

FINANCE AND POLICY COMMITTEE AGENDA



Monday 23 February 2015

at 9.30 am

in Council Chamber, Civic Centre, Hartlepool

MEMBERS: FINANCE AND POLICY COMMITTEE

Councillors C Akers-Belcher, Barclay, Dawkins, Hind, James, Loynes, Payne, Richardson, Riddle, Simmons plus one vacancy.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To receive the minutes of the meeting of the Finance and Policy Committee held on 30 January 2015 (*for information as previously circulated and published*).
- 3.2 To receive the minutes of the meeting of the Safer Hartlepool Partnership held on 12 September and 21 November 2014.

4. BUDGET AND POLICY FRAMEWORK ITEMS

- 4.1 Community Safety Plan 2014-17 (Year 2) – *Director of Regeneration and Neighbourhoods*
- 4.2 Council Plan 2015/16 – Chief Executive's Department, Public Health Department and Regeneration and Neighbourhoods Department Proposals – *Chief Executive's Management Team*

5. KEY DECISIONS

- 5.1 Sexual Health Service Review and Re-Procurement – *Director of Public Health*



6. OTHER ITEMS REQUIRING DECISION

- 6.1 Workers' Memorial Day – *Assistant Chief Executive*
- 6.2 Quarter 3 – Council Overview of Performance and Risk 2014/15 – *Assistant Chief Executive*
- 6.3 Resource Implications – Councillor Complaints – *Chief Executive and Chief Solicitor*
- 6.4 NHS Health Check Briefing – Contract Review and Strategy Development – *Director of Public Health*
- 6.5 Approval for Compulsory Redundancies – *Assistant Chief Executive*
- 6.6 Proposed Merger of Teesside and Hartlepool Coroner Areas – Invitation to Respond to Consultation – *Chief Executive and Chief Solicitor (to follow)*

7. ITEMS FOR INFORMATION

- 7.1 Corporate Procurement Quarterly Report on Contracts – *Director of Regeneration and Neighbourhoods*
- 7.2 Social Media Update – *Assistant Chief Executive*
- 7.3 Employee Sickness Absence 3rd Quarter 2014/15 – *Assistant Chief Executive*
- 7.4 Anti-Social Behaviour Crime and Policing Act – *Director of Regeneration and Neighbourhoods*

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

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

EXEMPT ITEMS

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

10. OTHER ITEMS REQUIRING DECISION

- 10.1 Purchase of New Depot Premises at Tofts Farm Industrial Estate (para 3) – *Director of Regeneration and Neighbourhoods*

ITEMS FOR INFORMATION

Date of next meeting – Monday 23 March 2015 at 9.30am in the Civic Centre, Hartlepool



FINANCE AND POLICY COMMITTEE MINUTES AND DECISION RECORD

30 January 2015

The meeting commenced at 11.00 am in the Civic Centre, Hartlepool

Present:

Councillor: Christopher Akers-Belcher (In the Chair)

Councillors: Allan Barclay, Keith Dawkins, Tom Hind, Brenda Loynes, Robbie Payne and Carl Richardson

In accordance with Council Procedure Rule 5.2 (ii), Councillor Paul Beck was in attendance as substitute for Councillor Chris Simmons, Councillor Geoff Lilley was in attendance as substitute for Councillor David Riddle and Councillor Allan Clarke was in attendance as substitute for Councillor Marjorie James.

Officers: Dave Stubbs, Chief Executive
Peter Devlin, Chief Solicitor
Chris Little, Chief Finance Officer
Denise Ogden, Director of Regeneration and Neighbourhoods
Louise Wallace, Director of Public Health
John Morton, Assistant Chief Finance Officer
Damien Wilson, Assistant Director, Regeneration
Wally Stagg, Organisational Development Manager
Dale Clark, Estates and Regeneration Manager
Alastair Rae, Public Relations Manager
Joan Stevens, Scrutiny Manager
Angela Armstrong, Principal Democratic Services Officer

108. Apologies for Absence

Apologies for absence were received from Councillors David Riddle, Marjorie James and Chris Simmons.

109. Declarations of Interest

None.

110. Minutes

- (i) Minutes of the meeting of the Finance and Policy Committee held on 22 December 2014 – received.

- (ii) Minutes of the meeting of the Health and Wellbeing Board held on 1 December 2014 – received.

111. HME/NMRM/HMS Trincomalee Review (*Director of Regeneration and Neighbourhoods*)

Type of decision

Key Decision – Test (i) and (ii) apply – Forward Plan Reference RN 26/13.

Purpose of report

To seek approval for the implementation of a single site operation at Hartlepool Maritime Experience (HME) managed and run by the National Museum of the Royal Navy (NMRN) in partnership with the Council and the Trincomalee Trust (TT).

Issue(s) for consideration

The report provided the background to the review of the HME site which recognised that this site represented Hartlepool's key visitor attraction. It was noted that during the review, the NMRN had expressed a desire to fully affiliate the Trincomalee Trust (TT) into the NMRN structures to assist the site to become a key northern NMRN facility. A range of options for the future of the HME had been explored by the HME Review Group and these were outlined in the report. Further details of the proposals were included within confidential appendices attached to the report. **These items contained exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely information relating to the financial or business affairs of any particular person (including the authority holding that information).**

The proposals recommended that the HME became a major national facility within the umbrella of the NMRN who would commit significant technical and professional expertise to the further development of the HME. The NMRN had also committed to appropriate investment in the site including extensive additional exhibits sourced from the NMRN world class collection. An analysis of the economic impact of increased visitor numbers had been undertaken using the Scarborough Tourism Activity Monitor (STEAM) and was included in the report.

In response to clarification sought by a Member, the Assistant Director, Regeneration indicated that it would be extremely difficult to move the HMS Trincomalee and questioned whether the NMRN would even consider this a cost effective or desirable move. The Assistant Director added that these proposals offered a great opportunity to utilise the national branding of the

NMRN for the benefit of the Town and that every avenue of economic potential would be explored as part of these proposals.

The following decisions were unanimous.

Decision

- (1) That the HME operate under a single site operation, through the implementation of a new not for profit distribution company. Board representation will comprise the Council, NMRN and TT. The single site operation will include one combined staffing structure to achieve overhead reductions and more efficient working and operational practices.
- (2) That approval was granted for a lease to NMRN on the terms as set out in confidential Appendix 3. **This appendix contained exempt information under Schedule 12A of the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006 namely information relating to the financial or business affairs of any particular person (including the authority holding that information)** to include for the payment of an increased annual subsidy during the first 5 years in addition to phased expenditure to resolve outstanding dilapidations. The NMRN will become responsible for all repairs and maintenance of the property on a full repairing and insuring basis.
- (3) It was noted that the proposals for funding the potential commitment to the NMRN were detailed in the MTFS update report later on the agenda.
- (4) It was noted that the NMRN will commit to ongoing investment as detailed in Section 1.7 of confidential Appendix 2. **This appendix contained exempt information under Schedule 12A of the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006 namely information relating to the financial or business affairs of any particular person (including the authority holding that information).**
- (5) A further report will be submitted to the Regeneration Services and Finance and Policy Committees detailing the proposed schedule of works, associated costs and timescales, prior to the NMRN taking responsibility for repairs and maintenance.
- (6) That the site operates as a NMRN branded Northern Museum becoming a key facility within NMRN's national organisational structure.

112. Workforce Arrangements *(Chief Executive)*

Type of decision

Key Decision – Test (i) applies – Forward Plan Reference CE 64/14.

Purpose of report

To advise where changes to employees conditions of service may be made and the process to be followed.

Issue(s) for consideration

The report provided the background to the review of workforce arrangements which were part of the MTFS for 2015/16. A package of proposals were detailed in confidential Appendix B. **This item contained exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006, namely information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holder under, the authority, para 4.**

A Member sought clarification on the Ethical Care Charter and how this affected social care. The Chief Executive confirmed that the Council conforms with the Ethical Care Charter in every way and Members were assured that the social care provided by this Authority was second to none. However, Members were reminded of the financial pressures currently faced by the Local Authority which had resulted in adult social care being partly funded from reserves and managed underspends which was extremely difficult. It was noted that this financial situation would result in Members facing an even more difficult set of choices in the coming years, however working in partnership with the Clinical Commissioning Group and Public Health would enable a package to be developed to continue to deliver an excellent service.

A member of the public in attendance questioned if the proposed living wage was fair. The Chief Executive confirmed that this proposal would ensure approximately 800 local authority employees would be brought in line with the national living wage.

The Union representative indicated that detailed negotiations between the Trades Unions and Officer had been ongoing for over 11 months with discussions going back a number of years. It was recognised that whilst the Trades Unions were never happy with any diminution of terms and conditions of employees, the difficulties faced the Council were acknowledged within these proposals.

In order to discuss the confidential appendices the meeting moved into closed session.

113. Local Government (Access to Information) (Variation Order) 2006

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

Minute 112 – Workforce Arrangements – Chief Executive This item contains exempt information under Schedule 12A Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006 namely information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holder under, the authority, para 4.

Minute 114 – Seaton Carew Masterplan – Proposed CPO Acquisition of Longscar Hall – Director of Regeneration and Neighbourhoods This item contains exempt information under Schedule 12A Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006 namely information relating to the financial or business affairs of any particular person (including the authority holding that information, para3.

112. Workforce Arrangements *(Chief Executive)*

Members further considered where changes to employees conditions of service may be made and the process to be followed.

Decision

The decision can be found in the exempt section of the minutes.

114. Seaton Carew Masterplan – Proposed CPO

Acquisition of Longscar Hall (*Director of Regeneration and Neighbourhoods*) This item contains exempt information under Schedule 12A Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006 namely information relating to the financial or business affairs of any particular person (including the authority holding that information, para3.

Type of decision

Non key.

Purpose of report

To provide Members with an update on the progression of the acquisition of the Longscar Hall and further development of The Front at Seaton Carew.

Issue(s) for consideration

Further details can be found in the exempt section of the minutes.

Decision

Further details can be found in the exempt section of the minutes.

THE MEETING RETURNED TO OPEN SESSION**115. Medium Term Financial Strategy (MTFS) 2015/16 to 2018/19 - Update** (*Corporate Management Team*)**Type of decision**

Budget and Policy Framework.

Purpose of report

- (i) To update the MTFS to reflect the provisional 2015/16 Local Government Settlement announcement on 18 December 2014; and
- (ii) To inform Members of the arrangements to finalise the statutory 2015/16 Budget and Council Tax calculations (excluding Police and Fire precepts) to be referred to Council on 5 February 2015.

Issue(s) for consideration

The report provided the background to the process followed for consideration and implementation of the MTFS. Further details were provided of the key issues confirmed in the Local Government Finance Settlement and also details of changes from the indicative information provided by the Government in January 2014 including:

- Council Tax Freeze and Council Tax Referendum Arrangements
- Core Revenue Grant
- Specific Grants

The report included an update on the financial issues around the review of terms and conditions and the Chief Finance Officer highlighted that as part of the Workforce Arrangements report considered earlier on the agenda, Option 1 – Implement the planned Living Wage of £7.88 per hour had been approved. Details of the funding arrangements for this option was outlined in the report.

An update was provided on Local Welfare Reform and the decision made earlier in relation to the HME and the National Museum of the Royal Navy. The report included actual funding allocations of new Local Authority responsibilities and indicative funding allocations. In addition, the specific Government capital allocations had been identified and were detailed in the report.

The following decisions were unanimous.

Decision

- 1) The continuation of LWS funding in 2015/16 was noted and it was confirmed that the Council will maintain the base budget for this area at £260,000 for 2015/16;
- 2) It was noted that in view of recommendation 1), the budget pressure for continuing the LWS scheme in 2017/18 when the existing one-off funds runs out can be removed;
- 3) It was noted that the actual core grant and specific grant allocations provide uncommitted resources of £93,000;
- 4) That Option 1 for the Living Wage be implemented and funded as summarised in the following table:

Funding of full year costs for Option 1

	Option 1 £'000
Terms and Conditions savings achieved in excess to MTFS requirement of £200,000	73
Uncommitted Grant as detailed in recommendation (iii)	93
Cost of Living Wage	(150)
Net Uncommitted Resources available to reduce 2016/17 budget deficit	16

Part Year costs 2015/16 - that in 2015/16 funding of £15,000 will need to be allocated from the uncommitted 2014/15 outturn to offset the phased implementation of these changes.

- 5) The use of the Protection Costs Reserves of £750,000 was approved to fund:
 - One-off Protection Costs of £550,000 in relation to the achievement of recurring annual Terms and Conditions savings of £273,000;
 - Funding of £90,000 per year for 2015/16 and 2016/17 for holiday pay costs arising from a recent ECJ decision, which avoided having to identify additional budget cuts of £90,000 for 2015/16 to address the impact of the ECJ decision and provided a longer lead time to potentially reduce the ongoing costs to a lower level;
 - £20,000 uncommitted resources which will be carried forward and a strategy for using these resources developed as part of the 2016/17 budget process. To note that if the actual Protection costs and ECJ holiday pay costs are less than forecast the uncommitted resources will be added to the £20,000.
- 6) The release of one-off funding of £0.52m previously earmarked to maintain LWS spending in 2015/16 and 2016/17 to fund 98% of the potential additional one-off contributions to the NMRN over the period 2015/16 to 2019/20 was approved. It was noted that this proposal will avoid budget pressures in future years;
- 7) It was noted that the one-off funding re-allocated to fund the additional one-off contributions to the NMRN was a worse case forecast. The amount held at the end of each financial year will be reviewed to determine if any funding could be released in light of income received (or forecast to be received in future years) under the 50/50 profit share;
- 8) It was noted that the first call on any resources which can be released (under recommendation 6) may be required to fund capital works to the Hartlepool Maritime Experience. It was noted that further work was needed to identify these potential works and to assign responsibility

between the Council and the NMRM and will be subject to a further report to Committee;

9) It was noted that the statutory budget calculations be referred to Council and prepared to reflect the above decisions;

10) The proposal to carry forward the 2015/16 Local Council Tax Support Scheme New Burdens funding of £38,000 to 2016/17 to retain Council Tax recovery capacity and maintain a longer lead time if this funding was removed after 2015/16 was approved.

116. Catering Options for Hartlepool Art Gallery *(Director of Regeneration and Neighbourhoods)*

Type of decision

Non key.

Purpose of report

To inform Members of an approach received by Catcote School to provide a catering facility at Hartlepool Art Gallery.

Issue(s) for consideration

The report provided the background to the provision of catering options within Hartlepool Art Gallery. Members were informed that Catcote School had approached the Council with an offer to operate the Art Gallery café at no cost to the Council. The benefits would include supporting adults with special needs to gain valuable work experience and could provide a Fair Trade option. The risks were that the opening times would be limited to 10.30am to 2.30pm.

Members were fully supportive of the proposals for Hartlepool Art Gallery. However, Members requested an update on the profitability and operation of Inspirations Café in Stranton Cemetery. The Chair indicated that this information could be included in a future report.

A Member sought clarification on whether the operation of the Art Gallery could be linked into the operation of the HME as part of an overall tourism strategy. The Chair indicated that this would be considered as part of the overall review of the operation of the HME and the future development of a Cultural Strategy at a future meeting of the Regeneration Services Committee.

In response to a question from a Member, the Director of Regeneration and Neighbourhoods confirmed that the operating hours would form part of

the overall 12 months review of the operation of the libraries in a report to be presented in July.

The following decision was unanimous.

Decision

- 1) That Catcote Special School be offered an initial twelve month contract to operate the café at Hartlepool Art Gallery. During this twelve month period, the success of this option would be assessed and alternative long-term solutions considered in line with the vision for Church Square.
- 2) That an update on the profitability and operation of Inspirations Café in Stranton Cemetery be included in the July report.

117. The Transfer of the Commissioning Responsibilities to Local Authorities of Public Health Services for 0-5 year olds (*Director of Public Health and Director of Child and Adult Services*)

Type of decision

Non key.

Purpose of report

To provide an update of the progress regarding the transfer of children's 0-5 public health services from NHS England Area Team to Hartlepool Borough Council from 1 October 2015.

Issue(s) for consideration

The report provided the background to the transfer of responsibility for the commissioning of children's 0-5 public health services which were delivered by health visiting services and Family Nurse Partnerships. The mandated services and key milestones were outlined in the report. Further details of the financial arrangements for the transfer of this service was also included within the report.

The report highlighted that work was ongoing between Hartlepool Borough Council, Stockton Borough Council and NHS England Area Team to develop plans for a smooth transfer of the commissioning responsibilities and a North of Tees Transition Board was being established with key partners in October 2015 to continue this work.

In order to progress the transfer, Members asked to consider the following

two options to implement new contracts and ensure services were available to patients throughout the transition year:

- **Option 1.** The Area Team can put in place a single contract for the full-year of 2015/16, with a deed of novation being approved by the relevant local authority at the same time as the contract is signed, confirming that the contract will transfer to the local authority on 1 October 2015.
- **Option 2.** The Area Team can put in place a six-month NHS England contract with the provider for the period from April to September 2015 and can help the local authority put in place a similar, but separate, contract with the provider for the period from October 2015 to March 2016. It would be very desirable for both contracts to be signed before the start of the 2015/16 financial year.

It was noted that discussions had taken place with the Tees Directors of Public Health and option 2 was the preferred option for the new contract.

The Director of Public Health added that the transfer of this responsibility would be a great opportunity and would integrate with the Better Childhood programme.

The following decisions were agreed unanimously.

Decision

- 1) That the progress towards the transfer of commissioning responsibilities and the key issues outlined in the report was noted.
- 2) That the proposal to form a North Tees Transition Board to oversee the transfer and manage the associated risks was endorsed.
- 3) That Option 2 as noted above was the preferred option for the transfer of the contract from October 2015.

118. Housing Benefit Fraud and Error Reduction Incentive Scheme *(Chief Finance Officer)*

Type of decision

Non key.

Purpose of report

To set out the Council's response to the Department for Work and Pensions (DWP's) Fraud and Error Reduction Incentive Scheme (FERIS) initiative.

Issue(s) for consideration

The report provided the background to the implementation of the FERIS initiative. It was noted that the FERIS Scheme had the following three elements:

- Start Up Fund/Maintenance Fund
- Rewards Fund
- Bid Fund

It was highlighted that the Council's Benefits Service had suffered cuts of 26% (£312,000) in the administration grant from Central Government since 2010/11. Future administration cuts were anticipated for 2016/17 onwards and the Benefits Service will increasingly be unable to sustain performance levels if actual grant cuts were as forecast. As a measure to sustain performance as far as possible, it was proposed that any FERIS Rewards monies be earmarked to minimise the impact of future Benefits administration cuts in 2016/17 onwards on service levels to the public.

The following decisions were unanimous.

Decision

- 1) The Council's participation in the DWP's Fraud and Error Reduction Scheme (FERIS) was noted.
- 2) That any FERIS Reward grant be ear-marked to address 2016/17 DWP Housing Benefit administration grant cuts to mitigate impacts on benefit service standards.

119. Benefit Fraud Investigation Arrangements *(Chief Finance Officer)***Type of decision**

Non key.

Purpose of report

- (i) To set out details of the DWP's Single Fraud Investigation Service (SFIS); and
- (ii) To set out the business case for the retention within the Council of Benefits Investigation expertise to address potential abuses of the Council's Local Council Tax Support Scheme and provide appropriate capacity to service the Council's ongoing responsibilities to SFIS.

Issue(s) for consideration

The report provided the background to the implementation of Local Council Tax Support Scheme, Local Welfare Support arrangements and the Advice and Guidance services provided to support vulnerable households. It was noted that the DWP had confirmed that the investigation of Housing Benefit Fraud and residual Council Tax Benefit Fraud will transfer to Single Fraud Investigation Services (SFIS) on 1 July 2015. Details of the staffing implications were detailed in the report.

As part of the new SFIS arrangements, the Council will have an ongoing role in supporting SFIS investigations as well as ensuring effective governance of its own Local Council Tax Support Scheme. It was therefore proposed to retain the two current benefits fraud investigators. The appropriate Trades Unions had been consulted and were supportive of the proposal.

The Chair highlighted that the Council had an obligation to implement an Anti Fraud Policy and to not retain the staff who implement this policy would renege on that responsibility.

The following decision was unanimous.

Decision

The proposed arrangements for safeguarding the Council's Local Council Tax Support Scheme including the business case for the retention of Local Counter Fraud Capacity was approved.

120. Strategic Financial Management Report – as at 31 December 2014 *(Chief Finance Officer)***Type of decision**

Non key.

Purpose of report

To inform Members of:

- (i) 2014/15 Forecast General Fund Outturn;
- (ii) Corporate Income Collection Performance; and
- (iii) 2014/15 Capital Programme Monitoring.

Issue(s) for consideration

The report provided detail on the background and reporting arrangements for 2014/15. Further detail was provided on the 2014/15 Forecast General Fund Outturn (including the reserves review).

Details of the Corporate Income Collection Performance were included in the report on Business Rates and Council Tax income. Comparative figures on the collection of sundry debts were also detailed in the report.

A comprehensive review of capital receipts had been undertaken and was included within the MTFS which was reported to Council in December 2014. A summary of the capital expenditure to 30 November 2014 was summarised in the report. In relation to the Council Capital Fund (CCF) a number of schemes were completed and the residual funding balance was no longer required which had resulted in £0.026m being unallocated. It was therefore recommended that these budgets be transferred to the unallocated CCF resulting in a balance of £0.083m.

In addition, the residual budgets on Brinkburn Youth Centre Boiler and the Historic Quay Office Suite Boiler were no longer required and it was therefore recommended that these budgets which totalled £0.010m were transferred into the unallocated Corporate Planned Maintenance Budget (CPM) which resulted in a balance of £0.039m.

The following decision was unanimous.

Decision

- 1) The report was noted.
- 2) It was noted that a strategy for using forecast uncommitted resources of £0.188m be developed as part of the 2016/17 budget process.
- 3) The transfer of £0.026m into the unallocated Council Capital Fund as detailed in paragraph 8.8 of the report was approved.
- 4) The transfer of £0.010m into unallocated Corporate Planned Maintenance as detailed in paragraph 8.10 of the report was approved.

121. Delegated Powers Property Transactions Quarterly Report – 2014 (Q3) *(Director of Regeneration and Neighbourhoods)***Type of decision**

For information.

Purpose of report

To inform Members of the recent Minor Property Issues dealt with under Delegated Powers since the matters were last reported for 2014 (Q2) on 24 November 2014.

Issue(s) for consideration

The report provided the background to the quarterly reporting arrangements of the delegated powers for a variety of property transactions. To date the delegation had been effective and a number of transactions had been progressed in accordance with delegated consent as summarised in confidential Appendix 1. **This item contained exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006 namely information relating to the financial or business affairs of any particular person (including the authority holding that information) para 3.**

Decision

The report and the property issues dealt with under Delegated Powers were noted.

122. Any Other Items which the Chairman Considers are Urgent

None.

The meeting concluded at 12.27 pm

P J DEVLIN

CHIEF SOLICITOR

PUBLICATION DATE: 6 February 2015

SAFER HARTLEPOOL PARTNERSHIP MINUTES AND DECISION RECORD

12 September 2014

The meeting commenced at 1.00 pm in the Civic Centre, Hartlepool

Present:

Councillor: Christopher Akers-Belcher, Elected Member, Hartlepool
Borough Council (In the Chair)
Councillor Chris Simmons, Elected Member, Hartlepool Borough
Council
Denise Ogden, Director of Regeneration and Neighbourhoods,
Hartlepool Borough Council
Clare Clark, Head of Community Safety and Engagement,
Hartlepool Borough Council
Chief Inspector Lynn Beeston, Chair of Youth Offending Board
John Bentley, Chief Executive, Safe in Tees Valley

Also Present:

In accordance with Council procedure rule 5.2 (ii) Paula Swindale was in attendance as a substitute for Karen Hawkins, Hartlepool and Stockton on Tees Clinical Commissioning Group Karen Clark was in attendance as substitute for Louise Wallace , Director of Public Health, Sarah Wilson was in attendance as substitute for Barry Coppinger, Office of Police and Crime Commissioner for Cleveland and Mark Smith was in attendance as substitute for Sally Robinson, Assistant Director, Children's Services

Councillor Allan Clark
Helen Williams and Dave Turton, Cleveland Fire Brigade
Alex Sedgwick, Belle Vue Community Sports and Youth Centre

Officers: Dannielle Swainston, Head of Access and Strategic Planning
Laura Stones, Scrutiny Support Officer
Linda Igoe, Principal Housing Advice Officer
Roni Checksfield, Youth Inclusion Custody Co-ordinator
Denise Wimpenny, Principal Democratic Services Officer

Prior to commencement of the meeting the Chair announced that the meeting would be filmed and would be utilised to produce a DVD for the Safer Hartlepool Partnership Face the Public Event to be held on 13 October at the Hartlepool College of Further Education.

11. Apologies for Absence

Apologies for absence were submitted on behalf of Dave Stubbs, Chief Executive, Hartlepool Borough Council, Chief Superintendent Gordon Lang, Cleveland Police, Barry Coppinger, Police and Crime Commissioner for Cleveland, Karen Hawkins, Hartlepool and Stockton on Tees Clinical Commissioning Group, Louise Wallace, Director of Public Health, Hartlepool Borough Council, Steve McCarten, District Manager, Cleveland Fire Authority.

12. Declarations of Interest

None.

13. Minutes of the meeting held on 18 July 2014

Confirmed.

14. Matters Arising from the Minutes

Minute 9 – Safer Hartlepool Partnership Performance - the Director of Regeneration and Neighbourhoods reported that, as agreed at the last meeting, a letter had been sent to the Police and Crime Commissioner for Cleveland to convey the Partnership's concerns in relation to the levels of anti-social behaviour in Hartlepool and a meeting had been scheduled to discuss this, feedback from which would be provided to the Partnership in due course.

15. Selective Licensing Consultation *(Director of Regeneration and Neighbourhoods)*

Purpose of report

To present the Partnership the details of the proposed Selective Licensing designation and request the Partnership's views on the proposal. The response from the Partnership would form part of the ongoing mandatory consultation exercise, as prescribed by government guidance.

Issue(s) for consideration

The report set out the background to the option to introduce a new Selective Licensing Scheme in distinct streets and areas of the town. An extensive data analysis exercise had been undertaken which had provided the evidence to propose a scheme predominantly based in response to problems associated with low housing demand and, to a lesser degree, to tackle anti-social behaviour. There were nine specific areas across the town that the Council was proposing should be in the Selective Licensing Scheme, details of which were attached at Appendix 1. A list of the streets included in the proposal was also included in the consultation document, attached at Appendix 2.

In accordance with legal requirements the Council had undertaken a comprehensive consultation exercise with all those who were likely to be affected by the introduction of the Scheme, which had commenced on 1 July and would run for a minimum of 10 weeks, details of which were set out in the report.

The Partnership was asked to provide a formal response to the selective licensing consultation giving consideration to any suggested amendment to the new Scheme and areas proposed, whether the new Scheme contributed to the delivery of the Partnership's strategic objectives, would a new Scheme, in the areas proposed, support the work of the Partnership and whether there were any measures or initiatives the Partnership believed the Council should be considering, as an alternative to introducing a new Selective Licensing Scheme, in the areas proposed.

In the discussion that followed the Partnership expressed their unanimous support for the proposal as presented in the report.

Decision

- (i) That the contents of the report be noted.
- (ii) That the proposed Selective Licensing designation, as set out in the report, be supported and be included in the Partnership's formal response to the selective licensing consultation.

16. Youth Diversionary Work Presentation *(Representatives from Belle Vue Community Sports and Youth Centre and the Cleveland Fire Service)*

Representatives from Belle Vue Community Sports and Youth Centre and Cleveland Fire and Rescue Authority, who were in attendance at the meeting, provided the Partnership with a joint detailed and comprehensive presentation in relation to Youth Diversionary Work and focussed on the following:-

- Youth Diversionary Programmes delivered by Belle Vue Sports and Youth Centre
- Street Work
- Sorted Programme
- COOL & 5-19 Activity Project
- NCS, xChangers & Action Up Programmes
- Youth Diversionary Programmes delivered by the Fire Service
- Progress Monitoring – Pre/Post course assessment for Life Course
- Feedback from participants of Life Programme – May 2014

Following conclusion of the presentation, representatives responded to issues raised by Members in relation to the benefits of the programme. Members welcomed the work undertaken and were pleased to note the benefits in terms of mitigating future costs. It was noted that issues of anti-social behaviour were less evident in areas where youth diversionary work was undertaken.

The Chair thanked the representatives for their attendance and informative presentation.

Decision

That the contents of the presentation and comments of Members be noted.

17. Safer Hartlepool Partnership Performance (*Head of Community Safety and Engagement*)

Purpose of report

To provide an overview of Safer Hartlepool Partnership performance for Quarter 1 – April 2014 to June 2014 (inclusive).

Issue(s) for consideration

The Head of Community Safety and Engagement provided the Partnership with an overview of the Safer Hartlepool Partnership performance during Quarter 1, as set out in an appendix to the report. Information as a comparator with performance in the previous year was also provided. In presenting the report, the Head of Community Safety and Engagement highlighted salient positive and negative data and responded to a number of queries raised in relation to crime figures by type.

In response to comments made regarding interpretation of the data and concerns that a number of crimes were not reported, the Chair of the Youth Offending Board expressed concern regarding the level of incidents that remained unreported and public perception that the police were failing to address various crimes such as burglary and anti-social behaviour. Assurances were provided that all crimes reported were investigated and the public were actively encouraged to report any incidents of this type. The potential reasons for members of the public failing to report crime were debated. The need to actively encourage and reassure the public that they could safely report issues without any repercussions was emphasised.

With regard to year end projections, the Chair of the Youth Offending Board stated that crime figures had increased in August and an increase in the year end figures was projected. The impact of the continuous reduction in resources on crime figures and the continuing challenges ahead in terms of future years was highlighted.

Decision

That Quarter 1 performance and comments of Members be noted.

18. Victim Services (*Head of Community Safety and Engagement*)

Purpose of report

To inform and update the Safer Hartlepool Partnership on the European Directive on the rights, support and protection of victims and the work that

was currently being undertaken by the Office of the Police and Crime Commissioner (PCC) in relation to future commissioning of victims services across Cleveland.

Issue(s) for consideration

The report set out the background to the European Directive on the rights, support and protection of victims of crime and the work that was currently being undertaken by the Office of the Police and Crime Commission in relation to future commissioning of victims across Cleveland. Grant funding for the commissioning of services would be provided to PCCs which would enable PCCs to pay such grants to such persons as he considered appropriate. The dedicated funding excluded expenditure for services to victims of anti-social behaviour but PCCs had the option to use other sources of funding to commission services for these victims.

In preparation for the commissioning of victim services across Cleveland a report had been produced which explored current provision across the Cleveland area, the views of stakeholders about the strengths and weaknesses of current provision and advice on how the funding available to the PCC could be best used, a copy of which was attached as an Appendix to the report.

Details of the current victim services in Hartlepool was provided. Whilst the PCC had yet to publish his vision for victim services it was clear that the funds available to support the new victim commissioning process were relatively limited. The PCC was working with the Safer Hartlepool Partnership to explore any current gaps in local service provision and opportunities for the joint commissioning of services in the future to make best use of resources available to support and protect victims of crime and anti-social behaviour in Hartlepool.

In response to a request by the Chair, the representative from the Police and Crime Commissioner agreed that the vision would be presented to a future meeting of the Partnership.

Decision

- (i) The Partnership noted the commissioning responsibilities of the PCC and the work underway to develop local victim service commissioning arrangements.
- (ii) That the vision of the Police and Crime Commissioner for victim services be presented to a future meeting of the Partnership.

19. **Think Family, Think Communities (TFTC) Progress Update** *(Director of Child and Adult Services)*

Purpose of report

To update Members of the Partnership on progress of the Think Family, Think Communities (TFTC) Programme.

Issue(s) for consideration

The Head of Access and Strategic Planning presented the report which set out the aims and objectives of the Troubled Families Programme together with details of the make up of the Think Families Think Communities Team. Information had been collected to understand the needs of families and included the number of families involved in the programme by ward, social care status/family support, worklessness, number of domestic violence incidents by quarter, number of individuals involved with substance misuse treatment services, number of individuals identified as misusing substances by key worker assessment, number of proven offences committed by young people aged 10-18 years by quarter, number of anti-social behaviour incidents by quarter as well as details of the average school attendance in 2013/14.

Since the start of the programme in April 2011 Hartlepool had submitted three payment by results claims, details of which were provided as set out in the report. The Government had, in principle, committed to expanding the programme to cover a further 400,000 families across the country over the next five years. Funding had been allocated for one year of the expanded programme with the need to provide its worth for Government to make decisions about further funding in the next Spending Review. It was envisaged that Hartlepool would be expected to start Phase 2 early. Phase 2 was a slightly different programme, details of which were included in the report.

In the discussion that followed Members debated at length the implications in the event of a change of Government and the potential that funding may be withdrawn. A view was expressed regarding the importance of the programme and the need to mainstream this initiative. The Partnership was keen to see how Phase 2 of the programme rolled out and concerns were expressed that the programme did not focus upon families without children. The Head of Access and Strategic Planning stated that the expectation from DCLG was only families with children. Emphasis was placed upon the need to also have regard for families without children who may be exhibiting behaviours contrary to normal practice and the impact of such behaviour was discussed. It was suggested that the concerns of the Partnership in relation to the exclusion of families without children from the programme be conveyed to the Director of Child and Adult Services with a view to a future

report being presented to the Partnership exploring this issue.

Decision

- (i) That progress to date on the Troubled Families Programme be noted.
- (ii) That the concerns of the Partnership regarding the exclusion of families without children from the programme be conveyed to the Director of Child and Adult Services with a view to a future report being presented to the Partnership exploring this issue.

20. Community Engagement and Cohesion Strategy (Director of Regeneration and Neighbourhoods)

Purpose of report

To inform the Safer Hartlepool Partnership (SHP) of the proposed merger of the Neighbourhood Management and Empowerment Strategy, and the Community Cohesion Strategic Framework to form a Community Engagement and Cohesion Strategy with a revised delivery model.

Issue(s) for consideration

The Director of Regeneration and Neighbourhoods reported on the background to the proposals to merge the Neighbourhood Management and Empowerment Strategy and the Community Cohesion Strategic Framework to form a Community Engagement and Cohesion Strategy. Members were referred to a report, attached at Appendix A, prepared for the Council's Finance and Policy Committee which tracked national and local developments and identified a number of areas of common ground between the local Neighbourhood Management Strategy and the local Community Cohesion Strategy.

Using the Vulnerable Localities Index the report identified a number of vulnerable localities where a more focused co-ordinated approach would contribute to the future sustainability of these communities and that an appropriate model for doing this would be through existing Ward Profiles and the creation of 'Sustainability Plans.'

Reference was made to the importance of co-ordination of services, using existing resources more effectively and the benefits of agencies working in partnership. In response to a query as to how the merger of the two strategies would be monitored, the Partnership was advised that the monitoring arrangements would include a six monthly sustainability plan, a newsletter to the appropriate neighbourhoods as well as an annual

progress report to the Neighbourhood Forums. The Chair indicated that if European monies became available, there was a need to consider how the strategy would be delivered operationally with focus upon delivery to areas of greatest need.

Decision

- (i) That the proposed merger of the Neighbourhood Management and Empowerment Strategy and the Community Cohesion Strategic Framework, and the revised delivery model be noted.
- (ii) That the comments of Members be noted.

The meeting concluded at 2.35 pm.

CHAIR

SAFER HARTLEPOOL PARTNERSHIP MINUTES AND DECISION RECORD

21 November 2014

The meeting commenced at 12.30 pm in the Civic Centre, Hartlepool

Present:

Councillor: Christopher Akers-Belcher (In the Chair)
Denise Ogden, Director of Regeneration and Neighbourhoods
Louise Wallace, Director of Public Health
Clare Clark, Head of Community Safety and Engagement
Chief Inspector Lynn Beeston, Chair of Youth Offending Board
Steve McCarten, Cleveland Fire and Rescue Authority
John Bentley, Safe in Tees Valley
Stewart Tagg, Housing Hartlepool
Karen Hawkins, Hartlepool and Stockton on Tees Clinical
Commissioning Group

In accordance with Council procedure rule 5.2 (ii) Kevin Parry, was in attendance as substitute for Barbara Gill, Durham Tees Valley Rehabilitation Company and Neville Cameron, was in attendance as substitute for Barry Coppinger, Office of Police and Crime Commissioner for Cleveland

Also present:

Superintendent Alastair Simpson, Cleveland Police
Gilly Marshall, Housing Hartlepool

Officers: Joan Stevens, Scrutiny Manager
Denise Wimpenny, Principal Democratic Services Officer

21. Apologies for Absence

Apologies for absence were submitted on behalf of Councillor Chris Simmons, Hartlepool Borough Council, Dave Stubbs, Chief Executive, Hartlepool Borough Council, Chief Superintendent Gordon Lang, Cleveland Police, Julie Allen and Rosana Roy, National Probation Service, Barry Coppinger, Police and Crime Commissioner, Barbara Gill, Durham Tees Valley Rehabilitation Company, Sally Robinson, Assistant Director, Children's Services, Hartlepool Borough Council.

