

NORTH NEIGHBOURHOOD CONSULTATIVE FORUM AGENDA



Wednesday, 9th August, 2006

at 6 p.m.

at Throston Grange Community Centre, Glamorgan Grove

MEMBERS: NORTH NEIGHBOURHOOD CONSULTATIVE FORUM:

Councillors D Allison, S Allison, Barker, Clouth, R Cook, Ferwick, Fleet, Griffin, Jackson, J Marshall, Rogan, Shaw, Wallace, D Waller and Wright.

Resident Representatives:

Jim Hastings, Ted Lee, John Lynch, Mary Power, Linda Shields

1. **WELCOME AND INTRODUCTIONS**
2. **APOLOGIES FOR ABSENCE**
3. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
4. **MINUTES**
 - 4.1 To confirm the minutes of the meeting held on 14th June, 2006 (attached)
 - 4.2 Matters arising and Action Sheet
5. **PUBLIC QUESTION TIME**
6. **ITEMS FOR CONSULTATION**
 - 6.1 Annual Library Plan 2006/07 – Director of Adult and Community Services

7. ITEMS FOR DISCUSSION INFORMATION

- 7.1 Housing Hartlepool – Improving Service Update – Presentation by Cath Purdy
- 7.2 North Hartlepool Partnership Update Report – North Hartlepool Manager
- 7.3 Travel to School Strategy – Karen Wilkinson, Regional School Travel Advisor
- 7.4 Vegetable Plots in Schools – Keeley Metcalfe
- 7.5 Update on CJC Chemicals – Old Cemetery Road – Head of Environmental Management

8. ITEMS FOR DECISION

- 8.1 Minor Works Proposals – Town Care Manager

9. ITEM REFERRED FROM SCRUTINY

- 9.1 Update on Neighbourhood Services Scrutiny Forum's consideration of options and proposals for the development of a policy for the provision of public conveniences in Hartlepool – (Councillor G Hall, Chair of Neighbourhood Services Scrutiny Forum)

10. RESIDENT REPRESENTATIVE ISSUES

11. WARD ISSUES

12. DATE, TIME AND VENUE OF NEXT MEETING

The North Area Police and Community Safety Forum is to be held on Wednesday 6th September commencing at 10am at West View Community Centre

Resident Representative Elections for the North Area are to be held on Wednesday 27th September commencing at 6pm at West View Community Centre.

13. ITEMS OF ANY OTHER BUSINESS AGREED BY THE CHAIRMAN

Format of future meetings discussion

NORTH NEIGHBOURHOOD CONSULTATIVE FORUM

WARDS

Brus
Dyke House
Hart
St Hilda
Throston

14 June, 2006

MINUTES OF THE MEETING



PRESENT:

Chair: Councillor Rob Cook - Hart Ward

Vice Chair: Mary Power (Resident Representative)

Councillor Caroline Barker	- Hart Ward
Councillor Mary Fleet	- Dyke House Ward
Councillor Sheila Griffin	- Brus Ward
Councillor John Marshall	- St Hilda Ward
Councillor Jane Shaw	- Dyke House Ward
Councillor Denis Waller	- Brus Ward
Councillor Edna Wright	- Hart Ward

Councillor G Lilley was also in attendance on behalf of a resident

Resident Representatives: Mary Power and John Lynch

Public: John Cambridge, Cal Carruthers-Watt, Mr J Cooke, Mr J Crangle, Cath and Liz Torley, John Maxwell, Alan Vale, Dennis Wilson, Laura Tunnicliffe and Joan Steele

Officers: John Mennear, Assistant Director (Community Services)
Dave Stubbs, Head of Environmental Management
Karen Oliver, Town Care Manager
Garry Jones, Neighbourhood Services Officer
Peter Frost,
John Potts, Hartlepool Partnership
John Ford and Hayli Scott, North Hartlepool Partnership
Pat Watson, Democratic Services Officer

Community Network Officer: Tracey Foster

Hartlepool PCT Representative: Kevin Aston

Police Representatives: PCSO O'Brien

Housing Hartlepool Representative: Anthony Scarre

The Chairman asked for views from the Forum on the format of Agenda, ie the order in which items are taken. General feeling was that consultation items should be taken

towards the end of the meeting. The Chair indicated that an idea was being pursued on holding one Joint Forum, possibly in The Council Chamber, occasionally, for Consultation items and the Forum seemed to be in favour of this. The Chair indicated that an Officer meeting was to take place and the Forum's views would be passed to that meeting.

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors D Allison, S Fenwick and T Rogan. Also from Resident Rep's Ted Lee and Linda Shields.

2. MINUTES

The minutes of the meeting held on 22nd March 2006 were confirmed.

Matters arising:

Oakesway litter and fly-tipping – A resident asked for an update – KO advised that she had been dealing with the company thought to be the owners but ownership was now in dispute. She was liaising with the Land Registry and intended to use enforcement.

Dropped Crossings – A Hart Ward Cllr asked if there had been any progress – GJ advised that work had started on the Headland. He added that there would be 6 in Dorchester Drive area.

Action Sheet – A request was made for an Action Sheet covering issues raised at the last meeting – as had been provided previously. KO agreed to provide this next time.

King Oswy Drive/West View Road Junction – Hart Ward Councillors raised a number of issues which were noted by PF who indicated that he would look into moving the bus stop.

Cleveland Road request for pedestrian island – A resident asked about

progress. PF advised that a survey did take place and there were high speeds and the issue had been passed to the Cleveland Safety Camera Partnership for enforcement as a complaint site.

Land Formby Close – A Hart Ward Cllr asked if there was any further information on this issue from the Chief Solicitor. KO agreed to chase up the matter.

Warren Street alleygates – Progress was queried and KO said the matter was ongoing.

Priory Court embankment – progress was queried. KO said would be trimmed down this week while replacement fence down.

3. PUBLIC QUESTION TIME

Brus Tunnel Barrier – A resident asked why the barrier was still not repaired. He said the lock had been missing for 44 days and asked why CCTV had not picked the culprits up. GJ advised that the lock problems had been identified and would be dealt with soon, thereafter the barrier would be checked each day. The resident would be kept informed. KO said she would liaise with Richard Court on the CCTV for this and general issues relating to the following item.

Ex Steetley / CJC buildings through the Brus Tunnel – Residents, Res Reps and Councillors all raised concerns about this area and the buildings. There had been numerous complaints about anti-social behaviour and dangers to the public, especially children. KO indicated

that she would attend a meeting on 15th June (arranged by Central Estate Residents) at which representatives of CJC and the proposed developers would be present and she would keep the Forum informed. A Hart Ward Councillor suggested that a site visit, including the Chief Solicitor, take place just prior to the next Forum meeting to look at the problem site. The Forum requested that a letter be sent to the Member of Parliament. KO agreed to send the letter and ask Ralph Harrison, Head of Public Protection and Housing to report to the next Forum meeting on actions taken and progress. PCSO O'Brien was in attendance and noted the issues raised. A Member expressed the view that Councillors should be involved in the meeting with CJC and the developers. The residents of Central Estate who had initiated the meeting advised that they had requested the meeting and would prefer to meet them without Cllrs at the first meeting.

Brus Ward Walk-about – A Cllr requested KO's attendance and this was agreed.

Removal of wall at Mapleton Road -

A resident of the area and a Member expressed the view that removal of the substantial wall and the erection of a low fence had been a mistake as children can easily get over it. KO agreed to investigate.

Signage and Highway Matters – A resident submitted a comments/question form containing various issues. GJ agreed to investigate.

Central Estate site walk-about- residents advised that motor bikes were still being used inappropriately and a brick building near the Steetley site was being used by children. KO indicated that she had a number of issues to raise with Railtrack and CT was setting up a

meeting. KO would put the issues on the list of things to be raised. A St Hilda Councillor asked if Ward Councillors could be involved in the meeting. KO agreed to let CT know.

Friarage Wall – A resident reported that the wall had a hole in it again. KO advised that she would report it to the Henry Smith Trust.

Goal Posts St Hild's old field – A resident reported that the goal posts had been removed. He thought they were a good facility for young people and asked if they had been destroyed. KO agreed to investigate.

Inspections of Housing Estates – A long discussion took place on the issue of anti-social behaviour and untidy properties and gardens around the town, including Housing Hartlepool properties. AS from Housing Hartlepool indicated that checks are made on the behaviour of tenants. On the issue of allocation of tenancies in areas, AS pointed out there is legislation/guidance for this and people's rights have to be taken into consideration. It was accepted that some were private landlords. Councillors expressed the view that more should be done – perhaps some joint liaison on the issue between the Council, Housing Associations/companies and private landlords. KO asked if AS could bring a report or have a briefing session on what HH do on this subject.

4. PRESENTATION – THE H₂O FEASIBILITY STUDY – A FUTURE WATER SPORTS CENTRE FOR HARTLEPOOL – CONSULTATION ON THE STUDY CONCLUSIONS

The Assistant Director (Community Services) gave a detailed presentation on the findings of the H2O feasibility study. This had given consideration to the possibility of a major new leisure attraction for Hartlepool. Information was given on the vision behind the project, the proposed facilities, estimated costs, related funding and the economic impact it would have on Hartlepool. The future of Mill House Leisure Centre was also discussed. The following issues were then raised:

The Assistant Director reported that Sunderland had already been chosen as the North-East site for an Olympic-sized pool and it would be very difficult to obtain grants for a second in the area. The proposal for Hartlepool contained an eight lane pool to enable competitions to take place.

