e-enabled • % e-enabled	93 %	• 6 • 15.38 %	• 7 • 17.95 %	• 26 • 66.67 %	• 26 • 66.67 %	• 39 • 100.00 %
<b>Paying for goods &amp; services:</b> • Total types of interaction e-enabled • % e-enabled	95 %	• 32 • 48.48 %	• 44 • 66.67 %	• 54 • 81.82 %	• 58 • 87.88 %	• 66 • 100.00 %
<b>Providing access to community, professional or business networks:</b> • Total types of interaction e-enabled • % e-enabled	97 %	• 2 • 3.77 %	• 2 • 3.77 %	• 14 • 26.42 %	• 37 • 69.81 %	• 53 • 100.00 %
<b>Procurement:</b> • Total types of interaction e-enabled • % e-enabled	95 %	• 1 • 25.00 %	• 1 • 25.00 %	• 1 • 25.00 %	• 1 • 25.00 %	• 4 • 100.00 %
<b>Total:</b> • Total types of interaction e-enabled • % e-enabled	98 %	• 61 • 6.92 %	• 75 • 8.51 %	• 465 • 52.78 %	• 705 • 80.02 %	• 881 • 100.00 %

## Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. Planning authorities should also complete the Local Service Website line for planning applications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Click on the light bulb icons for industry definitions of page impressions and unique users.

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
<b>Local Service Websites</b>					
• Page impressions (annual)	893,000	3,177,500	3,495,000	3,844,000	4,228,000
• Unique users, i.e. separate individuals visiting website (annual)	54,000	184,478	202,000	222,000	244,000
• Number of e-enabled payment transactions accepted via website	60	1,000	1,500	2,000	2,500
• Number of change of address notifications accepted via website	0	11	120	200	250
• Number of planning applications accepted via website (including through the Planning Portal)		30	150	200	200
	<b>Comment:</b> Assumes 10% annual rise in unique visitors and page impressions.				
<b>Telephone</b> <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)</i>					
• Number of e-enabled payment transactions accepted by telephone	960	1,050	1,150	1,200	1,250
• Number of change of address notifications accepted via telephone	0	0	0	0	0
	<b>Comment:</b> Separate records are not kept in relation to the number of e-enabled payment transactions via telephone and face to face transactions. A notional split of 75% face to face and 25% telephone has been used. No records are kept in relation to change of address notification at present so it has not been possible to forecast likely numbers.				
<b>Face To Face</b> <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops &amp; home visits)</i>					
• Number of e-enabled payment transactions accepted via personal contact	2,890	3,150	3,450	3,600	3,750
• Number of change of address notifications accepted via personal contact	0	0	0	0	0

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
	<b>Comment:</b> Separate records are not kept in relation to the number of e-enabled payment transactions via telephone and face to face transactions. A notional split of 75% face to face and 25% telephone has been used. No records are kept in relation to change of address notification at present so it has not been possible to forecast likely numbers.				
<b>Other Electronic Media</b> (e.g. BACS, text messaging)					
• Number of e-enabled payment transactions accepted via BACS	208,000	218,000	229,000	240,000	253,000
• Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
• Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	<b>Comment:</b> Number of e-enabled payment transactions - forecast assumes 5% increase per year. No records are kept in relation to change of address notification at present so it has not been possible to forecast likely numbers.				
<b>Non Electronic</b> (e.g. cash office, post)					
• Number of payments accepted by cheque or other non-electronic form	270,000	262,000	254,000	246,000	239,000
• Number of change of address notifications accepted via non-electronic form	0	0	0	0	0
	<b>Comment:</b> Number of payments accepted by cheque or other non-electronic means - forecast assumes 3% reduction per year. No records are kept in relation to change of address notification at present so it has not been possible to forecast likely numbers.				

## Section 5 - Local e-Government Implementation Expenditure

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2007/08. This should include the standard elements in the table below and brief commentary on the use of IEG money. For 2005/6 onwards, please include best estimates of revenue and capital expenditure even though the council may not yet have officially approved the budgets. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

