

CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM AGENDA



Thursday, 10th August, 2006

at 6 p.m.

at Central Library Community Room, York Road

MEMBERS: CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM:

Councillors Belcher, Brash, Coward, Cranney, Hall, Hargreaves, Henery, Iseley, Kaiser, Laffey, Lauderdale, London, Morris, Payne, Richardson, Sutherland, Tumilty, R Waller and Worthy

Resident Representatives:

James Atkinson, Dave Berry, Ian Campbell, Bob Farrow, Patrick Finnan, Clive Hall, Evelyn Leck, Alan Lloyd, Billy Lynch, Norma Morrish

- 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 15th June, 2006 (attached)
 - 4.2 Matters arising
- 5. PUBLIC QUESTION TIME**
- 6. ITEMS FOR CONSULTATION**
 - 6.1 Annual Library Plan 2006/07 – Director of Adult and Community Services
 - 6.2 Odeon Cinema Feasibility Study – Julia Pinchen (Economic Development)

7. ITEMS FOR DECISION

- 7.1 Minor Works Proposals – Town Care Manager

8. ITEMS FOR DISCUSSION INFORMATION

- 8.1 Travel to School Strategy – Karen Wilkinson, Regional School Travel Advisor
8.2 Housing Hartlepool – Improving Service update – Presentation by Cath Purdy

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. WARD ISSUES

Burn Valley
Elwick
Foggy Furze
Grange
Park
Rift House
Stranton

11. DATE, TIME AND VENUE OF NEXT MEETING

The Central Area Police and Community Safety Forum is to be held on Thursday 7th September 2006 commencing at 10am in Committee Room B, Civic Centre.

Resident Representative Elections are to be held on Thursday 28th September commencing at 6pm in the Central Library Community Room, York Road.

WARDS

Elwick
Foggy Furze
Grange
Park
Rift House
Stranton

***CENTRAL NEIGHBOURHOOD
CONSULTATIVE FORUM***

15th June 2006

MINUTES OF THE MEETING



PRESENT:

Chair: Councillor Lillian Sutheran - Rift House Ward

Vice-Chair: James Atkinson (Resident Representative)

Councillor Jonathan Brash	- Burn Valley Ward
Councillor Kevin Cranney	- Foggy Furze Ward
Councillor Gerald Hall	- Burn Valley Ward
Councillor Gordon Henery	- Foggy Furze Ward
Councillor Frances London	- Foggy Furze Ward
Councillor Dr George Morris	- Park Ward
Councillor Robbie Payne	- Stranton Ward
Councillor Carl Richardson	- Grange Ward
Councillor Victor Tumilty	- Grange Ward
Councillor Ray Waller	- Stranton Ward
Councillor Gladys Worthy	- Rift House Ward

Resident Representatives:

Ian Campbell, Bob Farrow, Patrick Finnan, Clive Hall, Evelyn Leck, Alan Lloyd and Billy Lynch

Public: Councillor Mary Fleet, Mr Forbes, Bryan Hanna, George Harrison, Mr Hartill, Margaret Kill, Mr Lumley, Mr McAndrew, Mr McBean, D McKinnon, Paul Nugent, Mary Thoburn, William White and Sandra Wright

Council Officers: Dave Stubbs, Head of Environmental Management
John Mennear, Assistant Director (Community Services)
Denise Ogden, Town Care Manager
Jon Wright, Senior Neighbourhood Services Officer
Richard Waldmeyer, Principal Planning Officer (Policy, Planning and Info)
Joanne Smithson, Head of Community Strategy
Peter Nixon, Senior Traffic Technician
Julian Heward, Assistant Public Relations Officer
Jo Wilson, Democratic Services Officer

Housing Hartlepool Representative: Sue Horseman

New Deal for the Communities (NDC) Representative: Malcolm Walker

Hartlepool Primary Care Trust (PCT) Representatives: Kevin Aston

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Stephen Belcher, John Coward, Pam Hargreaves, Bill Iseley and John Lauderdale.

2. DECLARATIONS OF INTEREST

None.

3. CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 23rd MARCH 2006

The minutes were confirmed subject to the following amendments:

- Page 6 - Coastal Protection Strategy Study – Resident Representative Ian Campbell requested that careful consideration be given regarding the Heugh breakwater proposals
- Page 7 - PCT – Local Delivery Plan and Town Centre Development – Resident Representative Ian Campbell requested that his observation on how NHS inflation consistently beat general inflation be included.