22. Declarations of Interest

None

23. Minutes of the meeting held on 12 September 2014

The minutes were deferred.

**24. Serious and Organised Crime Strategy
Update/Presentation** *(Director of Regeneration and
Neighbourhoods/Representative from Cleveland Police)*
Purpose of report

To update the Partnership on the implementation of the Organised Crime Strategy.

Issue(s) for consideration

The report provided background information in relation to the Serious and Organised Crime Strategy together with the aims and key elements of the Strategy. Details of developments to date locally in terms of tackling organised crime in Cleveland were provided. Two workshops in the region had been held, one to promote the strategy and the second was a North East regional event regarding Human Trafficking and Modern Day slavery hosted by Cleveland Police and Crime Commissioner.

In support of the report, Superintendent Alastair Simpson, who was in attendance at the meeting, provided the Partnership with a detailed and comprehensive presentation in relation to Human Trafficking and Modern Day Slavery in Cleveland. The purpose of the presentation was to raise awareness of the issue. The presentation included an overview of the local picture in terms of human trafficking and domestic servitude and included the following :-

- The National Picture
- In 2008 the UN estimated that 2.5 million people from 127 countries were being trafficked into 137 countries around the world
- Estimate 20,000 slaves in UK
- Internal victims increasing – 47% in 2013 – 1746 victims
- What is Modern Day Slavery – Examples
- Human Trafficking – The Act, Means, Purpose
- National Referral Mechanism (NRM)
- Legislation
- NRM Referrals 2013

- Current (National) Victim Trends
- Cleveland Statistics
- The Wider View
- Is it likely that aspects of modern day slavery are taking place in our area?
- How would a trafficking victim present?
- Where would a trafficking victim present?
- Misconceptions
- First steps – intelligence requirement, raising awareness, use of National Referral Mechanism, increase skills of investigators, Safeguarding Board focus

In the discussion that followed presentation of the report, the representative responded to issues raised by the Partnership. In response to a query regarding the availability of the presentation to share with appropriate staff, the police representative indicated that whilst an e-learning package was available on the PCC website, how this information could be released would need to be clarified.

The Director of Regeneration and Neighbourhoods emphasised the importance of engagement with Teesport given that this was one of the busiest container ports in the country and the need for all partners to work together in terms of intelligence gathering. The various mechanisms of intelligence gathering were discussed as well as the most appropriate groups/bodies for sharing such information. The importance of utilising a local group for feeding in this information was highlighted.

The Chair highlighted the importance of raising awareness of this issue and the need for the Partnership to agree the most appropriate methods of disseminating/sharing the information contained within the presentation as widely as possible with key partners and roll out training to relevant staff throughout Partner organisations. It was noted that training of this type may be included within Children's safeguarding training packages. The Chair requested that the feasibility of releasing the e-learning package as well as the most appropriate methods of delivering the training be explored and presented to a future meeting of the Partnership for consideration.

The Chair thanked the representative for the presentation and his attendance at the Partnership.

Decision

- (i) That developments to date locally in relation to tackling organised crime in Cleveland be noted.
- (ii) That a report be presented to a future meeting of the Partnership exploring the feasibility of releasing the e-learning package and the most appropriate methods of delivering the training to relevant staff.

25. Face the Public Event Feedback (*Director of Regeneration and Neighbourhoods*)**Purpose of report**

To provide the Partnership with feedback on the Face the Public Event held on 17 October 2014.

Issue(s) for consideration

It was reported that 59 people had attended the Safer Hartlepool Partnership annual “Face the Public” Event held on 17 October 2014. The report provided the Partnership with an overview of the key priorities identified in the workshops and a brief evaluation of the event. Feedback from each of the seven workshops was appended to the report. Eighteen evaluation questionnaires had been completed by those attending the event, feedback from which was provided. When asked what would encourage more people to attend the event in the future, the majority said there was a need to increase publicity about the event and some were of the view that it would be useful to provide a report for the public to read prior to the event via Heartbeat and leaflets. It was also noted that tea time was a busy time especially for parents with young children and holding the event at a different time in future should be considered.

A Member of the Partnership commented on the benefits of including a DVD, prior to the discussion workshops and public question time, which demonstrated some of the work the Partnership had undertaken over the last year.

With a view to generating more interest in future events, Members supported the recommendation that feedback from the evaluation questionnaires be utilised to inform next year’s event and requested that a report be issued in advance of the event and the start times be alternated.

Decision

- (i) That the priorities identified at the Face the Public Event be fed into the Safer Hartlepool Partnership's Annual Strategic Assessment and Community Safety Plan.
- (ii) That the evaluation of the event be used to inform next year's Face the Public Event.

26. Safer Hartlepool Partnership Reducing Re-Offending Strategy 2014-17 *(Director of Regeneration and Neighbourhoods)***Purpose of report**

To seek approval of the second draft of the Reducing Re-offending Strategy 2014-17 (Appendix A and B refer)

Issue(s) for consideration

Following the Safer Hartlepool Partnership Development Day held in April 2013, the Safer Hartlepool Partnership had agreed that there was a need to develop a local Reducing Re-offending Strategy. In September 2013 the first draft of the Strategy had been approved by the Safer Hartlepool Partnership with a second draft and supporting action plan approved in July 2014 when it was agreed that an 8 week consultation process be undertaken in line with the Voluntary Sector Strategy Undertakings.

The overall aim of the strategy identified in the consultation was to break the cycle of offending by 'ensuring that local services were co-ordinated in a manner that met the needs of offenders, whilst at the same time ensuring local communities remained safe.' This was underpinned by the following three objectives:-

1. Improve pathways out of re-offending
2. All partners working together with the needs of offenders and public safety at the heart of service planning
3. Delivering a local response to local problems through a better understanding of offending behaviour and impact of interventions.

Responses to the consultation evidenced general support for the strategy and its overall aim and objectives, details of which were included in the report.

With regard to amendment to the strategy/action plan following consultation, as the majority of respondents were supportive of the strategy, its overall aim and objectives, it was proposed that these should remain the same as in the second draft of the strategy presented to the Partnership in July. Proposed minor amendments to the strategy were outlined in the

report and included reference to the 'Desistance Theory, inclusion of the four strategic objectives within the Safer Hartlepool Partnership's Community Safety Plan in response to those who thought that insufficient focus was being given to victims and keeping the community safe and an additional action had been included in the action plan making reference to the Troubled Families Programme.

With regard to Page 13, 1.4 of the action plan – that the Criminal Justice Liaison and Diversion Service be developed in Hartlepool, it was agreed that the responsibility/resource should include Public Health as well as the CCG/PCC and Adult Services.

Decision

- (i) That the Reducing Re-offending Strategy 2014-17 be approved.
- (ii) That Page 13 1.4 of the action plan in relation to development of the Criminal Justice Liaison and Diversion Service in Hartlepool, responsibility/resource element be amended to include reference to Public Health.

27. Transforming Rehabilitation – Ministry of Justice Update *(Director of Regeneration and Neighbourhoods)*

Purpose of report

To update the Partnership on a recent communication from the Ministry of Justice in relation to the National Transforming Rehabilitation Programme

Issue(s) for consideration

The Director of Regeneration and Neighbourhoods reported on the background to the changes in relation to the transformation of rehabilitation services and the recent establishment of Community Rehabilitation Companies and a new National Probation Service. Preferred bidders were announced on 29 October 2014 with ARCC being successful in their bid and would be delivering offender management services under contract with the Ministry of Justice in the Durham Tees Valley contract package area.

The contract management of the services commissioned by the Transforming Rehabilitation Programme (TRS) would be delivered by a new Rehabilitation Services Contract Management function (RSCM) in the National Offender Management System (NOMS). This would be the responsibility of Ian Poree, Director of Rehabilitation Programme and for the North Region, Amy Rice, one of three Deputy Directors of the Rehabilitation Programme.

Partnership Members were referred to a letter from the Ministry of Justice

together with further information appended to the report in relation to progress on the Transformation of Rehabilitation Programme.

With regard to the recommendation that ARCC be invited to a special meeting of the Partnership to present their offender management model and discuss partnership working, the Partnership was advised that it was unlikely that contracts would be finalised with ARCC until February 2015. In view of this it was suggested that the meeting be arranged around these timescales.

Decision

- (i) It was agreed that a meeting be arranged with the new Deputy Director of the Rehabilitation Programme for the North to raise awareness of local priorities and expectations around partnership working and the outcome of that meeting be reported back to the Partnership.
- (ii) It was agreed that ARCC be invited to a special meeting of the Safer Hartlepool Partnership to present their offender management model and discuss how they could work together with the Partnership to reduce the high re-offending rates in Hartlepool and the newly established Reducing Re-offending Strategy.

28. Prevent Update (*Director of Regeneration and Neighbourhoods*)

Purpose of report

To update the Partnership on Government plans to place the Channel strand of the PREVENT strategy on a statutory footing.

Issue(s) for consideration

The report set out the background to the Prevent Strategy which was one of the key objectives of Contest, the Government's strategy for countering international terrorism. The Channel Programme was a key element of the Prevent Strategy that used a multi-agency approach to protect people at risk of radicalisation and existing collaborations between Local Authorities and other statutory partners.

It was reported that at a Home Office briefing held in October, Prevent leads from Local Authorities had been informed of plans to place the Channel process on a statutory footing, details of which were set out in the report. It was anticipated that the legislation would receive Royal Assent before Christmas.

Details of the monitoring arrangements and channel responsibilities in Hartlepool were provided as set out in the report. To date, Hartlepool had received only one Channel referral since the programme began. This had

been dealt with by the Prevent Silver lead for the Local Authority who had convened a bespoke Panel of relevant partners to produce an action plan which was monitored by the Panel until the risk to that individual had subsided. Whilst recent high profile cases and increased awareness raising may lead to an increase in Channel referrals, it was proposed that the current practice of convening a Panel as and when needed should continue to be the Hartlepool approach.

With regard to a request for clarification in relation to the roll out of the Prevent agenda to staff, the Head of Community Safety and Engagement advised that training would be provided to staff across the authority and participation of Elected Members was also key in terms of taking this issue forward. The Chair was keen to see training of this type extended to Elected Members.

Decision

- (i) That the Government plans to place Channel on a statutory footing be noted.
- (ii) That the current arrangements in Hartlepool in relation to convening a Panel as and when needed should continue.
- (iii) It was agreed that Prevent agenda training be rolled out to Elected Members as well as key staff.

29. Safer Hartlepool Partnership Performance *(Head of Community Safety and Engagement)*

Purpose of Report

To provide an overview of Safer Hartlepool Performance for Quarter 2 - July 2014 to September 2014 (inclusive).

Issue(s) for consideration

The report provided an overview of the Partnership's performance during 2013/14, comparing the current performance to the previous year. In presenting the report, the Head of Community Safety and Engagement highlighted salient positive and negative data and responded to a number of queries raised in relation to crime figures by type.

In the discussion that followed some concerns were raised regarding the increase in deliberate fires and the impact on the Fire Service as a result.

In response to issues raised regarding the unavailability of data in relation to re-offending rates of prolific and priority offenders and re-offending rates of high crime causers, the representative from Tees Valley Rehabilitation

Company agreed to provide this information to feed into future performance reports.

Decision

That Quarter 2 performance and comments of Members be noted.

30. Safer Hartlepool Partnership Domestic Violence Action Plan Update *(Director of Regeneration and Neighbourhoods)*

Purpose of Report

To update the Partnership on the Domestic Violence and Abuse Strategic Group Action Plan 2014/15.

Issue(s) for consideration

The Director of Regeneration and Neighbourhoods presented the report which provided background information in relation to the strategy. Attached as an appendix to the report was the Domestic Violence Action Plan which provided an overview of progress made during 2014/15 and described some of the partnership activity that had been undertaken to address domestic violence and abuse in Hartlepool.

Partnership Members were referred to prevention and early intervention work, as detailed in the report, which included work being undertaken to promote healthy relationships and improving information sharing. In recognition of the fact that employers had a key role to play in ensuring victims of domestic violence and abuse received appropriate support and to assist with prevention, the Council's Human Resources Department had drafted a domestic violence and abuse policy and, once the policy was in place, further work would be undertaken to disseminate the policy across the Borough.

It was noted that specialist domestic violence services had been corporately commissioned by the Council since 2012. The service was currently being reviewed using a range of quantitative and qualitative information. However, in the interim the CAADA report, attached at Appendix B, provided data from clients engaging with and/or exiting Harbour services for the period 1 October 2013 to 31 March 2014.

Details of steps to improve partnership working as well as justice outcomes and risk reduction was provided.

The Director of Regeneration and Neighbourhoods advised the Partnership

that a special meeting of the Partnership would need to be convened in January to consider a domestic homicide review to which the attendance of statutory partners was required. The Partnership's availability in relation to proposed dates was sought. It was agreed that the preferred date and time of 12 January at 3.00 pm be explored by Democratic Services.

With regard to the CAADA report in relation to client safety and wellbeing outcomes, attached as an appendix to the report, a Member commented on the difficulties in evaluating data on the effectiveness of domestic violence support. The need to include baseline data in future reports to assist with examining trends was suggested. The Head of Community Safety and Engagement advised that a presentation had been provided at the Domestic Violence Strategic Group which focussed on best practice and one of the main issues identified was the way in which information was recorded.

Decision

- (i) That the contents of the report and progress made in delivering the Domestic Violence Strategy Action Plan be noted.
- (ii) That the feasibility of a Special Meeting of the Partnership of 12 January 2015 at 3.00 pm be explored by Democratic Services.

The meeting concluded at 2.10 p.m.

CHAIR

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Director of Regeneration and Neighbourhoods

Subject: COMMUNITY SAFETY PLAN 2014-17 (YEAR 2)

1. TYPE OF DECISION

1.1 Budget and Policy Framework

2 PURPOSE OF REPORT

2.1 To consider the Community Safety Plan 2014-17 (Year 2).

2.2 To consider referral to Council for adoption of the Community Safety Plan (Year 2).

3. BACKGROUND

3.1 The Crime and Disorder Act 1998 established a statutory duty for the Local Authorities, Police, Fire Brigades, Clinical Commissioning Groups, and Probation to work together to address local crime and disorder, substance misuse and re-offending issues. Collectively these five bodies are known as Responsible Authorities and make up the Safer Hartlepool Partnership.

3.2 In accordance with the Crime and Disorder Act 1998 and the Crime and Disorder Regulations 2007, the Safer Hartlepool Partnership is required to produce a three year Community Safety Plan setting out how it intends to tackle crime and disorder, substance misuse and re-offending in Hartlepool.

3.3 The current Community Safety Plan published in 2014 outlines the Safer Hartlepool Partnership's strategic objectives for a three year period, with a requirement to refresh the plan on an annual basis following completion of the annual strategic assessment.

3.4 The Community Safety Plan (Year 2) which is attached at **Appendix A** was agreed by the Safer Hartlepool Partnership at their meeting on 9th February.

- 3.5 In accordance with the budget and policy framework the Finance and Policy Committee are asked to consider the content of the Community Safety Plan and refer to full Council for adoption.

4. 2015-16 COMMUNITY SAFETY PLAN /PROPOSED ANNUAL PRIORITIES

- 4.1 The Community Safety Plan Year 2 provides an overview of progress made by the Safer Hartlepool Partnership during 2014-15 with an update on end of year performance. It describes some of the Partnership activity undertaken to reduce crime and improve safety during the last 12 months, and incorporates the proposed 2015-16 annual priorities as recommended in the annual Partnership strategic assessment as follows:

Strategic Objectives 2014 - 2017	Proposed Annual Priorities 2015 - 16
Reduce crime and repeat victimisation	<p>Acquisitive Crime - reduce acquisitive crime through raising awareness and encouraging preventative activity with a particular focus on domestic burglar</p> <p>Domestic Violence and Abuse – safeguard individuals and their families from violence and abuse and implement programmes to tackle those identified as ‘high risk’</p>
Reduce the harm caused by drug and alcohol misuse	Substance Misuse - reduce the harm caused to individuals, their family and the community, by illegal drug and alcohol misuse and alcohol related violence.
Create confident, cohesive and safe communities	<p>Anti-social behaviour - reduce anti-social behaviour through a combination of diversionary, educational, and enforcement action and increase restorative interventions.</p> <p>Vulnerable Victims - work together to identify and support vulnerable victims and communities experiencing crime and anti-social behavior.</p>
Reduce offending and re-offending	Re-offending - reduce re-offending through a combination of prevention, diversion and enforcement activity

5. PERFORMANCE MONITORING

- 5.1 Progress made against the Community Safety Plan will be managed and monitored by the Safer Hartlepool Partnership, through quarterly

performance reports and a review of Partnership Task Group/Sub Group Action Plans. The Community Safety Plan incorporates performance indicators for 2015-16, along with a proposed delivery structure to progress the priorities 2015-16 priorities.

6. RECOMMENDATIONS

- 6.1 That the Finance and Policy Committee considers the content of the Community Safety Plan 2014-17 (Year 2).
- 6.2 That in accordance with the budget and policy framework, the Finance and Policy Committee considers making a referral to full Council for adoption of the Community Safety Plan 2015-16.

7. CONTACT OFFICER

Denise Ogden
Director of Regeneration and Neighbourhoods
Hartlepool Borough Council
Regeneration and Neighbourhoods
Civic Centre
Level 3
Email: Denise.Ogden@Hartlepool.gov.uk
Tel: 01429 523300

Clare Clark
Head of Community Safety and Engagement
Hartlepool Borough Council
Regeneration and Neighbourhoods
Level 4 Civic Centre
Email: Clare.Clark@hartlepool.gov.uk
Tel: 01429 523100



Safer Hartlepool Partnership Plan 2014 – 2017

Year 2



Contents

Foreword.....	Page 3
The Safer Hartlepool Partnership.....	Page 4
Hartlepool in Context	Page 5
Partnership Activity 2011/14.....	Page 6
Strategic Assessment 2013/14.....	Page 9
Key findings from the Strategic Assessment.....	Page 10
Public Consultation.....	Page 11
Partnership Priorities 2015/2016.....	Page 12
Key activities over the next 12 months.....	Page 13
Measuring Performance.....	Page 14
Safer Hartlepool Partnership Performance 2013/14 (Appendix 1).....	Page 16
Delivering the 2014/15 Priorities (Appendix 2).....	Page 17

Foreword

I am pleased to introduce the Safer Hartlepool Partnership Annual Plan which is based on the findings of the Partnership's Annual Strategic Assessment and consultation with the public at the annual "Face the Public" event. The Plan outlines the Partnership's strategic objectives and priorities for 2015-16 and will be refreshed next year to incorporate new objectives and priorities as they emerge.

Since becoming Chair of the Safer Hartlepool Partnership in May 2013, I have been impressed by the strength of partnership working and the dedication and continued support of those organisations that are responsible for the Partnership including; the Council, Police, Fire Authority, Clinical Commissioning Group, Probation and the Cleveland Police and Crime Commissioner.

By working together, over the last year recorded crime has reduced by 4.4%; and this includes a reduction in domestic related crimes.

During 2014-15 the Safer Hartlepool Partnership has also successfully supported and delivered numerous partnership initiatives and some of these successes are outlined in this plan.

However anti social behaviour has increased during this reporting period, and over the coming year there are a number of factors that will present the Safer Hartlepool Partnership with challenges including; an enduring poor economic climate; Welfare Reform; changes to the way offenders are managed following the introduction of a new National Probation Service, and local Community Rehabilitation Company; the emergence of new types of organised crimes, and the widespread restructuring and change across local public sector agencies.

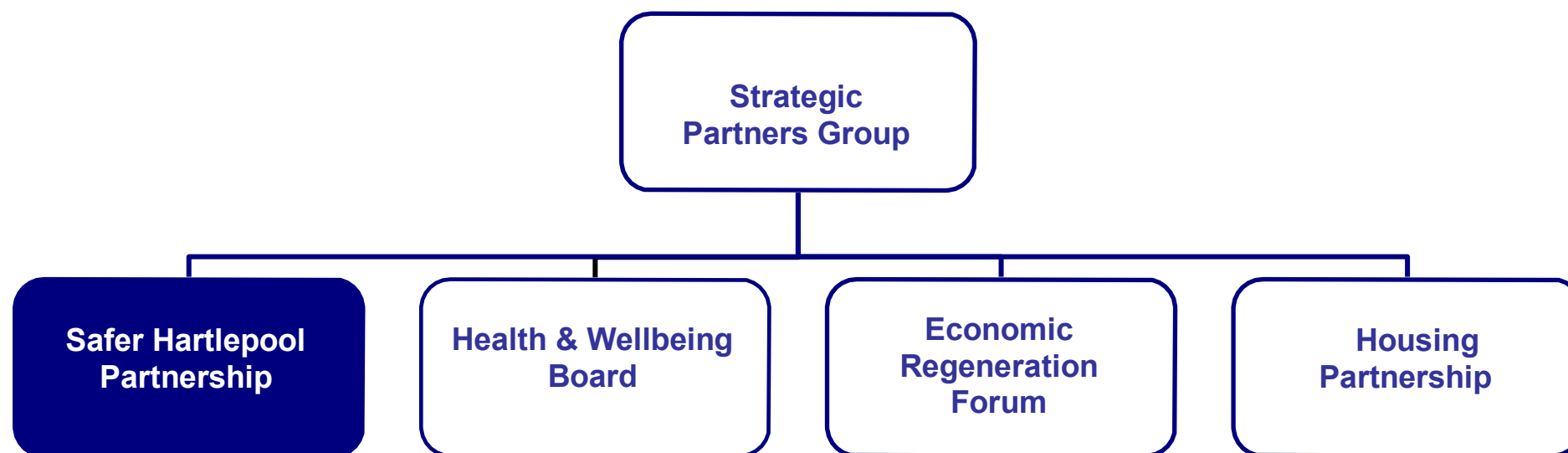
Despite these challenges I am confident that this Partnership Plan will help us to make Hartlepool a safer place to live, work, and socialise



Councillor Christopher Akers-Belcher
Chair of the Safer Hartlepool Partnership

The Safer Hartlepool Partnership

The Safer Hartlepool Partnership is Hartlepool's statutory Community Safety Partnership and is one of the four¹ themed partnerships of the Hartlepool Strategic Partners Board. The aim of the Safer Hartlepool Partnership is to make Hartlepool a safer place to live, work and socialise by addressing crime and anti-social behaviour, substance misuse and to reduce re-offending.



The Partnership is responsible for delivering the following: *Community Safety Plan; annual Youth Justice Plan; Substance Misuse Plan (Drugs and Alcohol); CCTV Strategy; Domestic Violence Strategy; Social Behaviour Plan; Prevent Action Plan; Cohesion Strategy; Troubled Families Programme*. The Partnership is also responsible for the delivery of the community safety outcomes within the *Sustainable Communities Strategy* and the *Hartlepool Plan*. These local strategies and plans will have regard to the Cleveland Police and Crime Plan and appropriate national strategies and plans, to ensure that national policy is followed.

¹ The themed Partnerships are: The Safer Hartlepool Partnership, The Health and Well Being Board, the Housing Partnership and the Economic Regeneration Forum

Local Context

Hartlepool is the smallest unitary authority in the North East region and the third smallest in the country comprising of some of the most disadvantaged areas in England. Issues around community safety can be understood by a number of contextual factors:

Population

- Hartlepool has a stable population rate, maintained by low levels of migration.
- Hartlepool has become more diverse in recent years, although a very small proportion of the population are from the Black Minority Ethnic (BME) community.
- 46% of the population in Hartlepool live in five of the most deprived wards in the country, where crime and anti-social behaviour rates are high.

Health & Wellbeing

- The health of people in Hartlepool is generally worse than the England average.
- There is a higher prevalence of long term health problems, including mental health.
- The number of alcohol related hospital admissions and hospital stays for self-harm in Hartlepool are significantly worse than the England average.
- The number of Class A drug users in Hartlepool is more than double the national average.

Deprivation

- Hartlepool has pockets of high deprivation where communities experience multiple issues: higher unemployment, lower incomes, child poverty, ill health, low qualification, poorer housing conditions and higher crime rates.
- Residents living in more deprived and in densely populated areas have high perceptions of crime and anti-social behaviour and feel less safe.

Housing

- The percentage of long term empty properties in Hartlepool is higher than the regional average.

Geography

- Community safety problems are not evenly spread and tend to be concentrated in geographic hotspots, particularly in the most deprived wards in Hartlepool.

Unemployment

- Unemployment rates in Hartlepool are above the regional average and more than double the national average.
- 4.8% of young people aged 18-24 years are unemployed (Sep 14)
- Hartlepool has high rates of people incapable of work due to disability and ill health.

Partnership Activity 2014– 2015

Over the last year, the Partnership has delivered a number of projects and initiatives against the strategic priorities in the Partnership Plan 2014 - 2015, and developed new services which have been designed to reduce crime, disorder, anti-social behaviour, substance misuse and re-offending. Examples are listed below:

Strategic Objective: Reduce Crime & Repeat Victimisation

- **Crime Prevention & Target Hardening** - We have continued to offer crime prevention advice and promote safety measures throughout the year, with seasonal campaigns addressing specific crime types and issues.
- **Dedicated Victims Service** - we have enhanced our services for victims through the provision of a Victim Support Officer who has been trained to provide crime prevention advice, enabling them to provide a holistic response to victims needs. Over the last year we have targeted hardened more than 372 properties in Hartlepool, providing reassurance to victims and reducing their risk of repeat victimisation. Over 82% of victims who have received this service also report increased feelings of safety.
- **Domestic Violence and abuse** – We have commissioned a specialist domestic violence and abuse service; provided training to health providers to raise awareness of the signs of domestic abuse and increase referrals into specialist services, and improved victim engagement with support services through a joint repeat victim scheme.
- **Joint Action Groups (JAG's)** – Using an intelligence led approach the JAG continues to tackle community safety issues at a neighbourhood level. The multi-agency JAG has a localised action plan focusing on areas of greatest vulnerability and need, keeping abreast of any emerging issues or trends. The JAG has supported the delivery of youth diversionary activities, the Respect Your Neighbourhood Campaign, and neighbourhood CCTV provision.



Strategic Objective: Reduce the harm caused by drug & alcohol misuse

- **Drug and Alcohol Treatment and Support** – The Partnership has commissioned a range of community based specialist services to support those who misuse substances. Operating across four sites in Hartlepool, these services have helped more than 900 people on their journey to recovery.
- **Awareness Campaigns** – The Partnership is driving forward campaigns to promote responsible drinking and highlight the dangers of drug misuse - campaigns include Dry January and Substance Misuse Week,
- **Education and awareness**- The Partnership has provided education and awareness in relation to the dangers of alcohol to young people through the work of the Community Alcohol Partnership and healthy life style work in schools.
- **Enforcement** - The Partnership has continued to monitor sales of underage drinking, undertaking test purchasing where required, and delivered mandatory training to licensees around irresponsible drink promotions.



Strategic Objective: Create confident, cohesive and safe communities:

- We have launched a '**Respect Your Neighbourhood Campaign**' to tackle environmental crime.
- Developed a new **Community Trigger** to give victims of anti-social behaviour and hate crime the right to have their case reviewed.
- **Selective Licensing of landlords** - undertaken extensive consultation on a proposal to extend selective licensing of landlords to more areas of the town.
- **Supported a number of Voluntary Sector Groups** such as the Asylum Seeker Group, and Crime Prevention Panel to promote crime prevention messages and cultural diversity, and raise awareness of services available for victims of hate crime and domestic abuse.
- **Restore Project** – continued to develop restorative justice to provide an alternative way of dealing with the harm caused to victims of minor crime and anti-social behaviour to improve victim satisfaction and reduce offending behaviour
- **Anti-social Behaviour Awareness Day (ASBAD)** – More than 1,500 secondary school pupils have taken part in the annual ASBAD event with interactive sessions on topics such as alcohol awareness, making hoax calls, and bullying.
- **Hate Crime** - commenced an investigation into the impact of hate crime through the Councils Overview and Scrutiny Committee which will report in February 2015; developed the

Hate Crime Champions Scheme; and delivered training to Third Party Reporting Centres.

Strategic Objective: Reduce offending and re-offending

Reducing offending and re-offending has been one of the main focuses of the Partnership during 2014/15. In response to high rates of reoffending in Hartlepool the Partnership has introduced a new strategy which aims to break the cycle of re-offending behaviour and improve public safety. The strategy will strengthen the ability of the Partnership to work together to provide local solutions to reoffending set against the broader context of the national Transforming Rehabilitation Strategy. Current activities aimed at reducing offending and reoffending include:

- **Triage Programme** - This scheme diverts young offenders into positive activities and support, instead of charging them and taking them to court. The initiative continues to reduce the numbers of young Hartlepool people entering the criminal justice system in Hartlepool and the success of the scheme is now being replicated across the Cleveland area.
- **Integrated Offender Management (IOM)** – This multi-agency approach to reducing re-offending has benefited from further development work this year with plans for a multi-agency hub comprising of a Police Sergeant, HMP Prison Officers, a Community Rehabilitation Company Officer, Restorative Justice Co-ordinator, and Performance Officer co-located at Holme House Prison due to start in March 2015. The hub will improve 'through the gate services' ensuring a smooth transition for offenders into the community to reduce the risk of further offending behaviour.
- **Troubled Families Programme – Think Family / Think Community** – This government funded initiative is now in its third year. The programme aims to reduce youth offending, reduce anti-social behaviour, increase education attendance and get people into work. Due to the local success of the programme the government has committed funding to enable work to be undertaken with a further 143 families over the forthcoming year.

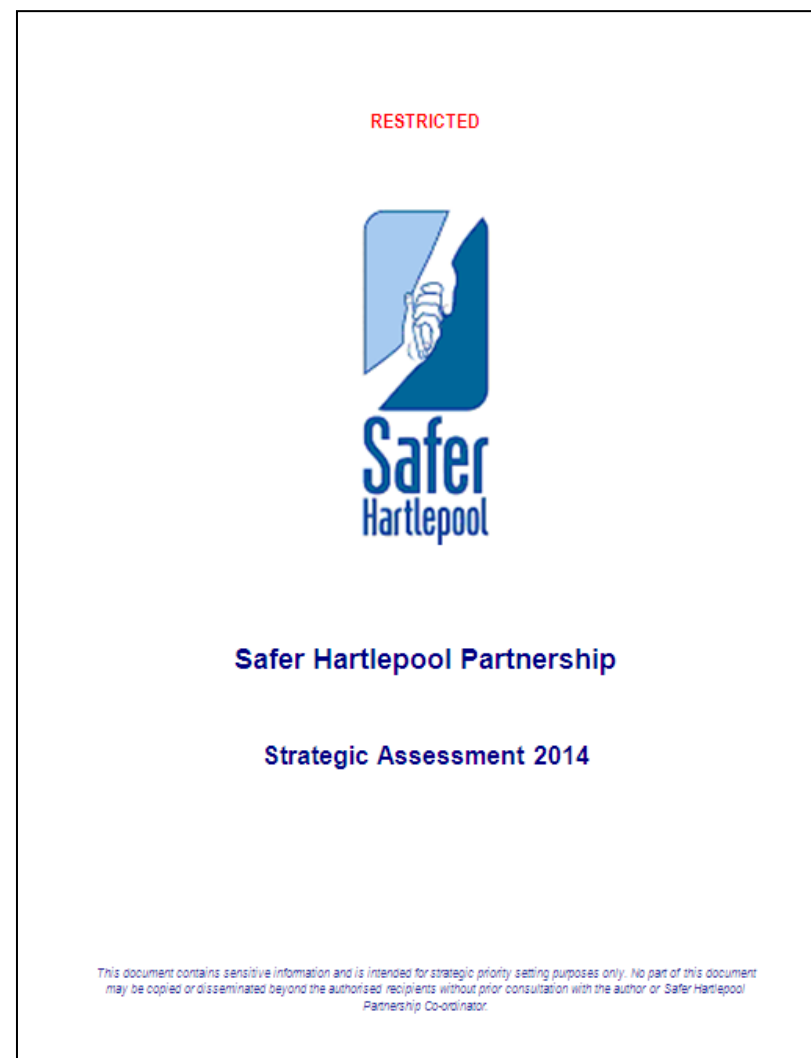


Strategic Assessment 2013/14

The eighth Safer Hartlepool Strategic Assessment was completed in December 2014 and contains information to aid the Partnership's understanding of the priority community safety issues in Hartlepool. The Assessment forms part of an intelligence-led approach to community safety, which enables a more focused, resource-effective and partnership-orientated delivery of options to help:

- Better understand the patterns and trends relating to crime, disorder and substance misuse issues affecting the Borough;
- Set clear and robust strategic priorities for the Partnership;
- Develop interventions and activities that are driven by reliable intelligence-led evidence.

The Strategic Assessment covers the twelve month period October 2013 to September 2014 and contains analysis of data obtained from both statutory and non-statutory partner agencies including: the Hartlepool Borough Council, Cleveland Police, Cleveland Fire Brigade, North Tees & Hartlepool NHS Foundation Trust, Housing Hartlepool, and Harbour Support Services. Additional information has also been obtained from community consultations and meetings.



Key findings from the Strategic Assessment period include:

Strategic Objective: Reduce Crime & Repeat Victimisation

- Crime in Hartlepool has reduced for the eighth consecutive year.
- Successful reductions have been achieved in most major crime categories including acquisitive crime and violence offences, however most recently domestic burglary has increased.
- Repeat victimisation is evident in most crime categories; however it is even higher in violence offences, particularly domestic related violence.
- In the current economic climate there is potential that the numbers of repeat and vulnerable victims will increase.

Strategic Objective: Create confident, cohesive and safe communities

- Anti social behaviour is following an increasing trend with current levels being twice the national average.
- Some communities and neighbourhoods suffer from disproportionate levels of anti-social behaviour.
- Perceptions of anti social behaviour in Hartlepool are above the national average.

Strategic Objective: Reduce the harm caused by drug & alcohol misuse

- Alcohol plays a significant factor in the occurrence of violent crime, including domestic violence and abuse.
- Alcohol specific hospital admissions for adults and under 18's in Hartlepool are significantly higher than the national average.
- The number of people dependant on drugs in Hartlepool is twice the national average.
- There is a clear link between Class A drug misuse and the occurrence of acquisitive crime.
- The number of individuals accessing drug treatment has increased since the previous assessment period.

Strategic Objective: Reduce offending and re-offending

- Hartlepool has one of the highest proven re-offending rates in the country.
- Re-offenders have greater needs in respect of housing, education, training, employment and substance misuse.
- The number of young people entering the criminal justice system for the first time has reduced by 21 % in comparison to the previous assessment period.

Public Consultation

To ensure that the Partnership is focusing on the issues that residents consider to be a priority, findings from local community consultations have been taken into consideration when setting the strategic objectives and priorities.

Face the Public – At the Safer Hartlepool Partnership ‘Face the Public’ event held in October 2014 we asked:

“What can the Safer Hartlepool Partnership do to make Hartlepool safer?”

Public responses included:

- Maintain strong multi-agency partnership working
- Improve Neighbourhood Policing
- Tackle anti-social behaviour & provide youth diversionary activities
- Reduce re-offending and divert first time entrants from the criminal justice system
- Provide support for victims of crime
- Tackle drug and alcohol misuse
- Improve communication and promote services
- Empower communities and promote reassurance

Sustainable Community Strategy Consultation

The Sustainable Community Strategy identifies ‘Safer, Stronger Neighbourhoods’ as one of its key priorities. During consultation in 2013 on the strategy participants were asked:

“Which one of the Safer Stronger Neighbourhoods improvements is most important to you?”

From the four choices available, the majority of respondents identified creating confident, strong and safe communities as the area most in need of improvement, as below:

- Create confident, strong and safe communities (37%)
- Reduce crime and victimisation (24%)
- Reduce the harm caused by drug and alcohol misuse (23%)
- Reduce offending and re-offending (17%)

Hartlepool Household Survey

The Hartlepool Household Survey was undertaken during May – August 2013. Questionnaires were delivered to 18, 960 households with a 30.6% response rate and over 6,000 completed surveys being returned.