A St Hilda Ward Councillor commented that this should not take anything away from the plans and tourism potential for the Headland. He asked if it would affect the Borough Hall Sports Hall and would it deprive Seaton. The Assistant Director said that this was a plan for the future, anticipating the demise of other facilities such as the Mill House. Furthermore this is designed to complement what the town already has, particularly the new facilities. This development is intended to be a major visitor attraction in its own right as it is anticipated to have an extreme sports element and major surf basin.

A resident asked if the change of ownership of PD Ports would have any effect on the plans. The Assistant Director said the view was that the change in ownership could strengthen the plans.

A Member said "unless something is done about the Heugh Breakwater then it's all a waste of time"

A Councillor asked who would oversee the construction work etc and be responsible for contracts and timescales, plus inspections throughout the building, to ensure correct size of pool etc. The Assistant Director advised that it is intended that HBC will run the scheme and oversee technical aspects / build etc.

Residents queried the costs involved in running the new centre. The Assistant Director informed those present that it was anticipated to be comparable to the existing costs of Mill House, ie £600,000pa. Transport from other parts of the town to the facility was queried and the Assistant Director commented that with such a major development bus services would inevitably follow.

The Chairman asked for any comments on the study conclusions to be forwarded to the Assistant Director at the Civic Centre. The Chairman thanked John for his attendance and for answering questions.

5. PUBLIC CONVENIENCES

The Head of Environmental Management presented a report detailing a proposed policy in respect of public convenience provision. Members were given information on the current condition of public conveniences around Hartlepool, including budget information and the results of previous public consultations on the issue. A series of proposals were then submitted to the Forum for consideration. In the Central area these were as follows:

- Albert Street Car Park – to be closed
- Ward Jackson Park – current facilities to be demolished. The café toilets to be made available to the public during opening hours and consideration given to an extension of opening hours

- Burn Valley Gardens – upper facility to be closed, lower facility to be maintained
- Stranton Cemetery – adequate heating to be introduced, together with routine and planned maintenance.
- Hartlepool Maritime Experience - consideration to be given to possible closure, refurbishment or continuation of current limited use.

The report also recommended that all Council owned buildings should provide, wherever possible, public toilet facilities. Additionally town centre landlords should be encouraged to make their facilities open to the public. Details of the consultation process were given.

A St Hilda Ward Councillor requested that the building on the Pilot Pier be used as a lifeguard station instead of being knocked down. This was noted by DS.

6. MINOR WORKS BUDGET – ANNUAL ALLOCATION OF FUNDING FOR 2006/07

The Town Care Manager advised the Forum that £52,000 had been delegated to the Central area for the 2006/07 financial year with an additional £20,000 for highway related works. Further to this, an additional £15,000 was allocated to address the common issue of the conversion of grass verges to hard standing, where the Forum considered this appropriate.

The Forum was reminded of the framework for consideration of proposed schemes and the Town Care Manager indicated that proposals would be welcome from Ward Councillors and residents.

The following issues were raised:

Request for pedestrian crossing in Holdforth Road – KO updated the Forum on the flow of traffic Survey and indicated that a possible Zebra crossing may be justified. She said Highways needed to take a report to the Portfolio Holder.

Bottom of Dorchester Drive bend /Gibson Grove –comment that the half moon area would be ideal for parking bays. KO agreed to do survey.

A St Hilda Ward Cllr mentioned a bulb planting scheme near St Hilda's Church and KO noted this.

7. NORTH HARTLEPOOL PARTNERSHIP SRB UPDATE – NORTH HARTLEPOOL PARTNERSHIP MANAGER

The North Hartlepool Partnership Manager, John Ford, gave an update on progress relating to activities and project development by the north Hartlepool Partnership on the following projects:

Environmental Improvements at

Croft Gardens
Fish Sands
Fairy Cove Terrace
Plaque at Heugh Gun Battery
St Mary's Church Railings

and further proposals.

Carnegie and Sports Hall Official Openings

The Delivery Plan for 2006/07 had been approved by One North East. John thanked the people who had attended recent consultation at the Borough Hall and advised that a full list of projects would be reported to the next meeting.

8. COMMUNITY STRATEGY REVIEW

The Head of Community Strategy gave a presentation on the Community Strategy Review 2006. The Forum was advised that the final Community Strategy had been agreed in 2002 with a five-year review deadline. The intention was to have a new Community Strategy for Hartlepool in place by the end of March 2007.

Details were given of the three-stage review process and a proposed timetable was outlined. Questionnaires on the new Community Strategy were distributed to those present and their availability through the Hartlepool Partnership website was highlighted. The Head of Community Strategy urged people to get involved in the consultation process.

The Chairman thanked John for his update.

9. PROPOSED DEVELOPMENT OF THE NORTH NEIGHBOURHOOD ACTION PLAN (NAP)

The Town Care Manager presented a detailed report to seek agreement for the framework proposed to assist in the delivery of the North Neighbourhood Action Plan which covers the St Hilda and Brus wards.

The report contained background information and detailed the current position. The proposed framework involves the development of:

- a. Main North Hartlepool NAP Local Forum;
- b. Three North Hartlepool NAP Resident Forums.

The role of the main North Hartlepool Local Forum would be to have overall responsibility for delivery and monitoring the Final North Hartlepool NAP. It would respond to decisions made at the three

North NAP Resident Forums. It was proposed that members of the group should include:-

- Key Service Providers
- Resident Reps
- Ward Members
- Headland Parish Council
- Voluntary Organisations

The 3 North Hartlepool NAP residents' Forums should be open to all residents to attend. They should also include existing resident groups and active members of the community.

The role of the groups was outlined in the report. The funding details were included in an Appendix to the report.

Decision – The Forum agreed the proposed framework for the North Neighbourhood Action Plan as detailed in the report.

10. RESIDENT REPRESENTATIVE ISSUES

Need for grass cutting near Phoenix Centre – KO said she would look at a Neighbourhood Improvement Scheme – this was not Council land but KO would take account of it if possible.

Elderly resident at Miller Crescent needing garden work – AS from Housing Hartlepool indicated that this may be possible through OFCA – he agreed to make enquiries

11. WARD ISSUES

A Councillor mentioned that **Jones Road/Allendale Crescent alley** where

the Electricity sub-station is sited had had fly-tipping and was overgrown. KO noted.

Cleveland Road Marine Works – enquiry on progress. KO agreed to get report.

Northgate Shops Maintenance / canopies – KO said this was in hand and she would request Housing Hartlepool to contact the Councillor. JM)

Manor House area overgrown – KO said this was Henry Smith Non-Educ. Trust land and she would pass the issue on – if possible it would be flailed.

Reinstatement of Pavements etc following work undertaken by Contractors and Statutory Undertakers and general mess left behind following work The was a long discussion on this issue and the difficulties experienced when trying to re-charge for work that had not been completed satisfactorily. Members agreed that this issue needed further investigation and discussion to identify solutions to the problems.

The Chairman suggested that the issue be referred to Planning and Regeneration Scrutiny Forum to enable a full debate on the whole issue.

Bonfire Night – A St Hilda Ward Councillor again raised the issue of problems on Bonfire Night and asked if there could be designated sites and a clean-up strategy. DS advised that there were ongoing meetings with the Council, the Fire Brigade and the police. He said there is no facility to have a number of designated sites – all gathered materials would be removed and there would be Police presence around the town. The Councillor asked for vigilance near The Town Moor area following dangerous incidents last year.

Entrance to Hartville Road – grass at both sides need maintaining. KO agreed to check the situation.

Illegally constructed car crossings – A Hart Ward Cllr raised this issue. GJ agreed to take this up.

Overgrown grassed area near Crimdon Park – DS said he thought this was Easington CC responsibility. KO agreed to check.

12. DATE, TIME AND VENUE OF NEXT MEETING

The next Forum meeting to be held on Wednesday 9th August commencing at 6pm at Throston Grange Community Centre, Glamorgan Grove.

KO would check out the possibility of a site visit to the old Steetley Magnesite area prior to the meeting.

Enquiries would be made regarding holding a future meeting in The Croft Room, Headland.

Thanks – John Lynch thanked the Forum for his get well card following his recent operation. Cath and Liz Torley thanked the Forum for helping get the Zebra crossing on West View Road.

ROB COOK

CHAIRMAN

North Neighbourhood Consultative Forum

Wednesday, 14 June 2006

Issues Raised

ISSUE DETAILS	ACTION TAKEN	OFFICER	COMPLETE/ OUTSTANDING
<p><u>Matters Arising</u></p> <p>Oaksway – litter and flytipping –update requested KO was dealing with company thought to be owners, but ownership was now in dispute – liaising with Land Registry and intended to use enforcement</p>	Company now identified and enforcement notice has been issued	Karen Oliver	C
<p>King Oswy Drive/West View Road junction - A number of issues raised which were noted by PF who indicated he would look into moving the bus stop Cost for lay-by too prohibitive. Looking into costs for moving further down West View Road</p>	Costs have been requested from Engineering Consultancy - update to be given at next Forum meeting	Peter Frost	O
<p>Cleveland Road – pedestrian island – issue now passed to Cleveland Safety Camera Partnership for enforcement as a complaint site</p>	Results of the Cleveland Safety Camera – update to be given at next Forum meeting	Peter Frost	O
<p>Formby Close - sale of land KO to request update from the Chief Solicitor</p>	Letter and details forward to Cllrs Barker and Wright	Karen Oliver	C