4. MATTERS ARISING

- Page 2 – Murray Street build-outs – Resident Ray McAndrew informed those present that the bollards and build-outs on Lowthian Road were being obliterated by shadows from the building opposite. The Town Care Manager advised that the scheme was not yet completed while Councillor Ray Waller complemented officers on the successful completion of the work on Murray Street.
- Page 4 – Mountston Close Alleyways – Councillor George Morris asked for an update on the current situation re keys for Mountston Close. The Town Care Manager advised that consultations were ongoing with the residents of Deer Park and Naisberry Park prior to a final report being submitted to the Culture, Leisure and Transportation Portfolio Holder. A discussion took place, with a number of views highlighted, and it was agreed that the Town Care Manager would arrange a meeting with residents and other interested parties to discuss the issue in more depth.
- Page 4 – anti-social behaviour in Collingwood Walk – Resident Representative Patrick Finnan requested an update on this issue. A representative from Housing Hartlepool advised that fencing

was being erected in stages as part of an ongoing process.

- Page 4 – grass verges – Councillor Gladys Worthy requested that workers clean any mess they might leave behind following improvement to the grass verges. This had not been done the previous year.
- Page 4 – Masfield Road Alley – Resident Representative Alan Lloyd requested that the cut-through footway be converted back to a garden. The Senior Neighbourhood Officer would liaise on the matter.
- Page 6 – Heugh breakwater – The Vice-Chair James Atkinson suggested that any building or improvement works needed to concentrate on the pier instead, particularly given the possibility of the Tall Ships race coming to Hartlepool. Councillor Ray Waller concurred with this, saying that the pier should be rebuilt.

5. CONFIRMATION OF THE MINUTES OF THE CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM PARISH COUNCIL LIASON MEETING HELD ON 25th APRIL 2006

The minutes were confirmed

6. WARD ISSUES AND PUBLIC QUESTION TIME

Burn Valley

Resident Ray McAndrew asked if any consideration had been given to residential parking during the future resurfacing of Arndcliffe Gardens. The Senior Neighbourhood Services Officer

advised that the work would start on 26th June and was expected to last approximately two days depending on weather conditions. Officers appreciated residents would be inconvenienced but this was unavoidable. Councillor Ray Waller suggested residents park elsewhere for the duration of the resurfacing. Resident Brian Hanna queried the rerouting of buses through Arndcliffe Gardens during this time and was advised that there was no information at this time but officers would be liaising with Stagecoach.

Mr McAndrew also highlighted a flooding problem at the Park Road/York Road traffic lights. The Senior Neighbourhood Services Officer explained the situation regarding drainage in the area.

Councillor Ray Waller referred to a planned Operation Cleansweep in the Burn Valley area. Could residents' vehicles be moved to facilitate the cleaning of roads and gullies? The Town Care Manager advised that this was the practice in some areas where vehicular access was an issue but agreed to pick up on this.

Resident Representative Ian Campbell raised the following issues –

- When would dog foul bins be installed in the Burn Valley? The Town Care Manager advised that an order had been placed and she would chase this up.
- When would the potholes in the Burn Valley path be resurfaced as they were a hazard for the elderly? The Town Care Manager reported that the scheme had been costed and would be considered by the Rift House/Burn Valley Community Forum.

- Was there any news on the installation of a Pelican crossing to Tesco? The Town Care Manager advised that this was included in the Local Transport Plan five-year programme and was not scheduled for completion within the next year. It would be considered as part of the Tesco expansion planning application.

Resident Representative Evelyn Leck raised the following issues: -

- Was a gate to be fitted to the front entrance of the Burn Valley?
- The drains were beginning to smell and rats had been seen in the vicinity
- The drop kerbs in Stockton Road were broken.
- When were alleygates to be fitted on Marske Street?

All these items were noted by the Town Care Manager. The Marske Street alleygates had been approved by the Portfolio Holder and the planning process was underway.

Councillor Jonathan Brash requested a timeframe on the repair of potholes in Keswick Street and Rydal Street. The Senior Neighbourhood Services Officer advised that the site would be inspected the following day. The repairs would be carried out between one day and 28 days later depending on the urgency.

Councillor Gerard Hall informed those present that consultation would be taking place on the possibility of residents only parking in Marske Street and Blakelock Gardens.

Elwick

No items

Foggy Furze

Resident Representative Bob Farrow raised the following issues:

- The dog foul bins in the Belle Vue area were full
- Given the amount of litter in the area would it be possible to have a letter drop warning of possible fines?
- Could the Environmental Enforcement Officer do anything about the gullies?
- Rats had been seen in the area

Councillor Kevin Cranney reported that potholes recently resurfaced in Greta Avenue had started to lift. He also referred to the Spring Garden Road alleygates which were causing a disabled resident accessibility problems to his property.

Councillor Frances London asked what could be done about the problem of pigeons collecting in the area. Councillor Ray Waller, Portfolio Holder for Adult Services and Public Health, advised that he had approved a strategy to alleviate the problem of pigeons and seagulls the previous Monday.