Results from the Household Survey indicate that there has been a general town-wide improvement in perceptions of crime and anti-social behaviour when compared to results from 2008. But when residents were presented with a list of anti-social behaviour issues, and asked to tell us which they felt were a very or fairly big problem in their local area the following three issues were identified:

Rubbish or litter lying around

Speed and volume of road traffic

People using or dealing drugs

Partnership Strategic Objectives 2014-2017

Based on the findings in the annual Strategic Assessment and consultation with the local community, the Partnership will retain the following four strategic objectives during the lifetime of the three year plan:

Strategic Objectives 2014 - 2017	
Reduce crime and repeat victimisation	Reduce the harm caused by drug and alcohol misuse
Create confident, cohesive and safe communities	Reduce offending and re-offending

Partnership Priorities 2015-2016

To reflect community priorities evidenced in the community consultation process, during 2015/16 our key focus will be to: **“Create confident, cohesive and safe communities”** by concentrating on the following areas of concern:

Create Annual Priorities 2015 - 2016	
Re-offending - reduce re-offending through a combination of prevention, diversion and enforcement activity	Acquisitive Crime – reduce acquisitive crime through raising awareness and encouraging preventative activity with a particular focus on domestic burglary
Domestic Violence and Abuse – safeguard individuals and their families from violence and abuse and implement programmes to tackle those identified as ‘high risk’.	Anti-social behaviour –. reduce anti-social behaviour through a combination of diversionary, educational, and enforcement action and increase restorative interventions

Substance misuse – reduce the harm caused to individuals, their family and the community, by drug and alcohol misuse and alcohol related violence.

Vulnerable Victims - work together to identify and support vulnerable victims and communities experiencing crime and anti-social behavior.

Key activities over the next 12 months include:

Partnership Working : - we will continue to develop multi-agency partnership working in neighbourhoods, particularly those neighbourhoods exhibiting high levels of crime and anti-social behaviour. Work will also be undertaken to reassure and empower the local community by strengthening engagement mechanisms; promoting the community champion role; and increasing access to, and the visibility of the Community Payback initiative.

Support for Victims: - we will continue to develop support for vulnerable victims of crime and anti-social behaviour including the most serious, vulnerable and targeted. We will also continue to improve reporting and develop responses to hate crime and incidents, raising awareness of 'mate crime' and educating partners and the local community of the signs to look out for that might indicate an individual is vulnerable and exploited, including those that have been trafficked and exploited.

Communication: – we will address the need identified by the local community to improve communication about partnership activity and the promotion of local crime prevention initiatives and victim support services, including the promotion of community safety messages in schools, increasing knowledge of the work of local policing teams, and public confidence in the Police 101 contact number. We will also investigate the further development of electronic information sharing with communities, and the use of a range of other media outlets such as Heartbeat to communicate public safety messages.

Anti- social behaviour - we will develop initiatives to tackle Anti-social behaviour including educational, diversionary, and enforcement activities making full use of the new anti-social behaviour tools and powers and the development of restorative justice interventions in conjunction with the PCC . We will continue to work in partnership with landlords and support tenants in the private rented sector to maintain their tenancies and we will tackle alcohol fuelled related anti-social behaviour, encouraging public reporting of such incidents.

Substance misuse: we will work to protect public safety through robust enforcement activity in relation to drug dealing and alcohol related violence, and we will educate the local community in relation to the health risks associated with drugs and alcohol, improving education in schools. We will also commission drug and alcohol treatment services to improve access to early and preventative interventions, with treatment being recovery orientated to achieve successful completions and supporting people to achieve sustained recovery.

Offending / Re-offending : we will implement the reducing re-offending strategy, improve 'through the gate services' by locating a single integrated offender management hub at Holme House prison, and through the Think Family/Think Community Programme we will continue to invest in families ensuring those with an offending background are given the necessary support skills, and employment opportunities. We will continue to deliver the very successful Youth Triage Scheme to reduce the number of first time entrants into the criminal justice system, and will ensure that there is an additional focus on the transition from youth to adult offending services.

Measuring Performance

Partnership performance monitoring will be undertaken on a quarterly basis to assess progress against key priorities drawn from the strategic assessment and identify any emerging issues. Performance management reports will be provided to the Safer Hartlepool Partnership.

The following performance indicators will be monitored over the next 12 months:

Strategic Objective	Performance Indicator
Reduce crime & repeat victimisation	Total recorded crime rate per 1,000 population
	Domestic burglary rate per 1,000 household
	Vehicle crime rate per 1,000 population
	Robbery rate per 1,000 population
	Shoplifting rate per 1,000 population
	Violent crime (including sexual violence) rate per 1,000 population*
	% of violent crime (including sexual violence) that is domestic related
	% of repeat cases of domestic violence (MARAC)
	Violent crime (including sexual violence) hospital admissions for violence per 100,000 population*
Reduce the harm caused by drug and alcohol misuse	Drug offences per 1,000 population
	% of people who think drug use or dealing is a problem
	% of opiate drug users that have successfully completed drug treatment*
	% of non-opiate drug users that have successfully completed drug treatment*
	% of alcohol users that have successfully completed alcohol treatment
	Alcohol related hospital admissions rate per 100,000 population*
	Number of young people known to substance misuse services

*Indicators link to the Public Health Outcome Framework

Strategic Objective	Performance Indicator
Create confident, cohesive & safe communities	Anti-social behaviour incidents per 1,000 population
	Public order offences per 1,000 population
	Criminal damage rate per 1,000 population
	Deliberate fires rate per 1,000 population
	Number of reported hate crimes & incidents
	% of the population affected by noise - number of complaints about noise
	% of people who feel safe during the day
	% of people who feel safe after dark
	% of people who think rubbish or litter lying around is a problem
	% of people who think groups hanging around the streets is a problem
	% of people who think people being drunk or rowdy in a public place is a problem
	% of people who think vandalism, graffiti and other deliberate damage to property is a problem
	% of people who think noisy neighbours or loud parties is a problem
	% of people who think abandoned or burnt out cars are a problem
	% of people who think that they belong to their local area
	% of people who feel that they can influence decisions that affect their local area
	% of people who believe that people from different back grounds get on well together
	% of people who think that people in the area pull together to improve the local area
Reduce offending & re-offending	Rate of first-time entrants to the Youth Justice System per 100,000 population*
	Re-offending levels - percentage of offenders who re-offend*
	Re-offending levels - average number of re-offences per offender*
	Re-offending rate of Prolific & Priority Offenders
	Re-offending rate of High Crime Causers
	% of Troubled Families who have reduced their offending behaviour

*Indicators link to the Public Health Outcome Framework

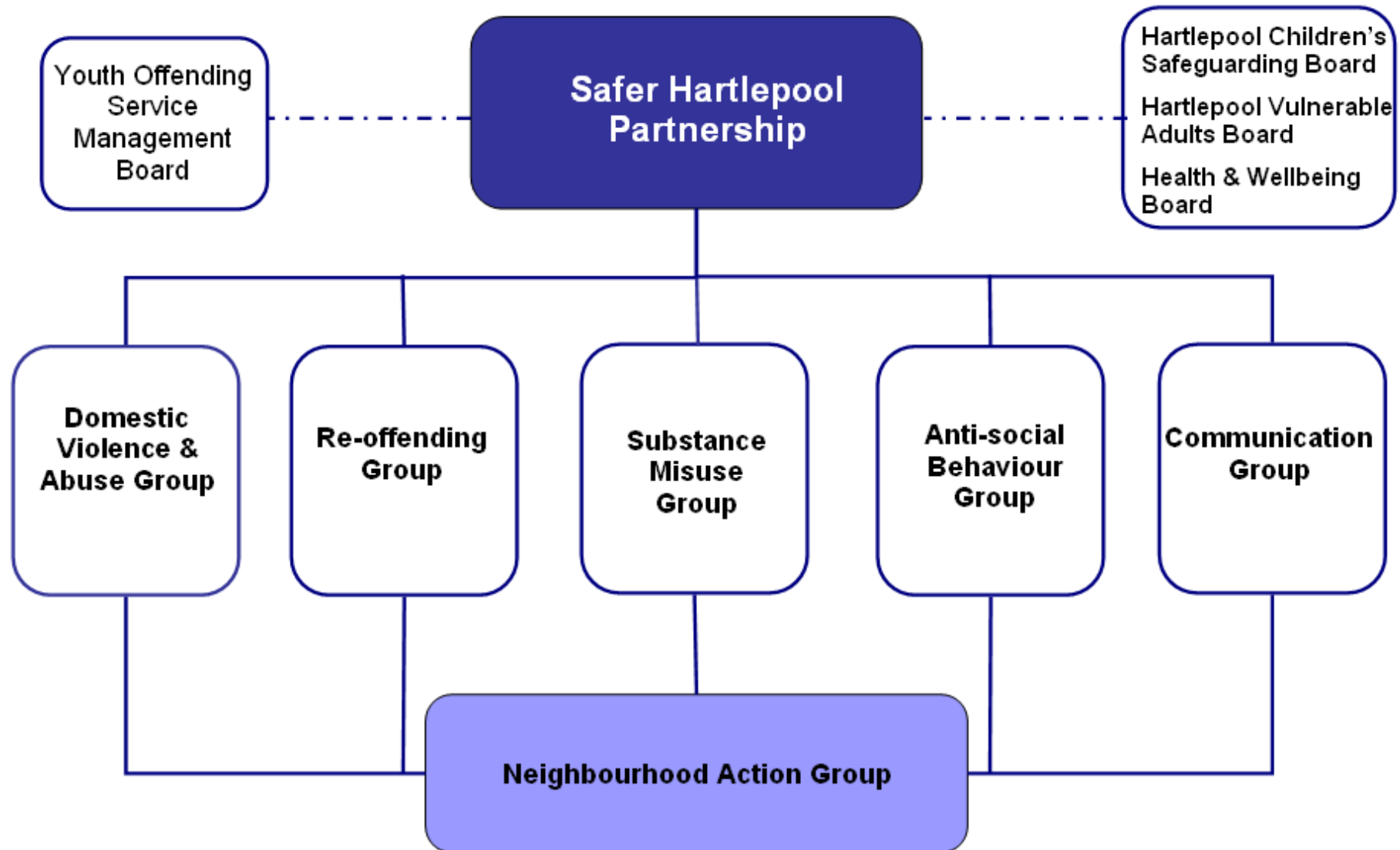
Safer Hartlepool Partnership Performance 2014/15

To be published in April 2015

Delivering the 2015/16 Priorities – Delivery Structure

Appendix 2

The responsibility for delivery of each of the priorities has been allocated to a dedicated theme group of the Safer Hartlepool Executive Group.





FINANCE AND POLICY COMMITTEE

23rd February 2015



Report of: Chief Executives Management Team

Subject: COUNCIL PLAN 2015/16 – CHIEF EXECUTIVES DEPARTMENT, PUBLIC HEALTH DEPARTMENT AND REGENERATION AND NEIGHBOURHOODS DEPARTMENT PROPOSALS

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non-Key Decision

2. PURPOSE OF REPORT

- 2.1 To provide the opportunity for the Finance and Policy Committee to consider the proposals for inclusion in the 2015/16 Council Plan that fall under the remit of the Committee for the Chief Executives Department, Public Health Department and Regeneration and Neighbourhoods Department.

3. BACKGROUND

- 3.1 A review of the Outcome Framework was undertaken as part of the 2014/15 service planning process. Some minor changes have been made to the Framework for 2015/16 which were reported and agreed by Finance and Policy Committee on 13th October 2014.
- 3.2 As in previous years detailed proposals are being considered by each of the Policy Committees throughout February in respect of their areas of responsibility. A further report will be prepared for Finance and Policy Committee on the 23rd March detailing the comments/observations of each of the Committees along with a full draft of the 2015/16 Council Plan.
- 3.3 The Council Plan will then be presented to Council for agreement on the 26th March. It is proposed that any additional updates or changes agreed by the Finance and Policy Committee on the 23rd of March will be noted when the report is presented to Full Council.

4. PROPOSALS

- 4.1 Each Director will explain the key challenges that the Council faces over the next few years and setting out the proposals from each of the three Departments for how these will be addressed.
- 4.2 The main focus from each Director will be on the outcomes that have been included in the Outcome Framework and how these will be delivered in 2015/16.
- 4.3 The Outcomes that fall under the remit of the Finance and Policy Committee and are within the Chief Executives Department can be found in **Appendix A** and are outline below: -
- Outcome: Hartlepool has increased economic inclusion of adults and is tackling financial exclusion
 - Outcome: Health Improvement – people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities
 - Outcome: Communities have improved confidence and feel more cohesive and safe
 - Outcome: Local people have a greater voice and influence over local decision making and the delivery of services
 - Outcome: Improve the efficiency and effectiveness of the organisation
 - Outcome: Deliver effective customer focused services, meeting the needs of diverse group and maintaining customer satisfaction
 - Outcome: Maintain effective governance arrangements for core business and key partnerships
 - Outcome: Maintain the profile and reputation of the Council
 - Outcome: Deliver effective member workforce arrangements maximising the efficiency of the Council's democratic function
 - Outcome: Ensure the effective implementation of significant government policy changes.
- 4.4 The Outcomes that fall under the remit of the Finance and Policy Committee and are within the Public Health Department can be found in **Appendix B** and are outline below: -
- Outcome: Health Improvement – people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities
 - Outcome: The health of the population is protected from preventable harm
 - Outcome: Healthcare public health and preventing premature mortality – reduce the number of people living with preventable ill health and people dying prematurely, whilst reducing the gap between communities

4.5 The Outcomes that fall under the remit of the Finance and Policy Committee and are within the Regeneration and Neighbourhood Department can be found in **Appendix C** and are outlined below: -

- Outcome: Every child has the best start in life
- Outcome: Hartlepool has reduced crime and repeat victimisation
- Outcome: There is reduced harm caused by drugs and alcohol misuse
- Outcome: Communities have improved confidence and feel more cohesive and safe
- Outcome: Offending and re-offending has reduced
- Outcome: Local people have a greater voice and influence over local decision making and the delivery of services
- Outcome: Improve the efficiency and effectiveness of the organisation

4.6 Performance Indicators (PIs) that will be monitored throughout the year in order to measure progress are also included in the appendix alongside a number of key risks.

5. NEXT STEPS

5.1 The remainder of the Council Plan proposals will have already been discussed at the relevant Committees between 9th February and 16th February 2015. Comments and observations from those Committees will be added to those received at today's meeting and included in the overall presentation of the final draft of the Council Plan to Finance and Policy Committee on 23rd March 2015, before being taken for formal agreement by Council at its meeting on 26th March 2015.

5.2 Progress towards achieving the actions and targets included in the Council Plan will be monitored throughout 2015/16 by officers across the Council and progress reported quarterly to Elected Members through reports to Finance & Policy Committee.

6. RECOMMENDATIONS

6.1 It is recommended that the Finance and Policy Services Committee: -

- considers the proposed outcome templates (Appendix A, B and C) for inclusion in the 2015/16 Council Plan;
- formulates any comments and observations to be included in the overall presentation to the meeting of the Finance and Policy Committee on 23rd March 2014.

7. REASONS FOR RECOMMENDATIONS

Finance and Policy Committee have responsibility for Performance Management of issues included in this report within the Council Plan.

8. BACKGROUND PAPERS

No background papers for this report

9. CONTACT OFFICER

Dave Stubbs, Chief Executive
Chief Executives Department
Hartlepool Borough Council
(01429) 523001
dave.stubbs@hartlepool.gov.uk

Andrew Atkin, Assistant Chief Executive
Chief Executives Department – Corporate Strategy
Hartlepool Borough Council
(01429) 523003
Andrew.atkin@hartlepool.gov.uk

Louise Wallace, Director of Public Health
Public Health Department
Hartlepool Borough Council
(01429) 284030
louise.wallace@hartlepool.gov.uk

Denise Ogden, Director of Regeneration and Neighbourhoods
Regeneration and Neighbourhoods Department
Hartlepool Borough Council
(01429) 523300
denise.ogden@hartlepool.gov.uk

4.2 Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Hartlepool has increased economic inclusion of adults and is tackling financial exclusion	Theme:	Jobs and the Economy

Lead Dept:	Chief Executives	Other Contributors:	
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SECTION 2 ACTIONS		
Action	Due Date	Assignee
Administer and allocate the Northgate Community Fund.	March 2016	Kirsty Swanson
Implement a programme of Council Tax reductions and Free School Meals take up initiatives	March 2016	Carol Purdy
Implement and review Communication and Customer Handling Strategies linked to 2015/16 LCTS scheme	September 2015	John Morton
Promote Credit Union saving schemes via staff payroll deduction	March 2016	John Morton

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
	Number of new credit union member accounts opened	John Morton	Target	Financial year	200	200	200

SECTION 4 RISKS		
Code	Risk	Assignee
	No risks identified	

4.2 Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Health Improvement - people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	Theme:	Health and Wellbeing

Lead Dept:	PHD	Other Contributors:	Chief Executive's
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SECTION 2 ACTIONS		
Action	Due Date	Assignee
Implement an effective Communications Strategy to help tackle childhood obesity	March 2016	Alastair Rae
Deliver and evaluate the Public Health Communications Strategy	March 2016	Alastair Rae

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
No Performance Indicators identified							

SECTION 4 RISKS		
Code	Risk	Assignee
	No risks identified	

4.2 Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Communities have improved confidence and feel more cohesive and safe	Theme:	Community Safety
Lead Dept:	RND	Other Contributors:	Chief Executive's

SECTION 2 ACTIONS		
Action	Due Date	Assignee
Deliver and evaluate the Safer Hartlepool Partnership Communications Strategy	March 2016	Alastair Rae

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
No Performance Indicators identified							

SECTION 4 RISKS		
Code	Risk	Assignee
	No risks identified	

4.2 Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Local people have a greater voice and influence over local decision making and the delivery of services	Theme:	Strengthening Communities

Lead Dept:	Regeneration & Neighbourhoods	Other Contributors:	Chief Executives
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SECTION 2 ACTIONS		
Action	Due Date	Assignee
Develop an agreed approach to consultation for the Council and provide training and support to officers.	October 2015	Catherine Grimwood

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
No Performance Indicators identified							

SECTION 4 RISKS		
Code	Risk	Assignee
	No risks identified	

4.2 Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Improve the efficiency and effectiveness of the organisation	Theme:	Organisational Development
Lead Dept:	Chief Executives	Other Contributors:	

SECTION 2 ACTIONS		
Action	Due Date	Assignee
Review and implement the Corporate ICT strategy to ensure it continues to support corporate objectives including opportunities to use ICT to generate savings across the Authority	March 2016	Joan Chapman
Deliver new ICT infrastructure and desktop environment	September 2015	Joan Chapman
Improve awareness of information security requirements and individual responsibilities through training and online communication	March 2016	Joan Chapman
Financially model Local Council Tax Support Scheme costs and underlying assumptions	September 2015	John Morton
Financially model Business Rates Appeal risks	September 2015	John Morton
Monitor / Evaluate financial and organisational impacts of Universal Credit roll out	December 2015	John Morton
Procure corporate Cash Collection contract	September 2015	Roy Horseman
Review and update Medium Term Financial Strategy (MTFS) including links to Council Tax Support Scheme	March 2016	Chris Little
Determine and implement a revised programme to deliver the savings required in light of the MTFS and budget settlement for 2016/17	March 2016	Andrew Atkin / Chris Little
Implement effective treasury management strategy including vehicle replacement programme	June 2015	Chris Little

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target	Future Targets	
						15/16	16/17

4.2

Appendix A

					(2014/15)		
ICT PI 4	Percentage of ICT incidents resolved within agreed service levels	John Bulman	Targeted	Financial Year	96%	96%	96%
ICT SI 3	Unavailability of ICT services to users	John Bulman	Targeted	Financial Year	4.25%	4.25%	4.25%
CEDFI P001	Percentage of invoices paid in 30 days	Kevin Shears	Targeted	Financial year	95%	95%	95%
CEDFI P030	Percentage of Local Supplier Invoices paid in 10 days	Kevin Shears	Targeted	Financial year	85%	85%	85%
CEDFI P002	Percentage of Council Tax collected in year	Roy Horseman	Targeted	Financial year	95%	95%	95%
CEDFI P041	Percentage of Council Tax collected after 5 years	Roy Horseman	Targeted	Financial year	99%	99%	99%
CEDFI P003	Percentage of Business Rates collected in year	Roy Horseman	Targeted	Financial year	98%	98%	98%
CEDFI P041	Percentage of Business Rates collected after 5 years	Roy Horseman	Targeted	Financial year	99%	99%	99%
CEDCS P042	Actual savings from efficiency and savings programme	Andrew Atkin / Chris Little	Targeted	Financial Year	£4.4m	\$5.6m	To be determined

SECTION 4 RISKS		
Code	Risk	Assignee
	National or external agenda(s) necessitate change to departmental objectives/priorities which impact on corporate ICT strategy	Joan Chapman
CED R097	Failure to comply with the controls in the PSN Code of Connection leading to the withdrawal of 'connected' status	Joan Chapman
CED R091	Failure to have corporately adequate arrangements in place to manage and deliver the budget strategy and savings programme	Andrew Atkin / Chris Little
CED R043	Treasury management decisions on borrowing and investment fail to optimize benefit for council.	Chris little
CED R072	The Council becomes a target for fraudulent activities	Noel Adamson
CED 073	Maintain skill and knowledge of appropriate employees across the Council in relation to PM, risk, consultation, complaints and data quality procedures the Efficiency and Savings programme	Catherine Grimwood
CED R089	Experiencing failure or lack of access to critical ICT systems	Andrew Atkin

4.2
Appendix A

CED R054	A major health and safety accident or incident may occur as a result of employees actions or inactions	Stuart Langston
CED R068	Failure to carry out statutory process	Peter Devlin

4.2 Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Deliver effective customer focused services, meeting the needs of diverse groups and maintaining customer satisfaction	Theme:	Organisational Development
Lead Dept:	Chief Executives	Other Contributors:	

SECTION 2 ACTIONS		
Action	Due Date	Assignee
Increase use of electronic means to access council services while supporting residents who are currently unable to engage in this manner	March 2016	Joan Chapman
Coordinate the corporate complaints process and responses to Local Government Ombudsman complaints.	March 2016	Catherine Grimwood
Ensure compliance with the Equality Duty.	March 2016	Catherine Grimwood
Deliver the roll in of additional services to the Customer Services Centre	March 2016	Julie Howard
Develop Engagement Strategy for Housing Benefit impacts of DWP Universal Credit roll out	December 2015	Liz Cook

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
CEDCS PO17	Number of website hits – unique visitors	Paul Diaz	Targeted	Financial Year	341,000	358,000	375,900
	Number of corporate complaints received	Kerry Trenchard	Monitor	Quarterly	N/A	N/A	N/A
	Number of complaints investigated by the Local Government Ombudsman	Kerry Trenchard	Monitor	Annual	N/A	N/A	N/A
CEDCS P066	Average wait in seconds for telephone calls to be answered	Julie Howard	Targeted	Financial Year	30 secs	30 secs	30 secs

4.2

Appendix A

CEDCS P067	Average wait in minutes for personal visitors without an appointment	Julie Howard	Targeted	Financial Year	15 mins	15 mins	15 mins
CEDCS P068	% of Customer Service e-mails handled the same day	Julie Howard	Targeted	Financial Year	90%	90%	90%
CEDCS P070	% of customers satisfied with the services provided by Customer Services	Julie Howard	Targeted	Financial Year	90%	90%	90%
CEDCS P090	% of satisfied customers for registration service	Elaine Cook	Monitored	Financial Year	90%	90%	90%
CEDFIP004	Average time to process new Housing Benefit / Council Tax Support claims	Colin Greig	Targeted	Financial Year	20 days	20 days	20 days
CEDFIP005	Average time to process Housing Benefit / Council Tax Support Changes in Circumstances	Colin Greig	Targeted	Financial Year	9 days	9 days	9 days

SECTION 4 RISKS		
Code	Risk	Assignee
CED R028	Failure to provide Statutory Registration duties (including IT system)	Julie Howard
CED R059	Failure to integrate equality into all aspects of the Councils work leading to non compliance with legislation and Council aims	Andrew Atkin

4.2 Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Maintain effective governance arrangements for core business and key partnerships	Theme:	Organisational Development

Lead Dept:	Chief Executives	Other Contributors:	
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SECTION 2 ACTIONS		
Action	Due Date	Assignee
Develop the Council Plan and monitor its implementation.	March 2016	Catherine Grimwood
Review and refresh the Data Quality Policy and ensure compliance across the Council	March 2016	Catherine Grimwood
Provide a full opinion on Governance arrangements to the Audit and Governance Committee	May 2016	Noel Adamson
Review position of accounting code of practice for adoption in 2016/17	December 2015	Sandra Shears
Produce Statement of Accounts	June 2016	Sandra Shears
Ensure lawfulness and fairness of decisions	March 2016	Peter Devlin
Promote and maintain high standards of conduct by Members, co-opted members and Officers	March 2016	Peter Devlin
Monitor and review the operation of the Council's Constitution	March 2016	Peter Devlin
Support the Council's Governance structure	March 2016	Amanda Whitaker

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
No Performance Indicators identified							

4.2 Appendix A

SECTION 4 RISKS		
Code	Risk	Assignee
CED R080	Statutory deadlines for the production of the Councils accounts may not be met	Chris Little
CED R007	Decision making meetings not taking place due to a loss of council facilities or serious problems preventing Councilors/staff attending	Amanda Whitaker
CED R060	Failure to deliver an effective and efficient legal service	Alyson Carman
CED R037	Failure to embed risk management framework leads to service / governance failure resulting in reputation / financial loss	Catherine Grimwood
CED R076	Partnership structures no longer fit for purpose resulting in relationship breakdown between Hartlepool Borough Council and key partners	Catherine Grimwood
CED R031	Performance management arrangement fails to operate as intended resulting in unanticipated service/governance failure within Council / Partnership	Catherine Grimwood
CED R062	Lack of data quality for performance information results in poor decision making and worsening performance	Catherine Grimwood
CED R096	Lack of data quality of consultation conducted results in poor decision making and worsening performance	Catherine Grimwood

SECTION 1 OUTCOME DETAILS			
Outcome:	Maintain the profile and reputation of the Council	Theme:	Organisational Development
Lead Dept:	Chief Executives	Other Contributors:	

SECTION 2 ACTIONS		
Action	Due Date	Assignee
Ensure that effective mechanisms are in place, both internally and externally, to explain the budget pressures facing the Council.	March 2016	Alastair Rae
Review existing social media policy including a review of the current Twitter and Facebook pages.	March	Alastair Rae

4.2

Appendix A

	2016	
Introduce a monitoring system to ensure that the Council is responding where necessary to comments posted on Twitter and Facebook.	March 2016	Alastair Rae
Promote Hartlepool Council and the town on a regional and national level by targeting key regional and national media outlets with Hartlepool related stories, achievements and developments.	March 2016	Alastair Rae

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
	The percentage of reader who read some or most of the content of Hartbeat	Alastair Rae	Monitor	Triennial		Not required	
	Increase the number of followers and likes on Twitter and Facebook	Alastair Rae	Monitor	Financial Year		Not required	

Section 4 Risks		
Code	Risk	Assignee
CED R005	The failure to maintain a positive reputation	Alastair Rae
CED R051	Failure to comply with legislation leading to unlawful acts, loss of morale, poor industrial relations and / or accidents to employees resulting in industrial, criminal or civil action against the Council	Wally Stagg
CED R063	The risk of a breach of conduct by elected members / co-opted members	Peter Devlin

SECTION 1 OUTCOME DETAILS			
Outcome:	Deliver effective Member and Workforce arrangements, maximising the efficiency of the Council's Democratic function	Theme:	Organisational Development

Lead Dept:	Chief Executives	Other Contributors:	
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SECTION 2 ACTIONS		
Action	Due Date	Assignee
Implement the Workforce Strategy	March 2016	Gillian Laight / Rachel Clark
Implement the Equal Pay audit action plan.	March 2016	Martyn Ingram
Support of School Admission and Exclusion Appeal Hearings	March 2016	Amanda Whitaker/Alyson Carman
Maintain and Develop the statutory Scrutiny function and work programme	March 2016	Joan Stevens
Monitor recommendations made across scrutiny investigations and report progress to Audit and Governance Committee July 2015 and January 2016	March 2016	Joan Stevens
Implement the initial household canvass under Individual Electoral Registration	December 2015	Lorraine Bennison
Deliver the combined Parliamentary General Election, Local Government and Parish Elections	May 2015	Lorraine Bennison

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17

4.2 Appendix A

HR PI 05A	Average working days per employee (full time equivalent) per year lost through sickness absence - All Actual	Rachel Clark	Targeted	Financial Year	7.4	TBC	TBC
CEDCS P012	Percentage of draft Minutes of Non Policy Committee meetings produced within 10 days of the meeting	Amanda Whitaker	Targeted	Financial Year	100%	100%	100%
CEDCS P013	Percentage of draft Minutes of Policy Committee meetings produced within 4 days of the meeting	Amanda Whitaker	Targeted	Financial Year	100%	100%	100%
CEDCS P014	Percentage of Minutes of Policy Committee meetings published within 5 days of the meeting	Amanda Whitaker	Monitored	Financial Year			

SECTION 4 RISKS		
Code	Risk	Assignee
CEDR053	Poor workforce planning and development may lead to poor service delivery / behaviour by employees	Gillian Laight / Rachel Clark
CED R061	Electoral problems/failures/legal challenges lead to Councilors not being elected to Council	Peter Devlin
CED R098	That a material safety breach of health and safety legislation is identified by the HSE resulting in a significant fee for intervention (FFI) being applied	Stuart Langston
CED RO88	Future and current equal pay claims including settlement of, or adverse findings in ET of existing equal pay claims	Wally Stagg

4.2

Appendix A

SECTION 1 OUTCOME DETAILS			
Outcome:	Ensure the effective implementation of significant government policy changes	Theme:	Organisational Development

Lead Dept:	Chief Executives	Other Contributors:	
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SECTION 2 ACTIONS		
Action	Due Date	Assignee
Ensure that the Council complies with the 'Local Government Transparency Code'.	May 2015	Catherine Grimwood
Disseminate information to CMT and Members around significant changes to government policy in order to inform decision making.	March 2016	Catherine Grimwood
Implement and evaluate financial impacts of statutory Business Rates Transitional Relief	December 2015	John Morton
Review and monitor policy on Council Tax exemptions/ discounts	September 2015	John Morton
Implement statutory Teachers Pensions Changes	June 2015	Kevin Shears
Implement statutory Public Health / NHS Pensions Changes	March 2016	Kevin Shears
Implement DWP Single Fraud Investigation Service (SFIS) Changes	July 2015	John Morton
Implement Statutory requirements in compliance with new and also promoting awareness of emerging legislation	March 2016	Peter Devlin

SECTION 3 PERFORMANCE INDICATORS & TARGETS								
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets		
						15/16	16/17	
No Performance Indicators identified								

SECTION 4 RISKS		
Code	Risk	Assignee
	No risks identified	

SECTION 1 OUTCOME DETAILS			
Outcome:	Health Improvement – people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	Theme:	Health and Wellbeing
Lead Dept:	Public Health Department	Other Contributors:	

SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
PH2.03	Review, update and implementation of annual action plan for the North of Tees Smoking in Pregnancy Group	31 March 2016	Carole Johnson
PH2.22	Ensure implementation of the NHS health check programme	31 March 2016	Carole Johnson
PH2.15	Implement and measure performance of the Substance Misuse plan	TBC	Karen Clark/Sharon Robson
PH2.18	Alcohol –related hospital admissions are monitored quarterly as part of the Substance Misuse Treatment Plan 2013/14. This action will continue to be monitored and transferred into the Treatment Plan for 2014/15.	TBC	Sharon Robson
NI123	Influence the commissioning of effective, evidence-based stop smoking and work collaboratively through Hartlepool's Smoke Free Alliance to tackle all issues relating to tobacco control	31 March 2016	Carole Johnson
PHD 14/15 HW13	Deliver a comprehensive programme to improve workplace health	31 March 2016	Steven Carter
PHD 14/15 HW15	Continue to meet the criteria of the North East Better Health at Work Award at Continuing Excellence level	01 Dec 2015	Steven Carter
New	Introduce a healthier catering commitment scheme & roll out to relevant businesses	31 March 2018	Sylvia Pinkney
New	Ensure a structured pathway is in place to support sport and physical activity participation development	31 March 2016	Zoe Rickelton, Gemma Ptak, Ian Gray
New	Increase the number of people participating in sport and physical activity	31 March 2016	Zoe Rickelton, Gemma Ptak, Ian Gray
New	Ensure customers can access the sport and recreation facilities and services provided	31 March 2016	Zoe Rickelton, Gemma Ptak, Ian Gray

4.2 Appendix B

New	Ensure customers are aware of the participation opportunity choices available to them	31 March 2016	Zoe Rickelton, Gemma Ptak, Ian Gray
New	Ensure the provision of strategically placed and fit for purpose sport and recreation facilities	31 March 2016	Pat Usher
New	Satisfy Sport and Recreation service users and a create a strong customer base	31 March 2016	Zoe Rickelton, Gemma Ptak, Ian Gray
New	Sustain funding to support the delivery of the Sport and Recreation services	31 March 2016	Pat Usher
New	Ensure Sport and Recreation staff have the skills, knowledge and expertise to engage with service users and are appropriately trained	31 March 2016	Zoe Rickelton, Gemma Ptak, Ian Gray
New	Ensure the Sport and Recreation service has a “fit for purpose” structure	30 September 2015	Pat Usher
New	Review breastfeeding pathways with partners to develop commissioning intentions for 2016/17	31 March 2016	Deborah Gibbin
New	Ensure the implementation and delivery of the National Child Measurement Programme	31 August 2015	Deborah Gibbin
New	Ensure the implementation and delivery of the Children and Families weight management programme	31 March 2016	Deborah Gibbin

SECTION 3 PERFORMANCE INDICATORS & TARGETS

Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
PH2.03	Smoking status at time of delivery - CCG level	Carole Johnson	Targeted	Quarterly	18%	17%	16%
PH2.11	% of Adults Eating Healthily	Steven Carter	Monitored	6 monthly	Not required	Not required	Not required
PH2.12	Excess weight in adults	Steven Carter	Monitored	Annually	Not required	Not required	Not required
PH2.14	Smoking Prevalence adults (over 18s)	Carole Johnson	Monitored	Annual	Not required	Not required	Not required
PH2.22	Take up of the Healthy Heart Check Programme by those eligible	Carole Johnson	Targeted	Quarterly	60%	TBC	TBC

4.2 Appendix B

NI123	Stopping Smoking - Number of self-reported 4-week quitters per 100,000 population aged 16 or over	Carole Johnson	Targeted	Quarterly – always one quarter behind	1412	TBC	TBC
PH2.13	Proportion of physically active and inactive adults (PHOF – Active People – NI8)	Pat Usher	Monitored	6 monthly	Not required	Not required	Not required
ACS PO35	GP Referrals – of those participants completing a 10 week programme of referred activity, the number going onto mainstream activity participation	Zoe Rickelton	Target	Financial Year	70	70	70
ACS PO59	Overall average attendances at Mill House, Brierton and Headland Leisure Centres	Ian Gray	Target	Quarterly	367,500	368,750	370,000
ACS PO81	GP Referrals – The number of participants completing a 10 week programme of referred activity participation	Zoe Rickelton	Target	Financial Year	300	300	300
ACS P098	Numbers of substance misusers going into effective treatment	Karen Clark/Sharon Robson	Targeted	Quarterly	732	TBC	TBC
ACS P099	Proportion of substance misusers that successfully complete treatment - Opiates	Karen Clark/Sharon Robson	Targeted	Quarterly	12%	TBC	TBC
ACS P100	Proportion of substance misusers who successfully completed treatment and represented back into treatment within 6 months	Karen Clark/Sharon Robson	Targeted	Quarterly	10%	TBC	TBC
New	Overall attendances at all sport & physical activity programmes and initiatives	Pat Usher	Monitored	Quarterly	Not required	Not required	Not required
New	Primary school swimming – 25m attainment	Pat Usher	Monitored	Annually	Not required	Not required	Not required
New	Level of partnership funding attracted to deliver new initiatives/commissioned work in sport and recreation	Pat Usher	Monitored	Annually	Not required	Not required	Not required
New	Number of new participants in sport and physical activity as a result of grant intervention	Pat Usher	Monitored	Annually	Not required	Not required	Not required
New	Number of volunteers actively engaged for one hour per week on sport and physical activity delivery	Pat Usher	Monitored	Annually	Not required	Not required	Not required
New	Prevalence of breastfeeding at 6-8 weeks from birth (% of infants being breastfeed at 6-8 weeks)	Deborah Gibbin	Monitored	Quarterly	Not required	Not required	Not required
New	Under 18 conception data	Deborah Gibbin	Monitored	Quarterly with a 14 Month time lag	Not required	Not required	Not required
New	% of children who in reception who are classified as very overweight	Deborah Gibbin	Monitored	Annually (data	Not required	Not required	Not required