	Backward Look (£)		Forward Look (£)		
Programme Resource	01/02 to 03/04	04/05	05/06	06/07	07/08
• IEG capital grant	400,000	350,000	150,000		
	<b>Comment:</b>				
• ODPM Local e-Government Support & Capacity Programme capital grant	0	0	0	0	0
	<b>Comment:</b>				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	225,000	0	0	0	0
	<b>Comment:</b> Nominally allocated one quarter share of LGOL Partnership Grant (£0.9m in total). Remaining three quarters shared between local business, local groups and other public agencies. In reality, the expenditure was used to fund a number of cross-organisation projects through the Hartlepool Strategic Partnership.				
• financial contribution from public-private partnerships	1,608,000	396,000	296,000	0	0
	<b>Comment:</b> Funding provided by the Council's ICT Partners through the Investment Fund.				
• resources being applied from internal revenue and capital budgets to implement e-government	206,000	150,000	3,863,000	160,000	160,000
	<b>Comment:</b>				
• other resources (e.g. training) (please specify)	29,000	0	0	0	0
	<b>Comment:</b> Bill Gates Foundation				
• ODPM e-Innovations Fund capital grant	0	0	0	0	0
	<b>Comment:</b>				
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	544,000	1,093,000	0	0	0
	<b>Comment:</b> Broadband for schools, supporting people, ISA, People's Network, DWP grant.				
<b>TOTAL</b>	<b>3,012,000</b>	<b>1,989,000</b>	<b>4,309,000</b>	<b>160,000</b>	<b>160,000</b>

# CABINET REPORT

9 DECEMBER 2005



**Report of:** Director of Adult and Community Services and Chief Financial Officer

**Subject:** EXTRA CARE HOUSING FOR PEOPLE WITH LEARNING DISABILITIES

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## SUMMARY

### 1. PURPOSE OF REPORT

- 1.1 To seek Member approval to enter into a formal arrangement for the transfer of Department of Health Extra Care Housing Grant from Hartlepool Borough Council to the Three Rivers Housing Association (TRHA) that satisfies the Department of Health's (DH) Extra Care Housing Fund requirements.

### 2. SUMMARY OF CONTENTS

- 2.1 Hartlepool has been successful in securing extra care housing funding of £308,000, towards the development of shared ownership apartments, in partnership with Three Rivers Housing Association.
- 2.2 The Department of Health requires the Council and TRHA to enter into a bilateral legal agreement that they must approve before funding is released. Members are asked to approve entering into this formal arrangement.
- 2.3 It is proposed that the management of this development is through the Hartlepool Learning Disabilities Shared Ownership Scheme Steering Group, comprising the partner organisations of Hartlepool Borough Council and Three Rivers Housing Association. Members are asked to approve this arrangement.

### 3. RELEVANCE TO CABINET

- 3.1 The securing of £308,000, as part of an overall capital investment of £730,000 into Hartlepool is significant and will provide 6 new purpose built apartments for people with disabilities.

**4. TYPE OF DECISION**

- 4.1 Key Decision (ii) “any decision which the originator of the report, in consultation with his or her chief officer, believes may have a significant impact on communities living or working in an area comprising one or more wards”.

**5. DECISION MAKING ROUTE**

- 5.1 Cabinet

**6. DECISION(S) REQUIRED**

- 6.1 That Members approve entering into a formal arrangement for the transfer of Department of Health Extra Care Housing Grant from Hartlepool Borough Council to Three Rivers Housing Association.

**Report of:** Director of Adult and Community Services and Chief Financial Officer

**Subject:** EXTRA CARE HOUSING FOR PEOPLE WITH LEARNING DISABILITIES

---

**1. PURPOSE OF REPORT**

- 1.1 To seek Member approval to enter into a formal arrangement for the transfer of Department of Health Extra Care Housing Grant from Hartlepool Borough Council to Three Rivers Housing Association (TRHA) that satisfies the Department of Health's (DH) Extra Care Housing Fund requirements.

**2. BACKGROUND**

- 2.1 Hartlepool has been successful in securing extra care housing funding of £308,000, towards the development of shared ownership apartments, in partnership with Three Rivers Housing Association.
- 2.2 Payment of the grant from the DH is dependent upon the DH receiving a copy of an acceptable signed agreement between the Council and TRHA that demonstrates the appropriate use of the grant.

**3. PROGRESS TO DATE**

- 3.1 Considerable work has been ongoing with Three Rivers since the award of the grant. This has included the setting up of a 'Steering Group' whose proposed terms of reference are included at **APPENDIX 1**. The terms of reference include overseeing the development of the scheme. Hartlepool Borough Council representation will be the Head of Business Unit (Disabilities) and the Principal Commissioning Manager, both from Adult and Community Services.
- 3.2 As part of the public consultation, the Valuing People Partnership Board have received a presentation from the Steering Group and representatives from the Board have been invited to join the Steering Group.
- 3.3 TRHA have been in discussions with St. Columba's Church on Dryden Road, Rift House Estate, and the Church has agreed, subject to permission from the Council, to sell the land to TRHA for the development of this scheme and a further 12 general needs apartments. As part of the development, the existing church would be demolished with a new, smaller church and parish centre replacing it.
- 3.4 A bilateral funding agreement has been drafted by the Council that meets the requirement of the Department of Health. It sets out the obligations on both parties to ensure the objective of providing an exemplar extra care scheme is fulfilled.