Councillor Ray Waller drew the forum's attention to the problem of fires on the Longhill Industrial Estate. The Burbank residents were suffering the effects of smoke in the air and the businesses responsible for the fires needed to be brought to task. Resident Representative Clive Hall and Resident Paul Nugent both concurred with Councillor Waller's assessment. The Chair requested that a

letter be sent to the Safer Hartlepool Partnership highlighting this matter.

Resident Representative Evelyn Leck referred to the ongoing problems with the grass verge in Oxford Street. Residents were now asking for it to be turned into a car park. The Town Care Manager said this could be revisited but would be costly.

Grange

Councillor Victor Tumilty said the Grange Ward was becoming a no-go area. A number of incidents were referred to including doors being kicked in, bags being snatched and threats to kill being made. Councillor Tumilty felt this was a result of inadequate progress by NDC and felt that moving those responsible to other areas of the town would move the problem, rather than eradicate it. The NDC Programme Director accepted there were issues regarding anti-social behaviour in the area but this was not necessarily a consequence of boarded-up properties.

Councillor Carl Richardson requested that all bin bags be collected from Topcliffe Street as they were currently being left behind and the contents were being spilt onto the street. The Town Care Manager advised that bin bags left in the wheelie bins would be collected and any outside the bin would not. Leftover bags should be deposited back in the wheelie bin for future collection. Councillor Richardson also asked if the council sweeper could tidy up the back streets of Topcliffe and Harcourt. The Town Care Manager advised this should be done.

Resident Representative Patrick Finnan raised the following issues:

- The blue box recycling collection had not been done for three weeks due to Bank Holiday changes

- There were ongoing problems in Angus Street and Blake Street with traffic volume and potholes
- There needed to be more police presence in the area to combat anti-social behaviour.

Resident Brian McBean asked if refuse bags could be collected from the back streets by the binmen.

Park

Resident George Harrison asked if action could be taken on the dust problem at Hart Quarry. The Town Care Manager would forward this to the Public Protection Division.

Mr Harrison also returned to the issue of the consultation underway regarding the Mountston Close gates and associated matters. Five residents voiced their support for the removal of the alley gates. The Town Care Manager advised that the consultation outcome would be reported to the Culture, Leisure and Transportation Portfolio Holder for a decision on the future of the gates.

Resident Representative Ian Campbell referred to issues he had previously raised relating to Ward Jackson Park, specifically overnight security, fountain maintenance and clock maintenance. The Town Care Manager advised that security arrangements had not yet gone out to tender but as previously advised the resident of the lodge in the park had no involvement whatsoever with the park security. The fountain would need more work and funding to be fully restored and the clock appeared to be working. If it was not then a site visit might be in order.

Councillor George Morris also highlighted the issue of security in Ward Jackson

Park. The Town Care Manager advised that the police had begun regular patrols of the park during the evening prior to closure and this would continue. Councillor Morris also requested that the gents toilets be maintained more regularly.

Resident Representative Ian Campbell asked if there were any plans to pave the unpaved sections of Park Avenue and Elwick Road. The Senior Neighbourhood Services Officer advised that he was unsure of any future plans for Park Avenue but it would be difficult to construct a footpath on Elwick Road without building on private gardens. Mr Campbell asked if it would be possible to install pelican crossing on the North and South sections of Elwick Road to help the High Tunstall pupils journey to and from school. The Senior Neighbourhood Services Officer advised that there was a patrol crossing during school hours and pelican crossings at these locations would be considered as part of the Local Transport Plan five-year strategy.

Mr Campbell requested that the Elwick Road/Worsett Lane footpath be closed off to off-road bikes as a prevention to anti-social behaviour. The Town Care Manager advised they would be unable to block the path completely as it was a public right of way but might be able to divert it. Mr Campbell said he only wanted it closed to off-road bikes. The Senior Neighbour Officer would liaise on this.

Rift House

Resident Mr Hartill requested an update on the Waverley Terrace allotments. The Assistant Director (Community Services) advised that the tenants would return shortly. The Chair advised she had a site visit scheduled for the coming week.

Stranton

Resident Margaret Kill referred to an article in the Hartlepool Mail stating that houses on the South side of Thomson Street were to be demolished. The NDC Programme Director said the article had been incorrect. Houses on the North side would be demolished and improvements made to the South side curtilage. The finer details were still being worked on. Mrs Kill criticised the amount of time it was taking but the NDC Director highlighted the complex nature of the negotiations with the owners. He also refuted suggestions that the length of time was a ploy to demolish the houses and build a car park.