4.2 Appendix B

				published in December)			
New	% of children who in Year 6 who are classified as very overweight	Deborah Gibbin	Monitored	Annually (as above)	Not required	Not required	Not required
New	Hospital admissions caused by unintentional and deliberate injuries in 0-14 years per 10,000	Deborah Gibbin	Monitored	Annually	Not required	Not required	Not required

SECTION 4 RISKS		
Code	Risk	Assignee
PH2.22	Failure to engage those eligible in taking up the Healthy Heart Check Programme	Carole Johnson
CAD R054	Failure to ensure awareness and training of staff regarding safeguarding (Actively Managed)	Pat Usher
CAD R013	Failure to achieve required customer / participation and income levels	Pat Usher
CAD RO52	Failure to meet the licensing requirements of the Adventurous Activity Licensing Authority (Actively Managed)	Pat Usher
CAD R053	Failure to adhere to the recommended standards regarding pool safety management	Pat Usher
CAD R055	Failure to establish new partnerships and meet funding conditions of external partners in relation to grant funding, MOU's or SLA's (Actively Managed)	Pat Usher
CAD R056	Lack of adequate investment in public buildings affecting ability to increase participation and income generate (Actively Managed)	Pat Usher
CAD RO57	Impact of recruitment freeze, gaps in staffing caused by length of time taken in process and use of redeployed staff lacking appropriate skills and experience (Actively Managed)	Pat Usher
CAD RO58	Failure to adhere to the recommendations of the Playing Pitch Strategy (Actively Managed)	Pat Usher

SECTION 1 OUTCOME DETAILS			
Outcome:	The health of the population is protected from preventable harm.	Theme:	Health and Wellbeing
Lead Dept:	Public Health Department	Other Contributors:	

SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
New	Carry out air quality monitoring	31 March 2016	Adrian Hurst
New	Work with colleagues to improve Public Health through the Health Protection & improvement element of the Core Public Health Strategy	31 March 2016	Sylvia Pinkney
New	Undertake an Estates Excellence project with partners	31 March 2016	Jane Kett
New	Consultations on planning & licensing to consider impact in relation to noise & air pollution	31 March 2016	Adrian Hurst
New	Working with partners to reduce alcohol related violence in the Night Time Economy	31 March 2016	Ian Harrison
New	Introduce no cold call zones , undertake work on doorstep selling & scams	31 March 2016	Ian Harrison
New	Increase the uptake of childhood vaccinations	31 March 2016	Deborah Gibbin
New	Under take a review of sexual health services	31 March 2016	Deborah Gibbin

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
3.1	Air Pollution	Adrian Hurst	Monitor	Financial	Not required	Not required	Not required
NI 184	Percentage of food establishments in area which are broadly compliant with food hygiene law	Sylvia Pinkney	Target	Annually	TBC	TBC	TBC

4.2

Appendix B

1.14	% of population affected by noise	Adrian Hurst	Monitor	Annually	Not required	Not required	Not required
New	Chlamydia diagnosis (age 15-24)	Deborah Gibbin	Monitored	Quarterly	Not required	Not required	Not required
New	Population vaccination coverage – Dtap/IPV/Hib (2 years)	Deborah Gibbin	Monitored	Quarterly	Not required	Not required	Not required
New	Population vaccination coverage – MMR for one doses (2 years)	Deborah Gibbin	Monitored	Quarterly	Not required	Not required	Not required
New	Population vaccination coverage – MMR for two doses (5 years)	Deborah Gibbin	Monitored	Quarterly	Not required	Not required	Not required

SECTION 4 RISKS		
Code	Risk	Assignee
	TBC	

SECTION 1 OUTCOME DETAILS			
Outcome:	Healthcare public health and preventing premature mortality – reduce the number of people living with preventable ill health and people dying prematurely, whilst reducing the gap between communities	Theme:	Health and Wellbeing

Lead Dept:	Public Health Department	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
Existing	Ensure all eligible people, particularly in high risk groups, take up the opportunity to be vaccinated, especially in relation to flu	31 March 2016	Louise Wallace
Existing	Ensure all eligible groups for respective screening programmes are aware and able to access screening	31 March 2016	Louise Wallace
Existing	Ensure comprehensive plans are place to protect the health of the population	31 March 2016	Louise Wallace
New	Ensure the core offer of public health advice is provided to the CCG	31 March 2016	Louise Wallace
New	Develop a comprehensive CVD Strategy	TBC	Louise Wallace
New	Introduce saving our skins activities with partners & roll out to relevant businesses	31 March 2018	Jane Kett

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
PH4.10	Suicide Rate - Persons	Carole Johnson	Monitored	Annual	Not required	Not required	Not required
PH4.14	Hip fractures in people aged 65 and over	Carole Johnson	Monitored	Annual	Not required	Not required	Not required
PH4.3	Mortality rate from causes considered preventable	Steven Carter	Monitor	Annual	Not required	Not required	Not required
PH4.15	Excess winter deaths	Steven Carter	Monitor	Annual	Not required	Not required	Not required

PH4.8	Mortality from Communicable disease	Jane Kett	Monitor	Financial	Not required	Not required	Not required
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SECTION 4 RISKS		
Code	Risk	Assignee
NEW	Failure to make significant inroads in Health Impact	Louise Wallace

4.2 Appendix C

SECTION 1 OUTCOME DETAILS			
Outcome:	Every child has the best start in life	Theme:	Health and Wellbeing

Lead Dept:	CAD	Other Contributors:	RND
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Deliver the agreed action plan for the take up of school meals	Mar 16	Karen Oliver

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
NI 52a	Percentage take up of school meals – primary	Lynne Bell	Target	Quarterly	65%	TBC	TBC
NI 52b	Percentage take up of school meals – secondary	Lynne Bell	Target	Quarterly	55%	TBC	TBC
NSD P064	Percentage uptake of free school meals – primary	Lynne Bell	Monitor	Quarterly	Not Required		
NSD P065	Percentage uptake of free school meals – secondary	Lynne Bell	Monitor	Quarterly	Not Required		

SECTION 4 RISKS		
Code	Risk	Assignee
RND R088	Failure to achieve sufficient uptake of school meals.	Karen Oliver

4.2 Appendix C

SECTION 1 OUTCOME DETAILS			
Outcome:	Hartlepool has reduced crime and repeat victimisation	Theme:	Community Safety

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Deliver in conjunction with partners a strategic assessment which is monitored through the Safer Hartlepool Partnership executive.	Dec 15	Lisa Oldroyd
	Refresh the Domestic Violence Strategy action plan	Apr 15	Clare Clark
	Ensure a co-ordinated approach to meeting the needs of victims of crime & disorder taking a victim centred approach by commissioning victim services through the vulnerable victims group	Mar 16	Nicholas Stone

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
RPD P029a	Number of domestic burglaries	Lisa Oldroyd	Monitor	Annual		Not Required	
RPD P028a	Number of reported crimes in Hartlepool	Lisa Oldroyd	Monitor	Annual		Not Required	
RPD P031a	Number of incidents of local violence (assault with & without injury)	Lisa Oldroyd	Monitor	Annual		Not Required	
NI 32	Number of repeat incidents of domestic violence	Lisa Oldroyd	Monitor	Annual		Not Required	

SECTION 4 RISKS		
Code	Risk	Assignee
RND R032	Failure of officers to fully embrace their responsibilities under the terms of Section 17 of the Crime and Disorder Act 1998	Clare Clark

4.2 Appendix C

SECTION 1 OUTCOME DETAILS			
Outcome:	There is reduced harm caused by drugs and alcohol misuse	Theme:	Community Safety

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Monitor substance misuse action plan as a key element of the Community Safety Plan.	Mar 15	Lisa Oldroyd

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
RND P073	Incidents of drug dealing and supply	Rachel Parker	Monitor	Annual		Not Required	
RND R074	Number of young people found in possession of alcohol	Rachel Parker	Monitor	Annual		Not Required	
RND P105	Perceptions of people using or dealing drugs in the community	Rachel Parker	Monitor	Annual		Not Required	

SECTION 4 RISKS		
Code	Risk	Assignee
	None Identified	

4.2 Appendix C

SECTION 1 OUTCOME DETAILS			
Outcome:	Communities have improved confidence and feel more cohesive and safe	Theme:	Community Safety

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Implement the new Anti Social Behaviour code and associated powers.	Mar 16	Nicholas Stone
	Implement the new community engagement and cohesion strategy.	Mar 16	Clare Clark
	Develop restorative practice across the Safer Hartlepool partners to give victims a greater voice in the criminal justice system	Mar 16	Nicholas Stone
	Improve reporting, recording and responses/interventions to vulnerable victims and victims of hate crime.	Mar 16	Nicholas Stone

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
RPD P034	Number of deliberate fires in Hartlepool	Rachel Parker	Monitor	Annual		Not Required	
RND P107	Number of anti-social behaviour incidents reported to the Police	Rachel Parker	Monitor	Annual		Not Required	
RND P108	Perceptions of drunk or rowdy behaviour as a problem	Rachel Parker	Monitor	Annual		Not Required	
RND P109	Number of reported hate incidents	Rachel Parker	Monitor	Annual		Not Required	

SECTION 4 RISKS		
Code	Risk	Assignee
RND R032	Failure of officers to fully embrace their responsibilities under the terms of Section of the Crime and Disorder Act 1998.	Clare Clark

4.2 Appendix C

SECTION 1 OUTCOME DETAILS			
Outcome:	Offending and re-offending has reduced	Theme:	Community Safety

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Monitor delivery of the offending and re-offending strategy action plan	Mar 16	Lisa Oldroyd
	Continue to embed the Think Families, Think Communities (TF/TC) approach to reducing crime and anti-social behaviour, improve educational attendance and reduce worklessness, resulting in reduced costs to the public purse.	Mar 16	Lisa Oldroyd

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
RND R067	Re-offending rates of High Crime Causers (HCC) adults	Lisa Oldroyd	Monitor	Annual		Not Required	
RND P110a	Number of families engaged through Think Families / Think Communities (TF/TC) programme	Lisa Oldroyd	Monitor	Annual		Not Required	
RND P110b	Number of results claimed through Think Families / Think Communities Programme	Lisa Oldroyd	Monitor	Annual		Not Required	

4.2 Appendix C

SECTION 1 OUTCOME DETAILS			
Outcome:	Local people have a greater voice and influence over local decision making and the delivery of services	Theme:	Strengthening Communities

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Support the delivery of the voluntary & community sector (VCS) strategy	Mar 16	Tracy Rowe
	Monitor the financial benefits and financial advice contract	Mar 16	Tracy Rowe
	Deliver the community pool funding programme	Mar 16	Tracy Rowe
	Deliver the Safer Hartlepool Partnership face the public event	Mar 16	Tracy Rowe

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
	Number of voluntary and community groups supported	Tracy Rowe	Target	Quarterly	Not Set	TBC	TBC
	Number of Neighbourhood Plans ratified	Tracy Rowe	Target	Annual	Not Set	TBC	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
	Failure of service providers to focus resources in vulnerable localities	Clare Clark

4.2 Appendix C

SECTION 4 RISKS		
Code	Risk	Assignee
	None Identified	

Outcome:	Improve the efficiency and effectiveness of the organisation	Theme:	Organisational Development
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Lead Dept:	CED	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Review the Council's commissioning and procurement strategy	Mar 16	David Hart
	Achieve capital receipts target in line with programme	Mar 16	Dale Clarke
	Develop new depot facility for operational services	Dec 15	Colin Bolton

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
	None Identified						

SECTION 4 RISKS		
Code	Risk	Assignee
	Failure to achieve the Council's capital receipts target because of the difficult economic climate and market conditions	Dale Clarke
	Failure to execute procurement activities within the guidelines leading to challenges to contract award decisions	David Hart

4.2
Appendix C

	Failure to deliver services as a result of relocation of depot facilities	Craig Thelwell
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FINANCE AND POLICY COMMITTEE

23rd February 2015



Report of: Director of Public Health

Subject: SEXUAL HEALTH SERVICE REVIEW AND RE-PROCUREMENT

1. TYPE OF DECISION/APPLICABLE CATEGORY

Key Test Decision (i) and (ii) apply/Forward Plan Reference No. PH/09/14

2. PURPOSE OF REPORT

- 2.1 To seek approval to review and re-procure sexual health services with a view to commence 1st April 2016.

3. BACKGROUND

- 3.1 In November 2010 a Teeswide integrated sexual health service was commissioned from Assura/Virgin Care for the duration of five years to provide Level 1, 2 and 3 sexual health services including chlamydia screening. The contract began on 1st February 2011 and was due to end on 31st January 2016. A two month extension has recently been negotiated in order to re-align a new contract award to the financial year. The overall annual contract value awarded was £4.3million and a 20% cost saving was realised by commissioning a Teeswide integrated service i.e. shifting the model of delivery away from separate and distinct CASH (contraception services) and GUM (genito-urinary medicine) services with a number of different providers. See Appendix 1 for more detail.
- 3.2 From 1st April 2013 responsibility for commissioning different aspects of sexual health services was split across a number of commissioning bodies. The provision of open access sexual health services became a mandated responsibility for Local Authorities. Figure 1 below shows the different sexual health commissioning responsibilities.

Sexual Health Commissioning Responsibilities from 1st April 2013

Local authorities	CCGs	NHS England
<p>Comprehensive sexual health services. These include:</p> <ul style="list-style-type: none"> • Contraception, including LESSs (implants) and NESs (intra-uterine contraception) and all prescribing costs, but excluding contraception provided as an additional service under the GP contract • Sexually transmitted infections (STI) testing and treatment, chlamydia screening as part of the National Chlamydia Screening Programme (NCSP) and HIV testing • Sexual health aspects of psychosexual counselling • Sexual health specialist services including young people's sexual health and teenage pregnancy services, outreach, HIV prevention and sexual health promotion, services in schools, colleges and pharmacies 	<ul style="list-style-type: none"> • Most abortion services • Sterilisation • Vasectomy • Non-sexual health elements of psychosexual health services • Gynaecology, including any use of contraception of non-contraceptive purposes 	<ul style="list-style-type: none"> • Contraception provided as an additional service under the GP contract • HIV treatment and care including drug costs for PEPSE • Promotion of opportunistic testing and treatment for STIs and patient-requested testing by GPs • Sexual health elements of prison health services • Sexual Assault Referral Centres • Cervical screening • Specialist fetal medicine services

Figure 1: commissioning responsibilities for sexual health services. (DH Commissioning for sexual health services and interventions)

- 3.3 Local Authorities have inherited the largest proportion of contract responsibility for sexual health services totalling £3.9m annually across Teesside. Despite a number of commissioners now having responsibility for commissioning different aspects of sexual health services, care is seamless to patients and Virgin Care continues to offer fully integrated services on behalf of seven commissioning organisations.
- 3.4 As the current contract expiration date is March 31st 2016, it is proposed that a full sexual health review will be undertaken with a view to re-tendering for an integrated sexual health service across Teesside, as agreed by the Tees Directors/ Assistant Directors of Public Health at the Tees Valley Public Health (TVPH) Governance Board in June 2014.
- 3.5 The sexual health service review will, at all times, remain closely aligned to the priorities set out in the four Health & Wellbeing Strategies in local authorities in Teesside.

4. AIMS AND OBJECTIVES OF THE SEXUAL HEALTH SERVICE REVIEW

4.1 The aims of the review are:

4.1.1 To review the model and the quality and effectiveness of the delivery of sexual health services in Teesside.

4.1.2 To inform the re-procurement of sexual health services.

4.2 The objectives of the review are:

4.2.1 To review the evidence base i.e. national guidance, best practice and the current Tees Sexual Health Needs Assessment.

4.2.2 To review the current provision of sexual health services in Hartlepool, Stockton, Redcar & Cleveland and Middlesbrough in terms of:

- Costs
- Quality of the current delivery model
- Activity
- Inequalities and access
- Variation within localities
- Population need

4.2.3 To conduct a full and comprehensive stakeholder consultation exercise to include but not limited to:

- Local Medical Committee
- Local Pharmaceutical Committee
- General Practice
- Pharmacies
- Service users
- Service staff

4.2.4 To present findings and recommendations to DPHs.

4.2.5 To share the findings of the review with all stakeholders.

4.3 The service review will be led by Tees Valley Public Health Shared Service in collaboration with Local Authority Public Health Teams in particular with the identified sexual health leads.

5. AIMS AND OBJECTIVES OF RE-PROCUREMENT

5.1 The aims of the re-procurement process are:

5.1.1 To commission open access sexual health services for the local authorities Teesside starting the 1st April 2016.

5.1.2 To work with all commissioners to ensure integrated services for the local population.

5.2 The objectives of the re-procurement process are:

5.2.1 To use the findings of the service review to inform the development of an integrated sexual health service specification for re-tendering purposes. The service specification to include but not limited to:

- Service model
- Elements of service included
- Quality outcome indicators
- Key performance indicators
- Payment model
- Risk share arrangements
- Joint commissioning arrangements
- Contracting model
- Information requirements

5.2.2 To work collaboratively with other commissioners of sexual health service provision across Teesside (e.g. Clinical Commissioning Groups and Area Teams) to develop seamless, integrated, shared care pathways across the whole patient journey.

5.3 The re-procurement process will be led by the Tees Valley Public Health Shared Service in collaboration with the procurement team from Stockton Council as the lead procurement organisation. Stockton Council will also provide legal support on behalf of all local authorities in Teesside.

6. GOVERNANCE ARRANGEMENTS

6.1 The Tees Valley Public Health Shared service (TVPHSS) Governance Board will oversee the commissioning of sexual health services on behalf of the four local authorities in Teesside, Hartlepool Borough Council, Redcar and Cleveland Borough Council, Stockton Borough Council and Middlesbrough Borough Council.

6.2 Regular updates on the progress of the service review and re-procurement of sexual health services will be shared with the Governance Board.

6.3 The Governance Board will be the final arbiter on all recommendations.

6.4 Each Director of Public Health will be responsible for taking all recommendations and decisions to be made through the relevant decision making bodies and processes within their respective local authority. In the case of Hartlepool this will be through the Finance and Policy Committee.

6.5 It is recognised that local authority Health and Wellbeing Board are statutory bodies with a responsibility and accountability for ensuring public money is well spent. Therefore, any recommendations or comments from the Health

and Wellbeing Boards will be fed back to the Governance Board via the Directors of Public Health and disseminated to the project manager.

7. RISK IMPLICATIONS

- 7.1 The key risks identified for the service review and re-procurement of sexual health services across Teesside are held in a central risk register. The following are a list of key risks for the reporting period January 2015 – March 2015:
- Contract extension to 31st March 2016 negotiations
 - Procurement strategy not agreed by all parties
 - Failure to award contract for the consultation exercise to an external marketing company
 - Purdah leading up to the general election in May 2015
 - Implied contract

8. FINANCIAL CONSIDERATIONS

- 8.1 Sexual health services will be required to be funded through the 2016/17 ring fenced Public Health Grant.

9. RECOMMENDATIONS

- 9.1 It is recommended that the Finance and Policy Committee note the content of the report.
- 9.2 It is recommended that the Committee approves the review of sexual health services during 2015/16 and the development of a service specification based on best practice and national guidance which will take into consideration local needs and views from the consultation process.
- 9.3 It is recommended that the Finance and Policy Committee agree to secure a provider for open access sexual health services funded by the ring fenced public health grant in 2016/17.

10. BACKGROUND PAPERS

- 10.1 Tees Integrated Sexual Health Service Review and Re-procurement Governance Arrangements Report, November 2014

11. CONTACT OFFICER

Louise Wallace
Director of Public Health
Hartlepool Borough Council
Level 4, Civic Centre
TS24 8AY
Tel 01429 523773
Email: louise.wallace@hartlepool.gov.uk

Deborah Gibbin
Health Improvement Practitioner
Public Health Department
Hartlepool Borough Council
Level 4, Civic Centre
TS24 8AY
Tel 01429 523397
Email: Deborah.gibbin@hartlepool.gov.uk

APPENDIX 1 CURRENT SEXUAL HEALTH SERVICE

1. CURRENT SERVICE MODEL

- 1.1 Sexual Health Teesside (Virgin Care Stockton LLP) provides a fully integrated, community based sexual health service comprising contraception and sexual health (CASH) and genito-urinary medicine (GUM) services at levels 1, 2 and 3 (see Appendix 2). The integrated service replaced a hospital based GUM service and community based CASH clinics.
- 1.2 Services are delivered through four service hubs, spoke clinics, outreach clinics and subcontracted providers such as GP practices, pharmacies and voluntary organisations. The service offers extended opening times on most days through the hubs as well as evening clinics in spokes. In addition, the service offers both walk-in and pre-booked appointments and clinic utilisation rates are regularly reviewed to maximise throughput and reduce waiting times in its most popular clinics.
- 1.3 Subcontracted GP practices and community pharmacies deliver a range of services such as long acting reversible contraception (LARC), emergency hormonal contraception (EHC), chlamydia testing and treatment and C-Card schemes (free condoms for young people). HIV rapid testing and support is mainly provided through Teesside Positive Action (TPA). The location of services is a mix of historic arrangements and new premises.
- 1.4 In Hartlepool the main hub is situated at One Life, Park Road offering extended opening times. There is no spoke provision in Hartlepool. Outreach work in Hartlepool is well established with outreach clinics in schools and colleges. During term time outreach clinics provide on average 14 hours a week of clinic time.
- 1.5 Outreach clinics are an essential part of sexual health provision ensuring services are accessible to those who might not access regular sexual health clinics. They provide information and advice on contraception and sexually transmitted infections (STIs), emergency hormonal contraception (EHC), condoms and chlamydia tests. Outreach clinics in Hartlepool also offer access to the C-Card scheme which provides free condoms to young people.

2. HARTLEPOOL DEMOGRAPHICS AND ACTIVITY

- 2.1 The table below shows some basic demographic data.

Table 1 – Basic demographic data for Hartlepool (based on 2013 population data)

Demographics	Population Number
Total population of Hartlepool	92,665
Total number of 15–44yr olds	34,169
Total number of 15–24yr olds	11,750

- 2.2 Young people aged 15-24yrs old experience the highest rates of sexually transmitted infections (STIs). In Hartlepool in 2012, 71% of STIs were in young people aged 15-24yr old; for example chlamydia and gonorrhoea infection rates are the highest in the 20-24yr old age group.
- 2.3 Teenage pregnancy rates continue to fall in Hartlepool. In quarter 4 of 2012, the teenage conception rate was 31.1 per 100,000 females aged 15-17yrs old, down from 57.3 in 2009.
- 2.4 The uptake of long acting reversible contraception (LARC) is higher as women get older. Table 2 below shows the uptake of LARC across different age groups.

Table 2 – Uptake of LARC in Hartlepool in different age groups (based on 2012/13 data)¹

Age Group	% Uptake of LARC
Under 18yrs old	39%
18-24yrs old	46%
25-34yrs old	49%
Over 35yrs old	45%

- 2.5 In Hartlepool, all injectable contraction was provided by the hub, as there are no spoke clinics.
- 2.6 Although Hartlepool has the smallest population of the four local authorities in Teesside it has the highest sexual health service utilisation rates in Teesside with 14% of 15-44yr olds accessing the service and 18% of all young people 15-18yrs old accessing the service.¹ 78% of all attendances at sexual health services by Hartlepool residents are female and 22% are male.

¹ Data used in Appendix 1 has been taken from the Sexual Health Needs Assessment for Teesside, Tees Valley Public health Shared Service, January 2014

APPENDIX 2 LEVELS OF SEXUAL HEALTH SERVICE PROVISION**Table 1 – Levels of Sexual Health Service Provision across Teesside**

Levels of Sexual Health Service Provision
<p>Level 1</p> <ul style="list-style-type: none"> • Information on all forms of contraception and their availability • Emergency hormonal contraction (EHC) • Referral for sterilisation (male and female) • Pregnancy testing • Supply of condoms • Chlamydia testing (in outreach services) • Referral for termination of pregnancy
<p>Level 2</p> <ul style="list-style-type: none"> • Emergency IUD (coil) fitting • Contraceptive implant insertion and removal (hubs and spokes only) • Assessment and referral for psychosexual problems • Insertion of copper and medicated IUDs for contraception • Insertion of copper and medicated IUDs (pass through costs) ** • Diaphragm fitting • Screening of STIs including chlamydia, gonorrhoea, syphilis, HIV, genital warts, genital herpes, scabies etc. • Treatment for chlamydia, warts, herpes, scabies • Treatment for non-specific genital infections • Diagnosing molluscum contagiosum • Diagnosis and referral of unitary tract infections in men • Treatment of urethritis in men and cervicitis in females • Testicular examinations • Penile dermatoses referral • Cervical cytology screening* • First prescription and ongoing supply of oral contraction and injectable contraception • Investigations of problems with oral contraceptives • Vulval disease referral • Index contact tracing and partner notification • IUD routine 6 week follow-up
<p>Level 3</p> <ul style="list-style-type: none"> • Recognition, assessment and onward referral regarding female genital mutilation • Management of psychosexual problems ** • Management of organic sexual dysfunction • IUD/IUS problem clinics • PEPSE treatment* • Screening for symptomatic patients and men who have sex with men (MSM) including follow-up treatment for STIs including chlamydia, gonorrhoea, syphilis, HIV, genital warts, genital herpes and

hepatitis A,B & C

- Treatment of gonorrhoea, syphilis and genital warts
- Treating pelvic inflammatory disease and epididymitis
- Complex contraception cases
- Contraception implant insertion and removal (GP subcontractors)
- Genital dermatoses requiring specialist treatment

* NHS England commissioning responsibility

** Clinical Commissioning Group commissioning responsibility

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Assistant Chief Executive

Subject: WORKERS MEMORIAL DAY

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key decision.

2. PURPOSE OF REPORT

- 2.1 To present a request from the Hartlepool Joint Trades Union Committee for the Council to continue to recognise and support Workers Memorial Day on Tuesday 28 April 2014.

3. BACKGROUND

- 3.1 A letter from the Hartlepool Joint trades Union Committee is attached (**Appendix A**) which includes information about arrangements for Workers Memorial Day.

4. RECOMMENDATIONS

- 4.1 To consider the request from the Hartlepool Joint Trades Union Committee that:
- a) The Authority considers promoting a minutes silence in all public buildings and to Council staff at 12.30pm on Tuesday 28th April 2015, in remembrance of 'those workers who have lost their lives through industrial accident or disease.
 - b) The Authority gives consideration to authorising the lowering of flags on public buildings on Tuesday 28th April 2015
 - c) The Authority gives consideration to allowing the sale of the Workers Memorial Day Remembrance forget-me-not purple ribbons on Council premises to staff and public.
 - d) The Authority gives consideration to assisting in promoting / publicising the event to the wider public

- e) The Authority authorizes the use of Council Premises on Tuesday 28th April 2015 for the service and for guests before / after the Workers Memorial Day Service & Wreath Laying Ceremony.

5. CONTACT OFFICER

Andrew Atkin
Assistant Chief Executive
Tel: 01429 523003
Email: Andrew.atkin@hartlepool.gov.uk

HARTLEPOOL JOINT TRADES UNION COMMITTEE

Chair:- SJ Williams

Secretary:- E Jeffries
Union Suite
Carnegie Buildings
Northgate, Headland
Hartlepool
TS24 0LT

Tel:- 01429 523868

Fax:- 01429 523869

e.mail:- edwin.jeffries@hartlepool.gov.uk

Cllr Christopher Akers-Belcher
Chairman
Finance & Policy Committee
Hartlepool Borough Council

Report to HBC Finance & Policy Committee.

April 28th - Workers Memorial Day

Please see attached an updated report from Hartlepool Trades Union Council on arrangements for the Workers Memorial Day Service, Tuesday 28th April 2015, 12.30pm, Christchurch TIC & Art Gallery, Church Square, Hartlepool with guest speakers including Hugh Scullion, General Secretary, CSEU; Glen Williams, Chair, UNISON SGE; and Fintan Hurley, Scientific Director, Institute of Occupational Medicine.

HJTUC recognize the importance of these events and request that the Finance & Policy Committee give consideration to the following:-

- a) The Authority considers promoting a minutes silence in all public buildings and to Council staff at 12.30pm on Tuesday 28th April 2015, in remembrance of ‘those workers who have lost their lives through industrial accident or disease.
- b) The Authority gives consideration to authorising the lowering of flags on public buildings on Tuesday 28th April 2015
- c) The Authority gives consideration to allowing the sale of the Workers Memorial Day Remembrance forget-me-not purple ribbons on Council premises to staff and public.
- d) The Authority gives consideration to assisting in promoting / publicising the event to the wider public
- e) The Authority authorizes the use of Council Premises on Tuesday 28th April 2015 for the service and for guests before / after the Workers Memorial Day Service & Wreath Laying Ceremony.

The Theme for this year’s Workers Memorial Day is “removing exposure to hazardous substances in the workplace” whilst Protecting workers around the world through strong regulation, enforcement and union rights.

Everybody Welcome

The service is especially open to all family, friends, colleagues who wish to remember loved ones who have died or been injured, or made ill through their work.

Employees who have died through Industrial Accident or Disease whilst trying to earn an honest living for themselves and their families are not publicly remembered on any other day

Edwin Jeffries
Secretary.

Hartlepool Trades Union Council

President:- Edwin Jeffries
c/o Union Suite
Carnegie Buildings
Northgate
Headland
Hartlepool
TS24 0LT

Tel:- 01429 523868 (w)
07813 073186 (m)

email:- ejeffries73@gmail.com

Treasurer:- P Shields

Secretary:- Alan Walker
152 Sheriff Street
Hartlepool
TS26 8EG

Tel:- 01429 236620 (h)
07884 497893

email:- Alan.Walker@barchester.com

WORKERS MEMORIAL DAY (28TH APRIL 2015)

Report by Hartlepool Trades Union Council (HTUC)

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to update Hartlepool Borough Council Finance & Policy Committee on the arrangements for the Workers Memorial Day Remembrance Service & Wreath Laying Ceremony and other events to be held around Workers Memorial Day, April 28th 2015. To highlight the ongoing requirement for partnership working to aid the improvement of Health & Safety to reduce the number of workplace accidents, injuries, diseases and deaths, that in the majority of cases are avoidable, across the employment sector as a whole and to request that the Finance & Policy Committee agrees to a) to e) as outlined in item 4 as recommended.

2.0 BACKGROUND

- 2.1 International Workers Memorial Day takes place around the world on the 28th April each year. The slogan for the Day is “Remember the Dead, Fight for the Living.”

The purpose of Workers Memorial Day is two-fold. First, we remember the dead, because those who have died, been injured, or made ill through their work; deserve not to be forgotten. Secondly, we fight by campaigning for the living, so that people can go to work and provide for themselves and their family, without risk to their health and safety.

Each year more people are killed by work than in wars. Most do not die of mystery ailments, or in tragic incidents. They die because of a health and safety failure. Every year worldwide, over 2 million people are killed by their own, or someone else's work - that's about 5,000 per day.

A Workers Memorial Day Service and Wreath Laying Ceremony organised by Hartlepool Trades Union Council has been held in Hartlepool since 1999 and has been held on the official day of 28th April since 2000.

Yvette Copper, Work and Pensions Secretary of State, announced on 28th January 2010 that the UK will give official recognition to Workers Memorial Day to commemorate thousands of people who have died, been seriously injured or made ill through their work.

It is only with enforceable and enforced legislation and the Employers working together with the Trade Unions to improve Health & Safety in all workplaces that we can ever hope to reduce the number of workplace accidents, injuries, diseases and deaths that, in the majority of cases, are avoidable.

2.2 In 2013/14 (UK) according to the Health & Safety Executive.

Injuries

133 workers were killed at work,
629 000 workers had an accident at work in 2013/14. Of these injuries: (203 000 led to over 3 days absence from work; of which 148 000 led to over 7 days absence (LFS))
77 593 non-fatal injuries to employees were reported in 2013/14 (provisional)

Ill health

An estimated 1.2 million people who worked in 2013/14 were suffering from an illness they believed was caused or made worse by work. 535 000 of these were new cases which started in the year (LFS).

Around 13 000 deaths each year from occupational lung disease and cancer are estimated to have been caused by past exposure, primarily to chemicals and dusts, at work.

Mesothelioma

Most mesothelioma deaths occurring now are a legacy of past occupational exposures to asbestos when it was widely used in the building industry. - The latest information shows:- The number of mesothelioma deaths increased to 2535 in 2012 from 2311 in 2011. This was largely due to an increase in male deaths aged 65 years or older (In 2012 there were 2 126 male deaths and 409 female deaths) - The number of new cases of mesothelioma assessed for Industrial Injuries Disablement Benefit has increased from 2 125 in 2012 to 2 145 new cases in 2013 (IIDB).

Working days lost

In 2013/14 - 28.2 million days were lost due to work-related ill-health or injury (17 days per case).
- 23.5 million due to work-related ill health and 4.3 million due to workplace injury.

Society no-longer finds drink-driving or domestic violence acceptable. It is time for work-related ill-health, injury, and death to also become unacceptable rather than a tragic but accepted part of the world of work.

The HSE has in the past stated that about 70% of workplace "accidents" are due to the poor management of health and safety.

Worldwide, hundreds of thousands die in workplace "accidents" and millions die of occupational diseases every year. Employers working together with the Trade Unions is the remedy. Prevention is the only cure.

To remember those who died at work we organise the Workers Memorial Day Remembrance Service on 28th April (International Workers Memorial Day) of each year.

3.0 Workers Memorial Day 2015 – Event arrangements.

3.1 Remembrance Service & Wreath Laying Ceremony

The service will take place on Tuesday 28th April 2015, 12.30pm, Christchurch TIC & Art Gallery, Church Square, Hartlepool and the laying of the wreaths will follow at the Workers Memorial in Church Square, Hartlepool.

Officiates – Revd Janet Burbury and Revd Christopher Collison

Special Guest:- , Trevor Burden, bereaved family member, who will be saying a few words prior to the wreath laying ceremony and will lay a wreath.

Guest speakers:-

Hugh Scullion, General Secretary, CSEU
Fintan Hurley, Scientific Director, Institute of Occupational Medicine
Glen Williams, Chair, UNISON Service Group Executive

Iain Wright MP, Shadow Minister for Competiveness and Enterprise, will give a 'reading' at the service.

Over 30 wreaths will be laid by Individuals and Organisations to remember all those who have died, been injured, or made ill through their work.

Individual flowers will also be made available for anyone present to lay a flower at the Workers Memorial in Church Square in memory of a loved one.

The Café Area, Christchurch TIC & Art Gallery, will be available from 12 noon and after for people to congregate. Tea / Coffee etc will be available before the service and also be available after the service where tea / coffee and a light buffet will be available.

A lone Scottish piper will be playing in Church Square from 11.45am and will 'pipe' guests and attendees from / to Christchurch at 12.20pm to take their seats in time for the minutes silence at 12.30pm at the start of the service.

Following the formal service the Wreath Laying Ceremony will take place at the Workers Memorial in Church Square. *(Individual flowers will be made available for anyone present to lay a flower at the Workers Memorial in Church Square in memory of a loved one).*

Rosie Upton (Folk Singer) will be performing three songs specially chosen by her for Workers Memorial Day. (www.rosieupton.co.uk)

In 2009, and 2012 and 2014 HTUC commissioned a DVD from Hartlepool College of Further Education (HCFE) to promote Workers Memorial Day and highlight the need for health & safety in the workplace. (https://www.youtube.com/watch?v=RJ_imukkQkA)

The Theme for the 2015 Workers Memorial Day is 'removing exposure to hazardous substances in the workplace' whilst Protecting workers around the world through strong regulation, enforcement and union rights.

Employees who have died through Industrial Accident or Disease whilst trying to earn an honest living for themselves and their families are not publicly remembered on any other day.

Everybody Welcome

The service is especially open to all family, friends, colleagues who wish to remember loved ones who have died or been injured, or made ill through their work.

3.2 Memorial Service for Students – Hartlepool College of Further Education.

The memorial service for students in 2015 will be held on Tuesday 28th April, 11.00am, in Hartlepool College of Further Education. Following the conclusion of the service a wreath will be laid at the 'Tree of Remembrance' in Hartlepool College of Further Education.

Hartlepool College of Further Education (HCFE) has ran competitions to design the cover of the Order of Service for the Workers Memorial Day service over recent years and this year the competition will also include Cleveland College of Art and Design (CCAD). An update report of the outcome of the competition will be given to Finance & Policy Committee in April.