ISSUE DETAILS	ACTIONS TAKEN	OFFICER	COMPLETE/ OUTSTANDING
<p><u>Matters Arising (Cont...)</u></p> <p>Priory Court embankment – to be strimmed while replacement fence was down. This area has been strimmed down and further works to be done to improve the area</p>	<p>Work now complete. New scheme to follow</p>		<p>C</p>
<p><u>Public Question Time</u></p> <p>Brus Tunnel barrier KO to liaise with Richard Court on CCTV GJ to chase up repair of barrier Works ongoing. Alan Vale kept informed</p>	<p>New lock has been fitted – problem resolved to date</p>	<p>Karen Oliver/ Garry Jones</p>	<p>C</p>
<p>Ex Steetley/CJC building through the Brus Tunnel KO to update Forum on meeting being held on 15th June with representatives of CJC and the proposed developers.</p>	<p>Report at next meeting Ralph Harrison</p>	<p>Karen Oliver</p>	<p>O</p>
<p>Ex Steetley/CJC building through the Brus Tunnel - It was suggested that a site visit, including the Chief Solicitor take place prior to next Forum meeting to look at the problem site and that a letter be sent to the Member of Parliament. KO to send letter and ask Ralph Harrison to report to the next Forum meeting on actions taken and progress.</p>	<p>Report at next meeting Ralph Harrison</p>	<p>Karen Oliver</p>	<p>O</p>

ISSUE DETAILS	ACTIONS TAKEN	OFFICER	COMPLETE/ OUSTANDING
<u>Public Question Time (Cont...)</u>			
Brus Ward Walkabout	Garry attended		C
Removal of wall at Mapleton Road Resident and Member expressed the view that removal of the substantial wall and erection of a low fence had been a mistake as children can easily get over it. Expamet are dealing with this and Target Hardening will be fitted to the gate. Also this area is covered with CCTV	Target hardening material on order	Karen Oliver	C
Signage and Highway matters – Resident submitted a comments/question form containing various issues. Garry Jones to investigate	All road markings renewed Signage along Marina Way complete	Garry Jones	C
Central Estate site walkabout – Residents advised that motorbikes were still being used inappropriately and children were using a brick building near the Steetely site. KO has a number of issues to raise with Railtrack and CT was setting up a meeting where these issues would be raised. KO to inform CT that Ward Cllrs would like to be involved	Meeting still outstanding	Karen Oliver/ Craig Thelwell	O
Friarage Wall – There is a hole in the wall again - KO to report to the Henry Smith Trust	Letter and discussion with representative from Henry Smith Trust taken place – works on order	Karen Oliver	C

ISSUE DETAILS	ACTIONS TAKEN	OFFICER	COMPLETE/ OUSTANDING
<p><u>Public Question Time (Cont...)</u></p> <p>St Hild's old field - goal posts had been removed. KO to investigate why they had been removed</p>	<p>School not aware of who has cleared the goal posts. No further information available</p>	<p>Karen Oliver</p>	<p>C</p>
<p>Inspections of Housing Estates – issues of anti-social behaviour and untidy properties and gardens around the town, including Housing Hartlepool's.</p>	<p>Anthony Scarre will give a brief verbal outline on Housing Hartlepool's procedures regarding estate/tenancy management</p>	<p>Anthony Scarre</p>	
<p><u>Public Conveniences</u></p> <p>Public Conveniences – St Hilda Ward Cllr requested that the building on the Pilot Pier be used as a lifeguard station instead of being knocked down. Noted by Dave Stubbs</p>	<p>Karen Oliver has informed John Menear for future reference.</p>	<p>Karen Oliver</p>	<p>C</p>
<p><u>Minor Works Budget</u></p> <p>Pedestrian crossing in Holdforth Road requested. KO informed the Forum that a possible zebra crossing may be justified. Highways need to take a report to Portfolio Holder</p>	<p>Has been discussed at Portfolio. Crossing could be justified, but not priority – position 19 on priority list.</p>	<p>Karen Oliver</p>	<p>C</p>
<p>Bottom of Dorchester Drive bend/Gibson Grove – comment made that a half moon area would be ideal for parking bays</p>	<p>Garry Jones to do survey</p>	<p>Garry Jones</p>	

ISSUE DETAILS	ACTIONS TAKEN	OFFICER	COMPLETE/ OUTSTANDING
<u>Minor Works Budget (Cont...)</u> St Hilda Ward Cllr mentioned a bulb planting scheme near St Hilda's Church - noted by KO	Look at future Minor Works Scheme	Karen Oliver	O
Resident Representative Issues Phoenix Centre – need for grass cutting Miller Crescent – elderly resident needs garden doing	A Nips form has been filled in for this work to be done by the probation services. Works started on 5 July 2006 Anthony Scarre, Housing Hartlepool has referred to OFCA for their gardening scheme	Albert Cope Anthony Scarre	C C
<u>Ward Issues</u> Jones Road/Allendale Crescent alley – where sub-station is was overgrown and had flytipping	This area has been inspected and all residents have been sent a letter to cut back any overgrown shrubs/ trees. Also the full alley will be cleared out.	Karen Oliver	
Cleveland Road marine works – what progress had been made?	KO agreed to get report	Karen Oliver	
Northgate shops maintenance	KO to request Housing Hartlepool to contact Cllr Marshall	Karen Oliver	

ISSUE DETAILS	ACTIONS TAKEN	OFFICER	COMPLETE/ OUTSTANDING
<p><u>Ward Issues (Cont...)</u></p> <p>Manor House overgrown</p>	KO to pass on to Henry Smith Non-Education Trust	Karen Oliver	
Reinstatement of pavements etc following work undertaken by contractors and statutory undertakers – recharge for work not completed satisfactorily - Members agreed that this issue needed further investigation and discussion to identify solutions to the problems – The Chairman asked the question as to whether this is appropriate as a Scrutiny item?	Discussion with Scrutiny Officer, Charlotte Burnham taken place. Not appropriate for Scrutiny as systems in place and would have 'no added value' under Scrutiny terms	Charlotte Burnham	
Bonfire Night – designated sites – Meetings with Council, Fire Brigade and the Police were ongoing. There are no facilities to have a number of designated sites – all gathered materials would be removed and there would be a Police presence around the town	Request for vigilance near the Town Moor area following dangerous incidents last year		
Hartville Road entrance – grass at both sides need maintaining	Grass has been cut	Karen Oliver	C
Illegally constructed car crossings	Passed to Legal	Garry Jones	

ISSUE DETAILS	ACTIONS TAKEN	OFFICER	COMPLETE/ OUTSTANDING
<u>Ward Issues (Cont...)</u> Crimdon Park overgrown grassed area	KO to check if this was Easington County Council's responsibility	Karen Oliver	C
Old Steetley Magnesite area – CJC. Karen Oliver to check out the possibility of a site visit prior to the next Forum on 9 th August	Report on agenda for 9 th August Ralph Harrison	Karen Oliver	
Croft Room, Headland	Enquiries to be made regarding holding future meetings there	Karen Oliver	

Report of: Director of Community Services

Subject: ANNUAL LIBRARY PLAN 2006/07

1. PURPOSE OF REPORT

- 1.1 To consider the draft Annual Library Plan (**Appendix 1**) for consultation.

2. BACKGROUND

- 2.1 In 2006 Hartlepool Borough Council produced the document 'Service Planning 2006/7 – a unified approach'. The Annual Library Plan incorporates these guidelines and identifies how library services link directly to the objectives of both the Adult & Community Services Departmental Plan and the Corporate Plan. The Plan also sets out how library services in Hartlepool are adapting and developing to meet the DCMS ten-year forward plan for libraries, 'Framework for the Future'. In line with the guidelines of this document, Libraries in Hartlepool have increased capacity to develop services in the areas of lifelong learning, reader development, ICT and services to pre-school children.
- 2.2 The Library Impact Measures described in last year's plan and report are now formally collected as part of the CIPFA annual statistical return. However following discussion between MLA (Museums Libraries and Archives Council) and the Audit Commission, at this stage it is not proposed that they will be included in this year's CPA.

3. ANNUAL LIBRARY PLAN

- 3.1 The Annual Library Plan as part of the Budget and Policy framework of the Council is required to allow examination of the service and its development.
- 3.2 The plan for 2006/7 consists of the following parts:
- An introduction and summary of the major changes, achievements and performance of the library service during 2005/6.
 - An illustration of the current library management structure and where libraries fit within Adult and Community Services.

- A description of how the library service is organised into six teams, or areas of responsibility in order to develop services in line with the requirements of 'Framework for the Future'
- A brief description of the key partnerships the library is involved with.
- An outline of the library performance management process and how it will be communicated internally and externally
- The priorities governing the Annual Library Plan 2006/7
- Action plan 2006/7 and performance targets

4. CONSULTATION

- 4.1 Public consultation will be through the Neighbourhood Consultative Forums, and with stakeholders through circulating the draft plan with invitation to comment. Notices are displayed and copies of the Annual Library Plan are available in all library service points. Members of the public are invited to read the plan and to make comments, suggestions or to ask questions about the plan. The notices provide details of the Neighbourhood Consultative Forums.

5. SECTION 17

- 5.1 Section 17 of the Crime and disorder Act 1988 requires local authorities and police authorities to consider the community safety implications of their activities.
- 5.2 As outlined in the Annual Library Plan, a DCMS requirement of libraries is support of citizenship. The ethos and basic principles of the library service demand responsible and civilised behaviour. A large number of library activities encourage the development of social skills and civil awareness, particularly among the young.
- 5.3 In cases where it is required the Library also works closely with other agencies including the Anti-Social Behaviour Team and the Police in order to limit anti-social behaviour and to prevent or detect crime.

6. DIVERSITY

- 6.1 Part of the Library Action Plan for 2006/7 includes a review of the vehicle delivered services. It is important that issues of diversity and the interests of people with particular needs are carefully considered within this review. A Diversity Impact Assessment form has been completed for this process and is included as an appendix to this report. **(Appendix 2)**

7. TIMETABLE

- 7.1 Consultation will take place throughout August, with the plan then being referred to the Adult Care and Community Services Scrutiny Panel. It will then be returned to Cabinet in September and onward for full Council approval in October 2006.