- 3.7 Within the agreement it is stipulated that the scheme will consist of affordable shared ownership properties. The Council and TRHA will prepare a Lettings Plan taking the above into account.
- 3.8 The Council will have nomination rights to 100% of the initial sales of the housing, and continuing nomination rights for 75% of re-sales. This will ensure the continuation of ownership options for this group of people.
- 3.9 The agreement also sets out the conditions for recovery of the extra care housing grant should the scheme fail to proceed.

#### 4. **FINANCIAL IMPLICATIONS**

- 4.1 The capital contribution from the Council is £308,000, which is fully met by the DH grant. The remaining capital is being raised by TRHA.

#### 5. **RECOMMENDATIONS**

- 5.1 That Members approve entering into a formal arrangement for the transfer of Department of Health Extra Care Housing Grant from Hartlepool Borough Council to the Three Rivers Housing Association.

## Appendix 1

### Hartlepool Learning Disabilities Shared Ownership Scheme Steering Group

#### TERMS OF REFERENCE

##### Preamble

The Hartlepool Learning Disabilities Shared Ownership Scheme Steering Group (the Group) represents a partnership between Hartlepool Borough Council and Three Rivers Housing Association, The Group will oversee the development of the shared ownership apartments at Rift House Estate, Hartlepool in accordance with the objectives set out in the Bid to the Department of Health Extra Care Housing Fund.

The Group will monitor the achievement of the Funding Agreement between Hartlepool Borough Council and Three Rivers Housing Association.

The Group will conclude its business when the first residents at the scheme take up occupation.

##### Governance

Final decisions on the development of the scheme are the responsibility of Three Rivers Housing Association. Recommendations from the Group will be submitted to Three Rivers Housing Association. Should any of the Group's recommendation not be accepted, Three Rivers Housing Association will refer the matter back to the Group before taking a decision.

#### 1 Responsibilities

Specific responsibilities of the Group are:-

##### 1.1 Development

- (a) consider the design brief;

- (b) consider the appointment of architects;
- (c) consider the method of procurement for the building contract, and the appointment of a contractor;
- (d) receive progress reports during the construction period.

## **1.2 Finance**

- (a) consider the initial Capital Expenditure projections and monitor actual expenditure;
- (b) consider the initial Revenue projections;
- (c) consider the Resident fee arrangements, covering occupation, services, support and care;
- (d) consider the financial assumptions and the associated risk analysis;
- (e) consider the long-term financial arrangements;
- (f) ensure compliance with conditions attached to grant awards from the Department of Health, Housing Corporation, or other statutory body.

## **1.3 Care and Support**

- (a) consider the level and range of care and other services to be provided to residents;
- (b) consider the procedures for assessing care and support needs;
- (c) consider the submissions to the Supporting People programme;
- (d) consider the contracted services to be provided for the care and support of residents.

## **1.4 Marketing**

- (a) consider the marketing plan, including re-sales;
- (b) consider the Marketing Strategy;
- (c) review the publicity about the scheme;
- (d) consider presentations to User Groups;
- (e) monitor sales.

## **1.5 Legal**

- (a) consider the Agreements between Hartlepool Borough Council and Three Rivers Housing Association.
- (b) consider the wording of the Accommodation and Care and Support Agreements with the residents;
- (c) consider the nomination arrangements between Hartlepool Borough Council and Three Rivers Housing Association.

## **1.7 Long-term Management**

- (a) consider long-term scheme management arrangements including resident representation.

## **1.8 Research**

- (a) consider any proposals for research and evaluation;
- (b) review outcomes of research and evaluation projects.

## **1.9 Other**

- (a) consider the arrangements for consultation with the local community as the development is progressed;

- (b) consider any other aspect relating to the successful establishment of the scheme.

## **2 Membership**

**2.1** The Group will consist of the following people:-

- 2 individuals appointed by Three Rivers Housing Association;
- 2 individuals appointed by Hartlepool Borough Council;
- 2 individuals appointed by the Group with an interest in the wellbeing of people with a learning disability in Hartlepool;
- such other individuals the Group may agree.