Resident Paul Nugent asked if the Council had a heritage strategy for Burbank to preserve the town wall on Mainsforth Terrace. The Town Care Manager advised that at this stage the preferred option was for the wall to be demolished as part of the new development and suggested Mr Nugent forward his concerns to the planning department. In response to further questions the Town Care Manager advised that the Adult Learning Centre on Lynn Street would be demolished and there was a review underway to look at the usage of the Bridge Youth Centre and Burbank Community House. Mr Nugent asked if the land would be available for community development.

7. MINOR WORKS BUDGET – 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.

8. MINOR WORKS PROPOSALS

The Town Care Manager presented a report on funding three schemes from the Central Neighbourhood Consultative Forum Minor Works Budget

- 1) Grass verge removal – Rift House area. Cost £20,000
- 2) Hart Lane, adjacent to Naisberry Park – request for the large shrub beds to be thinned and reduced, the removal of some trees and extensive maintenance works. Cost £10,000.
- 3) Wesley Square Environmental improvements – includes the removal of a small trip rail and replacement with a higher substantial railing together with the planting of new shrubs. Cost £5,000.

Following discussion Forum Members agreed to the three schemes detailed above at a total expenditure of £41,500 subject to the approval of the Regeneration, Liveability and Housing Portfolio Holder.

9. 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:

Resident Representative Bob Farrow expressed his support for the project. However he requested that consideration be given to the swimming pool being designed to Olympic specifications. 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.

Resident Brian Hanna 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. Mr Hanna also queried the siting of the site and associated local transport problems but the Assistant Director felt that with such a major development bus services would inevitably follow.

The Chair asked for any comments on the study conclusions to be forwarded to the Assistant Director (Community Services) at the Civic Centre. She thanked him for his attendance and for answering questions.

10 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.

The Vice-Chair requested that the consultation on Ward Jackson Park provision be particularly thorough.

Resident Representative Bob Farrow asked if any newly-built facilities would be as high a specification as possible. The Head of Environmental Management confirmed they would be built to national standards and include baby-changing facilities and disabled provision.

The Chair asked that any comments on the proposals be forwarded to the Head of Environmental Management.

11 NDC PROGRESS REPORT 2005/06 - DVD

The NDC Programme Director presented a short DVD on the progress of the NDC in 2005/2006. The following topics were covered:

- Employment
- Enhance education
- Improve health
- Improve housing
- Build a strong community
- Help people into work and training
- Children and young people
- Reduce crime

The Programme Director explained that housing was the top priority but it was not the only priority. Following the showing of the DVD the following issues were raised:

Resident Brian McBean highlighted the number of boarded up properties surrounding Stephen Street and asked when some new buildings would be erected. Boarded up buildings gave a bad impression and did not encourage new owner-occupiers to move into the area. He also referred to allegations that the NDC and Hartlepool Revival were buying properties outside the NDC area. The Programme Director refuted this allegation. In reference to boarded up buildings he reported that they had wanted to erect a billboard advertising new building projects but had been advised against it on legal grounds. A public enquiry on this issue was currently being carried out and provided all went to plan the site would be handed over for demolition early 2007.

Mr McBean asked if there was any way to avoid boarding up properties but the

Programme Manager said residents had requested a heavy handed approach to security.

Resident Representative Patrick Finnan asked for action to be taken on the West side of Duke Street. The Programme Director said they had hoped to begin the work earlier but objections had prevented this. They were now trying to begin one corner of the site in advance of the rest.

Resident Brian McBean raised the issue of landlords being offered NDC property swaps in other areas. The Programme Director revealed more than 50 properties had been purchased for home swaps but all were within the NDC area.

12. 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.

13 DEVELOPMENT BRIEF – BRIARFIELDS HOUSE AND LODGE

The Principal Planning Officer (Policy, Planning and Info) advised the forum that consideration was being given to the future of Briarfields House and Lodge and the views of the forum were being sought

on options to dispose of the property. Details were given of the background to the consultation and the development brief was attached as an appendix to the report.

The Principal Planning Officer asked that any comments on the consultation be forwarded to him at the Civic Centre or via the Council website.

14. DATE, TIME AND VENUE OF NEXT MEETING

Thursday 10th August 2006 at 6.00pm.
Venue to be confirmed.

L SUTHERAN

CHAIR

Report of: Director of Adult and 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

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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

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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.