8. RECOMMENDATIONS

The Forum is requested to consider whether the current plan meets the needs of the public and the requirements of the Corporate Plan and DCMS Framework

CONTACT OFFICER, and all inquiries

Graham Jarritt,
Borough Librarian
Central Library
124 York Road
Hartlepool
TS26 9DE

Tel (01429) 272905
(internal 3612)

email: graham.jarritt@hartlepool.gov.uk

Background Papers

Framework for the Future, DCMS 2003.
Annual Library Plan 2005-2006 Hartlepool Borough Libraries.
Public Library Service Standards. DCMS Oct 2004

Annual Library Plan 2006/07

DRAFT

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Introduction

The Public Libraries and Museums Act 1964 requires the 149 first tier English local authorities to provide "comprehensive and efficient" public library services.

The Act requires library authorities to provide access for people who live, work or study in their area to borrow or refer to books, printed material and pictures in line with their needs and requirements, free of charge. Since 1964 the development of new media formats, most notably in the areas of ICT, means that electronic media and internet access are now interpreted as part of library provision alongside printed materials. Also the role of the library as provider of community space for a wide variety of public purposes is seen as a key purpose of a public library service.

The terms 'comprehensive and efficient' are not quantified in the Act. However the ten Public Library Service Standards (BVPI 220), against which all services are annually measured are the means used to provide a definition. They are a set of targets across core provision areas. They are not based in statute and failure to meet one or more of the standards does not necessarily signify a breach of the 1964 Act. However, failure to comply with the standards has an impact upon the Comprehensive Performance Assessment (CPA) of the local authority.

Previously authorities were required to submit an Annual Library Plan to DCMS for assessment. This is no longer a requirement. However the submission of the Annual Library Plan to Council, and the public and stakeholder consultation included in this process ensures that approval of library services in Hartlepool is embedded in the local democratic process and is measured against the Council's constitutional principles of decision-making. It provides Members and public with opportunity to examine, review and influence how the library sets priorities and delivers services.

Overview 2005/6

Staffing

April 2005 saw the arrival of Jane Aiken as Reference Services Officer. The post had been vacant since the sudden death of Mary Hoban, the fondly remembered former Reference Officer in August 2004. Jane is a valuable addition to our staff with a background in both academic and public libraries and also in education. Susan Atkinson, who had contributed significantly as Borough Librarian since taking office in 2001, moved on from that post at the end of August to return to university. The following month Ann Russell, Senior Library Manager and Training Officer retired.

Graham Jarritt was appointed Borough Librarian in October and in January 2006 Chris Rogers, formerly of Hartlepool College of Further Education was appointed ICT Officer. This is the first time Hartlepool Libraries have appointed a professionally qualified ICT officer and this is a reflection of the expanding role ICT is playing in library service provision. A staffing re-structure to commence in April 2006 was produced to reflect the changing pattern of demand for services. The Reference Officer's role is expanded to include responsibility for developing lifelong learning provision. The appointment of a dedicated ICT officer means that Denise Sparrowhawk, who had previously been responsible for stock selection and for ICT, is now Stock and Reader Development Officer. Reader development is now identified by DCMS as one of the three core services required of a modern library service. Phyl Rafferty and Jayne Halliday take on senior posts supervising service development, staffing and staff development in all branches.

Following significant achievements, notably in development of Bookstart provision and also integrating library services with those of the Early Years Partnership, the responsibilities of Gill Slimings, Children and Young Persons' Officer are expanded. In 2006 Gill will also be coordinating the staging of the Northern Childrens' Book Festival Gala Day in Hartlepool. It is the largest European literary festival for young people and this will be the first time it has been held in Hartlepool.

Performance and achievements

The principal measure for libraries is BVPI 220, performance against the 10 Public Library Standards. The most recently published performance indicators show that none of the 149 authorities in England meet all 10 standards, but Hartlepool is one of only eleven top authorities who met 9 of them, maintaining Hartlepool's strong national reputation. Also the Home Library service met its substantially expanded targets within LPSA1 and has received a valuable reward grant.

Other achievements of note have been the introduction of the updated library online services, Talis Prism, which provides a more user friendly online access to

the catalogue, to book reservation, renewals and to posting information enquiries online to the Reference and Information section. Additionally online resources such as the Xrefer online reference database, the Encyclopaedia Britannica or the EBSCO journal article database, all services to which the library subscribes, are now available free of charge to all members of Hartlepool's libraries online from home, (or indeed from any internet connection). Previously these services could only be accessed from computers inside the library. Current technology now allows the bar-code number of a Hartlepool library ticket to be recognised and to act as a password. These ICT developments represent an important step. Remote, or virtual visits to library services will become a performance indicator in the future.

However progress has not been restricted to computer based services. Family Learning Week in October saw an exciting programme organised at the Central Library. Called 'Einstein in the Library', it commemorated the hundredth anniversary of the publication of the General Theory of Relativity and was organised in partnership with Hartlepool College of Further Education and the Institute of Physics. Events were held for schools during the week, and culminated at the week-end with two very popular family learning days. It represented a significant development in approach to lifelong learning for the library to find itself promoting natural science rather than arts and humanities focussed events. This programme, as well as making science and physics fun and accessible is also an attempt to contribute to addressing concerns about the decline in interest in physics as a school and Higher Education subject. A similar event is proposed for 2006.

More traditionally, The Foggy Furze Writers Group produced an excellent compilation of short stories and poems by local writers, entitled 'First Impressions'. In partnership with museums 'Their Past Your Future' combined WW2 history with work by young people looking at the past, the present and the future and reflecting on the many issues of war and conflict. Throughout the year a number of projects were held with young people and included groups in a number of libraries writing a radio play which addressed the theme of bullying and also another play conceived, written and illustrated by a group of looked after children

The Bibliographic Services Section of the Library, and the Vehicle Delivered Services moved in November from Cromwell Street to their new offices and working area at the Carnegie Building, Northgate. Also worthy of note, the lighting system at the Central Library which had gone well past its sell by date and was causing many problems, including financial ones, was replaced through Neighbourhood Services with a new system which uses considerably less energy and provides much better lighting.

Finally, in January we were informed by John Mennear, the Assistant Director of Community Services, that the Culture Minister, David Lammy, wished to see an example of work with 'hard to reach' groups whilst visiting the region, and had

been directed to a project which had involved Hartlepool Libraries, Hartlepool Museum Service and Stonham Housing Trust. The result was a visit by the Minister to the Central Library and the opportunity for a number of members of staff to discuss their particular areas of work with him.



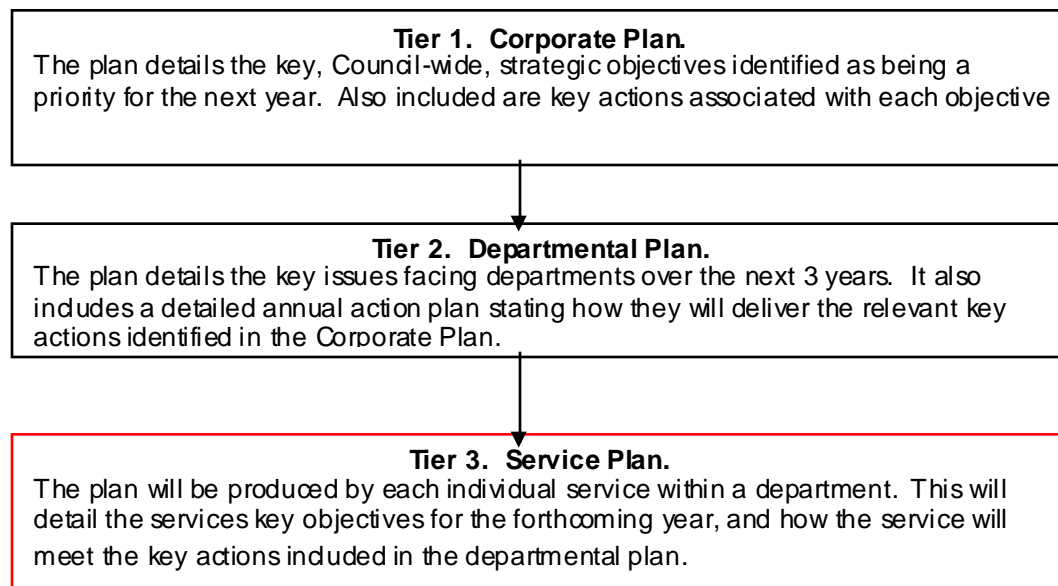
Culture Minister David Lammy (second from right) with (l to r) Penny Wilkinson (Chief Executive, Museums Libraries and Archives Council North East), David Lammy's Private Secretary, John Mennear, (Assistant Director, Community Services), Nicola Bailey (Director, Adult and Community Services), Graham Jarritt, (Borough Librarian). Hartlepool Central Library Jan 27th 2006

Library Service Plan 2006/7

This section of the Annual Library Plan is the Library Service Plan for 2006/07 and forms part of the Council's overall Service Planning arrangements. The plan details the key priorities and issues facing the Library service over the next year, and includes a detailed action plan showing how these priorities will be delivered.

The plan details how the Library Service will meet the Council's key priorities as stated in the Corporate Plan and the Adult and Community Department's key priorities as stated in the Adult and Community Departmental Plan 2006/07-2008/98.