**2.2** With the agreement of the Chair, each of Hartlepool Borough Council and Three Rivers Housing Association may appoint members of staff not otherwise members of the Group to attend meetings.

**2.4** Members of the Group may appoint substitutes to any meeting they are unable to attend.

## **3 Meetings**

**3.1** The Group will meet at least four times a year. The timing of meetings will be dependent upon the timetable for taking key decisions.

**3.2** A minimum of 14 days' notice of meetings will normally be given.

**3.3** A meeting may be called by request in writing by any 2 members of the Committee.

**3.4** In exceptional circumstances, the Chair may call an emergency meeting.

**3.5** Minutes will be circulated to all members within 28 days of each meeting.

## **4 Recommendations**

- 4.1** Recommendations of the Group will be taken on the basis of consensus.
- 4.2** If a member is unhappy with a recommendation, he/she may ask for a record of dissent to be made in the Minutes. In such a situation, the Chair may determine that the issue should be further considered at the next meeting.

## **5 Changes**

- 5.1** Changes to the Terms of Reference may be agreed in writing between Hartlepool Borough Council and Three Rivers Housing Association.

## Section 6 - Local e-Government Programme Efficiency Gains

The calculation of efficiency gains from local e-government has been designed to align with the approach to measuring achievement against the efficiency gains target set out in the January 2005 Efficiency Technical Note (ETN) for Local Government. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

	Backward Look (£)		Forward Look (£)					
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
Corporate services, of which:								
• e-recruitment	0	0	0	0	0	0	0	0
	<b>Comment:</b>							
• e-payments	0	0	0	0	0	0	0	0
	<b>Comment:</b>							
• corporate services efficiencies not covered above	0	0	0	0	440,000	0	420,000	0
	<b>Comment:</b>							
e-Procurement, of which:								
• Service specific	0	0	43,000	43,000	43,000	43,000	43,000	43,000
	<b>Comment:</b>							
• Cross-cutting e-procurement efficiencies not covered above	0	0	55,000	55,000	220,000	220,000	220,000	220,000
	<b>Comment:</b>							
Productive time, of which:								
• Service specific	0	0	150,000	150,000	150,000	150,000	150,000	150,000
	<b>Comment:</b>							

	Backward Look (£)		Forward Look (£)					
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
<ul style="list-style-type: none"> <li>• Cross-cutting productive time efficiencies not covered above</li> </ul>	0	0	90,000	0	90,000	0	90,000	0
	<b>Comment:</b>							
Transactions	0	0	200,000	200,000	200,000	200,000	200,000	200,000
	<b>Comment:</b>							
Miscellaneous efficiencies not covered above	0	0	0	0	0	0	0	0
	<b>Comment:</b>							
<b>TOTAL EFFICIENCY GAINS - GROSS</b>	<b>0</b>	<b>0</b>	<b>538,000</b>	<b>448,000</b>	<b>1,143,000</b>	<b>613,000</b>	<b>1,123,000</b>	<b>613,000</b>
LESS e-government implementation expenditure	1,989,000		4,309,000		160,000		160,000	
	<b>Comment:</b>							
<b>TOTAL EFFICIENCY GAINS - NET</b>	<b>-1,989,000</b>		<b>-3,771,000</b>		<b>983,000</b>		<b>963,000</b>	

# **CABINET REPORT**

**9th December 2005**



**Report of:** Acting Director of Adult and Community Services

**Subject:** SOCIAL SERVICES PERFORMANCE RATING

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## **SUMMARY**

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

- 1.1 To present the 2004/5 Performance Rating for Social Services.

### **2. SUMMARY OF CONTENTS**

- 2.1 The Commission for Social Care Inspection closely monitored Social Services in 2004/5 using performance indicators, reports from inspectors, and detailed questionnaires. This has been summarised into judgements on services for Children and for Adults, and a combined Star Rating.
- 2.2 Services to children were judged to be serving some people well in Hartlepool, and to have promising capacity for improvement.
- 2.3 Services to adults were judged to be serving most people well in Hartlepool and also to have promising capacity for improvement.
- 2.4 The overall Star Rating remains a creditable 2 Stars, out of a maximum of 3.

### **3. RELEVANCE TO CABINET**

- 3.1 The information on performance will be of value in assessing the Council's progress against national benchmarks, and for considering the future development of services.