3.3 HTUC Health & Safety Seminar

This year's event (2015), sponsored by Thompsons Solicitors, will take place at the Hartlepool College of Further Education at 9.00am to 12noon and will be followed at 12.30pm by the Workers Memorial Day Service & Wreath Laying Ceremony. Speakers / presentations from Tony Scott, Thompsons Solicitors; Fintan Hurley, Scientific Director, Institute of Occupational Medicine and Nigel Bryson, Consultant Editor of Asbestos Risk Management

Invitations will be circulated to Trade Unions / Employers Organisations / Local Authorities / Teesside Safety Group etc..

Recognised TUC Health & Safety representatives / Councillors / Managers & Employer Representatives are invited to attend.

3.4 Radio Hartlepool.

HTUC is currently working with Radio Hartlepool to promote the service including a periodic presence on a mid-morning show, inclusion in the What's Happening Guide, and to have a dedicate broadcast on Workers Memorial Day.

As part of the broadcast (pre-recorded) it is the intention to give anyone who may have lost a loved one, friend or colleague through a work related 'accident' the opportunity to have their say and to

chose their, or their loved ones, favourite piece of music to be played. It is also intended to synchronise the timing of the broadcast with the service at Christchurch.

4 Recommendations:-

The Finance & Policy Committee agrees to:-

- a) Promoting a minutes silence in all public buildings and to Council staff at 12.30pm on Tuesday 28th April 2015, in remembrance of ‘those workers who have lost their lives through industrial accident or disease.
- b) Authorising the lowering of flags on public buildings on Tuesday 28th April 2015.
- c) Allowing the sale of the Workers Memorial Day Remembrance forget-me-not purple ribbons on Council premises to staff and public.
- d) Assisting in promoting / publicising the event to the wider public
- e) The use of Council Premises on Tuesday 28th April 2015 for the service and for guests before / after the Workers Memorial Day Service & Wreath Laying Ceremony.

The Theme for the 2015 Workers Memorial Day is 'removing exposure to hazardous substances in the workplace' whilst Protecting workers around the world through strong regulation, enforcement and union rights.

Employees who have died through Industrial Accident or Disease whilst trying to earn an honest living for themselves and their families are not publicly remembered on any other day.

Remember the Dead & Fight for the Living

Edwin Jeffries
President
Hartlepool Trades Union Council
Tel: 01429 523868 (w) / 07813 073186 (m)
Email:- ejeffries73@gmail.com

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Assistant Chief Executive

Subject: QUARTER 3 – COUNCIL OVERVIEW OF PERFORMANCE AND RISK 2014/15

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key

2. PURPOSE OF REPORT

- 2.1 To inform Finance and Policy Committee of the progress made against the 2014/15 Council Plan, for the period ending 31 December 2014.

3. BACKGROUND

- 3.1 The Council Plan was agreed by Council on 3 April 2014.
- 3.2 The Council Plan contains an action plan setting out how the Council proposes to deliver the Council's priority outcomes. Key Performance Indicators are also included which can then be used to monitor progress throughout the year and at year end. It also contains a section listing the Risks that could prevent the Council from delivering the priority outcomes.
- 3.3 The Council's Performance Management System (Covalent) is used to collect and analyse progress against the actions, performance indicators and risks detailed in the Council. The information in the system was used to prepare this report.
- 3.4 The structure of the report is:

Paragraphs	Content
4.1 – 4.7	Council Overview of Performance and Risk
5.1 – 5.6	Child and Adult Services Departmental Update
6.1 – 6.6	Public Health Departmental Update
7.1 – 7.8	Regeneration and Neighbourhoods Departmental Update
8.1 – 8.6	Chief Executives Departmental Update
9.1	Recommendations

4. COUNCIL OVERVIEW OF PERFORMANCE AND RISK

- 4.1 In total the Council Plan includes 214 actions and 162 performance indicators to deliver and measure improvements across key priority areas (outcomes) identified in the Community Strategy and Council Plan.
- 4.2 Of the 162 indicators, 86 were for monitoring purposes only and a further 14 PIs are collected on an annual basis. Updates have been provided for 62 targeted indicators, data is either currently not available for the remaining indicators. Only the targeted indicators are included in the analysis for this report.
- 4.3 Officers have assessed the indicators and actions included in the plans, making judgements based on progress to the 31 December 2014. Progress is categorised as: -
- **PI target achieved or Action completed**
 - **PI on track to achieve target or Action on track to be completed**
 - **PI/Action having made acceptable progress**
 - **PI/Action requiring intervention**
 - **PI Target not achieved or Action not completed.**
- 4.4 The Council Plan addresses the key priorities and issues facing the Council, and includes an action plan that uses the key actions and performance indicators from across the four Departments.
- 4.5 Charts 1 and 2 below summarise officers' assessments of the Council Plan actions and indicators (that have targets **and** are measurable throughout the year). As at 31 December 2014, the position was a positive one, with: -
- 155 actions (72%) have been assessed as being on target to be achieved by their scheduled completion date;
 - 41 actions have been completed (19%)
 - 52 performance indicators (82%) have been assessed as being target achieved or on track to achieve on track to achieve their year end target;
 - 3 PIs (5%) have been assessed as intervention required. These are highlighted later in report.

Chart 1: Council Plan Action Progress for period to 31 December 2014.

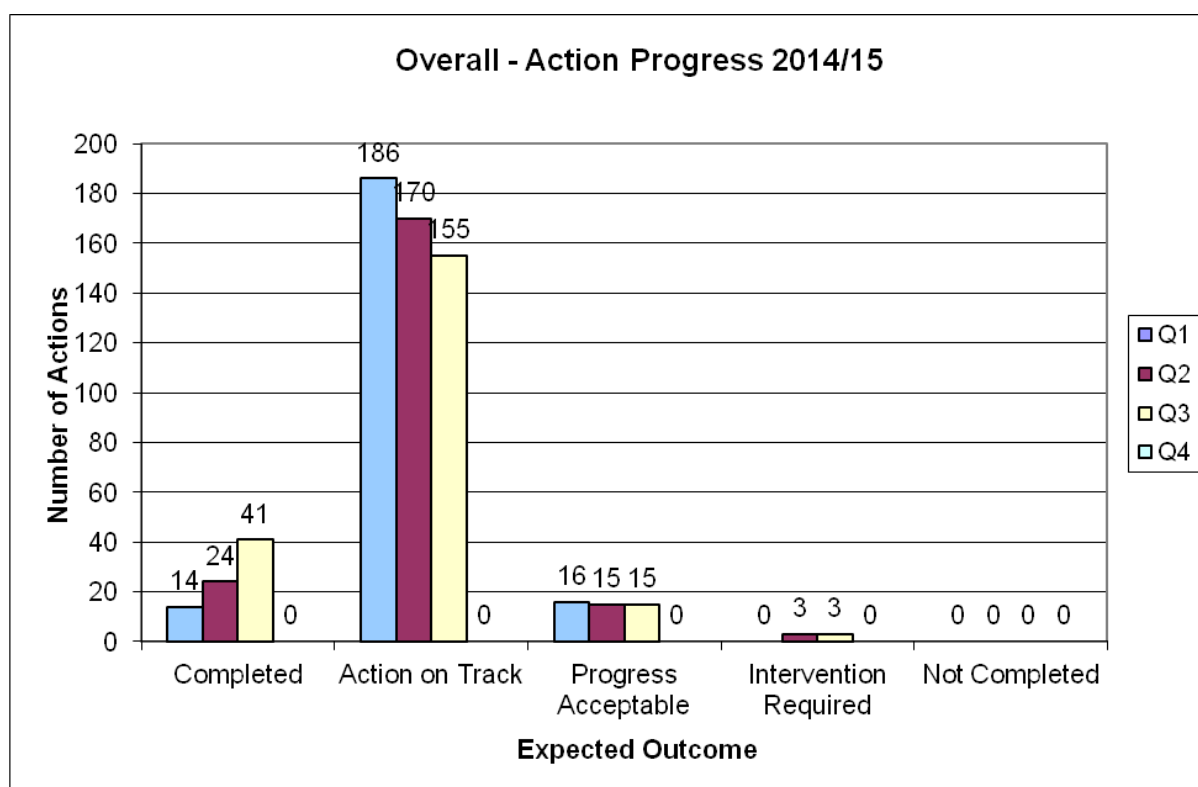
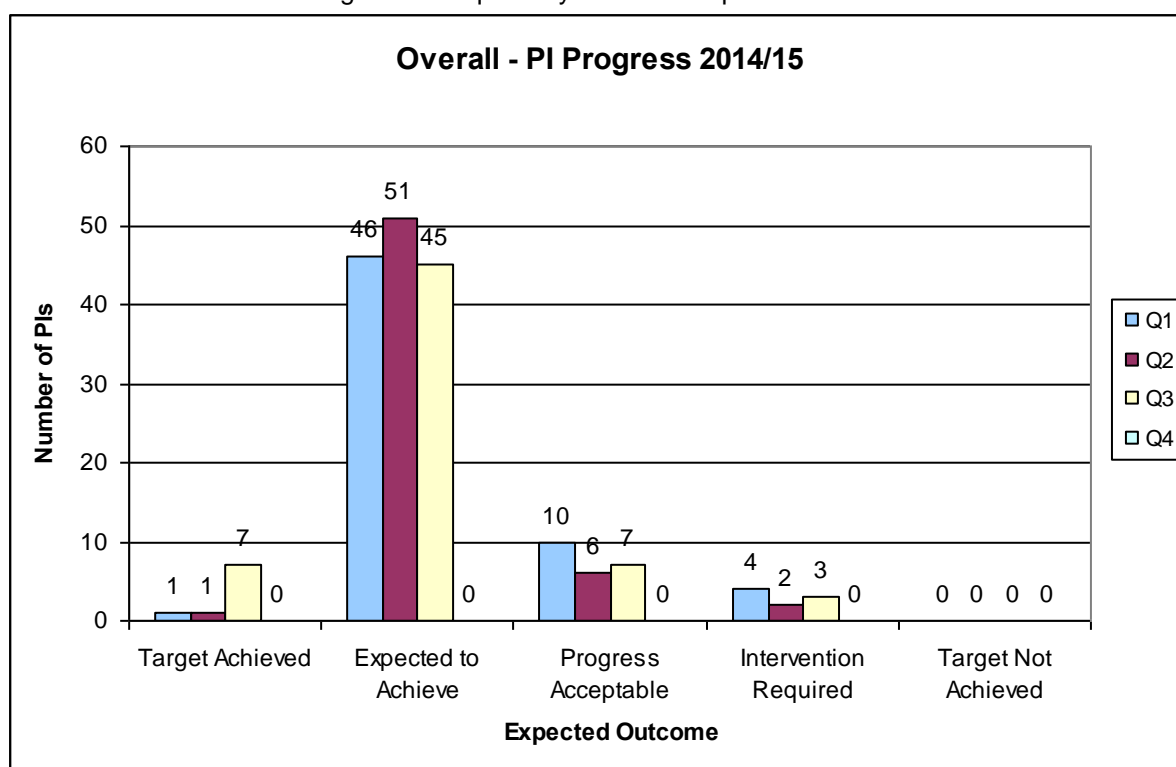


Chart 2: Council Plan PI Progress with quarterly outturns for period to 31 December 2014



- 4.6 91 strategic risks across various outcomes have been identified within the Council Plan. These, along with other risks not included in the plan are being managed in accordance with the Council's Risk Management Framework as agreed by Performance Portfolio Holder on 23 March 2011. This report will only include information on risks within the Council Plan that have changed their rating in the last quarter. However it should be noted that **all** risks on both the accepted and actively managed risk register are reviewed on a regular basis.
- 4.7 Sections 5.5, 6.5, 7.6 and 8.5 of this report provide an update on the risks within the Council Plan.

5. CHILD AND ADULT SERVICES DEPARTMENTAL UPDATE

- 5.1 The Child and Adult Department contributes to 5 outcomes, spread across 3 themes:
- Jobs and the Economy
 - Lifelong Learning and Skills
 - Health and Wellbeing
- 5.2 The Child and Adults Department has identified are 21 actions and 21 performance indicators (14 Targeted and 7 Monitored) spread across 5 outcomes within the Council Plan that it is responsible for.
- 5.3 As can be seen in chart 3 overall progress is good with:
- 16 actions (76%) having been assessed as being on target to be achieved by their scheduled completion date;
 - 4 actions have been completed (19%)
 - The one remaining action has been flagged as making acceptable progress.

Chart 3: CAD Overall Action Progress – to 31 December 2014

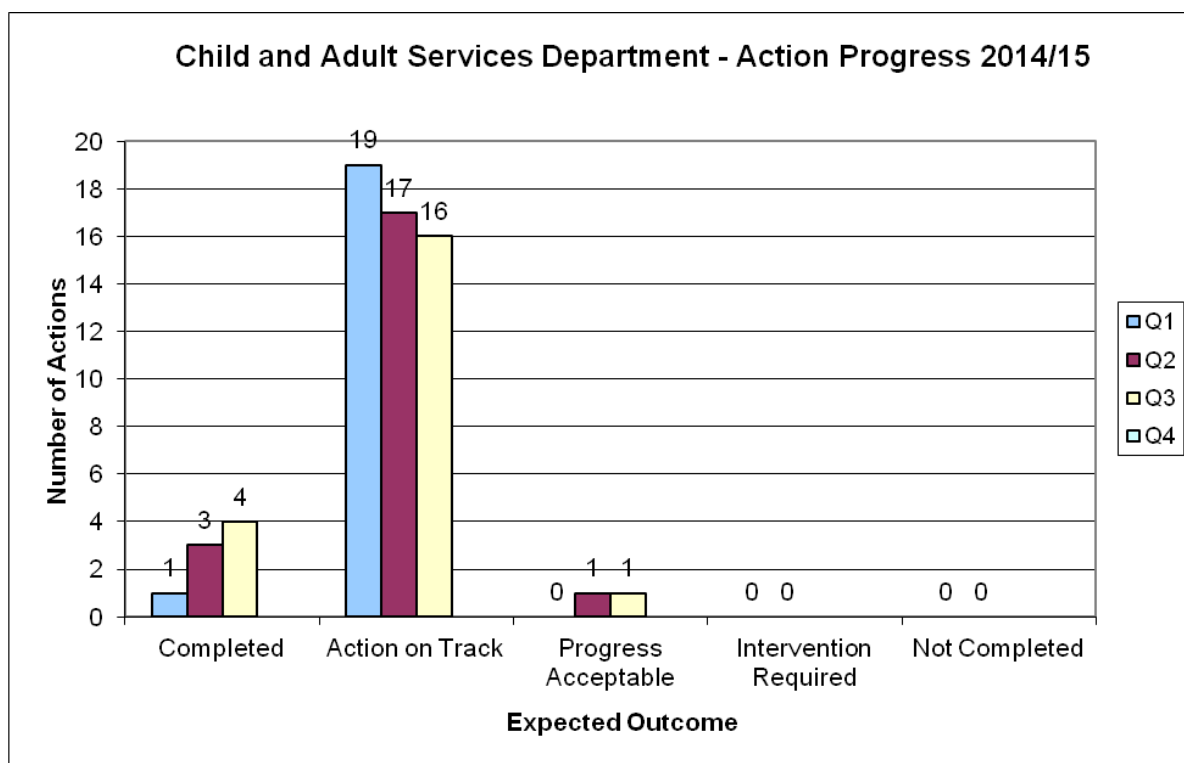
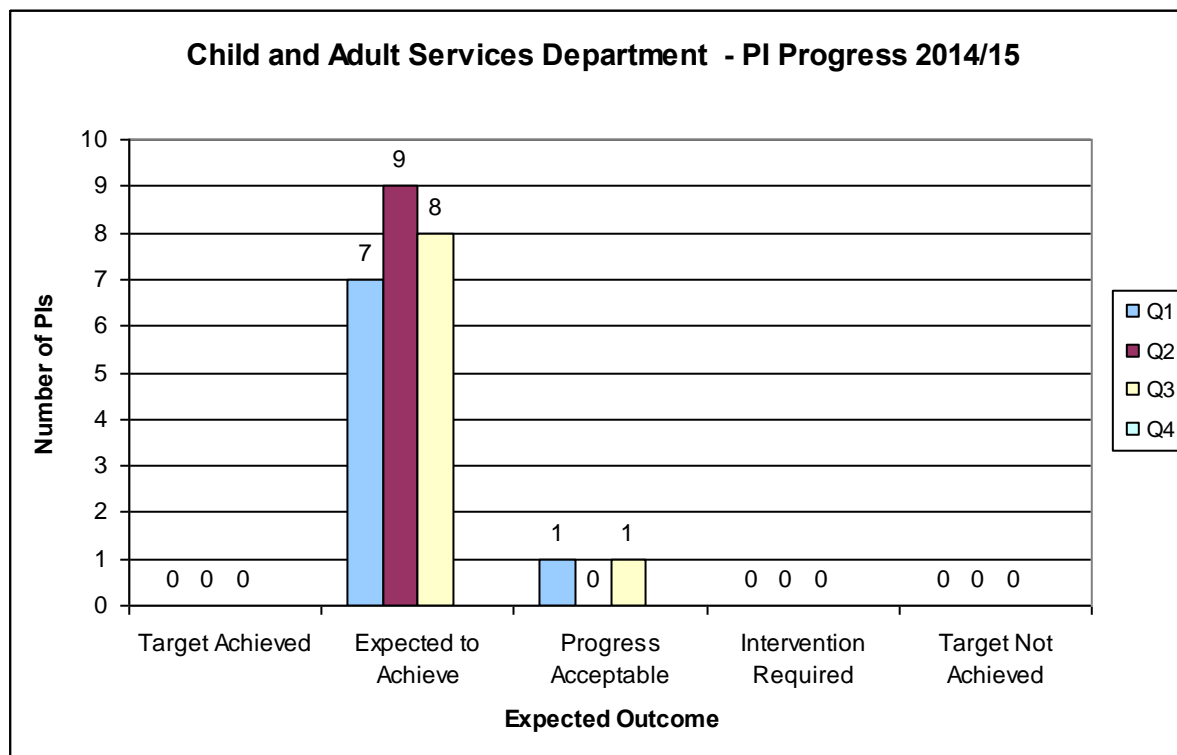


Chart 4: CAD Targeted Performance Indicators with quarterly outturns – Progress to 31 December 2014



- 5.4 Chart 4 summarises officers' assessments of the Performance Indicators that have targets **and** are measurable throughout the year. As at 31 December 2014, the position was a positive one, with:
- 8 indicators being assessed as on track to achieve target;
 - One indicator has been assessed as having acceptable progress;
 - 5 Indicators are available on an annual basis.
- 5.5 There are 20 risks across 5 outcomes in the Council Plan 2014/15 but there have been not changes to the risks ratings in Quarter 3.
- 5.6 For the period up to 31 December 2014 the Child and Adult Services Department have identified the following issues:-
- The Q3 performance figure for Permanent Admissions to residential care – aged 65+ is based on 88 admission of over 65's in the first 9 months of the 2014-15 year - this is under the year end target of 900 admissions per 100,000 population (over 65's). The predicted year end performance is expected to be 724 admissions (per 100,000 population) still under the 900 target, although the more challenging winter period is expected to drive this figure up.
 - The figure of 1,887 at December 2014 is exceeding the target of 1500 users with Telecare equipment and we expect to maintain this level of performance to the year end.

6. PUBLIC HEALTH DEPARTMENTAL UPDATE

- 6.1 The Public Health Department contributes to 4 outcomes, spread across 2 themes:
- Health and Wellbeing
 - Community Safety
- 6.2 The Public Health Department has identified 49 actions and 53 performance indicators (11 Targeted and 35 Monitored) spread across 4 outcomes within the Council Plan that it is responsible for. In addition the department has also identified 8 strategic risks that are included in the Council's 2014/15 Plan.
- 6.3 As can be seen in chart 5 overall progress is good with:
- 39 actions (80%) on track to be completed by their scheduled completion date;
 - 5 actions (10%) have been completed
 - 3 actions (6%) making acceptable progress
 - With the 2 (4%) remaining actions requiring intervention

Chart 5: Public Health Overall Action Progress – to 31 December 2014

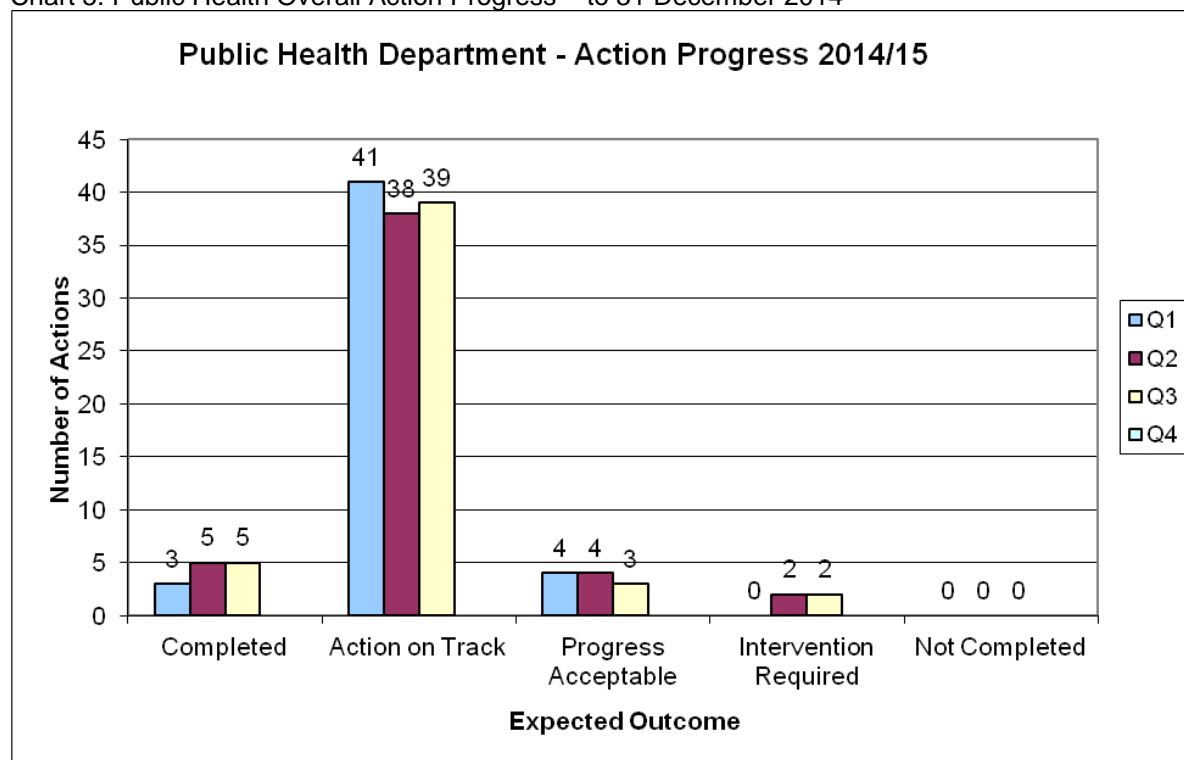


Table 2: PHD Action requiring intervention at 31 December 2014

Ref	Action	Due Date	Notes
PHD 14/15 HW22	Implement the revised Sport & Physical Activity strategy action plan	31 Mar 2015	Delayed until officer returns March 2015.
PHD 14/15 HW29	Develop on-line booking services	31 Mar 2015	Continued discussions with XN Leisure, Northgate and CICT, original upgrades cancelled as software re installation was needed and concerns arose regarding required documentation needed

6.4 Chart 6 summarises officers' assessments of the 11 Performance Indicators that have targets **and** are measurable throughout the year. As at 31 December 2014, the position was a positive one, with:

- 2 indicators have being assessed as having made acceptable progress
- 1 indicator require intervention and 1 was on track
- A further 7 indicators having not provided any data at this time;

Chart 6: Public Health Targeted PIs with quarterly outturns – Progress to 31 December 2014

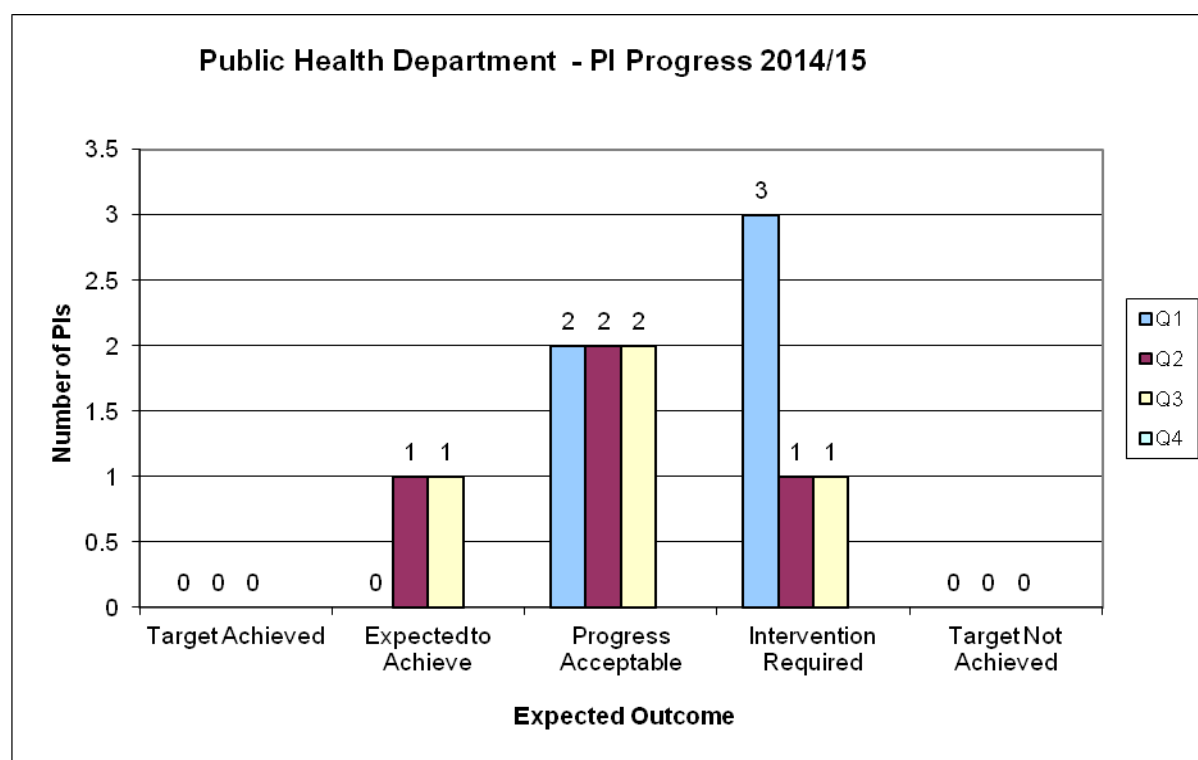


Table 3: PHD PIs Intervention Required

Ref	Indicator	Current Value	Target	Notes
NI 123	Stopping smoking - rate of self-reported 4-week smoking quitters per 100,000 population aged 16 or over	439	665	Actual number of 4 week quitters for quarter 2 = 162 (worked out as per 100,000 population = 218) This is 65% of target.

6.5 With regards to risks there have been no changes to risk ratings in quarter three within the Public Health Department.

6.6 For the period up to 31 December 2104 the Public Health Services Department have identified a number of achievements including: -

- The specialist stop smoking service review is now complete and a new provider has been commissioned.
- A healthy cooking on a budget session for children and parents is proving very popular and the smoking drama and workshop - The Truth - has been funded for a further year.
- Service review of the school nursing service has been completed and a contract will be awarded on 1st April 2015 for the Children and Young people's Health and well Being Service.
- The second phase of the Olympic Legacy Action Plan has led to a further arts exhibition which opened at the Art Gallery on January 10th 2015 of work by Michelle Castles of sculptures in the human form taking part in sporting activity. It is also supported by further

photography work by Lucinda Grange and the exhibition will run until March 2015.

- Due to meet with national representatives from Sport England in February to discuss potential funding opportunities to further develop pool facilities at Brierton. Vision master plan details potential leisure centre development opportunities as part of the shopping centre redevelopment

7 REGENERATION AND NEIGHBOURHOODS DEPARTMENTAL UPDATE

7.1 The Regeneration and Neighbourhoods Department contributes to 22 outcomes, spread across 9 themes.

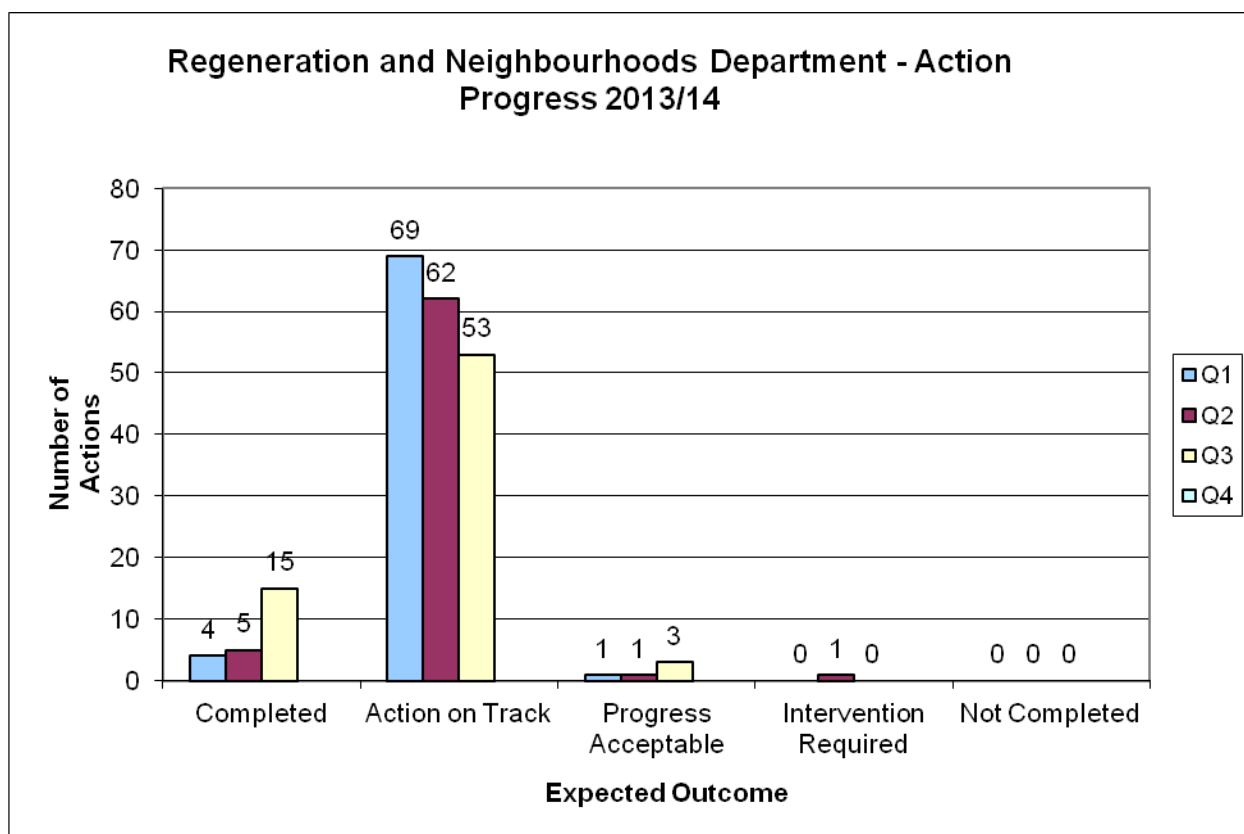
- Jobs and the Economy
- Lifelong learning and Skills
- Health and Wellbeing
- Community Safety
- Environment
- Housing
- Culture
- Strengthening Communities
- Organisational Development

7.2 The Regeneration and Neighbourhoods Department has identified 71 actions and 62 performance indicators spread across 22 outcomes within the Council Plan that it is responsible for. There has been an increase in the number of actions and PI as responsibility for service delivery has changed departments. In addition the department has also identified 30 strategic risks that are included across the 22 outcomes of the Councils Plan.

7.3 As can be seen in Chart 7, overall progress is good with:

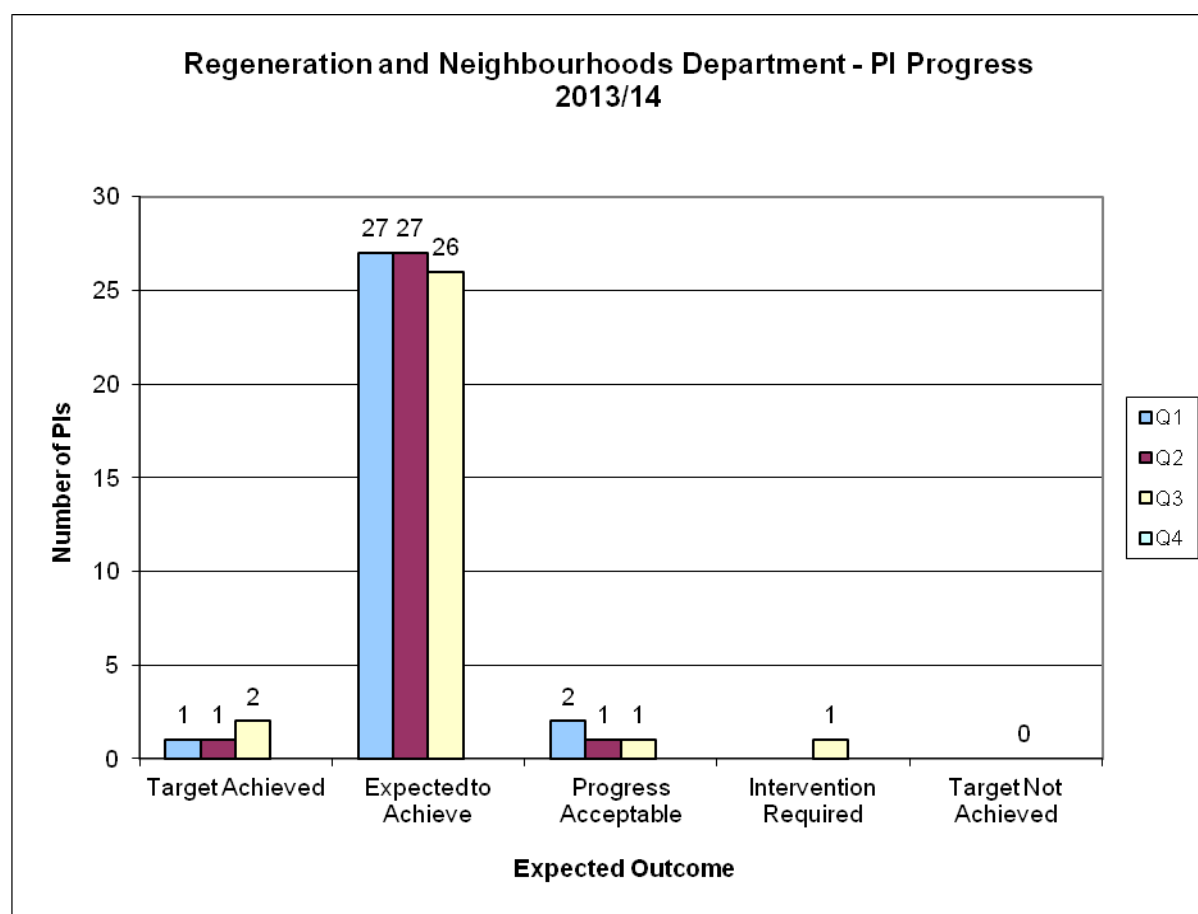
- 15 actions (21%) have been completed and a further 53 (73%) assessed as being on track to be completed by the agreed date;
- 3 actions have been assessed as progress acceptable.

Chart 7: RND Overall Action Progress – to 31 December 2014.



7.4 Chart 8 summarises officers' assessments of the 30 performance indicators that have targets **and** are measurable throughout the year.

Chart 8: RND Overall PI Progress with quarterly outturns – to 31 December 2014.



7.5 It can be seen that, as at 31 December 2014, the position is;

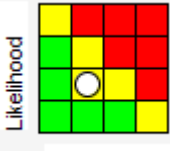
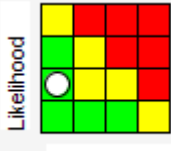
- 2 PI (3%) achieved target
- 26 indicators (93%) having been assessed as being on track to achieve target
- The one PI has been assessed as having made acceptable progress and one requires intervention

Table 5: RND PI requiring intervention at 31 December 2014

Ref	Indicator	Current Value	Target	Notes
NI 168	The percentage of principal roads where maintenance should be considered (BVPI 223)	7%	5%	Survey result indicates a gradual decline of carriageway condition

7.6 There are 30 risks across the 22 Outcomes in this year's Council Plan. On a quarterly basis we will be reporting only on risks that have changed ratings in the previous quarter. In Quarter 3 2014/15 it is requested that RND R057 be removed from the risk register as it is no longer relevant.