This plan should be looked at in conjunction with both the Council's Corporate Plan, and the Adult and Community Departmental Plan, that together form part of the Council's overall Service Planning Arrangements. Figure 1, below, demonstrates how the plans are linked: -



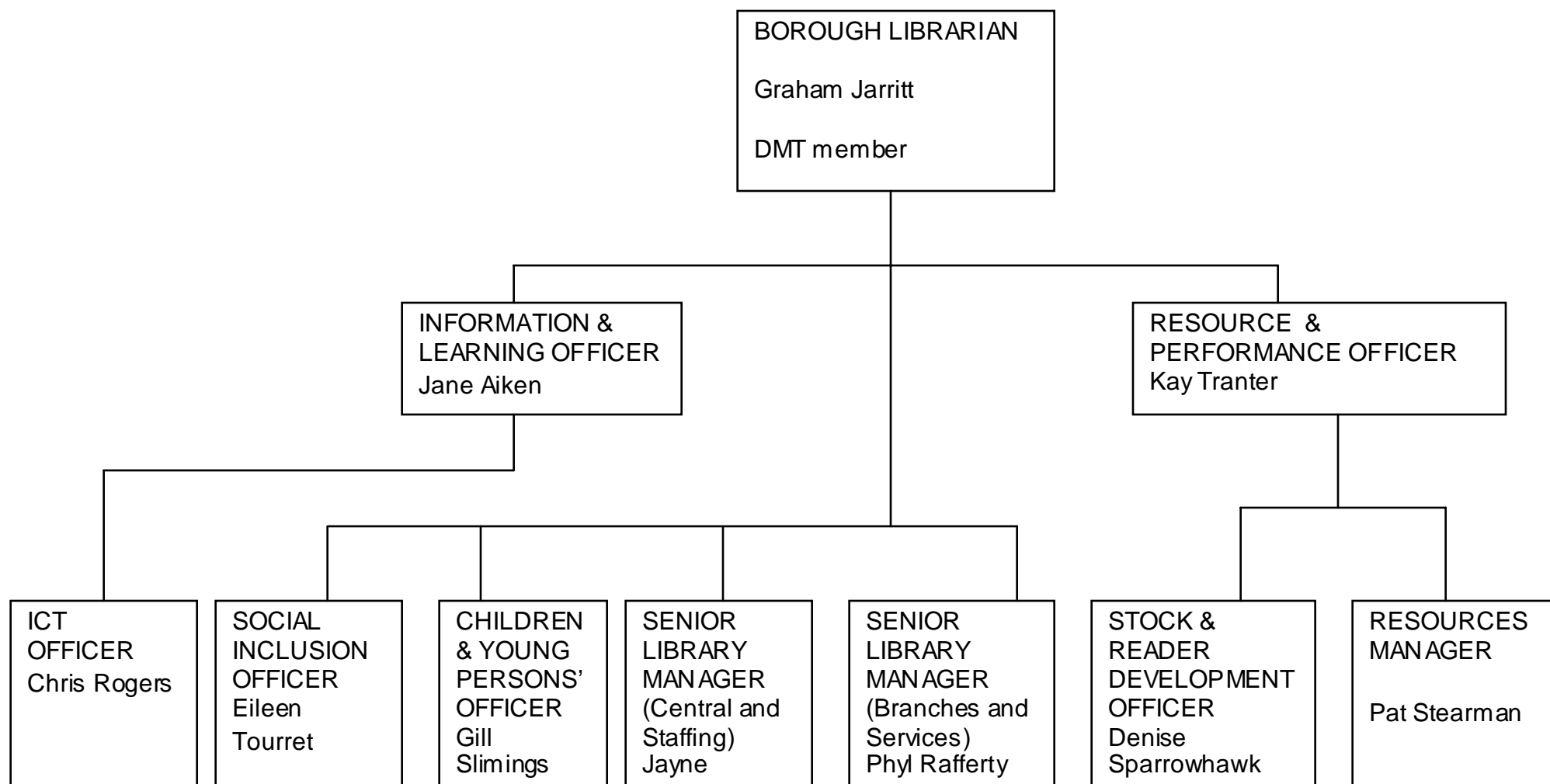
This approach ensures that any objective that appears in the Corporate Plan can be traced through the Departmental plan to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall objectives.

Service Structure

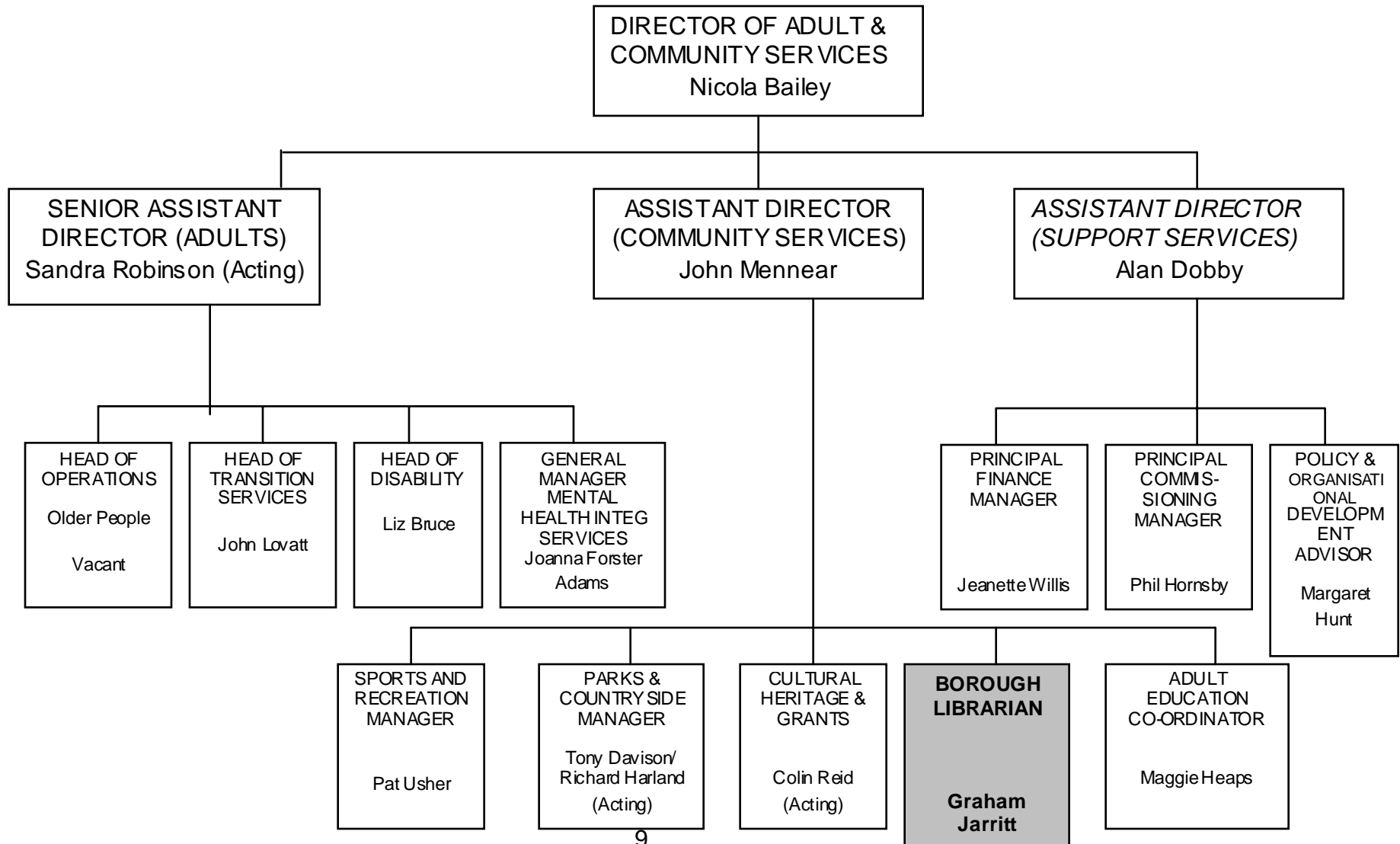
Contents

- The senior officer structure – DMT membership and management structure within the Library service
- Overview of departmental structure, and where the Library service sits in this structure.
- Individual service areas within the service.
- Links with other services/departments/organisations in providing joint/cross-cutting services