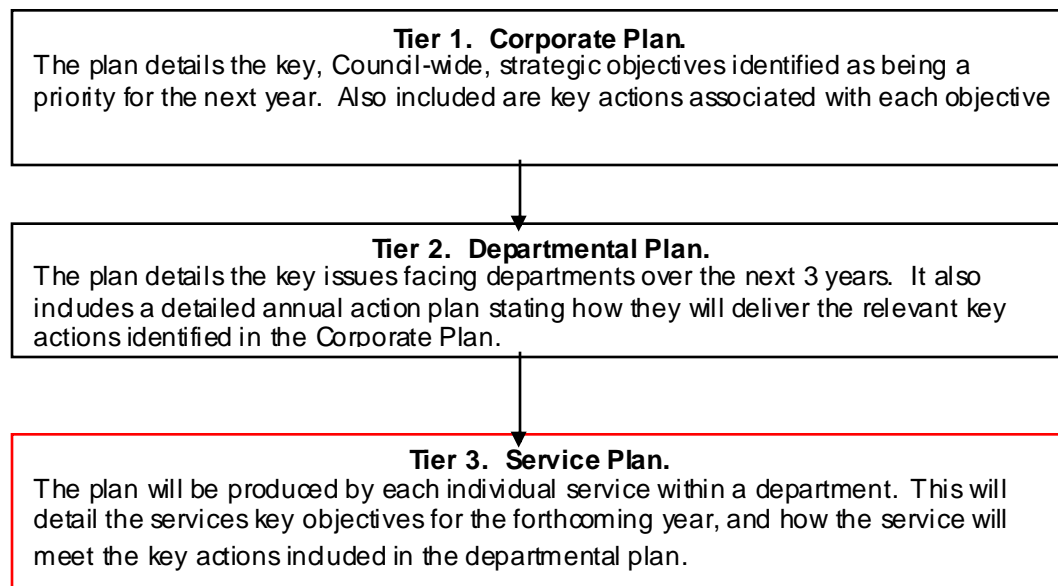
Culture Minister David Lammy (second from right) with (l to r) Penny Wilkinson (Chief Executive, Museums Libraries and Archives Council North East), David Lammy's Private Secretary, John Mennear, (Assistant Director, Community Services), Nicola Bailey (Director, Adult and Community Services), Graham 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: -



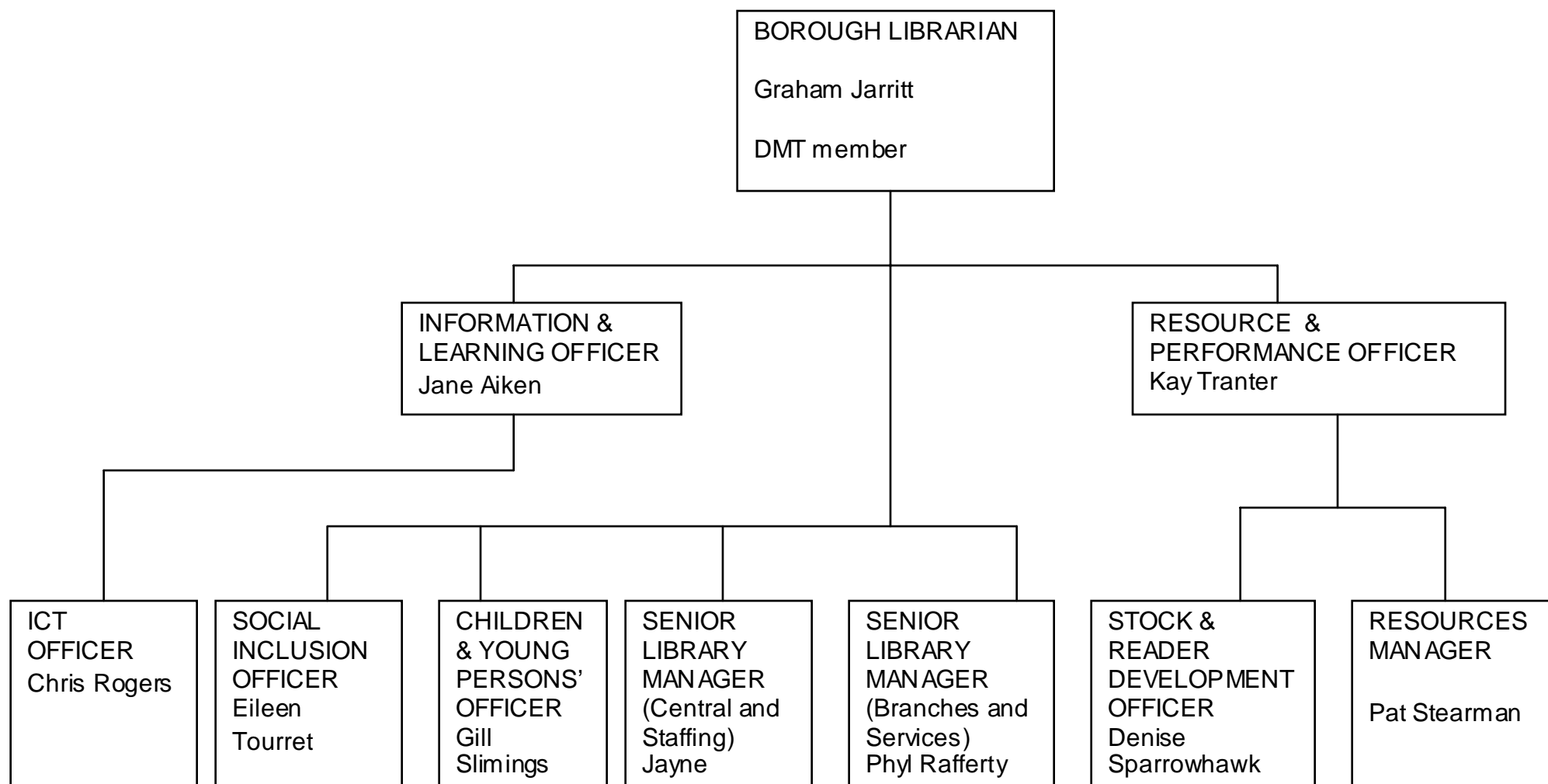
This approach ensures that any objective that appears in the Corporate Plan can be traced through the Departmental plan to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall objectives.