Table 6: Changes in RND Risks Q3 2014/15

Code	Title	Q2 2014/15	Q3 2014/15	Latest Note
RND R057	Reduction in funding for Housing Investment			This risk should be removed the sub regional process ceased to exist in 2011, however funding has been secured by the Council and RPs to continue housing investment until 2018

7.7 Due to the relocation of the Lynn Street depot it proposed to add the following risks to the register:

- Failure meet the agreed timetable for the relocation of Cleveland College of Art and Design (CCAD) to the Lynn Street Depot Site
- Failure to establish a new depot facility in a timely and cost effective manner
- Failure to continue delivery of Council services in a safely and efficiently during the relocation to a new depot

7.8 For the period up to 31 December 2014 the Regeneration and Neighbourhoods Department have identified the following achievements:

- The Safer Hartlepool Partnership strategic assessment was completed in December 2014
- Survey data has been gathered to establish the scale of the problem with regards to waste escaping from waste haulage vehicles and to try to identify responsibility. Further work is required to establish legal protocols and to develop operational plans to tackle these issues.
- The Town Hall Theatre has now become incorporated in the wider Culture & Place strategy which is due to go to Regeneration Committee in Sept 2015. This action will be carried through to the 2015/16 Council Plan.
- Approval has been gained for a Library Service Review in October 2014. Consultation documentation is being developed and results should be available over the summer. This action will be carried through to the 2015/16 Council Plan.

8 CHIEF EXECUTIVE'S DEPARTMENT UPDATE

8.1 The Chief Executive's Department contributes to 11 outcomes, spread across 5 themes:

- Jobs and the Economy
- Organisational Development
- Health and Wellbeing
- Community Safety
- Strengthening Communities

8.2 The Chief Executive's Department has identified are 73 actions and 31 performance indicators spread across 11 outcomes within the Council Plan that it is responsible for. In addition the department has also identified 33 strategic risks that are included in the Council's Plan.

8.3 As can be seen in Chart 9, overall progress across the department is positive, with:

- 64 Actions (88%) have already been completed or are on track to be completed by their agreed due date.
- 8 actions (11%) have been assessed as having made acceptable progress.
- The final action requires intervention and this will be highlighted later on in the report

Chart 9: CED Overall Action Progress – to 31 December 2014.

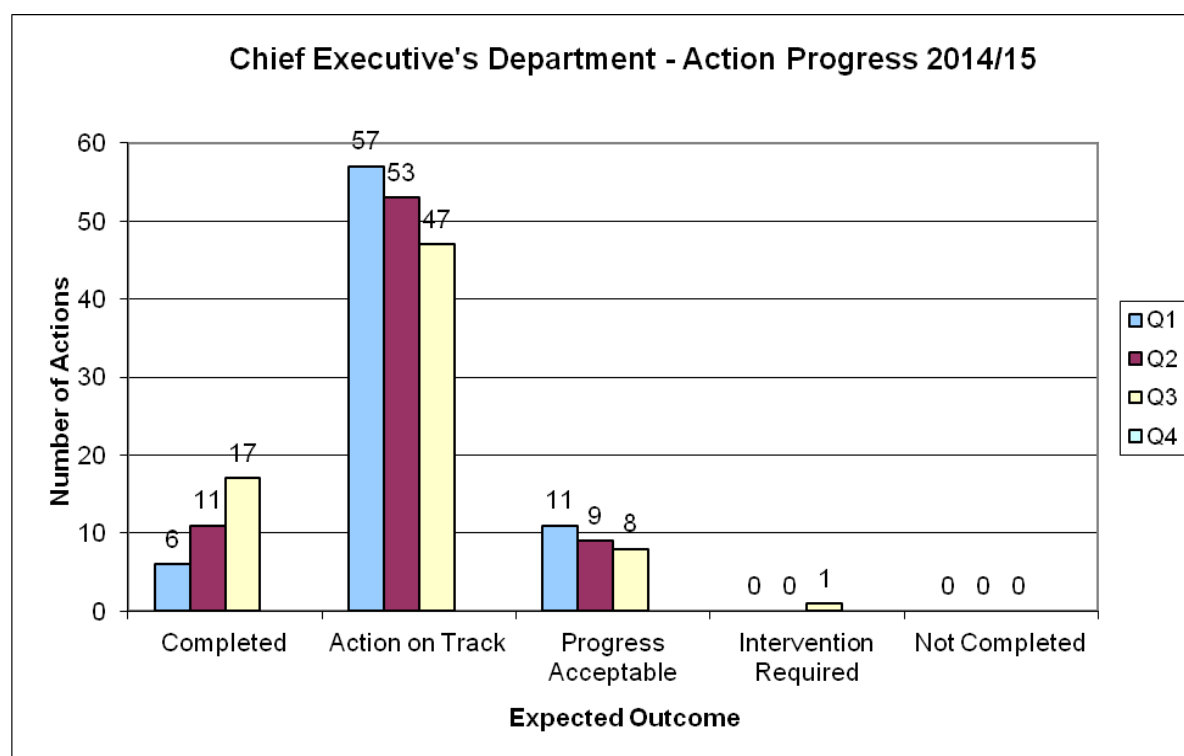


Table 7: CED Action requiring intervention at 31 December 2014

Ref	Action	Due Date	Notes
CEX 14/15 OD60	Implement an audit regime to enhance the Councils monitoring systems to ensure the Councils Health and Safety management system is consistently applied	31-Mar-2015	To be reviewed by new HSW Manager

8.4 Chart 10 summarises officers' assessments of the 19 performance indicators that have targets **and** are measurable throughout the year. It can be seen that, as at 31 December 2014, the position was also positive, with:

- 10 indicators (53%) are expected to achieve target

- 5 indicators (26%) have achieved their target
- 3 (16%) PI is identified as progress acceptable
- 1 (5%) further PI has been identified as requiring intervention and is identified below

Chart 10: CED Overall PI Progress with quarterly updates – to 31 December 2014

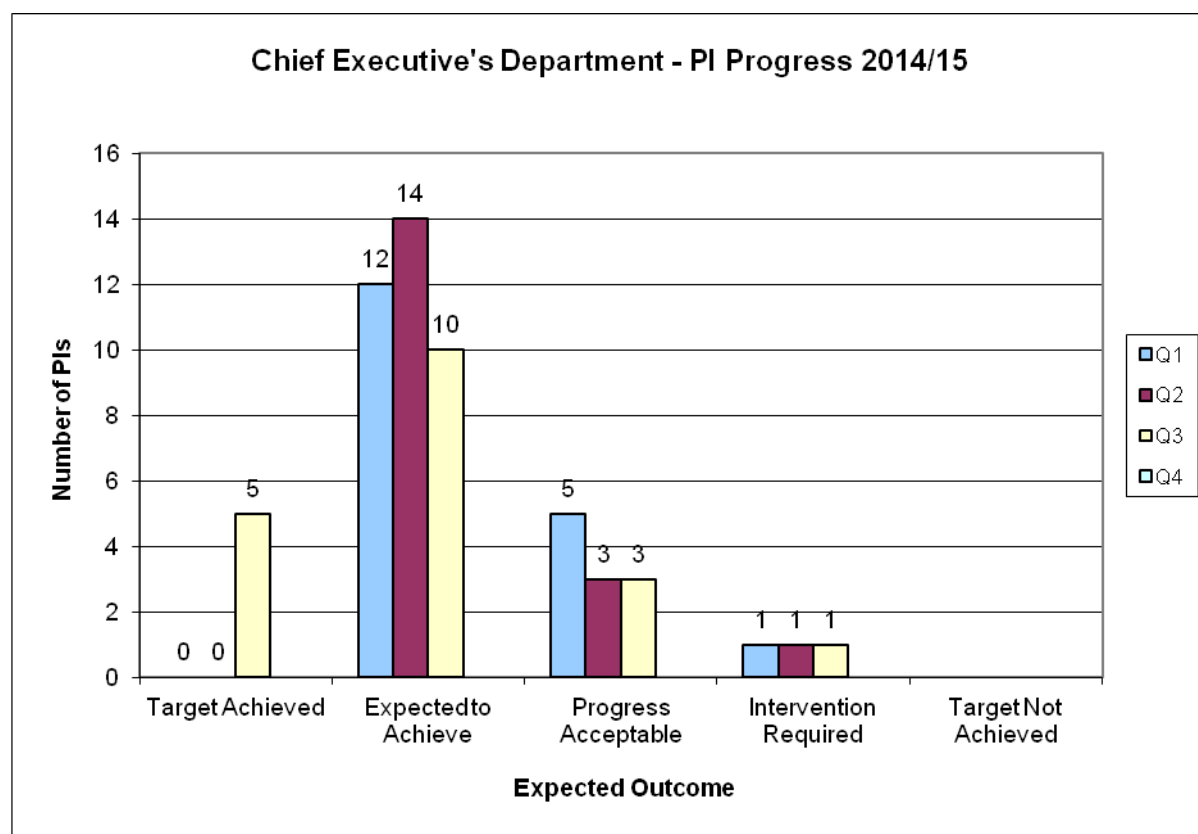


Table 8: CED PI requiring intervention at 31 December 2014

Ref	Indicator	Current Value	Target	Notes
CEDFI P030	Percentage of invoices paid to local businesses within 10 working days	68.01%	85%	This years performance is below target owing to staff shortages (Long term sickness, secondment and unsuccessful redeployment) on team and continued challenges of getting suppliers to provide correct information. Also November / December performance below target owing to system down-time during November.

8.5 There are 33 risks spread across the 11 outcomes that the Chief Executives Department contributes to. All these risks have been reviewed in quarter 3 with no changes being made.

8.6 There have been an number of achievements made in the Chief Executives Department in the third quarter of 2014/15

- Across the town 3,472 children are receiving free school meals
- 647 Discretionary Housing Payments have been awarded totalling £206,000 have been made. Ongoing support / advice being given to 63 households impacted by the Benefit Cap.
- The savings proposals have been considered by all committees and approved by Council savings proposals have been considered by all committees and approved by Council.
- Work has been completed to revise the Council's Social Media Policy. New Social Media Handbook - Advice and Tips now being developed.
- The 100th Anniversary of the Bombardment of Hartlepool resulted in significant national and international news coverage. This included international publications, National television, several regional and national newspapers including significant online coverage.

9. RECOMMENDATIONS

9.1 Finance and policy Committee is asked to: -

- Note the current position with regard to performance.
- Note the inclusion of three new risks:
 - Failure meet the agreed timetable for the relocation of Cleveland College of Art and Design (CCAD) to the Lynn Street Depot Site
 - Failure to establish a new depot facility in a timely and cost effective manner
 - Failure to continue delivery of Council services in a safely and efficiently during the relocation to a new depot
- Agree for the removal of risk:
 - RND R057 - Reduction in funding for Housing Investment

10. REASONS FOR RECOMMENDATIONS

10.1 Finance and Policy Committee have overall responsibility for the monitoring of the Council Plan.

11. BACKGROUND PAPERS

11.1 There were no background papers used in the preparation of the report.

12. CONTACT OFFICER

12.1 Kerry Trenchard
Strategy and Performance Officer
Tel: 01429 284057 E-mail: kerry.trenchard@hartlepool.gov.uk

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Chief Executive and Chief Solicitor

Subject: RESOURCE IMPLICATIONS – COUNCILLOR COMPLAINTS

1. TYPE OF DECISION

1.1 Non key decision

2. PURPOSE OF REPORT

2.1 At the Council meeting on 18th December 2014 a Member question was raised with the Chair of the Audit and Governance Committee requesting an *'overview of the current status of complaints against Elected Members'* and for the procedure detailing the complaint process to be specifically outlined.

2.2 Following debate, it was resolved that the matter be referred to the Finance and Policy Committee to enquire as to the level and feasibility of resources required to *'administer the procedure for progressing and considering complaints received against Elected Members, including the involvement of Independent Persons.'*

2.3 This report therefore covers the standards functions applied to the Council together with general commentary upon the complaints process and the resources involved in the administration of these functions.

3. BACKGROUND

3.1 Comparable with the statutory duty initially introduced under the provisions of the Local Governments Act, 2000, a duty *'to promote and maintain high standards of conduct'* appears through the Localism Act, 2011.

3.2 Consequently, the Council is required in discharging this duty to adopt a Code of Conduct *'that is expected of Members and Co-opted Members of the Authority when they are acting in that capacity'*. That code must be consistent with 7 general principles namely;

- Selflessness
- Integrity
- Objectivity

- Accountability
- Openness
- Honesty
- Leadership

- 3.3 A 'relevant authority' must also ensure that its Code of Conduct includes provision in respect to the registration of such pecuniary and other interests, that it considers appropriate.
- 3.4 The Councils Code of Conduct as adopted in conformity with the Localism Act, 2011 is contained within part 5 of the Council's Constitution ('Codes and Protocols'). Importantly, a relevant authority must have '*arrangements*' in place to deal with complaints alleging a breach of the Members Code of Conduct. Further, those arrangements must include the appointment '*of at least one Independent Person*'.

4. THE INDEPENDENT PERSON

- 4.1 Although, the Localism Act prescribes the appointment 'of at least one Independent Person' the Borough Council have appointed two Independent Persons for a four year term in order to ensure that should a conflict of interest ever arise on a case involving a Independent Person then the other Independent Person should be free to so act.
- 4.2 The legislation also provides that the member subject to the complaint can also approach the Independent Person in respect of that complaint. The view was therefore taken that it would also be sensible to have at least two Independent Persons so that potentially a complainant could also approach an Independent Person should this be necessary in achieving some consistency in the complaint process. A person may only be appointed into this role following a response to an advertisement, the submission of an application and that the person's appointment has been formally approved '*by a majority of the Members of the Authority*'. The qualification to be 'Independent' is that conversely a person would not be Independent in the following circumstances;
- They are a Member, Co-opted Member or Officer of the Authority,
 - They are a Member, Co-opted Member or Officer of a Parish Council of which the Authority is the principal authority, or
 - They are a relative, or close friend, of a person mentioned above.
- 4.3 Further, a person may not be appointed if at any time during the 5 years ending with the appointment the person was a Member, Co-opted Member or Officer of the Authority or of a Parish Council of which the Authority is the principal authority. Unlike the previous system, the role of the present Independent Person is purely advisory but for the purpose of any investigation the views of the Independent Person '*are to be sought and taken into account, by the Authority before it makes its decision on an allegation that it has decided to investigate*'.

- 4.4 The Council's standard functions are within the remit of the Audit and Governance Committee and the two Independent Persons have therefore co-opted status upon that Committee in their advisory (but nonvoting) capacity.

5. THE COMPLAINTS PROCESS

- 5.1 As indicated, the Council as a 'relevant authority' must have in place 'arrangements' for dealing with complaints which allege that a Member has acted contrary to the Code of Conduct. The Council have adopted 'assessment criteria' in order to determine whether a complaint should be investigated or whether the matter of complaint lends itself to 'other action' or 'no action'. A copy of the adopted criteria is appended herewith (**Appendix 1**) which also incorporates those amendments made through the Audit and Governance Committee at its meeting on 11 December, 2014. The arrangements for dealing with complaints are further detailed in a document which is also appended herewith (**Appendix 2**) which outlines the process of dealing with a complaint either through an investigation or through local resolution and it is to be noted that the accent through the Localism Act, 2011, is very much upon early and timely resolution in the absence of a formal investigation.
- 5.2 Of particular note, whereas the previous system had various 'sanctions' including the power of disqualification and suspension if a finding of a fault was made, the present system encapsulates certain 'actions' which do not include any power to disqualify or suspend. The Localism Act 2011 has provided under Section 34 a criminal offence (which requires the authorisation of proceedings through the Director of Public Prosecutions) where a person without reasonable excuse fails to comply with obligations in respect of the declaration and registration of interests and where that information was provided in a false or misleading manner.
- 5.3 In response to the Member question at Council on the 18th December, it was indicated that since May 2013 there had been 22 complaints against Elected Members, 5 of those complaints related to specifically to the alleged misconduct of Members of a Parish Council. Although a Member felt that such complaints had reached an 'unprecedented' level, this is not necessarily the case. Since the adoption of an ethical framework through the Local Government Act, 2000, there has been a consistent level of complaints received by the Monitoring Officer alleging Member misconduct.
- 5.4 At a meeting held for Independent Persons in September 2014 some anecdotal information was provided as to the level of complaints from other Authorities as shown in the table below.

(i) 2013 – 2014

Authority	Total Number of Complaints	Parish / Town Council Complaints
Newcastle City Council	11	1
North Tyneside MDC	1	(*Metropolitan Authority no parishes)
Durham County Council	42	33
Sunderland City Council	6	
Northumberland County Council	29	23
Hartlepool Borough Council	13 (* calendar year)	3
Darlington Borough Council	10	5
Middlesbrough Borough Council	8 (* calendar year)	
Stockton Borough Council	18 (involving 36 Borough Councillors)	1
Redcar and Cleveland Borough Council	3	

(ii) 2014 - 2015

Authority	Total Number of Complaints	Parish / Town Council Complaints
Newcastle City Council	9 (as at 10.9.14)	3
North Tyneside MDC	8	(*Metropolitan Authority no parishes)
Durham County Council	19	15
Sunderland City Council	2	
Northumberland County Council	11	7
Hartlepool Borough Council	14 (* calendar year)	4
Darlington Borough Council	No data.	
Middlesbrough Borough Council	11	
Stockton Borough Council	21 (involving 24 Borough Councillors)	7
Redcar and Cleveland Borough Council	6	

- 5.5 Following the Council meeting on the 18th December 2014, articles have appeared in local publications which have indicated the ‘burden of bickering’ as well as ‘petty infighting’ which certainly does not reflect well upon Hartlepool Borough Council. Among the comments from Members in newspaper articles, was the sentiment that Councillors should put an ‘*end to tribal politics*’ but the most pertinent statement was that mentioned openly in Council were one Member rightly volunteered ‘*....if we treated each other with more respect there would be no need for complaints*’.
- 5.6 The Chief Solicitor in his capacity as Monitoring Officer generally undertakes all investigations where allegations warrant such a procedure. The Legal Services Manager in her capacity as Deputy Monitoring Officer has also undertaken investigations, most particularly those relating to a series of complaints involving a local Parish Council. In truth, the number of complaints at times has impacted upon the workings of the Legal Services Division, but fortunately the Scrutiny Support Officer (who has a legal qualification and background) has been able to lend commendable support, in this regard. That individual has also past experience in undertaking investigations during her employment in a neighbouring Local Authority.
- 5.7 It is the duty of every Local Authority to provide the Monitoring Officer ‘*with such staff, accommodations and other resources, as are, in his opinion, sufficient to allow (his) duties to be performed*’ (Section 5 (1)(b) of the Local Government and Housing Act 1989). There is a comparable provision within the 1989 Act which relates to the Council’s Chief Executive Officer in his capacity as ‘Head of Paid Service’. It is not requested that any additional resource is provided to deal with complaints received in relation to Members of the Borough Council, at the present time. Members simply need to treat others with respect and civility.

6. RESOURCE IMPLICATIONS

- 6.1 Clearly the resources involved in a matter of complaint varies in each particular case. The Chief Solicitor and Legal Services Manager are ‘chief officers’ and have dealt with the majority of complaints since the inception of a locally determined complaints process in 2008. Additional assistance has been secured through the Scrutiny Support Officer (Band 10) who is a member of the Legal Services Division and has previous experience of dealing with complaints. Of the two cases undertaken by this officer (SC06/2014 and SCO7/2014) twenty one individuals were interviewed as part of these investigations, together with meetings with the Independent Persons. Time would also be expended in drafting a report, attendance at Committee and formal correspondence following the outcome of these investigations. Although, an estimate could be provided of the likely costs incurred, this may not necessarily be instructive. Indeed, it is possible that emphasis could then be placed on cost rather than the comfort that a thorough and detailed exploration of the issues arising from a complaint have been fully explored. Should Members decide that a ‘case by case’ breakdown of costs is required then this level of detail, could be provided in a subsequent report. However, for the present, Members should

be appraised of the additional support provided and the assurance that no other assistance is suggested within the confines of this report.

7. CONCLUSIONS

- 7.1 The Council has a statutory duty to promote high standards of conduct. The Council's Code of Conduct and indeed, its Planning Code of Practice incorporates those mandatory and other principles which govern the proper conduct of elected Members. Local Authorities must have in place 'arrangements' for dealing with complaints of misconduct. There is no prescription behind those arrangements bar the requirement to appointment at least one Independent Person. These statutory functions can be delegated either to a Committee, Sub-Committee or to an Officer.
- 7.2 The functions and responsibilities relating to 'standards' is within the remit of the Audit & Governance Committee, as indicated above. Whilst the previous system required local authorities to have a statutory Standards Committee, chaired by an Independent Member (with not less than 25% of the composition of the Committee comprising Independent Members) this is no longer a requirement. Consequently, a majority of local authorities have accommodated such functions within an Audit and Governance framework, particularly given the accent on early resolution of complaints and without any initial assessment of a complaint through a committee process, as was previously the case, in compliance with regulations made under the 2000 Act.
- 7.3 The Monitoring Officer performs the role of assessing complaints in unison with the Independent Person. The Independent Person involved in a particular case, is consulted at the outset and particularly during the course of an investigation and the findings of that investigation. There is no power in the legislation to operate outside a Committee, Sub-Committee or delegation to an officer. The suggestion that there should be some form of 'citizen panel', to decide upon complaints, has some merit, but it is not legally permissible to decide upon complaints, following an investigation, through such a panel. Equally, the suggestion for a panel of Independent Persons (suggestion of 6-8) certainly goes beyond the statutory requirements and would have the potential to be overly bureaucratic, being difficult to organise and, if anything imposes an increased burden upon the Monitoring Officer and Deputy Monitoring Officer in liaising over the course of a complaint with such individuals.
- 7.4 The Council is fortunate to have in place two individuals who have the requisite skills to complement and add value to this independent role and as stated, are involved throughout the process of a complaint, which is not the case in some Authorities.
- 7.5 The Council have a Code of Conduct which is fully compliant with legislation and has endeavoured to adopt local protocols and guidance on Member/ Officer relations, the operation of the planning system, gifts and hospitality and other useful procedural guidance. Where there is a finding of fault

certain non statutory ‘actions’ can follow but which is normally limited to a reprimand and also publication behind that finding. Further, there can be the withdrawal of facilities (following the case of Broadland District Council -v- Lashley) and the removal from committee positions, but only through the consent of a group leader, where the subject Member is affiliated to a political group. There are sanctions within the criminal law for serious misconduct but that is outside the framework of the Council’s own responsibility. Nevertheless, Members need to be conscious of such sanctions and also the potential for civil liability through, for example, actions for defamation as a consequence of Member misconduct.

- 7.6 Whilst it is a matter of regret the receipt of any complaint against any Elected Member of Hartlepool Borough Council and whilst appreciating that Members operate within a political environment, if Members simply acted with respect towards each other, such reports would not need consideration. Present resources are adequate and it is not a recommendation that any additional resource should be utilised at this point in time.

8. RECOMMENDATIONS

- 8.1 That the contents of this report be noted and the views of the Committee be obtained and be reflected in any subsequent report to Council.

9. REASON FOR RECOMMENDATIONS

- 9.1 The recommendation follows the Member question posed before Council on the 18th December, 2014 the subsequent remission of that matter to the Finance and Policy Committee and whether there should be any additional resources and/or feasibility study in looking at this particular subject.

10. BACKGROUND PAPERS

Local Government Act, 2000
Localism Act, 2011

11. CONTACT OFFICER

Dave Stubbs
Chief Executive
Email: dave.stubbs@hartlepool.gov.uk
Telephone: 01429 523001

Peter Devlin
Chief Solicitor
Email: peter.devlin@hartlepool.gov.uk
Telephone: 01429 523003

HARTLEPOOL BOROUGH COUNCIL
AUDIT AND GOVERNANCE COMMITTEE
ASSESSMENT CRITERIA FOR DEALING WITH STANDARDS ALLEGATIONS
UNDER THE LOCALISM ACT, 2011

Assessment Criteria

Before commencing an assessment of a complaint, it needs to be satisfied that:-

1. It is a complaint against one or more named Members of the Council or a Parish Council within the Borough of Hartlepool.
2. The named Member was in office at the time of the alleged conduct and the Code of Conduct was in force at the time.
3. The complaint, if proven, would be a breach of the Code under which the Member was operating at the time of the alleged misconduct.

If the complaint fails one or more of the above requirements it cannot be investigated as a breach of the code and the complainant will be informed that no further action will be taken in respect of the complaint.

Decisions to refer a complaint for investigation

A complaint is likely to be investigated when it meets one or more of the following criteria:-

- It is so serious, if proven, to justify in the public interest a formal investigation of the complaint.
- It is part of a continuing pattern of less serious misconduct that is unreasonably disrupting the business of the Authority and there is no other avenue left to deal with it, other than by investigation.

Note: In considering the above points, consideration will be given to the time that has passed since the alleged conduct occurred.

Decisions not to refer for investigation

A complaint is unlikely to be referred for investigation where it falls into any of the following categories:-

- The complaint appears to be vexatious, malicious, politically motivated, relatively minor or insufficiently serious,
- The same, or substantially similar, complaint has already been the subject of an investigation and there is nothing more to be gained by further action being.

- The complaint concerns acts carried out in the Members private life, when they are not carrying out the work of the authority or have not misused their position as a Member.
- It appears that the complaint concerns, or is really about dissatisfaction with a Council decision, or policy rather than a breach of the Code.
- There is not enough information currently available to justify a decision to refer the matter for investigation.
- The complaint is about someone who is no longer a member of the Authority.
- A significant period of time has elapsed since the events the subject of the complaint occurred.
- The complaint is such that it is unlikely that an investigation will be able to come to a firm conclusion on the matter.

Other Considerations

- Training for the Member concerned is considered to be a more appropriate way of dealing with the matter.
- The Monitoring Officer in conjunction with the Independent Person believe that a breakdown in relationships has occurred which may be effectively dealt with by conciliation/mediation and the member complained of and the complainant are amenable to engaging in such alternative action.
- An investigation is not the most cost effective way of resolving the matter and the Monitoring Officer is able to deal with it informally.
- Some other action is more appropriate e.g. a review and/or change to the Authority's policies and procedures.
- The conduct complained of is not so serious that it requires a substantive investigation.

Decisions to refer the complaint to another Authority

The Monitoring Officer is likely to refer complaints to another Authority where:-

- The Complaint is about someone who is no longer a Member of an Authority within Hartlepool, but is a Member of another Authority. In such cases the Monitoring Officer may refer the complaint to the Audit and Governance Committee of that other Authority.

Anonymous Complaints

The Monitoring Officer will only consider anonymous complaints if there is independent evidence to substantiate them. There must be documentary, photographic or other evidence which supports the substance of the anonymous complaint. However, even if such evidence has been provided, the Monitoring Officer in consultation with the Independent Person is unlikely to consider a complaint that is minor in nature, or appears to be malicious or politically motivated.

If the subject member requests to know the identity of the complainant, then representations will be sought from the Complainant and the Subject Member and thereafter this information will be reported to the Audit and Governance Committee as to whether or not there should be disclosure of the complainant's name to the Subject Member.

Considering Requests for withholding a complainant's details

The Monitoring Officer and where required a Hearing Sub-Committee will need to determine whether or not the complainant's details should be withheld from the subject member. Rarely is it in the public interest not to disclose the complainant's details. This could be on the basis that disclosure could prejudice an investigation, may lead to intimidation of the complainant or indeed, any witnesses involved, or could lead to evidence being compromised or destroyed. This will necessarily involve undertaking an assessment of the potential risks against the wider connotations of procedural fairness and the principles of natural justice.

Withdrawing Complaints

A complainant may ask to withdraw their complaint prior to any investigation being undertaken.

In such circumstances, and before coming to a decision on the request, consideration will need to be given to;

- whether the public interest in taking action about the complaint (eg because of its seriousness) outweighs the complainant's wish for the matter to be withdrawn;
- if the complaint can be actioned e.g. investigated, without the complainant's participation or assistance;
- the actual reasons given (if any), and what other reasons there appear to be, for the request to withdraw and whether those reasons would support a decision to agree to the withdrawal of the complaint.

HARTLEPOOL BOROUGH COUNCIL

Arrangements **for dealing with standards allegations under the** **Localism Act 2011**

1 BACKGROUND

These “Arrangements” set out how you may make a complaint that an elected or co-opted member of this Authority *[or of a parish council within the Borough]* has failed to comply with the Authority’s Code of Conduct, and sets out how the Authority will deal with allegations of a failure to comply with the adopted Code of Conduct.

Under Section 28(6) and (7) of the Localism Act 2011, the Authority must have in place “arrangements” under which allegations that a member or co-opted member of the Authority *[or of a parish council]*, or of a Committee or Sub-Committee of the authority, has failed to comply with that Authority’s Code of Conduct can be investigated and decisions made on such allegations.

Such arrangements must provide for the Authority to appoint at least one Independent Person, whose views must be sought by the Authority before it takes a decision on an allegation which it has decided shall be investigated, and whose views can be sought by the Authority at any other stage, or by a member *[or a member or co-opted member of a parish council]* against whom an allegation as been made.

2 The Code of Conduct

The Authority has adopted a Code of Conduct for members, which is attached as Appendix One to these arrangements and available for inspection on the Authority’s website www.hartlepool.gov.uk and on request from Reception at the Civic Centre.

[Each parish council is also required to adopt a Code of Conduct. If you wish to inspect a Parish Council’s Code of Conduct, you should inspect any website operated by the parish council and request the parish clerk to allow you to inspect the parish council’s Code of Conduct.]

The Council’s Code of Conduct will have application when a Member acts in their official capacity, namely where they are conducting the business of the Borough Council or otherwise acting, claiming to act, or giving the impression that they are acting as a representative of the Borough Council. Further, that at the time of the alleged misconduct, they were an elected or co-opted member of the Borough Council.

3 Making a complaint

If you wish to make a complaint, please write or email to –

Mr P J Devlin
Chief Solicitor & Monitoring Officer
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

Or –

peter.devlin@hartlepool.gov.uk

The Monitoring Officer is a senior officer of the authority who has statutory responsibility for maintaining the register of members' interests and who is responsible for administering the system in respect of complaints of member misconduct.

In order to ensure that we have all the information which we need to be able to process your complaint, please complete and send us the model complaint form, which can be downloaded from the Authority's website, next to the Code of Conduct, and is available on request from Reception at the Civic Centre.

Please do provide us with your name and a contact address or email address, so that we can acknowledge receipt of your complaint and keep you informed of its progress. If you want to keep your name and address confidential, please indicate this in the space provided on the complaint form, in which case we will not disclose your name and address to the member against whom you make the complaint, without your prior consent. The Authority does not normally investigate anonymous complaints, unless there is a clear public interest in doing so.

The Monitoring Officer will acknowledge receipt of your complaint within 5 working days of receiving it, and will keep you informed of the progress of your complaint.

4 Publicity

The Monitoring Officer will request both the complainant and the subject member do not make public the complaint until the Monitoring Officer (in unison with the Independent Person) has decided how the matter should be dealt with and until any investigation is formally completed. Should the complainant and/ or the subject member disclose details of the complaint or any part of the investigation prior to its conclusion, then this would be a material consideration as to the confidentiality behind that item when it is formally reported to the relevant Council Committee, following the completion of that investigation. Any consideration as to whether that disclosure of information was in the public interest will be determined by the Monitoring Officer at that time, and included as a reference within that report.

5 Will your complaint be investigated?

The Monitoring Officer will review every complaint received and, after consultation with the Independent Person, take a decision as to whether it merits formal investigation. This decision will normally be taken within 20 working days of receipt of your complaint. Where the Monitoring Officer has taken a decision, he/she will inform you of his/her decision and the reasons for that decision.

Where he/she requires additional information in order to come to a decision, he/she may come back to you for such information, and may request information from the member against whom your complaint is directed.

[Where your complaint relates to a Parish Councillor, the Monitoring Officer may also inform the Parish Council of your complaint and seek the views of the Parish Council before deciding whether the complaint merits formal investigation.]

In appropriate cases, the Monitoring Officer may seek to resolve the complaint informally, without the need for a formal investigation. Such informal resolution may involve the member accepting that his/her conduct was unacceptable and offering an apology, or other remedial action by the authority. Where the member or the authority make a reasonable offer of local resolution, but you are not willing to accept that offer, the Monitoring Officer will take account of this in deciding whether the complaint merits formal investigation.

If your complaint identifies criminal conduct or breach of other regulation by any person, the Monitoring Officer has the power to refer the matter to the Police and other regulatory agencies.

Vexatious Complaints

A complaint is unlikely to be referred for investigation where the complaint is either habitual/repeated or is vexatious in nature, or is otherwise the unreasonable pursuit of a complaint. The Council shall keep under review those complaints that have been determined to be either habitual, repeated or vexatious and for the avoidance of doubt, will not disregard any new issues which are so significantly different from the original complaint that they need to be addressed as a separate complaint. However, it will be unlikely that a matter would proceed for investigation in the following circumstances:

- A persistence in pursuing a complaint where the local assessment and determination process has been fully and properly implemented and exhausted.
- Where the complainant has persistently changed the substance of a complaint or raises identical or similar issues or otherwise seeks to prolong unreasonably the matters of complaint through further concerns or questions whilst the original complaint is being addressed.
- The complaint is unreasonable or disproportionate in the amount of time expended and those matters of complaint are considered to be unreasonable as to impose a significant burden in terms of time and cost to be expended by the Council, if such matters were pursued.

- Is a matter of complaint which can fairly be characterised as being obsessive or manifestly unreasonable through, for example, repetitive allegations.
- The matter of complaint is politically motivated and where press and other publicity has been attracted to the matter of complaint before the same have been reported to the Council's Monitoring Officer and which the Monitoring Officer in unison with the Independent Person reasonably believes is not in the public interest to warrant an investigation. It will be also be a consideration as to whether independent evidence is likely to be obtained and the nature of seriousness of complaint which may not warrant any further action being taken.

6. How is the investigation conducted?

If the Monitoring Officer decides that a complaint merits formal investigation, he/she will appoint an Investigating Officer, who may be another senior officer of the authority, an officer of another authority or an external investigator. The Investigating Officer will decide whether he/she needs to meet or speak to you to understand the nature of your complaint and so that you can explain your understanding of events and suggest what documents the Investigating Officer needs to see, and who the Investigating Officer needs to interview.

The Investigating Officer would normally write to the member against whom you have complained and provide him/her with a copy of your complaint, and ask the member to provide his/her explanation of events, and to identify what documents he needs to see and who he needs to interview. In exceptional cases, where it is appropriate to keep your identity confidential or disclosure of details of the complaint to the member might prejudice the investigation, the Monitoring Officer can delete your name and address from the papers given to the member, or delay notifying the member until the investigation has progressed sufficiently.

At the end of his/her investigation, the Investigating Officer will produce a draft report and will send copies of that draft report, in confidence, to you and to the member concerned, to give you both an opportunity to identify any matter in that draft report which you disagree with or which you consider requires more consideration.

Having received and taken account of any comments which you may make on the draft report, the Investigating Officer will send his/her final report to the Monitoring Officer.

Timescales

If a complaint has been referred for investigation it will be conducted and completed as expeditiously as possible, and this generally will be within six months of the start of the investigation.

If an investigation is likely to exceed this six months timescale then an update report will be brought before the Audit and Governance Committee to explain why an extension to the six months is required.

Appendix 2**7 What happens if the Investigating Officer concludes that there is no evidence of a failure to comply with the Code of Conduct?**

The Monitoring Officer will review the Investigating Officer's report and, if he is satisfied that the Investigating Officer's report is sufficient, the Monitoring Officer will write to you and to the member concerned *[and to the Parish Council, where your complaint relates to a Parish Councillor]*, notifying you that he is satisfied that no further action is required, and give you both a copy of the Investigating Officer's final report. If the Monitoring Officer is not satisfied that the investigation has been conducted properly, he may ask the Investigating Officer to reconsider his/her report.

8 What happens if the Investigating Officer concludes that there is evidence of a failure to comply with the Code of Conduct?

The Monitoring Officer will review the Investigating Officer's report and will then either send the matter for local hearing before the Hearings Sub Committee or, after consulting the Independent Person, seek local resolution.