Library Service Senior Management Structure



Where Libraries fit within Adult and Community Services Departmental Management

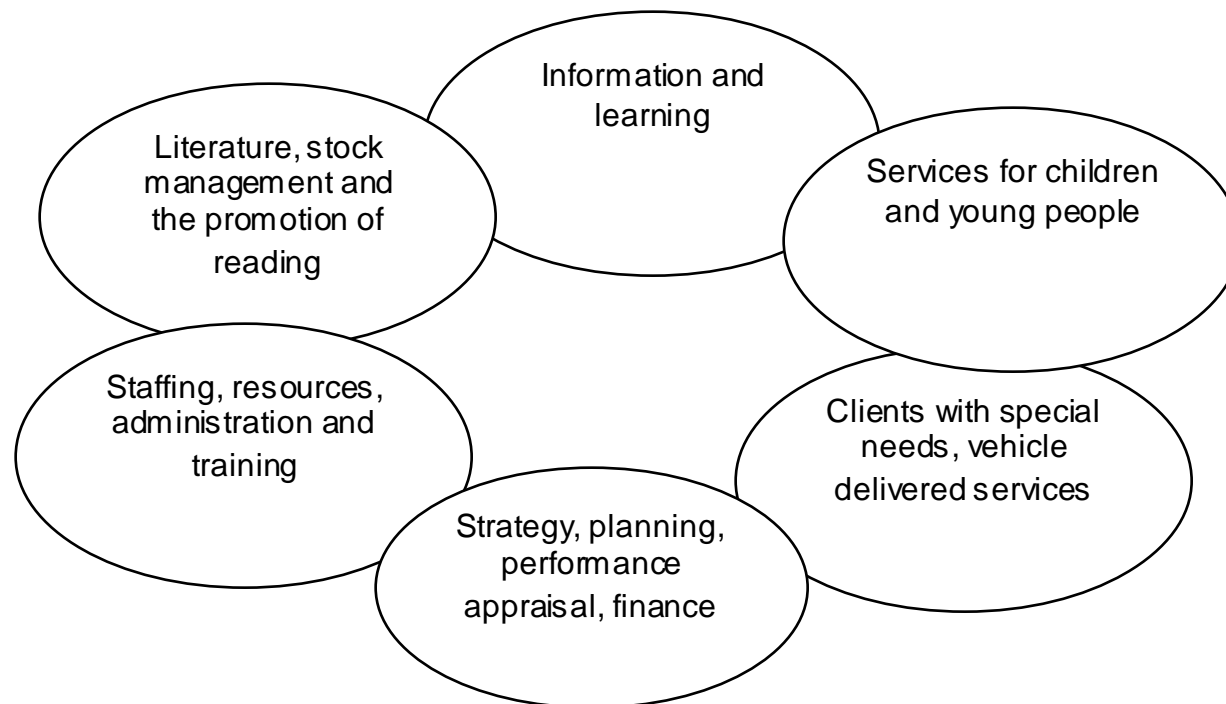


Service areas within the Library Service

Framework for the Future, the ten year forward plan for UK public libraries was published in 2003. It sets the following 3 areas of activity at the heart of Libraries' modern mission:

- The promotion of reading and informal learning.
- Access to digital skills and services including E-Government
- Measures to tackle social exclusion, build community identity and develop citizenship.

To plan and organise service development and delivery the six areas in the diagram below represent the principal divisions of service and responsibility (teams). At the same time, it needs to be recognised that there is a considerable degree of overlap with service delivery involving the coordinated action of more than one team.



Service area	Officers
Literature, stock management and promotion of reading	Resource and Performance Officer, Stock and Reader development officer. Senior Library Manager (Branches and Services) Resources manager
Information and Learning	Information and learning officer ICT Manager
Services for children and young people	Children and Young Persons' Officer
Clients with special needs, vehicle delivered services	Social Inclusion Officer
Staffing, resources administration and training	Senior Library manager (Central and Staffing), Resource and Performance Officer, Borough Librarian
Strategy, planning, performance appraisal, finance	Borough Librarian, Resource and Performance officer

Links with other services and organisations

The Library Service in Hartlepool works in partnership with a number of organisations and Services. Sometimes these arrangements are short-lived and focus on a single project. Others become established in a more sustained manner. A description of the more sustained working links is outlined below.

Partnerships primarily for work with children and young people:

- The Early Years Partnership, Sure Start, Health Visitors.

Libraries work with these partners as coordinator of the Bookstart scheme, which supports reading development for pre-school children.

- The Childrens' Information Service

Following the success of partnership work with the Bookstart scheme the Childrens' Information Service has now re-located to the Central Library.

- The Youth Service

Due to the fact that a large number of young people use the libraries as drop in centres or meeting points, since 2004 the Youth Service has employed a youth worker to be based in the Central Library. This has led to young people engaging in a large number of positive activities including The Duke of Edinburgh's award scheme.

- New Deal For Communities

Again, to build positive action from the use of the libraries by many young people, New Deal for Communities provides funding for the Library Service to provide a varied programme of activities and sessions, every day throughout school holidays at Central Library. This has proved a very successful and cost effective arrangement. It is necessary to address how this work can be sustained when NDC funding ceases

- Schools and Nurseries

Libraries work with their local area schools, providing both a library lending service and also additional services such as library and information skills training and story times. Services are also provided to nurseries, who are now included in the third phase of the Bookstart Programme.

Partnerships and working links for services primarily for adults

- Adult Education Dept.

Libraries work with the Adult Education Service in a number of ways, as a provider of learning materials, as a venue for classes and as a partner for the development of joint educational projects. The recent Council re-structure has added impetus to joint working relations.

- Hartlepool College of Further Education

A partnership agreement exists between the Library and the College, which allows for staff work experience exchanges and promotes mutual usage of both resources.

- Inspire

This is a national library networking programme to enable learners to access any appropriate library collection, irrespective of the status of the learner or location of the materials. The local public library is the access point to this service, which enables the user to access hitherto inaccessible resources in, eg, an academic library.

- Tees, Esk and Wear Valley NHS Trust, MIND

The Library Service is working with these organisations to provide a specialist collection of books for helping people with mental health difficulties as part of a 'books on prescription' initiative.

- Museums, Archaeology.

These are services where there is often a link, which calls for joint working. Recent examples are the "Their Past, Your Future" WW2 events, The "Dig, Dive and Discover" project and the Port Cities digitisation project.

Professional Links

National guidance and management of public libraries operates through the Department of Culture, Media and Sport, (DCMS), which is the responsible Government Department, and the Museums, Libraries and Archives Council (MLA), which is the national development agency.

Consultation and information relating to national policy is managed substantially at a regional level. MLA North East is the regional section of the MLA. There are also a number of regional library specialist bodies which come under the overall management of Northern Chief Librarians, examples being the Northern Training Group, YEL (young people and education), and Reading North (literature and reading development). Hartlepool Libraries work closely with the other libraries in the Northern region and it is often that projects involve more than one authority, as is the case with the current Tees Valley Voices writing project, which involves libraries and adult education departments across the five Tees Valley Authorities, and the Northern Children's Book Festival which operates across virtually the whole region.

Performance Management

- **Monitoring and Reporting**

The action plan detailing how the Library service will meet its main objectives for the forthcoming year will be monitored constantly, reported regularly and reported to Departmental Management Team on a quarterly basis.

Throughout the year, in certain circumstances, it may become necessary to either remove or amend an objective or specific action from the action plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments to the plan will only be made with full agreement of DMT.

- **Reviewing the Plan**

As previously explained the action plan will be constantly monitored and reviewed, with any proposed changes being presented to DMT for agreement.

- **Communication**

External communication

Annual public consultation for libraries in Hartlepool will take place during August 2006. This will take place at Neighbourhood Forum Meetings, through the distribution of the Annual Library Plan with invitation to comment to stakeholders and the publication of information in library service points. Performance will be communicated through this process.

Internal communication

Internal communication includes communication within the library service, and communication within the Adult and Community Services directorate.

There are three levels of staff meeting within the library service

- Library section heads' meeting.

This is held fortnightly and is attended by library senior managers.

- Service team meeting.

This meeting is held monthly and is the business meeting for all Library service point managers. It is also attended by some of the senior managers, especially when their service area is an agenda item.

- Service unit meetings:

These are monthly update meetings chaired by the service unit manager with service unit staff. The service units in the library are the six single branch libraries, the central library, vehicle delivered services and bibliographic/resource services. In the case of the

individual branches it has historically been difficult to involve all staff in a single meeting, and communication between manager and staff has tended to be a series of individual contacts. The appointment of the new post of Senior Library Manager, (Branches and Services) means it will be possible to examine if there are improved ways of organising regular meetings with branch front-line staff.

Quarterly updates on performance management will be communicated through the meetings described above. A bi-monthly staff newsletter will also communicate library performance to staff.

Communication within the directorate.

- Community Services section heads meeting

This meeting is held fortnightly. This meeting allows all service heads within the section to review performance and discuss issues relating to performance management regularly.

- Departmental Management Team (DMT) meeting

Chaired by the Director of Adult and Community Services, this meeting is held fortnightly. Quarterly review of performance is a formal aspect of these meetings' agenda and purpose.

- Line Manager review.

Monthly meetings are held between the Borough Librarian and the Assistant Director of Community Services. Review and updates with regard to performance are part of these meetings purpose

Priorities

The following section details the priorities for the library service 2006/7 indicating initially how these relate to a) Corporate priorities, b) Departmental priorities.

The main priorities for the library service 2006/7 are described below, with some explanation and background. Following this the detail of how these priorities will be achieved is set out in the Action Plan. This sets out library service objectives and actions, provides relevant milestones and identifies responsible officers.

Section one – direct links to Corporate Plan

The Departmental Actions relating to the Library Service and linking directly to the Corporate Plan are

- Provide Knowledge, information and contact points for the community

This action links to Corporate Plan objective LAA29; “Enrich people’s lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport”.

- To increase opportunities for participation in a wide range of cultural and leisure activity

This action links to Corporate Plan objective LAA 30; “Cultural and Leisure Services, including libraries, better meet the needs of the community, especially disadvantaged areas”

- Increase participation from priority groups

This action links to Corporate Plan objective; “Increase provision of high quality learning and skills opportunities that drive economic competitiveness, include participation of adults in learning and build social justice”.

Section two – direct links to Adult & Community Services Departmental Plan

Libraries are given responsibility for 4 actions within Adult and Community Services’ Departmental Plan;

- “To provide cultural and literary services in libraries and other venues for adults, young people and for families.” (LAA29)
- “Review current vehicle delivered library services and develop plan for delivering sustainable services” (LAA30)
- “To provide library services targeted towards hard to reach groups and individuals” (LAA30)

- “To explore opportunities for benefiting library service users and services through partnership work with adult services”

In the Departmental Plan this fourth action is linked to the Corporate Plan objective; “Increase provision of high quality learning and skills opportunities that drive economic competitiveness, include participation of adults in learning and build social justice”. This emphasises the scope for a close working relationship between Libraries and the Adult Education Service, and it is the case that the two services are developing a number of areas of partnership working. However it is also meaningful to link this action to Corporate Plan objectives LAA 12 Mental Well-being; “To promote a positive approach to the mental well-being of Hartlepool residents”, and LAA 13 Access to Services – “to support easier access to services which are integrated and tailored to individual need” as Libraries also plan to explore opportunities for working in partnership with sections of Adult Services in these areas.