Service Structure

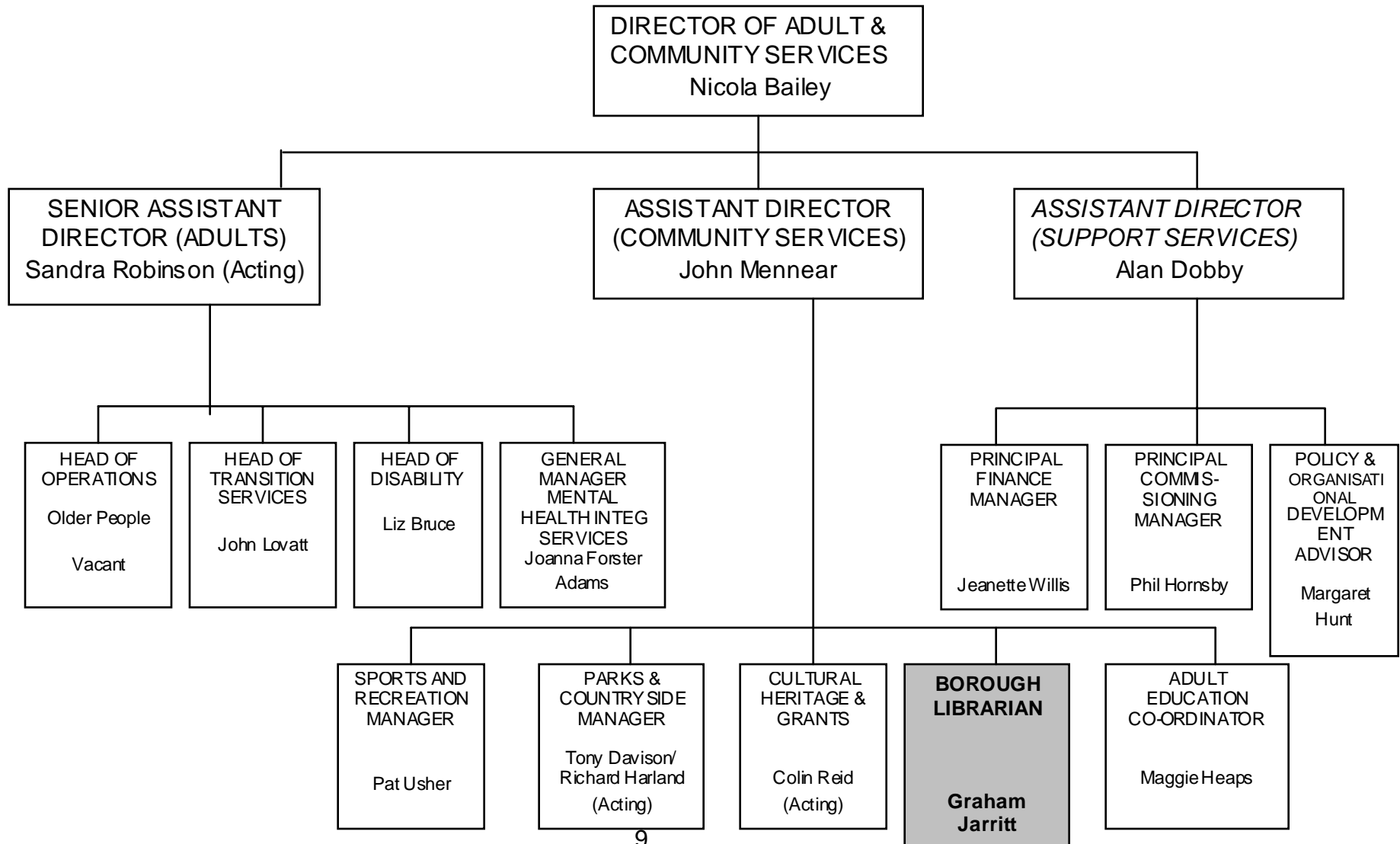
Contents

- 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

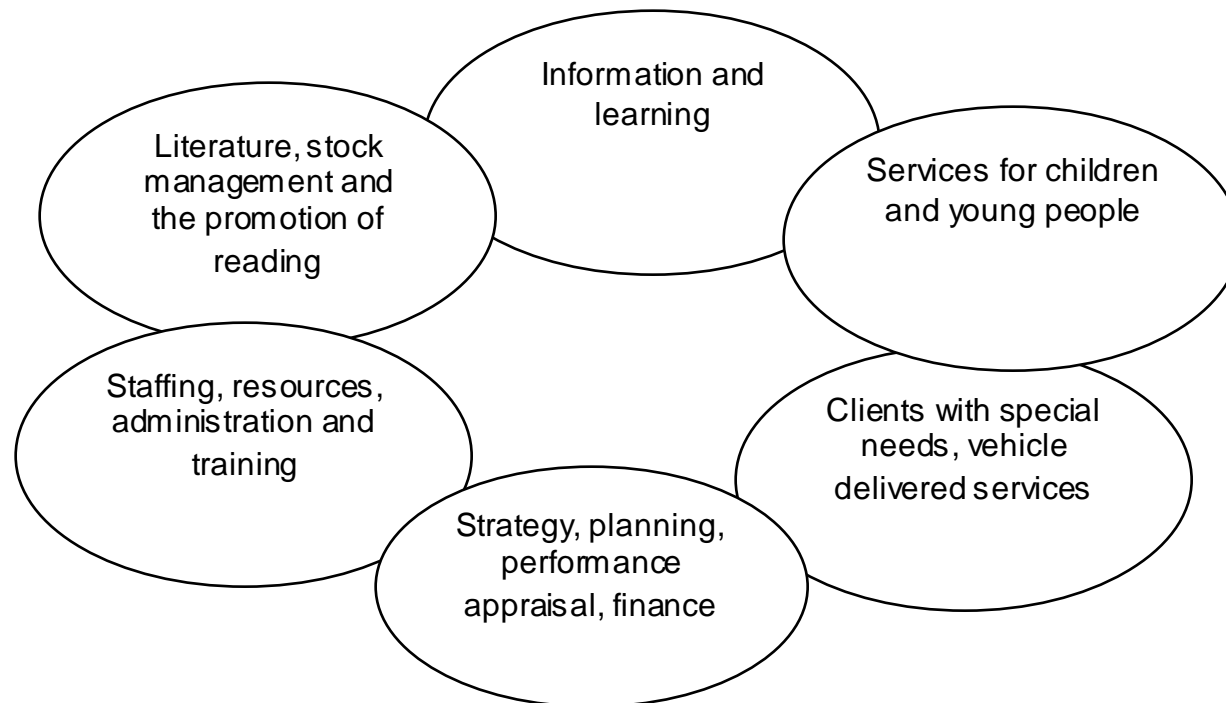


Service areas within the Library Service

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 PIs
	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 Pls
	<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 Pls
	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: New Deal for Communities

Subject: ODEON CINEMA FEASIBILITY STUDY

1. PURPOSE OF REPORT

To inform members of the Neighbourhood Consultative Forum of the Options and Feasibility Study, currently been undertaken on the former Odeon Cinema, Raby Road.

2. BACKGROUND

- 2.1 Under the Employment Theme of the New Deal For Communities (NDC) programme a Commercial Areas and Key Buildings Strategy was prepared by consultants in 2004. Within this strategy 6 'key' buildings were identified, these were all commercial properties that were empty or underused, derelict and rundown and which all had a negative impact on their surrounding neighbourhoods and communities. The Strategy identified that resources should be allocated to help to bring these buildings back into use.
- 2.2 The Former Odeon Cinema was identified as a 'key building' and seen as a priority for action by residents and businesses in the area. The Commercial Areas Strategy identified some further feasibility work on some of the more problematic and difficult buildings would be required to help to find a sustainable future use.
- 2.3 The building is a Grade II listed building which also necessitates the need for a more detailed appraisal because any adaptation or redevelopment will require not only Council permission but the agreement of English Heritage.