### **4. TYPE OF DECISION**

- 4.1 Non-key.

### **5. DECISION MAKING ROUTE**

- 5.1 Cabinet on 9 December 2005.

**6. DECISION(S) REQUIRED**

- 6.1 To receive the report for information.

**Report of:** Acting Director of Adults and Community Services

**Subject:** SOCIAL SERVICES PERFORMANCE RATING

---

**1. PURPOSE OF REPORT**

- 1.1 To present the 2004/5 Performance Rating for Social Services .



**2. BACKGROUND**

- 2.1 The Commission for Social Care Inspection closely monitored Social Services in 2004/5 using performance indicators, reports from inspectors, and detailed questionnaires. This has been summarised into judgements on services for Children and for Adults, and a combined Star Rating.



**3. PERFORMANCE RATING**

- 3.1 Recently, the Commission published the national judgements and ratings for 2004/5. In Hartlepool's case they were:


**Services to Children**

-  Serving some people well
-  Promising capacity for improvement

**Services to Adults**

-  Serving most people well
-  Promising capacity for improvement

**Star Rating**

-  2 Stars (out of a maximum of 3)

- 3.2 These judgements were based on a full years monitoring work by inspectors, two detailed returns, and performance indicators.
- 3.3 The results for Adults are the same as for 2003/4, and this will feed into the Council's CPA score. An improvement plan based on the inspectors detailed findings will be reported to Adult and Public Health Portfolio.
- 3.4 Overall, the Star Rating stays at 2 Stars. Information on our performance indicators and on results from other areas are currently being released and analysed, and will be available at the meeting.

4. **CONCLUSIONS**

- 4.1 The judgements are reasonable, but the real value lies in the more detailed findings and recommendations which back up the judgement.

5. **RECOMMENDATIONS**

- 5.1 That Cabinet receive the report for information.

## **CABINET**

9th December 2005



**Report of:** Assistant Chief Executive

**Subject:** LOCAL PUBLIC SERVICE AGREEMENT  
(LPSA) ROUND 1 – FINAL REPORT

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### **SUMMARY**

#### **1.0 PURPOSE OF REPORT**

- 1.1. To inform the Cabinet of performance against the 12 LPSA 1 targets and the amount of Performance Reward Grant (PRG) that can be claimed from Central Government.

#### **2.0 SUMMARY OF CONTENTS**

- 2.1 In summary, seven targets were fully achieved, three partially achieved and two missed. In total this means the Council is eligible to claim £1.83m of PRG from the maximum £2.56m.

#### **3.0 RELEVANCE TO CABINET**

- 3.1 The LPSA is of strategic significance. Success in achieving the LPSA will enhance the reputation of the Council with Central Government and the Audit Commission and bring the potential of £1.83m of additional funding over two years to the town.

#### **4.0 TYPE OF DECISION**

- 4.1 Non-key.

#### **5.0 DECISION MAKING ROUTE**

- 5.1 Cabinet on 9th December 2005

#### **6.0 DECISION (S) REQUIRED**

- 6.1 Report to be noted.

**Report of:** Assistant Chief Executive

**Subject:** LOCAL PUBLIC SERVICE AGREEMENT  
(LPSA) ROUND 1 – FINAL REPORT

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## **1.0 PURPOSE OF REPORT**

- 1.1 To inform the Cabinet of performance against the 12 LPSA 1 targets and the amount of Performance Reward Grant (PRG) that can be claimed from Central Government.

## **2.0 BACKGROUND**

- 1.2. The LPSA was negotiated with several central government departments and signed early in 2003. It comprises a mixture of national and local improvement targets, most of which had to be achieved by March 2005, with the remainder to be achieved by October 2005.

## **3.0 LPSA TARGETS**

- 3.1 The maximum performance reward grant (PRG) of £2.56m is payable based on performance against 24 indicators over 12 target areas. Each target attracts up to £0.213m PRG.
- 3.2 The Council is eligible to claim £1.833m of PRG. Of this, the Council will retain £1.407m and £0.426m will be passported to the Police and Fire Brigade for investment in activities beneficial for Hartlepool. This figure has increased since the last monitoring report to the Portfolio Holder in May 2005 due to the achievement of Target 2 – raising educational attainment amongst mobile pupils. In summary, seven targets were fully achieved, three partially achieved and two missed.
- 3.2 Table 1 gives fuller information for each of the 12 targets.
- 3.3 The seven targets fully achieved were:
- Target 2 – Raising educational attainment among mobile pupils at KS 2
  - Target 5 – Reducing domestic burglary
  - Target 6 – Reducing the incidence of deliberate fire setting
  - Target 8 – Social inclusion through increased participation in the home library service
  - Target 9 – Increasing recycling performance
  - Target 10 – Improving the cleanliness of streets
  - Target 12 – Improving cost effectiveness.