The Adult and Community Services Department guiding vision is:

“To encourage comprehensive and collaborative links across a wide number of services and agencies – thus providing greater opportunities for people to learn; to be able to better access relevant vocational, cultural and leisure activities; and for care to be delivered in responsive, person centred ways”

The Departmental Plan also includes as a priority:

“Implementing the Framework for the Future of the Libraries.”

Framework for the Future is the 10 year forward plan for public libraries published by DCMS in 2003. It identifies the following three key roles for library services:

- Promotion of reading and informal learning
- Providing access to digital skills and services including E-Government
- Measures to tackle social inclusion, build community identity and develop citizenship

Section 3 – Library Service Plan priorities

Library priorities are governed by the expressed needs and requirements of the people of Hartlepool, the Corporate and Departmental plans of the Council, national guidelines and plans produced by DCMS and MLA, and the capacity of the Library management and staff.

Change is a significant influence on Library service thinking in producing the 2006/7 service plan. Over the previous nine months there has been a change of Borough Librarian and a staffing re-structure. Only two members of the senior management team have been in their current job for longer than one year. Libraries have also moved to the new Adult and Community Services Directorate. Alongside these structural changes,

implementation of the 10 year Framework for the Future forward plan involves ongoing change and development to what services are delivered.

The creation of the six teams (p 6) represents the way the library management sees its priorities for service development and delivery. Within each team area it is possible to examine current performance, to identify opportunities, to explore difficulties and improve practices.

Library Service Priorities for 2006/7 are:

- To consolidate, and where achievable, improve performance in the core public library services that contribute to Performance Management indicators.
- To support and develop services in the development areas identified in Framework for the Future:
 - Promotion of reading and literature
 - Lifelong learning
 - Development of ICT based services
 - Provision of services that promote social inclusion and support citizenship
- To improve communication, strategic awareness, teamwork, capability and capacity among staff.
- To develop partnership working where it is advantageous to developing better services and/or improving efficiency.
- To consult with the public and stakeholders to assess quality of services and scope for improvement.

Library Service Action Plan 2006/07

Corporate Plan LAA29 Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	To provide cultural and literary services in libraries and other venues for adults, young people and for families.	Take part in Northern Children's Book Festival, delivering author visits to local schools and hosting Gala Day.	Nov 2006	CYPO	BVPI 220 PLSS 8
		To deliver a customer focussed library stock in which cost, supply times and management are monitored and adapted to optimise efficiency and customer satisfaction.	Mar 2007	RDO	BVPI 220, 119 PLSS 5, 7, 9
		To ensure that the data underpinning the library management systems is accurate, enabling the management of stock and catalogues to operate and support service delivery.	Mar 2007	RDO	BVPI 220 PLSS 5
		To host events which add value to and enhance enjoyment of literature.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 6, 7, 8
		Coordinate and deliver the Bookstart scheme.	Mar 2007	CYPO	BVPI 220

		To support the personal, cultural, social and educational development of children by providing an inclusive, friendly and secure library environment, appropriate resources and targeted services.	Mar 2007	CYPO	BVPI 220 PLSS 6, 7, 8
		To provide appropriate training and development for all staff.	Mar 2007	BL	
		Develop and extend the network of reading and writers' groups across Hartlepool.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 7
		To establish targets for visitor numbers and issues in all service points	July 2006	SLM (B/S) & (C/S)	BVPI 220 PLSS 6
		To monitor reservation satisfaction timescales and take appropriate action to ensure targets are met	July 2006	SLM (B/S) & (C/S)	BVPI 220 PLSS 5
		Ensure that Reference and Information services are relevant and available to all.	Mar 2007	ILO	BVPI 220 PLSS 3, 4, 9
		Ensure all sections of the library work in partnership with other organisations as appropriate.	Mar 2007	BL	
		Participate in Summer Reading Challenge and it's promotion and evaluation.	Sept 2006	CYPO	BVPI 220 PLSS 6, 8

		To maximise the use of stock through a variety of promotional activities and presentation methods, linking with local, regional and national initiatives.	Mar 2007	SRDO/CYPO	BVPI 220 PLSS 7, 8
		Establish working relations with voluntary sector organisations in at least one area to explore partnership service delivery and produce feasibility study.	Mar 2007	BL	
		To deliver service plan whilst ensuring suitable measures are in place to regularly monitor and review the budget.	Mar 2007	BL/RDO	
		To ensure effectiveness and quality of services is monitored appropriately.	Mar 2007	BL/RDO	BVPI 220

Corporate Plan LAA30 Cultural and Leisure Services better meet the needs of the community, especially disadvantaged areas.

Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	Review current vehicle delivered library services and develop plan for delivering sustainable services.	To review current vehicle service delivery in consultation with vehicle service staff	July 2006	SIC/BL	LIPCS 12a
		To draw up a costed draft proposal for re-organisation of vehicle services including providing expanded Home Library service in mainstream budget	Sept 2006		BVPI 220 PLSS 1
		To plan for public consultation on any potential changes to vehicle service delivery	Sept 2006		BVPI 220 PLSS 7
	To provide Library services targeted towards hard to reach groups and individuals.	Continue to deliver services inclusively and seek funding for value added projects.	March 2007	CYPO	BVPI 220 PLSS 6, 8
		To work with Adult Ed and other Skills for life providers to create opportunities for learning and development of literacy skills.	March 2007	SRDO	
		To work with members of DMT to explore scope for partnership working in delivery of services to people with special needs.	Mar 2007	BL	

	Promote archaeology by education at all levels and to increase public awareness of and interest in the archaeology of the area	Work in partnership with Tees Archaeology to promote awareness and increase participation.	Mar 2007	ILO	BVPI 220 PLSS 6, 7
Corporate Plan - Increase the participation of adults in learning.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	Increase the participation of adults in learning particularly amongst priority groups.	To position the Library Service to maximise the opportunities for promoting learning to adults including priority groups.	Mar 2007	ILO	BVPI 220 PLSS 6, 7
	To explore opportunities for benefiting library service users and services through partnership work with adult services.	To build and strengthen partnership working practices with relevant Adult Education staff and to develop a joint programme of learning provision to maximise the impact of informal and formal learning.	Mar 2007	ILO/SRDO	BVPI 220 PLSS 6, 7

Corporate Plan LAA11 To support vulnerable adults to exercise choice and control and to retain dignity in all aspects of their life.

Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	Increasing the number of people with a disability accessing further education, leisure, sports and recreation opportunities.	To investigate the use of new formats for library and information materials and how this may impact on access issues.	Mar 2007	SIO	BVPI 220 PLSS 6, 7

Corporate Plan LAA12 Mental Well-being – To promote a positive approach to the mental well-being of Hartlepool residents.

Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	Community Services to contribute to the preventative mental well-being agenda by ensuring services are easily accessible to vulnerable groups.	To develop partnership working with relevant partners, notably Adult and Community Services, Tees Esk and Wear Valley Health Trust and MIND to develop services to contribute to the preventative mental well-being agenda	Mar 2007	BL	BVPI 220 PLSS 6, 7

Corporate Plan LAA13 Access to Services – to support easier access to services, which are integrated and tailored to individual need.					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	<p>To ensure compliance with the Council's Diversity and Equality policies and provide equal opportunities in service provision.</p> <p>To ensure community, cultural and recreation facilities and services are compliant with the DDA.</p>	To deliver service plan objectives whilst ensuring suitable measures plans, actions and officer responsibilities are in place to meet health and safety, accessibility, diversity and well-being requirements and standards.	Mar 2007	BL	
Corporate Plan LAA35 Strengthening communities – encourage freedom from discrimination and harassment. (CS SC8)					
Ref:	Objective	Action	Milestone	Responsible Officer	Associated PIs
	Improve public information across Adult and Community Services by increasing the % in accessible formats	Develop online services available from the library and carry out a programme to promote and educate the public in what is available and how to make best use of the ICT resources.	Mar 2007	ICTO	BVPI 220 PLSS 3, 4

Corporate Plan – improved access to and understanding of the public

Ref:	Objective	Action	Milestone	Responsible Officer	Associated Pls
	Implement IT/IS improvement plan for Adult and Community Services dept	Ensure that the library ICT infrastructure is robust, and works efficiently and that it is developed in line with technological progress, and the requirements of the council ICT strategy and departmental ICT improvement plan to support the needs of the Library Service and its customers.	Mar 2007	ICTO	BVPI 220 PLSS 3, 4

Performance Indicators

The action plan detailed a number of Performance Indicators that will be used to measure the successful implementation of the actions. Those indicators are included in more detail in the table below. For those indicators that are only collected on an annual basis please indicate so in the 'Quarter 1 Target' Column.