8.1 Local Resolution

The Monitoring Officer may consider that the matter can reasonably be resolved without the need for a hearing. In such a case, he/she will consult with the Independent Person and with you as complainant and seek to agree what you consider to be a fair resolution which also helps to ensure higher standards of conduct for the future. Such resolution may include the member accepting that his/her conduct was unacceptable and offering an apology, and/or other remedial action by the Authority. If the member complies with the suggested resolution, the Monitoring Officer will report the matter to the Audit and Governance Committee *[and the Parish Council]* for information, but will take no further action. However, if you tell the Monitoring Officer that any suggested resolution would not be adequate, the Monitoring Officer will refer the matter for a local hearing.

8.2 Local Hearing

If the Monitoring Officer considers that local resolution is not appropriate, or you are not satisfied by the proposed resolution, or the member concerned is not prepared to undertake any proposed remedial action, such as giving an apology, then the Monitoring Officer will report the Investigating Officer's report to the Hearings Sub-Committee which will conduct a local hearing before deciding whether the member has failed to comply with the Code of Conduct and, if so, whether to take any action in respect of the member.

The Authority has agreed a procedure for local hearings, which is attached as Appendix Two to these arrangements.

Essentially, the Monitoring Officer will conduct a "pre-hearing process", requiring the member to give his/her response to the Investigating Officer's report, in order to identify what is likely to be agreed and what is likely to be in contention at the hearing, and the Chair of the Hearings Sub-Committee may issue directions as to the manner in which the hearing will be conducted. At the hearing, the

Appendix 2

Investigating Officer will present his/her report, call such witnesses as he/she considers necessary and make representations to substantiate his/her conclusion that the member has failed to comply with the Code of Conduct. For this purpose, the Investigating Officer may ask you as the complainant to attend and give evidence to the Hearings Sub-Committee. The member will then have an opportunity to give his/her evidence, to call witnesses and to make representations to the Hearings Sub-Committee as to why he/she considers that he/she did not fail to comply with the Code of Conduct.

If the Hearings Sub-Committee, with the benefit of any advice from the Independent Person, may conclude that the member did not fail to comply with the Code of Conduct, and so dismiss the complaint. If the Hearings Sub-Committee concludes that the member did fail to comply with the Code of Conduct, the Chair will inform the member of this finding and the Hearings Sub-Committee will then consider what action, if any, the Hearings Sub-Committee should take as a result of the member's failure to comply with the Code of Conduct. In doing this, the Hearings Sub-Committee will give the member an opportunity to make representations to the Sub-Committee and will consult the Independent Person, but will then decide what action, if any, to take in respect of the matter.

9 What action can the Hearings Sub-Committee take where a member has failed to comply with the Code of Conduct?

The Audit and Governance Committee has delegated to the Hearings Sub-Committee such of its powers to take action in respect of individual members as may be necessary to promote and maintain high standards of conduct. Accordingly the Hearings Panel may –

- 9.1 Publish its findings in respect of the member's conduct;
- 9.2 Report its findings to the Authority *[or to the Parish Council]* for information;
- 9.3 Recommend to the member's Group Leader (or in the case of ungrouped members, recommend to the Authority or to Committees) that he/she be removed from any or all Committees or Sub-Committees of the Council;
- 9.4 Recommend to the Leader of the Authority (operating executive arrangements) that the member be removed from the Cabinet, or removed from particular Portfolio responsibilities;
- 9.5 Instruct the Monitoring Officer to *[or recommend that the Parish Council]* arrange training for the member;
- 9.6 Remove *[or recommend to the Parish Council that the member be removed]* from all outside appointments to which he/she has been appointed or nominated by the authority *[or by the Parish Council]*;
- 9.7 Withdraw *[or recommend to the Parish Council that it withdraws]* facilities provided to the member by the Council, such as a computer, website and/or email and Internet access; or

- 9.8 Exclude *[or recommend that the Parish Council exclude]* the member from the Council's offices or other premises, with the exception of meeting rooms as necessary for attending Authority, Committee and Sub-Committee meetings.

NOTE The Hearings Sub-Committee has no power to suspend or disqualify the member or to withdraw members' or special responsibility allowances.

10 What happens at the end of the hearing?

At the end of the hearing, the Chair will state the decision of the Hearings Sub-Committee as to whether the member failed to comply with the Code of Conduct and as to any actions which the Hearings Sub-Committee resolves to take.

As soon as reasonably practicable thereafter, the Monitoring Officer shall prepare a formal decision notice in consultation with the Chair of the Hearings Sub-Committee, and send a copy to you, to the member *[and to the Parish Council]*, make that decision notice available for public inspection and report the decision to the next convenient meeting of the Authority.

11 Who are the Hearings Sub-Committee?

The Hearings Sub-Committee is a Sub-Committee of the Authority's Audit and Governance Committee. The Audit and Governance Committee has decided that it will comprise a maximum of seven members of the Authority and comprising members drawn from at least 2 different political parties. Subject to those requirements, a Member is appointed on the nomination of party group leaders in proportion to the strengths of each party group on the Authority.

The Independent Person is invited to attend all meetings of the Hearings Sub-Committee and his/her views are sought and taken into consideration before the Hearings Sub-Committee takes any decision on whether the member's conduct constitutes a failure to comply with the Code of conduct and as to any action to be taken following a finding of failure to comply with the Code of Conduct.

12 Who is the Independent Person?

The Independent Person is a person who has applied for the post following advertisement of a vacancy for the post, and is appointed by a positive vote from a majority of all the members of the Authority.

A person cannot be "independent" (subject to transitional arrangements) if he/she –

- 12.1 Is, or has been within the past 5 years, a member, co-opted member or officer of the authority;
- 12.2 *[Is or has been within the past 5 years, a member, co-opted member or officer of a parish council within the authority's area], or*

12.3 Is a relative, or close friend, of a person within paragraph 12.1 or 12.2 above. For this purpose, “relative” means –

12.3.1 Spouse or civil partner;

12.3.2 Living with the other person as husband and wife or as if they were civil partners;

12.3.3 Grandparent of the other person;

12.3.4 A lineal descendent of a grandparent of the other person;

12.3.5 A parent, sibling or child of a person within paragraphs 11.3.1 or 11.3.2;

12.3.6 A spouse or civil partner of a person within paragraphs 11.3.3, 11.3.4 or 11.3.5; or

12.3.7 Living with a person within paragraphs 11.3.3, 11.3.4 or 11.3.5 as husband and wife or as if they were civil partners.

13 Revision of these arrangements

The Authority may by resolution agree to amend these arrangements, and has delegated to the Hearings Sub-Committee the right to depart from these arrangements where the Sub-Committee considers that it is expedient to do so in order to secure the effective and fair consideration of any matter.

14 Appeals

There is no right of appeal for you as complainant or for the member against a decision of the Monitoring Officer or of the Hearings Sub-Committee

If you feel that the Authority has failed to deal with your complaint properly, you may make a complaint to the Local Government Ombudsman.

Appendix One The Authority’s Code of Conduct

Appendix Two Procedure for Hearings

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Director of Public Health

Subject: NHS HEALTH CHECK BRIEFING – CONTRACT REVIEW AND STRATEGY DEVELOPMENT

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non key Decision

2. PURPOSE OF REPORT

- 2.1 To advise the Finance and Policy Committee of proposals in relation to existing commissioned Public Health Services for NHS Health Checks, which form part of the Councils plan to address ill health, inequalities and premature mortality caused by Cardiovascular Disease (CVD)

3. BACKGROUND

- 3.1 Mortality rates from CVD, although decreasing, are significantly higher than the national average and it is a key contributor to local health inequalities. Amongst our local populations there is a high prevalence of the factors that contribute to a person's risk of CVD e.g. smoking, physical inactivity, obesity and poor diet.
- 3.2 The provision of NHS Health Checks is part of a national strategy to tackle ill health and premature mortality from CVD and the NHS Health Check is a mandated responsibility of Local Authorities. The model and pathway on Tees is common and pre-dates the roll out of the national programme and the transfer of responsibility to the Local Authorities (attached at **Appendix 1**). In Teesside the majority of NHS Health Checks are currently provided by General Practices. Additionally Health Checks are also delivered in workplace and community settings. In Hartlepool there are currently 15 General Practices delivering Health Checks to their eligible registered population (eligibility criteria attached at **Appendix 4**) and 2 community providers South Tees Hospitals Foundation Trust and Hartlepool Families First Healthbus delivering in community/outreach settings.
- 3.3 Local Authorities are able to commission the risk assessment from any provider of their choice but need to ensure appropriate identification of individuals; that the delivery of NHS Health Checks meets national quality

standards (attached at **Appendix 2**); robust data flows occurs between providers; and that there is a robust pathway to clinical follow-up and management. As Local Authorities are also the Commissioners for services which support lifestyle modifications such as weight management, physical activity, smoking cessation, alcohol harm minimisation there are opportunities for Local Authorities to influence pathway improvements in relation to the management of risk.

- 3.4 Assuming that localities benchmark achievement against the national programme objectives (target for offers = 20% of those eligible and received = 10% of those eligible; the long-term aspiration being for an uptake across the country of 75%); initial analysis of Tees data seems to indicate that this level of activity is not achievable through the existing model. Analysis also highlights that amongst general practice providers there is great variation in levels of activity and that there may be some evidence to suggest that the programme is not reaching those at high risk particularly those from the most deprived communities. Initial analysis of the data from Health Checks delivered in Community and Workplace settings indicates that there are significant numbers receiving checks who are not local residents and that provision although finding significant numbers of individuals with lifestyle risk factors is not targeting those who are at greatest risk.
- 3.5 Due to information governance managing the call and recall (invitation process) of those eligible is not straightforward. As General Practices hold the patient record they are in a unique position as a provider to identify and invite those eligible, undertake the assessment and manage a patient's care.
- 3.6 The Tees Valley Public Health Shared Service (TVPHSS) currently provide professional and clinical expertise and programme oversight in relation to the commissioning of NHS Health Checks this includes contract management of Primary Care and Community NHS Health Check Providers; managing mandated data returns; providing data analysis and interpretation; working with Local Authority Commissioners to develop strategies to improve uptake; and working with individual providers to improve the quality of service delivery.

4. PROPOSALS

- 4.1 The Tees Directors of Public Health have approved that the TVPHSS will undertake a formal review of provision of NHS Health Checks in Hartlepool, Stockton, Redcar & Cleveland, Middlesbrough and Darlington.
- 4.2 The project will:
- Look at the cost and quality of current delivery models plus programme infrastructure and make recommendations to the Authorities on future model(s) of delivery and commissioning options;
 - Be led by Tees Valley Public Health Shared Service in collaboration with Local Authority Public Health Teams working in particular with the identified NHS Health Check leads; and

- Report findings to the Tees Valley Shared Service Governance Board.

4.3 The proposed scope of the project will:

- (i) Review the evidence base and best practice;
- (ii) Review the national programme objectives and quality requirement (details of the roles and responsibilities of programme quality assurance are outlined in **Appendix 3**);
- (iii) Review population need;
- (iv) Evaluate how effective the current service models are and how effective current providers are in engagement and delivery (strengths and weaknesses) including but not limited to:
 - a) Provider variation
 - b) Quality of delivery
 - c) Inequalities and access
 - d) Capacity to deliver
 - e) Joint commissioning arrangements
 - f) Integration with lifestyle / behaviour change providers
 - g) Payment mechanisms
- (v) Scope/test alternative commissioning models, this will include:
 - Single provider;
 - Multiple provider; and
 - Any qualified provider.
- (vi) Consult, engage and market test; and
- (vii) Recommend models of delivery; define the quality of delivery; suggest payment models; model programme costs; and explore commissioning options.

- 4.4 It is anticipated that the CVD Scrutiny investigation conducted through Hartlepool Borough Council will feed into the review process and that there may be opportunities in Hartlepool with the insourcing of Health Trainers to strengthen lifestyle management pathways. The review will also capture the findings of pilot work currently being undertaken in Redcar to extend the reach of NHS Health Check service provision to the most disadvantaged population groups.

5. FINANCIAL IMPLICATIONS

- 5.1 To allow time for the review, which is significant in scale, the extension clause within existing contracts with General Practices has been implemented to extend these contracts for one year. It is anticipated that the review will be completed by end of August 2015 to allow time for any decision regarding any decommissioning or procurement of services to be in place for 1 April 2016.

- 5.2 It is not the intention that the commissioned service provided by the South Tees and Hartlepool Foundation Trust (STHFT) will continue beyond 31 March 2015 as a review has highlighted underperformance but at the request of the Directors of Public Health alternative options for community provision are currently being urgently explored.
- 5.3 In relation to the mobile health improvement service for Hartlepool, it helps address existing health inequalities by providing targeted activities in respect of prevention, early diagnosis and intervention through systematic engagement with communities, families and individuals currently not connecting with health services. The current service is considered to be meeting a recognised need in Hartlepool and provides members of the public with easy access to health improvement interventions, within their local communities, which are not readily taken up within the primary care setting and especially by those at greatest risk.
- 5.4 The cost of the service is £57K per annum and it is considered that this provides value for money, having engaged with 2308 individuals, in the community, in the first 9 months of service and significantly through the screening programmes it delivers; 2 of which identifying life threatening conditions, which led to immediate response referrals, potentially saving the lives of those individuals concerned.
- 5.5 The service underwent Clinical Assessment by clinical professionals from Tees Valley Public Health Shared Service on 28 November 2014 and it was assessed to be very competent in delivering the screening programme and it was noted that communication with the public was clear and concise. All equipment was considered well maintained and used appropriately and correctly and the service was provided in a safe and comfortable environment. In the opinion of the clinical lead there were no reasons why the service should not continue to operate from a clinical perspective.
- 5.6 The contract for the Mobile Health Improvement Service, is due to end on 31st March 2015, there is however, no extension clause within the current contract but the service is of a specialist nature, it is staffed by health professionals, is clinically assessed as compliant and as mentioned previously, is meeting an existing community need and it is our opinion therefore that the service should be allowed to continue. In order to continue the service the following options should be considered:
- i) An exemption could be sought to extend the existing service, bearing in mind contract procedure rules may not apply due to the professional nature of the service involved and the requirements for professional knowledge and skills of the persons delivering the service being of primary importance.
 - ii) Approval could be sought to secure a new service, through a competitive procurement exercise, based on the existing specification, bearing in mind this was the procedure utilised to secure the existing service less than 12 months ago.

- 5.7 It is proposed that the existing contract should be extended for a further period of 12 months to bring it in line with the timescale for the decommissioning or procurement of services following completion of the review of the NHS Health Checks service and the development of CVD Strategy and Implementation Plan for Hartlepool.

6. LEGAL IMPLICATIONS

- 6.1 The NHS Health Check programme is a mandated responsibility of the Local Authorities and as such there is a duty to establish robust call and recall processes to ensure those eligible are invited for an NHS Health Check every 5 years and in addition to seek continuous improvement in take-up.

7. RECOMMENDATIONS

- 7.1 That the process for the formal review of the provision of NHS Health Checks in Hartlepool, Stockton, Redcar & Cleveland, Middlesbrough and Darlington be noted;
- 7.2 That the Committee considers the following options (as detailed in Para 5.6) in relation to the contract for the provision of mobile health improvement services in Hartlepool, with the aim of bringing it in line with the timescale for the decommissioning or procurement of services following completion of the review of the NHS Health Checks service; and the development of CVD Strategy and Implementation Plan for Hartlepool:-
- i) That an exemption be sought to extend the contract for a 12 month period (to the 31 March 2016); or
 - ii) That a new service be secured for a 12 month period (to the 31 March 2016) through a competitive procurement exercise, based on the existing specification.
- 7.3 That an update be presented to this Committee after six months, detailing progress in relation to the review of the NHS Health Checks service and development of the contract / specification for the provision of services Hartlepool.

8. REASONS FOR RECOMMENDATIONS

- 8.1 To advise the Committee of intentions in relation to existing commissioned Public Health Services for NHS Health Checks across Hartlepool, Stockton, Redcar and Cleveland, Middlesbrough and Darlington.

9. BACKGROUND PAPERS

None

10. CONTACT OFFICER

Louise Wallace
Director of Public Health
Hartlepool Borough Council
Level 4, Civic Centre
TS24 8AY
Tel 01429 523773
Email: louise.wallace@hartlepool.gov.uk

APPENDIX 2

NHS HEALTH CHECK PROGRAMME STANDARDS (PHE, FEB 2014)

The aim is that every person eligible for an NHS Health Check is offered a good quality, complete risk assessment and follow-up, irrespective of where they live, or the provider commissioned to deliver it.

The overriding aim of national standards is to describe what good looks like for *the whole pathway*, from the identification of an individual as eligible and through their subsequent care to safe exit from the programme; a process which may involve a range of the tests leading to diagnosis and treatment.

The Health and Social Care Act (2012) defines quality in terms of three elements:

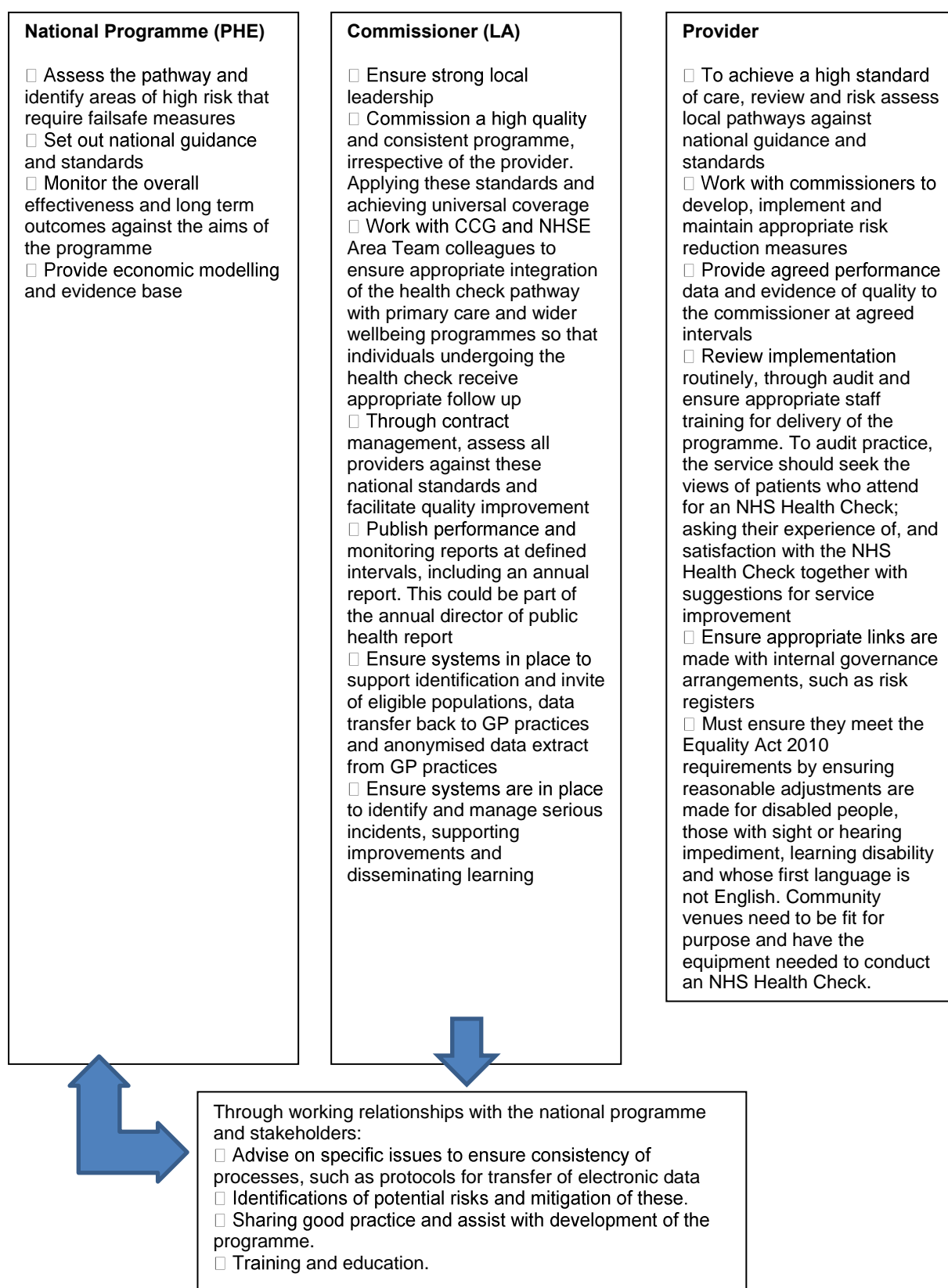
- Clinical effectiveness: care is delivered to the best evidence of what works
- Safety: care is delivered so as to avoid all avoidable harm and risks to the individual
- Patient experience: care is delivered to give as positive an experience as possible for the individual

A high quality programme must:

- monitor the delivery of national standards that cover the entire pathway, defined here as identification of the eligible population through to their exit from the programme either by turning 75 years old, dying, moving outside of England, or receiving a diagnosis that means they are no longer eligible for the programme
- have robust failsafe procedures to identify problems early thereby minimising harm and error
- support and underpin improvements in delivery by professionals and providers, and through liaison with commissioners
- reduce risks by ensuring that errors are dealt with competently, that lessons are learnt and that there are robust, documented, processes to allow serious incidents to be identified and subsequently managed
- have robust information systems to collect a standard dataset, sufficient for the comparison of programmes and to benchmark performance against agreed national key performance indicators
- ensure a coherent and explicit programme of quality improvement related activities including processes that ensure the effective sharing of lessons learnt.

APPENDIX 3

ROLES & RESPONSIBILITIES OF PROGRAMME QUALITY ASSURANCE



APPENDIX 4

NHS HEALTH CHECK ELIGIBILITY

Eligible / Targets for 13-14 – as there are no major differences in eligible criteria this year it is plausible figures may remain similar to last year (below)

All figures are based upon year 13-14 figures	INVITATIONS			ASSESSMENTS			
	Eligible 13-14	Invitation 5 year target (100%)	Invite annual target (20%)	Assessment 5 year target (50%)	Assessment 5 year target (60%)	Assessment annual target based on 50% (10%)	Assessment annual target based on 60% (10%)
Hartlepool	23089	23089	4617.8	11544.5	13853.4	2308.9	2770.68
Stockton	50645	50645	10129	25322.5	30387	5064.5	6077.4
Middlesbrough	36951	36951	7390.2	18475.5	22170.6	3695.1	4434.12
Redcar	36167	36167	7233.4	18083.5	21700.2	3616.7	4340.04
TOTALS	146852	146852	29370.4	73426	88111.2	14685.2	17622.24

FINANCE AND POLICY COMMITTEE

23rd February 2015



Report of: Assistant Chief Executive

Subject: APPROVAL FOR COMPULSORY REDUNDANCIES

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-Key Decision

2. PURPOSE OF REPORT

2.1 To seek a decision regarding the future employment of employees who are affected by budget proposals under consideration for 2015/16. Employees in three departments of the Council are affected and they are identified on the attached schedule **Appendix A. This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation Order 2006) namely (Para 1) information relating to an individual.**

3. BACKGROUND

3.1 The Council faces significant budget pressures. In December 2014, Finance & Policy Committee considered and agreed a report setting out a medium term financial strategy (MTFP) for the Council and proposals for achieving savings in 2015/16.

3.2 The proposals identified savings across all three Departments of the Council and across a wide range of services.

4. PROPOSALS

4.1 The MTFP report that Finance & Policy Committee considered in December indicated that employees would be affected by the savings proposals. Formal consultations have been undertaken with the recognised Trade Unions. As part of the consultations with the Trade Unions arrangements for consulting and implementing staffing changes, timescales and arrangements for addressing issues, as they arise, were discussed and agreed. The

procedure followed the Council's Reorganisation, Redundancy and Redeployment Policy.

- 4.2 Employees identified as potentially affected by the proposals have been formally consulted in accordance with the agreed procedure. At the meetings staff were identified as follows; those:
- Who are no longer at risk;
 - Who wish to volunteer for redundancy, some with release of pension benefits where appropriate;
 - Who are in a compulsory redundancy situation;
 - Who were part of a pool where redundancy/recruitment selection criteria was applied by a Panel
 - Who were part of recruitment ring-fenced arrangements.
- 4.3 Feedback from the consultation exercise was considered and approved by Departmental Management Team meetings in December 2014.
- 4.4 This report is to consider those employees who have been identified as being in a compulsory redundancy situation.
- 4.5 Notice of redundancy is scheduled to be given to employees following Finance & Policy Committee approval. During the notice period, all individuals will continue to be registered under the Compulsory Redundancy Redeployment Procedure and the Council will seek alternative employment. If this is successful then the redundancy notice will be retracted. A Redundancy Support Programme has been implemented to provide specialist advice to support those employees at risk.
- 4.6 Any outstanding appeals, where possible, will be heard prior to an employee leaving.

5. **EMPLOYMENT DETAILS, COSTS AND RISKS**

5.1 Employment Details and Costs

The employees, their posts and redundancy costs are listed on the spreadsheet (**confidential Appendix A**). All estimates are calculated on a leave date of 31 March 2015, but are adjusted for contractual notice periods.

5.2 Risks

- 5.2.1 It should be noted that with any dismissal there is always a risk of an unfair dismissal claim to an Employment Tribunal. An assessment of the processes applied and the impact on individuals has been made and identified that a full and equitable process has been followed to date and will continue to be applied.

- 5.2.2 If notice to terminate the employment contract was delayed and the employee continued to be employed in a supernumerary capacity, where there is no funding for the post, the Council would incur additional cost. No funding has been identified by the Council to support this option. It would also not be part of the Council's normal redeployment procedure.

6. RECOMMENDATIONS

- 6.1 That the Finance & Policy Committee agrees to the compulsory redundancy of those staff identified in **confidential Appendix A**.

7. REASONS FOR RECOMMENDATIONS

Approval of the identified compulsory redundancies will ensure the Council is able to meet this part of the Medium Term Financial Plan.

8. BACKGROUND PAPERS

Policy for Managing Reorganisation, Redeployment and Redundancy.

9. CONTACT OFFICERS

Andrew Atkin
Assistant Chief Executive
Tel: 01429 523002
Email: andrew.atkin@hartlepool.gov.uk

Rachel Clark
HR Business Partner
Tel: 01429 284346
Email: rachel.clark@hartlepool.gov.uk

Gillian Laight
HR Business Partner
Tel: 01429 523637
Email: gillian.laight@hartlepool.gov.uk

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Chief Executive Officer and Chief Solicitor

Subject: POTENTIAL MERGER OF THE TEESSIDE AND
HARTLEPOOL CORONER AREAS – INVITATION
TO RESPOND TO CONSULTATION

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non key decision.

2. PURPOSE OF REPORT

2.1 To respond to the consultation on the proposed merger of the Teesside and Hartlepool Coroner areas in conjunction with the consultation exercise undertaken through the Ministry of Justice. Under Paragraph 2 (2) of Schedule 2 of the Coroners and Justice Act, 2009, the Lord Chancellor is required to consult with interested parties before a proposed merger can take place. This report therefore seeks the approval of the Committee to provide affirmative responses to this consultation, as outlined herewith and before the close of submissions on Friday 6th March, 2015.

3. BACKGROUND

3.1 The Committee received reports in July and August, 2014, to agree the presentation of a final Business Case which proposed the merger of the Teesside and Hartlepool Coroner Areas, which also took into account various stakeholder responses favouring a proposed merger. That Business Case as dated the 14th October, 2014 was also approved by Middlesbrough, Redcar and Cleveland and Stockton Borough Councils. The Ministry of Justice now consults formally upon this Business Case which is appended to this report for the further information of the Committee (**Appendix A**).

3.2 Following the retirement of the then Senior Coroner for Teesside on 30th April, 2014, Middlesbrough Borough Council as the “relevant authority” for the Teesside Coroner area duly notified the Lord Chancellor and the Chief Coroner of the creation of a vacancy in this particular position. Further, Middlesbrough Borough Council also nominated the Assistant Coroner, Miss Clare Bailey to the role of Acting Senior Coroner for Teesside and also to

appoint the Senior Coroner for Hartlepool, Mr Malcolm Donnelly, as Assistant Coroner.

- 3.3 On 3rd February, 2015, Middlesbrough Borough Council were notified by the Ministry of Justice that the Lord Chancellor had granted a further extension of time to allow Middlesbrough Borough Council to fill the vacancy of Senior Coroner. This allows a period of further 6 months, up to the 3rd August, 2015, in which to fill this particular vacancy.
- 3.4 It should be noted, that in 2014, over 700 inquests were concluded two thirds of which were 'backlog' cases and both Ms Bailey and Mr Donnelly are rightfully being commended in addressing this position in the Teesside Coroner Area.
- 3.5 The Lord Chancellor has provisionally indicated support to a merger of the Teesside and Hartlepool Coroner Areas subject to consideration and consultation upon the attached Business Case. The Coroners and Justice Act 2009 introduced a number of structural changes to coroner services and although the system of investigations and inquests should be delivered locally there should be greater consistency of practise across the country. The Act provides a power to the Lord Chancellor to alter the boundaries of coroner areas in England and Wales consistent with the boundaries of one of more Local Authorities. As previously reported, the Luce Review in 2003 indicated that 'the number of coroner areas should be reduced in order to create sensibly sized coroner areas'. It was further suggested that an approximate caseload of between 3000-5000 reported deaths each year should be the appropriate workload of a coroner area. It was also mentioned that in 2013, 19 coroner areas were merged to create 9 new areas with a further reduction to about 80 coroner areas in the 'short to medium term' being considered as 'realistic' with 75 or fewer coroner areas being the longer term objective. The Chief Coroner's Guidance Note 14 'Merger of Coroner Areas' indicates that the Lord Chancellor may after consultation 'make orders altering coroner areas in either 'combining, merging or dividing coroner's areas'.
- 3.6 The Chief Coroner's 'First Annual Report: 2013 - 2014' indicates that 'it makes good sense to reduce those 99 coroner areas to about 75 in number, maybe fewer'.

4. INVITATION TO RESPOND TO CONSULTATION

- 4.1 The attached Business Case was assessed against the Chief Coroner's Guidance Note No: 14 and in particular to achieve 'improved outcomes' for customers as measured through a more efficient and effective system of investigations and inquests, availability and accessibility of the service and cost effectiveness. There is also recognition to 'responsiveness to future demands'.
- 4.2 The Business Case is based upon a structure model which combines flexibly and resilience as illustrated below;

- 0.8 FTE Senior Coroner
- 0.8 FTE Assistant Coroner (acting as designated deputy)
- Assistant Coroner days – as required (estimated need 15 – 20 days).

From a stakeholder perspective, there was support to the Business Case as presented to the Lord Chancellor. From the perspective of Hartlepool, it was raised that inquests should still be conducted in Hartlepool and that there should be retention of the name 'Hartlepool', within any amalgamated coroner area. There is also the 'preferred option' that the 0.8 FTE Senior Coroner post should be assigned to the current Senior Coroner for Hartlepool, Mr Donnelly, subject to the relevant Authorities and the Senior Coroner being able to agree terms.

- 4.3 The consultation questions with the notation that 'ensure your answers are succinct' are as follows:

Q. Do you agree with the proposed merger of coroner areas in Teesside and Hartlepool?

Q. Do you agree with the assessment, made by Middlesbrough Council in the attached business case, of the potential impacts and outcomes of this proposed merger?

Q. If you disagree, what other impacts have you identified? If these are negative, how might these be mitigated?

5. CONCLUSIONS

- 5.1 This Council had previously approved the Business Case as submitted to the Lord Chancellor. It is therefore recommended that affirmative responses are given to the first two questions in this consultation exercise and that the third question has no application. Responses are requested to be received by Friday 6th March, 2015. It is also suggested that accompanying correspondence to the Ministry of Justice reinforces the sentiments previously expressed by the Committee, that inquests should be retained in Hartlepool in unison with the principles behind the Coroners and Justice Act, 2009 and that the consistency in standards is maintained.

6. EQUALITY AND DIVERSITY CONSIDERATIONS

- 6.1 Not applicable at this stage although a Business Case may require an impact assessment.

7. SECTION 17, THE CRIME AND DISORDER ACT

- 7.1 There are Section 17 implications to be considered as part of this report.

8. RECOMMENDATIONS

8.1 The Committee is recommended to;

- i) Reaffirm their support to the proposed merger of the coroner areas in Teesside and Hartlepool and that there is confirmation of the assessment made in the Business Case as submitted in support of the proposed merger.
- ii) That further reports be brought to the Committee following the outcome of this consultation exercise.

9. REASON FOR RECOMMENDATIONS

9.1 The Council has already approved the Business Case to be submitted to the Lord Chancellor to consider the proposed amalgamation of the Teesside and Hartlepool Coroner Areas and has been invited to respond as an interested party to the consultation undertaken on behalf of the Lord Chancellor.

10. BACKGROUND PAPERS

10.1 Report of the Chief Coroner to the Lord Chancellor - First Annual Report: 2013 – 2014.

Correspondence dated 6th February 2015 from the Ministry of Justice to the Chief Executive Officer.

11. CONTACT OFFICER

Peter Devlin
Chief Solicitor
Telephone: 01429 523003
Email: peter.devlin@hartlepool.gov.uk

Dave Stubbs
Chief Executive
Telephone: 01429 523001
Email: dave.stubbs@hartlepool.gov.uk

BUSINESS CASE FOR MERGING THE TEESSIDE AND HARTLEPOOL CORONER AREAS

DATE: 14th October 2014
AUTHOR: Karen Whitmore
Version 2.0

**THE BUSINESS CASE FOR MERGING THE TEESSIDE
AND HARTLEPOOL CORONER AREAS**

CONTENTS

INTRODUCTION	3
ASSESSMENT CRITERIA	3
COMPLIANCE WITH THE CHIEF CORONER'S GUIDANCE	4
IMPROVED OUTCOMES FOR CUSTOMERS	7
Timeliness of inquests	
Availability and accessibility of the service	
Cost effectiveness	
STREAMLINED PROCESSES FOR PARTNERS	10
RESPONSIVENESS TO FUTURE DEMAND	11
OVERALL CONCLUSION	12
APPENDIX 1 – Key Statistics	13
APPENDIX 2 – Map of Teesside & Hartlepool Coroner Areas	14
APPENDIX 3 – Teesside and Hartlepool Caseload Statistics	15
APPENDIX 4 – List of Key Stakeholders and Feedback Received	16
APPENDIX 5 – Consultation list	22

INTRODUCTION

1. On 30th April 2014 the Senior Coroner for Teesside, Mr Michael Sheffield, retired. In line with the Coroner's and Justice Act 2009 Middlesbrough Council informed the Lord Chancellor and the Chief Coroner of the vacancy.
2. The Lord Chancellor directed that Middlesbrough Council, in liaison with other appropriate local authorities, should provide a business case that considers whether or not the Teesside and Hartlepool Coroner areas should merge.
3. An assessment of the evidence identifies that the most appropriate way forward is a merger of the two Coroner areas and this is supported by all key stakeholders. This business case demonstrates the rationale for that conclusion.
4. Key statistics for the Coroner areas are shown in (**Appendix 1**) and a map of the Coroner areas is shown in (**Appendix 2**).
5. In this report reference is made to
 - i. A new operating model – this refers to revised ways of working within the Coroners Services. It is based on the recommendations from the 2013 Review of the Coroner's Service which in turn was based on the 2009 Coroner's and Criminal Justice Act. This model will result in less inquests due to greater use being made of discontinuance alongside greater use of documentary only and straight through inquests.
 - ii. A new Coroner model – this refers to the provision of Senior Coroner and Assistant Coroners time.

ASSESSMENT CRITERIA

6. The evidence is assessed against the Chief Coroner's guidance on mergers and the key business outcomes required, which are:
 - improved outcomes for customers as measured by the:
 - timeliness of inquests;
 - availability and accessibility of the service;
 - cost effectiveness;
 - streamlined processes for partners;
 - Responsiveness to future demand.

Compliance with the Chief Coroner's Guidance on mergers

7. The Chief Coroner's Guidance No 14 – 'Merger of Coroner areas' makes reference to three main areas for consideration, these are:
 - number of reported deaths and complexity of cases;
 - removal of jurisdictions with one part-time Senior Coroner;
 - the process to appoint a new Senior Coroner.

Number of reported deaths and complexity of cases

8. The Chief Coroner's Guidance No 14 – 'Merger of Coroner areas' states:

"The number of Coroner areas should be reduced in order to create sensibly sized Coroner areas, taking into account the numbers of reported deaths, geographical size and types of Coroner work in the areas. In many cases 3,000 - 5,000 reported deaths would be an appropriate number, although smaller or larger areas may in places be appropriate."