- 3.4 These indicate strong performance against several of the council's corporate aims.
- 3.5 The two missed targets were GCSE attainment (target 1) and reducing infant mortality (target 4). Both have been recognised as high risk in previous reports because of the impossibility of monitoring progress more frequently than on an annual basis. GCSE performance has improved year on year during the LPSA but this was not sufficient to achieve the ambitious LPSA target.
- 3.6 Three targets were partially met. These were
- Target 3 – Improve pre-admission & rehabilitation care to older people
  - Target 7 – Social inclusion through increased participation in sport & exercise
  - Target 11 – Increasing the number of cycling trips
- 3.7 Within Target 3 two indicators were not achieved – Older people helped to live at home per 1000 of the population aged 65+ and number of referrals for intermediate care services from non hospital community setting as percentage of all referrals. This has resulted in £85,296 of the Performance Reward Grant not being achieved.
- 3.8 Within Target 7 one indicator was not achieved - Attendance by concessionary members of the Leisure Card Scheme has not been achieved. This has resulted in £71,079 of Performance Reward Grant not being achieved.
- 3.9 Within Target 11 two indicators were not achieved - average daily cycle flows throughout the year and number of employees at major employers who regularly cycle to work. This has resulted in £142,158 of the PRG not being achieved.

**TABLE 1 - SUMMARY TABLE OF RESULTS**

Target	Result	PRG	Total achieved	Comments
1 – Raising attainment at key stage 4	Achieved	£0	£0	While GCSE performance has improved year on year, this was not sufficient to achieve the stretched LPSA target
	Not achieved	£213,238		
	Unknown	£0		
2 – Raising attainment among mobile pupils	Achieved	£213,238	£213,238	All targets achieved.
	Not achieved	£0		
	Unknown	£0		
3 – Improve pre-admission & rehab care to older people	Achieved	£127,944	£127,944	3 out of 5 targets achieved
	Not achieved	£85,294		
	Unknown			
4 – Reduce gap in infant mortality between groups & pop'n	Achieved	£0	£0	No targets achieved – (first £50k reward grant was due to go to the PCT)
	Not achieved	£213,238		
	Unknown	£0		
5 – Reducing domestic burglary	Achieved	£213,238	£213,238	All targets achieved – in partnership with Police
	Not achieved	£0		
	Unknown	£0		
6 – Reducing the incidence of deliberate fire setting	Achieved	£213,238	£213,238	All targets achieved – in partnership with Fire Authority
	Not achieved	£0		
	Unknown	£0		
7 – Social inclusion through increased participation in sport & exercise	Achieved	£142,158	£142,158	2 out of three targets achieved 1 not achieved
	Not achieved	£71,079		
	Unknown	£0		
8 – Social inclusion through increased participation in the home library service	Achieved	£213,238	£213,238	All targets achieved
	Not achieved	£0		
	Unknown	£0		
9 – Increasing recycling performance	Achieved	£213,238	£213,238	All targets achieved
	Not achieved	£0		
	Unknown	£0		
10 – Improving the cleanliness of streets	Achieved	£213,238	£213,238	All targets achieved
	Not achieved	£0		
	Unknown	£0		
11 – Increasing the number of cycling trips	Achieved	£71,079	£71,079	One target achieved 2 not achieved
	Not achieved	£142,158		
	Unknown	£0		
12 – Improving cost effectiveness	Achieved	£213,238	£213,238	All targets achieved
	Not achieved	£0		
	Unknown	£0		

## 6.0 PERFORMANCE REWARD GRANT

6.1 The Performance Reward Grant eligible to be claimed:

	Maximum Reward Grant	Reward Grant eligible to be claimed
<b>Council</b>	£2.08m	£1.407m
<b>Partners</b>	£0.48m	£0.426m
<b>Total</b>	£2.56m	£1.833m

## 7.0 NEXT STEP

7.1 The claim for reward grant will be submitted by the end of the year. The PRG is received in two tranches with the payment of the first tranche expected by April 2006.

## 8.0 RECOMMENDATIONS

8.1 It is recommended that the achievement of the LPSA 1 targets be noted.