Ref	Definition	Outturn 2005/06	Target 2006/07	Quarter 1 Target	Quarter 2 Target	Quarter 3 Target	Quarter 4 Target
BVPI 220	Performance against the ten Public Library Standards	3	4	annual			
LPICS 12a	No Hsbound ppl rec home library service once evry 3 weeks	508	505	annual			



Appendix 2

Diversity Impact Assessment

Policy or function being assessed: Review of Vehicle Delivered Library Services	
Department: Adult and Community	Responsible Officer: Graham Jarritt
Start Date: June 21st 2006	Completion Date: October 31st 2006
Date Forwarded to Diversity Officer: June 21st 2006	

Process	Action
Available data & research considered (E.g. Census data, Labour Force Surveys, BVPI Survey 2000, WEA research, Best Value thematic findings etc.)	Usage/issue statistics for Mobile Library, Bookbus and Home Library Service indicate current and changing trends of usage IPF Public Library User Survey (PLUS) 2003 findings. This is the national survey, quantitative and qualitative used in BVPI and CPA assessment and contains user views of service Mobile Library Village survey 2004. This HBC survey gives indication of how services to villages within Hartlepool may be developed Qualitative interviews with current staff give insight into how service may be adapted and how different options might affect users. These have been used to draw up an overall picture of use of Mobile and Bookbus library services at present, and how the main change options would affect current users.
Assessment of impact (e.g. Is there a differential impact on any group? Is the differential impact an adverse one? Is the policy directly or indirectly discriminatory? Is the policy intended to increase equality of opportunity by permitting positive action? Is it lawful?)	Vehicle delivered library services are designed to meet the needs of people who for a variety of reasons are not adequately served by static branch services. Usual reasons are distance of home from a static branch or health and physical limitations to mobility of the individual user. Nevertheless in recent years there have been lifestyle changes to how people suffering health problems and restrictions to mobility manage. There has been greater emphasis on people living at home rather than in care. Reviewing the vehicle delivered services should be seen as a positive step whereby available resources are targeted to where they are most needed.

<p>Measures which might mitigate any adverse impact or alternative policies that might better promote equal opportunities (e.g. How does each option further or hinder equality of opportunity? How does each option reinforce or challenge stereotypes? What are the consequences of not adopting an option more favourable to equality of opportunity?)</p>	<p>Careful assessment of what services are required, and how these can best be delivered is the primary aim of this review. The current use of two buses and one small home delivery vehicle does not necessarily represent the best choice of vehicles for meeting current need. For example, an option that needs exploring is the possible future use of a medium sized vehicle that could deliver a home service, but also offer services similar to a larger bus and suitable for some of the Bookbus stops.</p> <p>It may be possible also to challenge a stereotyping of: a) the person dependent on home visit compared to b) the person able to visit the library. Home services restrict independence to browse and select books or other materials. A delivery service may be sufficient for some who are able to get to the library but cannot carry books home</p>
<p>Consultation process (e.g. What methods of consultation will be used? Who is directly affected by the policy & how do we ensure they will be consulted? What information will be available to those consulted? What barriers exist to effective consultation and what can be done to overcome these barriers? What previous consultation exercises have been conducted and what did they reveal? What resources are needed?)</p>	<p>Consultation will take place through Neighbourhood Forums. Users will also be consulted on proposals for change.</p> <p>The current service users who are affected and are easily consulted. Also non-users are affected, though consultation with them is more difficult. In 2004 a postal survey of residents in Hart, Elwick and Greatham was carried out. This included users and non users and was administered independently of the library. This survey indicated that there may be scope to adjust the times of certain village services to improve the service.</p> <p>There will be a need for additional resources to administer any further non user surveys</p>
<p>Decision making process & outcome (e.g. who will make the decision, what information was considered, how was the decision making process structured, how will the decision making process be recorded?)</p>	<p>The library service will carry out the review and present findings, options and recommendations for the future operation of the vehicle services. This will be passed to the Assistant Director for Community Services who will decide which route the decision making process should take.</p>
<p>Publishing arrangements (e.g. what format will be used to ensure results are published in an accessible and comprehensive form? Will a draft report be made available first?)</p>	<p>The results of the review will be published in clear print. Versions with larger print or on cassette tape will be made available on request. The review will initially be a draft document.</p>

Report of: North Hartlepool Partnership Manager

Subject: NORTH HARTLEPOOL PARTNERSHIP
PROGRAMME UPDATE

1. PURPOSE OF REPORT

- 1.1 To update the Forum on progress relating to activities and project development by the North Hartlepool Partnership.

2. PROJECT UPDATE

- 2.1 At the moment the NHP Board is focussing attention on the final schemes/projects they will be able to support with the very limited SRB funds remaining. It is anticipated this list will be complete by September following which the Board will then focus attention on preparing a Forward Strategy for the NHP Programme.
- 2.2 Since the last Neighbourhood Forum we have seen the official re-opening of the Carnegie Building. This ceremony was performed by Susan Francis, the granddaughter of the original contractor for the building's construction in 1903.
- 2.3 The Town Square is nearing completion. Work at the moment is focussed on the history garden area and this also included burying four time capsules prepared by NHP Board, St Hild's Secondary School and St Bega's and St Helen's Primary Schools.
- 2.4 There is very exciting news that the Heugh Gun Battery will be appearing on the BBC television programme called Restoration. The show features 21 short-listed historic buildings which viewers then vote for. The programme is due to feature the Gun Battery on Friday 8 September and there is an open day planned at the Battery on the 9 September.

3. RECOMMENDATION

- 3.1 It is recommended that the Forum note the report.

Report of: Head of Environmental Management

Subject: UPDATE ON CJC CHEMICALS - OLD CEMETERY ROAD

1. PURPOSE OF REPORT

- 1.1 To provide updated information to members of the North Neighbourhood Forum on the current situation of the CJC Chemical Site on Old Cemetery Road

2. RECENT INCIDENTS AND ACTIONS TAKEN

2.1 May/June 2006

Radioactive sources removed by Environment Agency using powers under the Radioactive Substances Act, 1993.

Chemicals removed in default of Environmental Protection Act, 1990 notice, served by the Council's Public Protection and Housing Division.

2.2 Thursday 15 June 2006

Meeting held with representatives of the freehold of the site (Culfords Limited). Meeting included residents, Council Officers and Members. Certain assurances given by owners as to minimising nuisance from various sites, each side of Spion Kop Cemetery. However, Culford's pointed out that they were only responsible for buildings, etc., on 'Barnshaw Bending' site. CJC Chemicals were responsible for the other sites and they are in some form of receivership.

2.3 Wednesday 21 June 2006

Major fire affecting main office block and laboratory building, attended by Fire Brigade. Main entrance gate was subsequently further secured and site security increased – demolition on site continues.

Fire also at base of chimney. Structural Engineer engaged who reported chimney was in safe condition.

2.4 Current Position

There is a Site Office on main site and demolition continues – albeit slowly.

As with all demolition sites, there remains a danger of injury to any trespassers and this situation will continue at least until the Planning Application is resolved. A decision on the Planning Application is not expected for several months.

Report of: Head of Neighbourhood Management

Subject: MINOR WORKS SCHEMES

1. PURPOSE OF REPORT

- 1.1 To present Members of the North Neighbourhood Consultative Forum with items to be funded from the Minor Works Budget.

2. SCHEME 1: ELMWOOD ROAD – LIGHTING IMPROVEMENTS

- 2.1 Elmwood road is situated in the Throston Ward. In general this is a quiet area. The majority of houses were built in the 1930's.
- 2.2 Over the past three years however, residents have experienced a number of anti-social incidents connected to the Thornhill allotments, which forms the boundary between this area and Throston Grange Estate. There are several walkways leading through the allotments which create the main route from Throston towards Chester Road/Hart Lane, towards schools and shopping facilities. During the day this isn't a real problem. The night times, and particularly in the summer months, is problematic.
- 2.3 Elmwood Road is poorly lit around the walkway (see Appendix 1), and residents have asked that the authority consider improved lighting in this location.
- 2.4 To improve the lighting, the Highways Technician is suggesting 12 new columns to replace the existing 8 columns, and to pay particular attention around the walkway though to the allotments. The existing columns have been in situ for approximately 50yrs.
- 2.5 The cost of this scheme is **£9,226**

3. **SCHEME 2 – PRIDE IN HARTLEPOOL – VARIOUS LOCATIONS**

3.1 The Pride in Hartlepool Team have worked successfully with a number of groups in the North Forum area. The following schemes took place in the North during 2005/06: -

- Barnard Grove Primary School - Garden Improvements - 2005
- Warren Road Gateway Group - Environmental and Horticultural resources to improve their centre's garden and the local environment - 2005
- Ladies of Kirkstone Court - Installation of a raised planter and removal of overgrown and unruly shrubs - 2005
- Smart Rubbish Project, Abbey Street Youth Project - waste and recycling project by young people at Abbey Street - 2005
- St Bega's Primary - new raised vegetable plots - 2006
- Percy's Patch at Jesmond Road Primary - new pond and garden area at the school - 2006
- Central Estate Tenant Management Organisation - Hanging baskets for bungalows - 2006
- Friends of Croft Gardens - improvements (Only recently approved so not implemented yet)

3.2 Pride in Hartlepool work throughout the town and all three Forums are being asked to provide a contribution of £5,000 towards Pride in Hartlepool work, and its Community Environment Improvements Projects.

3.3 The Forum is asked to contribute **£5,000** towards this scheme

4. **SCHEME 3 – BEAUTIFICATION, WEST VIEW ROAD**

4.1 It is proposed to improve the area of West View Road by providing hanging baskets on lamp columns (28 baskets), and 135 square metres of Crocuses to be planted in four swathes in the grassed areas. Beautification would start at West View Road/Cleveland Road junction up to the railway bridge at Warren Road.

4.2 The cost of this scheme is **£9,248**

5. **SCHEME 4 – GATING, JONES ROAD**

5.1 Residents of Jones Road are experiencing increased problems with anti social behaviour, litter and graffiti. The alley to the rear of 13 – 73 Jones Road leads to the back of the residents' properties only.

5.2 There are three entrances into to the alley and it is proposed that these be closed off with self locking gates made of the same materials used for existing fencing.

5.3 The cost of this scheme is **£1,900**

6. RECOMMENDATIONS

6.1 Members of the Forum are asked to recommend to the Regeneration, Liveability and Housing Portfolio Holder that the above schemes be approved from the North Minor Works Budget.