3. OPTIONS AND FEASIBILITY STUDY

- 3.1 The aim of the feasibility study is to help to determine a suitable sustainable future use for the building or if no such use can be identified then the study will need to ensure that a comprehensive justification can be prepared to allow the demolition of the property that would result in the redevelopment of the site.
- 3.2 Rix Regeneration has been commissioned to undertake the study and have already conducted a number of consultative meetings with Council officers, stakeholders, and the owners of the building. A structural Survey of the building has also been completed along with a Neighbourhood Information Event where residents, businesses and other interested parties were invited

to learn more about the feasibility study and provide the consultants with their views on the building and its future.

- 3.3 Whatever the outcome of the feasibility study, the aim of the work is to provide a thorough and realistic appraisal of the building which can then be used as a basis for taking any feasible uses forward.

- 3.4 A Neighbourhood Information event was held on the 20th July 2006 to engage residents, businesses, and councillors in an examination of the issues relating to the Odeon, its surroundings and possible future uses. The members of the Consultative Forum are also encouraged to feed their views into the emerging study. The study is expected to be completed at the end of September 2006.

4. RECOMMENDATIONS

- 4.1 The Forum is requested to support the feasibility study and its aim to identify a sustainable future for the building/site including developing the existing building or redevelopment of the site, the Forum are also requested to feed their views and comments into the Feasibility Study.

5. REASONS FOR RECOMMENDATIONS

- 5.1 The above recommendation is proposed, as the study will help to identify an appropriate use for the Odeon Building or redevelopment of the site to help alleviate the negative impact it has on the residents and businesses in the area. It is important that the views and comments of residents, businesses and the Forum are fed in to the process to help shape the emerging study.

6. BACKGROUND PAPERS

NDC Commercial Areas and Strategic Key Buildings Strategy 2004

7. CONTACT OFFICER

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E-mail: julia.pinchen@hartlepool.gov.uk

Report of: Director of Neighbourhood Services

Subject: MINOR WORKS REPORT

1. PURPOSE OF REPORT

- 1.1 To consider schemes for potential funding from the Central Neighbourhood Consultative Forum Minor Works Budget.

2. PROPOSALS

- 2.1 **Hart Village** parish council have approached the forum to fund a gateway to the village on the approach road off the A179 to continue its work in beautifying the village. The scheme will incorporate the small wall and village nameplate and will be planted up every summer and winter with appropriate bedding. The horticulture division have agreed to take on future bedding costs and ask the forum to fund the initial outlay. The cost of this scheme is **£120**.
- 2.2 **Dalton Village** Parish Council have approached the forum to coppice trees on Dene Bank, the trees cannot be removed as they have tree preservation orders placed on them. The trees are blocking the light from a number of residential properties and significant arboriculture works are required. The cost of this scheme is **£587**.
- 2.3 **York Road** Environmental Improvements. Last year the forum requested the bus stop outside Lloyds bank be relocated slightly to improve the flow of pedestrian traffic between the disabled access ramp and the bus stop. I can confirm that this will be carried out in September 2006, as will repairs to the pavement. The forum has also received requests for the dead trees to be replaced to compliment the hanging baskets and troughs along York road outside the central library and for additional seating to be installed. The cost of this scheme is **£3,000**.
- 2.4 **Pride in Hartlepool**. Every year the forum contributes from its minor works budget to fund community initiatives in the central forum area. Schemes funded over the last 18 months include:

Norfolk and Sutton Close Residents - Hanging Baskets 2005
Stotfold Area Residents Association - Hanging Baskets 2005
Wildlife Meadow at St Aidans Primary - 2005
Residents of Scawfell Grove - Hanging Baskets 2005
Burbank Community Garden Group - Community Garden

Improvements 2005 (and 2004)
Hartlepool Carers - garden development 2006.

The forum is asked to contribute **£5,000** to continue the work carried out by the Pride in Hartlepool team in the central forum area.

- 2.5 **Burn Valley.** Last year Burn Valley gardens were subject to a high level of anti social behaviour, consultation with residents together with working with numerous agencies has seen significant improvements to the area. The beds on Colwyn Road have been redesigned and planted involving residents and children from the area and street lighting and CCTV has been installed in the park as requested by residents. The forum will recall that over the last couple of years we initiated the removal of old and tired shrub beds, constructed from cobbled sets in some of side streets off Elwick Road to assist in car parking and remove focal points for youths to gather. The forum is asked to continue this programme and set aside **£10,000** to continue these works.

3. RECOMMENDATIONS

- 3.1 Members are asked to approve the expenditure of subject to approval of the Portfolio Holder for Town Care Management.
- 3.2 The cost of schemes proposed is **£18,707**
- 3.3 The total cost of the schemes approved at previous forum is **£41,500**
- 3.4 Minor works monies remaining is **£26,793**, residents and members are reminded to contact your Neighbourhood Manager if there are any schemes you would like the forum to consider.