9. In 2013 the Teesside Coroner's Service managed 2,635 reported deaths, while the Hartlepool Coroner's Service managed 340 reported deaths, totalling 2,975. An analysis of previous years' statistics indicates that this figure is fairly static, (see **Appendix 3**). . Based on the 2013 figures a merger would result in the number of reported deaths being closer to that deemed appropriate by the Chief Coroner.
10. The Teesside Coroner's Service manages an above average number of more difficult, 'enhanced', cases. There are circa 25 enhanced inquests per year. In addition, the Teesside Coroner area has within its boundaries Her Majesty's Prison Holme House. Prison deaths that do not occur as a result of natural causes require an inquest with a jury. Holme House operates a palliative care unit within its health care provision. Terminally ill prisoners from within the region are transferred to Holme House for end of life care which also impacts on the number of enhanced cases.
11. The location of James Cook University Hospital, a major trauma centre, within the Teesside area increases the number of hospital death cases that are managed by the Teesside Coroner. A proportion of hospital deaths are cases that tend to be more complex.

Move away from part-time jurisdictions

12. The Chief Coroner's Guidance No 14 – 'Merger of Coroner areas' states that there should be a move away from jurisdictions in which one Senior Coroner operates on a part-time basis. It also states that the Relevant Authority should consider the needs of the newly merged area, public interest and that terms can be agreed with the Coroner.
13. The merger of the Teesside and Hartlepool Coroner areas would enable a cost-effective and resilient Coroner model to replace the current situation in which each area employs one part-time Coroner. It would enable the Relevant Authority to implement a new Coroner model that best meets the needs of the newly merged area and to negotiate appropriate terms with the new Senior Coroner.
14. The previous payment rates for coroners, based on the number of cases, could result in a perverse incentive in which it is more economically advantageous for there to be a high number of inquests and a high number of enhanced cases. A different payment mechanism is proposed for the new Coroner area; namely, a fixed salary which is not linked to; the number of cases, the complexity of those cases or any specific geographical consideration.
15. There are a number of different ways to provide the required coroner cover. Consideration was given to the use of one full-time Senior Coroner supported by Assistant Coroners paid on a daily rate. This was rejected because it would result in

Appendix A

an inefficient use of resources based on the differing levels of complexity within the workload and offers little in the way of resilience and succession planning. This was effectively the system in operation when performance was poor, consequently there is a risk that providing coroner cover in this way will not meet the business needs of the new area nor deliver the required customer outcomes.

16. The coroner model most likely to deliver the required customer outcomes and that best meets the needs of the new area, maximises flexibility and resilience and enables succession planning is shown below:
 - Senior Coroner 0.8 FTE;
 - Assistant Coroner 0.8 FTE (this post will be the designated deputy);
 - 15(+) days ad hoc Assistant Coroner.
17. The proposed coroner model is based on an assessment of the expected number and complexity of cases in the new area alongside the expected impact of the new operating model.
18. The proposed coroner model ensures that the premium paid for a Senior Coroner, whose experience is needed for oversight of the system, liaison with stakeholders and to deal with the more complex cases, is not needlessly spent on the less complex cases and routine coroner work that does not require this level of expertise. This coroner model enables the less complex cases to be dealt with by an Assistant Coroner and facilitates succession planning. It also removes a possible perverse financial incentive which could occur in a coroner model based largely on a daily rate of pay.
19. The Chief Coroner's Guidance on mergers states that no Assistant Coroner should lose their office as a result solely of the merger. It also states that the Relevant Authority should consider the needs of the newly merged area and public interest. The Guidance recognises that there may be a change to the type and level of support required.
20. The Teesside Coroner's Service currently has four Assistant Coroners and the Hartlepool Coroner's Service has one Assistant Coroner. All Assistant Coroners will retain their office within the new Coroner area. One Assistant Coroner will retain the 0.8 FTE role. The other four Assistant Coroners will be asked to provide ad hoc cover when required.
21. The new operating model, resulting from the 2013 Review of the Coroner's Service, will result in a reduced case load. Therefore it is expected that comparatively few ad hoc Assistant Coroner days are required; current estimates are between 15 – 20 days. This estimate will be reviewed once the new operating model is embedded and the backlog of cases cleared. The Chief Coroner has stated that Assistant Coroners should have a minimum of 15 days' work per year to keep their skills up-to-date; it may not be possible to accommodate this for all Assistant Coroners. The Senior Coroner will allocate cases based on the needs of the service, the skills and availability of the Assistant Coroners and their ability to work within the new operating model.
22. The above model represents the most flexible and resilient way forward; it provides the best opportunity of delivering the customer outcomes required and of meeting the needs of the new area. It also represents a saving of circa £25,000 on the 2013/14 combined Teesside and Hartlepool Coroner costs.

Appointment of a Senior Coroner

23. The Chief Coroner's guidance on mergers states that the Relevant Authority can appoint a Senior Coroner in one of two ways:

“Option 1 – The Relevant Authority may appoint one of the Senior Coroners from the old areas. Option 2 – Alternatively the Relevant Authority may appoint a Senior Coroner following an open competition..... Relevant Authorities are advised that Option 1 should usually be the preferred option.”

24. The Guidance from the Chief Coroner also states that, where possible, the Relevant Authority should state in advance its proposals for recruiting to the Senior Coroner position.

25. The Teesside and Hartlepool Coroner areas are fortunate to have a very experienced Senior Coroner, Mr Donnelly, who has a track record of excellent performance. The Hartlepool Coroner's Service is one of the best performing in the country. Mr Donnelly has also demonstrated, through his role as Assistant Coroner for Teesside, that he is able to work efficiently and effectively within the new operating model. It is clear that the needs of the new area can be met via the 'slot-in' of Mr Donnelly. Therefore, it is proposed to offer the 0.8 FTE Senior Coroner post to the Senior Coroner from Hartlepool, subject to him being able to agree terms with the Relevant Authority.

Conclusion - Compliance with the Chief Coroner's Guidance

26. Merging the Teesside and Hartlepool Coroner areas is in accordance with the Chief Coroner's Guidance. A decision not to merge would result in this guidance not being met. Offering the 0.8 FTE Senior Coroner post to the Senior Coroner from Hartlepool complies with the guidance. It also adheres to the statement in the Guidance that the Senior Coroner role in the new area should usually be offered to the Senior Coroner currently in post.

Improved outcomes – for customers**Timeliness of inquests**

27. The Teesside Coroner's Service has been underperforming for over ten years and has been the subject of complaints from the public, local politicians and Members of Parliament. This underperformance is demonstrated in the table below which sets out the average time taken to conclude an inquest by north east Coroner areas for 2011, 2012 and 2013. In 2013 performance by the Teesside Coroner's Service was the poorest in the north east and the worst in the country whilst Hartlepool's service was the best in the north east and amongst the best nationally.

Table 1 – Average time (in weeks) taken for inquests (year ending 31st December)				
	2011	2012	2013	Estimated 2014
Teesside	44	48	50	14*
North Northumberland	34	29	24	
Newcastle upon Tyne	25	22	31	
Darlington and South Durham	26	20	24	
North Durham	32	21	-	
Gateshead and South Tyneside	21	21	19	
South Northumberland	20	17	22	
Sunderland	19	16	14	
North Tyneside	16	14	18	
Hartlepool	14	12	11	11

* NB – In nationally reported figures 2014 performance is likely to be circa 30 weeks, this is because it will include the backlog of circa 404 standard cases and 30 enhanced cases most of which were over two years old. The 14 weeks relates to the performance of cases since July 2013 excluding backlog cases. Performance figures for other areas in 2014 will not be known until publication of official figures in 2015.

28. The historically poor performance of the Teesside Coroner's Service could rightly cause concern to stakeholders particularly the residents of Hartlepool. However, the underlying causes of this poor performance were identified in 2013 and have been addressed. A new operating model was partially implemented in 2013 and fully implemented from 1st May 2014; this has resulted in the average time to deal with new inquests taking 14 weeks. It should be noted that this performance has been achieved alongside dealing with the historic backlog of cases and once the backlog is resolved performance is predicted to match that achieved by the Hartlepool Coroner's Service.
29. The legacy of the previous under-performance is that there is a backlog of old cases (those prior to 25th July 2013). However, this has been reduced from a peak of 404 in October 2013, to circa 7 (as at 30th September 2014) with all expected to have been completed by December 2014. There is also a backlog of enhanced inquests cases which stood at 30 in February 2014, these have now all been reviewed and listed for hearing with 22 concluded and the remainder expected to be concluded by December 2014.
30. Consequently, if the Lord Chancellor proposes a new merged Coroner area it would come into being after the backlog of cases has been resolved. This alongside the average performance time of 14 weeks to conclude new inquests demonstrates that the historic issues have been adequately addressed and will not impact on a new merged Coroner's service.
31. A merged Coroner's service with one set of standard processes for Coroner's officers to work to will facilitate further improvements to performance.

Availability and accessibility of the service

32. Currently services are delivered from locations in Middlesbrough and Hartlepool town centres. It is anticipated that these arrangements will be maintained to ensure there is no impact on service access. This means that the public of Hartlepool will continue to access the service from the same locations as they have done previously. With inquests occurring at the current Senior Coroner's Office or Hartlepool Crown Court as is currently the case. Residents in the Teesside Coroner area will continue to access

services in Middlesbrough Town Centre either in Middlesbrough Town Hall or Teesside Magistrates Court.

33. The more resilient Coroner model will improve the availability of the service. It will maximise Coroner cover and enable flexibility whilst being more cost effective. This will result in a better service to the public of the merged Coroner area.

Cost-effectiveness of the service

34. The total annual cost of the Teesside Coroner's Service in 2013/14 was £962,488. The total cost of the Hartlepool Coroner's Service for 2013/14 was £182,000. The two costs combined being £1,144,488.
35. The cost to each of the three local authorities for the Teesside Coroner's Service is based on population and is shown in the table below.

	Budget contribution	Population ¹	Cost
Middlesbrough	29.74%	138,744	£286,244
Redcar and Cleveland	29.05%	134,998	£279,603
Stockton	41.21%	192,406	£396,641
Total	100%		962,488

36. Two cost scenarios are outlined below, the first assumes no savings are made from the merged service; the second assumes savings of 20%.

Scenario 1 – No Savings assumed	Budget contribution	Population ¹	Cost	Difference
Middlesbrough	24.89%	138,744	£284,863	-£1,351
Redcar and Cleveland	24.22%	134,998	£277,195	-£2,408
Stockton	34.52%	192,406	£395,077	-£1,564
Hartlepool	16.36%	91,220	£187,238	+ £5,238
TOTAL	100%		£1,144,488	

Rationale for expected savings of 20%

37. The 2013/14 Teesside Coroner's Service costs were incurred when the previous inefficient model was operating. The costs for 2014/15 are likely to show a small increase on the 2013/14 figures as they include the costs associated with implementing the new model and in dealing with the significant backlog of cases, these costs will be partially offset by the efficiency of the new operating model. By 2015/16 the backlog of cases will have been resolved and the new, more efficient model will have been embedded. Consequently, a saving of 20% on the 2013/14

¹ Source: Mid 2012 ONS estimates

baseline is predicted based on known savings arising from the merger and the predicted impact of the new model as follows:

Reduction in Coroner payments arising from the new coroner model which the merger will facilitate	£ 25,000
Reduction in administration costs arising from merger	£ 15,000
Efficiencies arising from the implementation of the new operating model due to fewer inquests and post-mortems, a higher number of documentary only and straight through inquests and greater use of discontinuance	£ 160,000
Efficiencies arising from the procurement of undertakers circa	£ 30,000

38. The impact on the costs to each authority if a 20% reduction in costs is achieved is shown in the table below:

ESTIMATED – saving in 2015/16 (if merger occurs)	Budget contribution	Population	Cost	Difference
Middlesbrough	24.89%	138,744	£227,890	-£58,354
Redcar and Cleveland	24.22%	134,998	£221,756	-£57,847
Stockton	34.52%	192,406	£316,062	-£80,580
Hartlepool	16.36%	91,220	£149,790	-£32,210
Total			£915,498	-£228,991

Improved outcomes for customers – conclusion

39. The merger of the two areas would result in improved outcomes in terms of cost effectiveness and resilience of the service, while the quality, availability and accessibility of the service will be maintained or improved.

Streamlined processes for partners

40. It is unclear why the anomalous situation of two small Coroner areas within the former Cleveland Council area has occurred. A key partner in Coroner services, Cleveland Police, has a boundary that encompasses all four local authority areas. One police administrative team is in place to provide support for both the Teesside and Hartlepool Coroner areas. However, they have had to operate two separate processes, which is inefficient and could lead to confusion. Cleveland Police support the merger as it will enable them to streamline their processes.

- “As a key stakeholder and provider of staff who work to support the effective delivery of services across both Coroner areas the Force are fully supportive of the

Appendix A

business case to merge. The force strongly believe that a merger would ensure sustainability of the recent improvements to the quality and timeliness of services provided to the public and in addition, would enable efficiencies to be realised.” – Chief Constable, Cleveland Police

41. Other key strategic partners, which operate across the Hartlepool and Teesside Coroner areas, include:

- Cleveland Fire Brigade;
- North Tees and Hartlepool NHS Foundation Trust;
- North East Ambulance Service and the Air Ambulance Service;
- Tees Health Commissioning Group;
- Tees, Esk and Wear Valley NHS Trust.

42. The two Coroner areas operate two different reporting systems, requiring organisations that sit in both areas to report deaths differently. In addition, there is currently a duplication of effort at a strategic level for example, when undertaking emergency planning work, the local authority emergency planning team has to engage with both Coroner areas and ensure resulting plans are cognisant of each other. Merging the two Coroner areas would enable these agencies to streamline their processes and achieve efficiencies.

43. Formal and Informal feedback was sought from stakeholders prior to drafting the Business Case and this identified unanimous support for a merger. A summary of all formal responses received is contained in (**Appendix 4**). Examples of support are provided below:

- ‘Cleveland Fire Brigade would support a merger of the Teesside and Hartlepool Coroner areas. A merger would offer the benefit of a consistent approach for partners in applications on court proceedings, and therefore I have no concerns regarding this proposal.’ – Cleveland Fire Service, Chief Fire Officer.
- ‘Given the results of the initial assessment and the strong corroborating evidence, I would support a merger of the two Coroner areas. It appears to be an eminently sensible decision which would have discernable benefits for the families and friends of the bereaved across our region.’ – Andy McDonald, MP for Middlesbrough.

Streamlined processes for organisations – Conclusion

44. The merger of the Teesside and Hartlepool Coroner areas would result in streamlined processes, enable partners to operate more efficiently and effectively and is supported by all key partners.

Responsiveness to future demand

45. Going forward there are likely to be significant changes in the level and type of demand placed on the Coroner’s service. These changes include:

- The new model, based on the Coroner’s and Justice Act 2009, implemented by the Teesside Coroner’s Service will result in fewer inquests
- There are plans to close North Tees and Hartlepool hospitals and relocate on one site at Wynyard. Should this occur, it would skew the current split of caseloads

Appendix A

between the two areas with approximately a third of the current Teesside caseload moving across to the Hartlepool Coroner area. The total number of deaths in the Hartlepool area would still be significantly below the lower threshold for a Coroner area. Without the merger the local authority in Hartlepool would need to build capacity in order to effectively manage this increase in workload. With a merger the effect of this transfer of workload would not have a material impact on the operation of the service;

- The 2009 Coroner's and Justice Act introduced a requirement for medical examiners and will require local authorities to appoint medical examiners and support officers to meet the new duties that will come into force at a future, as yet unknown, date. A pilot study undertaken by the Department of Health indicates that an area with 5,000 deaths would require seven part-time medical examiners (equivalent to two – three full-time posts) supported by three full-time medical examiner officers. It will be more efficient and cost-effective to meet this demand in a merged service.
- The potential impact of the Supreme Court Judgement (Cheshire West) on the number of reported deaths. The requirement to formally undertake an increased amount of deprivation of liberty assessments will result in an increase in the number of people falling within the category of 'detained' resulting in an increase in deaths that occur whilst in detention. It is too soon to evaluate the impact of this ruling; however, a merged coroner's service will be better placed to deal with any impact arising from this judgement.

46. The Coroner model outlined earlier in this business case provides a more robust and resilient structure which enables succession planning and is better placed to meet any future demands on the service.

Responsiveness to future demand – conclusion

47. It is clear that merging the two areas would ensure that there was minimal disruption to services should the new hospital at Wynyard be built. A merged service would also be better placed to implement medical examiner reforms and put in place a more resilient Coroner structure. A merger would result in the new service being in a better position to meet future demands.

Overall Conclusion

The evidence available has been assessed against the needs of the new area, the required customer outcomes and the Chief Coroner's Guidance. This business case clearly demonstrates that:

- merging the Teesside and Hartlepool Coroner areas is in accordance with the Chief Coroner's Guidance; the new coroner model provides a more flexible and resilient model than could be achieved if the two areas did not merge;
- the merger of the two areas will result in improved customer outcomes in terms of cost-effectiveness and resilience, whilst the quality, availability and accessibility of the service will be maintained or improved;

Appendix A

- the merger will enable a number of agencies that operate across the two areas to streamline processes, enabling partners to operate more efficiently and effectively;
- a merger will provide a Coroner's service that is more resilient to future changes.

This Business Case demonstrates that a merger of the Teesside and Hartlepool Coroner areas represents the best way forward. It provides the best opportunity to meet the required customer outcomes and the needs of the new area. It will provide a more effective and efficient service to the residents of Teesside and Hartlepool. A merger of the Teesside and Hartlepool Coroner areas is supported by all key stakeholders.

Middlesbrough Council has liaised with the Ministry of Justice to agree a list of organisations and individuals who should be consulted with regarding the proposal to merge the coroner's areas. This list is shown in Appendix 5.

Appendix 1

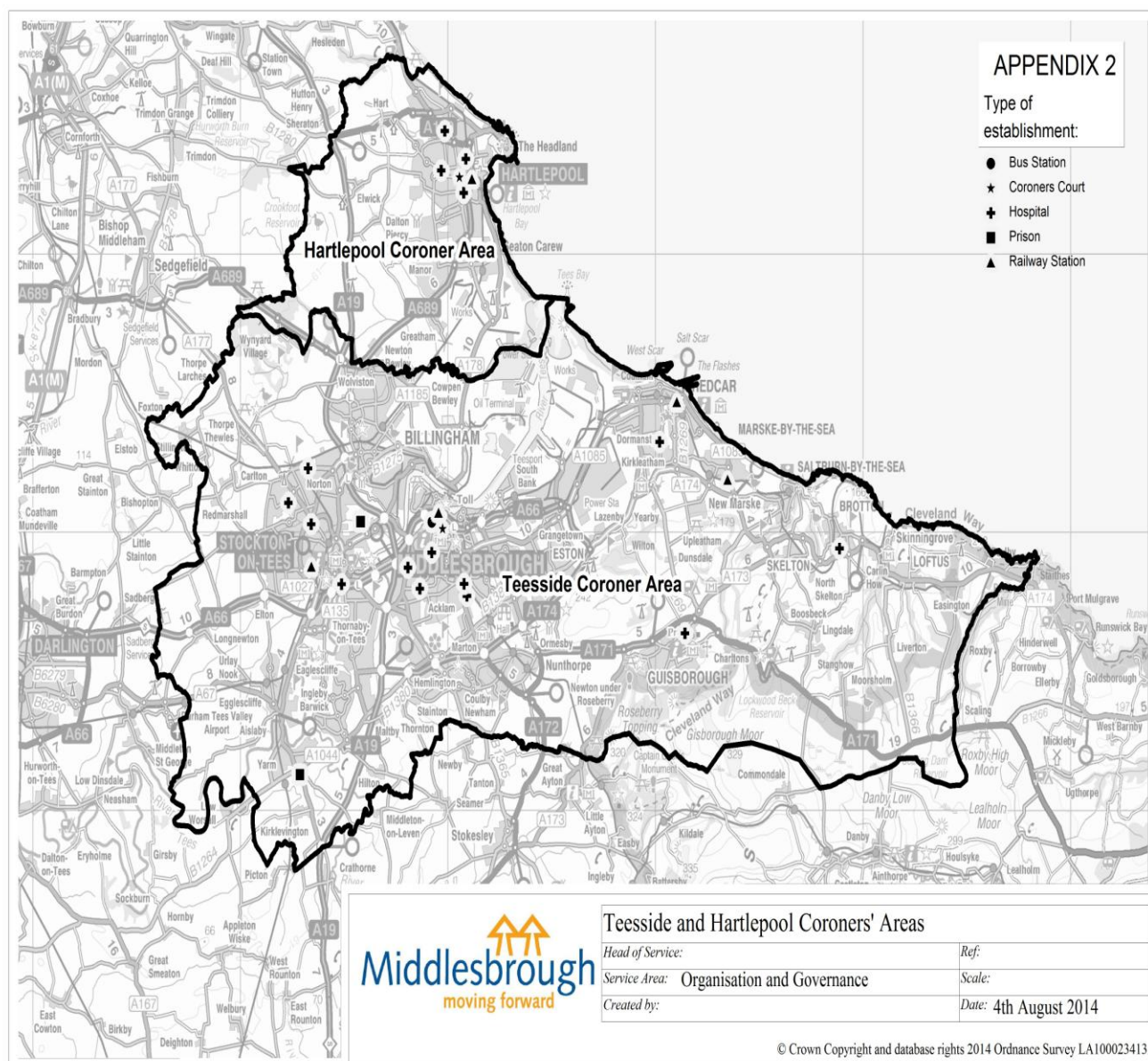
KEY STATISTICS

Coroner area	Teesside Coroner area	Hartlepool Coroner area	Merged area
Geographical area covered	Middlesbrough, Stockton and Redcar and Cleveland Borough Council areas	Hartlepool Borough Council area	The two areas combined. See map in (Appendix 2).
Local authority/ies that fund(s) Coroner area and %	Middlesbrough 29.74% Redcar and Cleveland 29.05% Stockton 41.21%	Hartlepool 100%	Middlesbrough 24.89% Redcar and Cleveland 24.22% Stockton 34.52% Hartlepool 16.36%
Relevant Authority (formerly lead authority)	Middlesbrough Borough Council	Hartlepool Borough Council	Middlesbrough Borough Council
Police Force(s) in area	Cleveland Police	Cleveland Police	Cleveland Police
Transport links	A19, A66	A19	A19, A66
Major hospitals in area	James Cook University Hospital North Tees University Hospital	University Hospital of Hartlepool	James Cook University Hospital North Tees University Hospital University Hospital of Hartlepool
Prisons in area	Holme House Kirklevington Grange	-	Holme House Kirklevington Grange
Other state detention facilities in area	-	-	-
Courtrooms/inquest venues	Teesside Magistrates Court Middlesbrough Town Hall	Hartlepool Crown Court Senior Coroner's Office – York Road, Hartlepool	Teesside Magistrates Court Middlesbrough Town Hall Hartlepool Crown Court Senior Coroner's Office – York Road, Hartlepool
Office/staff accommodation – location and capacity	Office and staff accommodation is provided for both services in Middlesbrough Town Hall, although the Senior Coroner for Hartlepool also has an office in Hartlepool. This office will be retained as used for inquests as is currently the case.		
Coroner's officers' employer	Cleveland Police	Cleveland Police	Cleveland Police
Name of Senior Coroner	Vacant Acting Senior Coroner Ms Claire Bailey	Mr Malcolm Donnelly	Mr Malcolm Donnelly
Number of Area Coroners	0	0	0
Number of Assistant Coroners	4	1	5
Number of deaths reported in 2013	2,398	340	2,738
Inquests held in the previous calendar year	394	45	439, 356 (predictions based on national average of 13% of total deaths)

6.6
Appendix A

Coroner area	Teesside Coroner area	Hartlepool Coroner area	Merged area
Post mortem rate as % of reported deaths in 2012	41%	54%	47.5% (41% national average)

Appendix 2



The above map shows the boundaries of the Teesside and Hartlepool Coroner areas. The boundary shown for both areas is also that of Cleveland Police Service.

Caseload Statistics

Teesside					
	Total deaths reported	Inquests	Post mortems	% Inquests	% Post mortems
2002	2,415	274	1,108	11	46
2003	2,396	273	1,249	11	52
2004	2,526	370	1,220	15	48
2005	2,313	348	1,101	15	48
2006	2,566	345	1,121	13	44
2007	2,559	313	1,101	12	43
2008	2,731	349	1,065	13	39
2009	2,618	307	1,024	12	39
2010	2,566	315	1,002	12	39
2011	2,659	292	968	11	36
2012	2,635	350	969	13	37
2013	2,398	394	995	16	41
Hartlepool					
	Total deaths reported	Inquests	Post mortems	% Inquests	% Post mortems
2002	560	82	235	15	42
2003	650	59	275	9	42
2004	595	49	261	8	44
2005	644	71	307	11	48
2006	619	73	326	12	53
2007	590	58	284	10	48
2008	472	50	176	11	37
2009	492	50	240	10	49
2010	434	78	213	18	49
2011	387	46	156	12	40
2012	336	36	146	11	43
2013	340	54	183	13	54

Source: Ministry of Justice Coroner Statistics - <https://www.gov.uk/government/news/new-coroners-data-tool-launched>.

Teesside and Hartlepool Coroner's Services - List of Key Stakeholders and Feedback Received

Name & Title	Organisation	Support Merger?	Comments summary	Response if applicable
Judge Peter Thornton Chief Coroner	Chief Coroner's Office	Yes	Exploratory meeting on 15 th November 2013 agreement that a merger should be considered. Draft Business Case and final business case forwarded to Chief Coroner's Office.	n/a
Dave Stubbs Chief Executive	Hartlepool Borough Council	Yes	<p>A formal decision to support a merger has been taken by Hartlepool Borough Council. The Council strongly advocates that reference to 'Hartlepool' is retained in the name of the merged area and that services continue to be provided in Hartlepool.</p> <p>'Hartlepool Borough Council would support a merger of the Teesside and Hartlepool Coroner areas. With the closure of our local A & E department some years ago the number of reported deaths has reduced by almost half. While this has led to a reduction in the number of inquests, the costs of administration have increased, as we are still required to provide the same facilities for people to access the service even though fewer deaths are reported.</p> <p>A new hospital is proposed at Wynyard, within HBC's boundaries. This would substantially increase the number of reported deaths, and our existing infrastructure will find this difficult to sustain without a substantial increase in expenditure, and change of the service model. We can ill afford this on our own, and we would look to assistance from other Coroner areas affected. This of itself would, in our view, justify a merger of Coroner areas...The only concern might relate to the continued availability of services within Hartlepool...We would like if possible, the name to reflect Hartlepool as being included in the service, although I understand this is up to the Lord Chancellor.</p>	<p>The business case proposes that services continue to be provided in Hartlepool at their current level.</p> <p>Comments regarding the possible name of the new service will be forwarded to the Lord Chancellor</p>

Name & Title	Organisation	Support Merger?	Comments summary	Response if applicable
Mike Robinson Chief Executive	Middlesbrough Council	Yes	Middlesbrough Council Executive approved the submission of the business case to support a merger at a meeting of the full Executive on 12 th August 2014. Scrutiny commended the progress made by the Coroner's Service and noted the proposed merger at a meeting of the Community Safety and Leisure Panel on 16 th July 2014.	n/a
Amanda Skelton Chief Executive	Redcar & Cleveland Borough Council	Yes	Formal agreement to support the merger has been provided following consideration of the Business Case. "Our view is that such a merger will have the following benefits: <ul style="list-style-type: none"> • A merged service is likely to be more cost effective; • The savings will be achieved through economies of scale and the merged service providing a more streamlined process; • The merged service will be more resilient in terms of providing Coroner covers for periods of holiday, sickness etc.; • It is unlikely that a streamlined service will accumulate the backlog of cases which affected the old Coroner regime in Teesside; • It is likely that the emerged service as proposed will provide a more timely service for residents." 	n/a
Neil Schneider Chief Executive	Stockton Borough Council	Yes	Cabinet on 17 th July 2014 agreed to support Middlesbrough's proposed course of action. The decision was ratified (August 14 th) after consideration of the final business case.	n/a
Jacqui Cheer Chief Constable	Cleveland Police	Yes	As a key stakeholder and provider of staff who work to support the effective delivery of services across both Coroner areas the Force are fully supportive of the business case to merge. The force strongly believe that a merger would ensure sustainability of the recent improvements to the quality and timeliness of services provided to the public and in addition, would enable efficiencies to be realised.	n/a
Barry Coppinger Police & Crime Commissioner	Cleveland Police	Yes	"Happy to support the merger".	n/a
Ian Hayton Chief Fire Officer	Cleveland Fire Brigade	Yes	'Cleveland Fire Brigade would support a merger of the Teesside and Hartlepool Coroner areas. A merger would offer the benefit of a consistent approach for partners in applications on court proceedings, and therefore I have no concerns regarding this proposal.'	n/a

Name & Title	Organisation	Support Merger?	Comments summary	Response if applicable
Grahame Pickering Chief Executive	Great North Air Ambulance	Yes	There are no pertinent reasons not to support the merger of Teesside and Hartlepool Coroner areas consequently as an organisation we support the process wholeheartedly. Clearly there are benefits in terms of efficiencies and effectiveness that will undoubtedly benefit relatives of the deceased and avoid the unnecessary and often painful delays previously experienced. I am however assuming that such a merger will be adequately funded and supported to undertake the increased work load.	An assessment of the workload has been undertaken and appropriate resources identified to ensure it can be delivered in a timely manner. The new operating model is now fully operational and this has resulted in more streamlined processes which have resulted in a reduction of the overall workload.
Mr David Emerton, Medical Director North Tees	North Tees Hospital	Yes	The Trust Director's Group meeting discussed the merger of the Teesside and Hartlepool Coroner areas on 18 th July 2014. There was unanimous agreement to support the proposed merger of the Hartlepool and Teesside Coroner jurisdictions. It was also felt that it would be helpful for families who live in Hartlepool if inquests could be heard in Hartlepool when their relatives have died at North Tees.	The business case supports the continuation of inquests held in Hartlepool.
Prof Rob Wilson, Medical Director South Tees	James Cook University Hospital	Yes	We are in full agreement with the proposals as written. In other words, we definitely would support a merger of the Teesside and Hartlepool Coroner's areas. We do recognise that there would be some economies of scale in doing this. I am aware of proposals as to how the two offices would work together and they make great sense to me. My only concern would be if families had to travel from South Tees to Hartlepool for inquests, but my understanding is that that's not what's proposed. Given that statement, we have no difficulty with this.	The business case supports the continuation of inquests held in Hartlepool.
Yvonne Ormston Chief Executive	North East Ambulance Service	No Reply		
Clare Bailey Acting Senior Coroner - Teesside	HM Coroner's Service Teesside	Yes	'I can confirm that I am in agreement with the proposed merger of the Teesside and Hartlepool Coroner areas. I am also in agreement with the proposed working model which would consist of a 0.8 FTE Senior Coroner and 0.8 FTE Assistant Coroner. I think the Assistant Coroner should also be appointed as the Deputy Coroner also.'	Agreed - Business case revised to rename the 0.8FTE Assistant Coroner as Deputy Coroner.
Mr Donnelly Hartlepool Senior Coroner	HM Coroner's Service Hartlepool	Yes	Mr Donnelly has expressed 'general approval of the plan'.	n/a

Name & Title	Organisation	Support Merger?	Comments summary	Response if applicable
Mr A G Eastwood Assistant Coroner	HM Coroner's Service Teesside	Yes	<p>Support for the business case recommending a merger but expresses the view that option 2 (open competition for the post of Senior Coroner should be chosen). This view is based on the Chief Coroner's Guidance Note 6.</p> <p>Supports a model, discounted in the business case, of one Senior Coroner supported by a team of Assistant Coroners paid on a daily rate. i.e.</p> <p>1 x full time Senior Coroner 4 x ad hoc Assistant Coroners – daily rate</p> <p>Rather than model proposed in the Business case:</p> <p>1 x Senior Coroner 0.8 FTE 1 x Assistant Coroner 0.8 FTE 15 – 20 ad hoc Assistant Coroner days – daily rate</p>	<p>The Chief Coroner's Guidance Note 6 relates to general recruitment to Senior Coroner posts and is not relevant in this situation. More recent guidance (note 14) specifically relates to mergers and is the guidance note that the Chief Coroner's Office and the Lord Chancellor's Office directed MBC to. Guidance Note 14 clearly states that 'slotting in' the existing Senior Coroner should be the preferred option.</p> <p>The existing sitting Senior Coroner is very experienced, runs a high-performing Coroner area (Hartlepool), has undertaken significant work to clear the backlog of cases at Teesside and understands and supports the new business model; consequently a 'slot in' will meet the desired business outcomes and the needs of the new Coroner area. There are no other relevant concerns that would prevent option 1 being chosen therefore, in line with the guidance, this option is proposed.</p> <p>The alternative Coroner model with one Senior Coroner supported by a team of Assistant Coroners was the model in operation throughout the period when performance was poor. It proved to be an inefficient use of resources and could lead to perverse financial incentives. It contributed to the unacceptably long average times for inquests (50 weeks in 2013) and the backlog of cases partly because it relied on 'ad hoc' support rather than a dedicated role.</p> <p>The current temporary arrangements which are similar to the final model proposed have already demonstrated the effectiveness of the proposed model. With the backlog of cases significantly reduced alongside an average time for inquests of 14 weeks for new cases.</p>

Name & Title	Organisation	Support Merger?	Comments summary	Response if applicable
Mr S J Faulks Assistant Coroner	HM Coroner's Service Teesside	Yes	Support for a merger, support for model of 0.8 FTE Senior Coroner and 0.8 FTE Assistant Coroner. Concerned that the merger will result in the loss of 2 of the Assistant Coroners and that the Chief Coroner's guidance states that Assistant Coroners will not lose their office as a result of a merger.	All Assistant Coroners will retain their office. However there will be a reduction in ad hoc Assistant Coroner days available. It is clear that the minimum of 15 days per year, recommended by the Chief Coroner, will not be available to all Assistant Coroners each year. This is regrettable but must be balanced against the needs of the service and the right of the public to an efficient and effective service. It is expected that the Senior Coroner for the new area will work with the Assistant Coroners to try and balance these competing pressures and to allocate work in line with the service needs and the skills and availability of the Assistant Coroners alongside their ability to work within the new operating model.
Ms K Welsh Deputy Coroner Hartlepool	HM Coroner's Service Hartlepool	Yes	I think the merger is entirely appropriate.	n/a
Ms J Wharton Assistant Coroner	HM Coroner's Service Teesside	Yes	I think this all sits well with the proposed Coroner model although concern expressed that 15 days per Assistant Coroner might not be available.	See response to Mr S J Faulks – Assistant Coroner
Tom Blenkinsopp MP	Middlesbrough south and east Cleveland MP	-	No response received.	
Alex Cunningham MP	Stockton (North) MP	Yes	'I am pleased to offer my support to the proposal to do so. I believe that it does offer the best opportunity to fulfil the key business outcomes subject to quality leadership and the necessary resources being made available to ensure people across the Teesside area never again suffer the poor service delivered by the previous Coroner.'	n/a

Name & Title	Organisation	Support Merger?	Comments summary	Response if applicable
Andy McDonald MP	Middlesbrough MP	Yes	'Given the results of the initial assessment and the strong corroborating evidence, I would support a merger of the two Coroner areas. It appears to be an eminently sensible decision which would have discernable benefits for the families and friends of the bereaved across our region.'	n/a
Ian Swales MP	Redcar MP	Yes	<p>Thank you for the business case regarding the updates to the Coroner's service and proposed merger with Hartlepool. As Chair of the Steering Group I am very impressed with progress so far and consider a merger with Hartlepool as a logical next step. I have only two comments to make regarding the proposal: I believe the Senior Coroner for the enlarged Teesside service should be a full-time position. Having looked at equivalent services I can't see any argument for it being less than full-time and I believe it should be advertised as such.</p> <p>I am keen to see as many public services and institutions ultimately constituted on a Tees Valley basis. I am aware that the service in Darlington has some autonomy with County Durham. Has consideration been given to incorporating the Darlington service into the new Teesside service? This could enable the rest of County Durham to merge with the small Sunderland service thereby achieving further rationalisation I obviously appreciate that this may be a future development. However, if not now, I feel that Teesside service should be designed with the possibility in mind. Apart from these comments I very much support the work that is going on and the proposals for change.</p>	<p>The decision for a 0.8 FTE x 2 posts was based on an assessment of the needs of the area and took into consideration the views of the Acting Senior Coroner for Teesside and the Senior Coroner for Hartlepool in terms of expected workload for the new jurisdiction. The decision regarding a 'slot in' has been taken in line with the relevant legislation and guidance and after an assessment that confirmed it would meet the business needs of the service and was more likely to deliver the customer outcomes required than a model in which there was one full time Senior Coroner post supported by a reduced amount of Assistant Coroner time.</p> <p>Further mergers may be considered in due course but this is a decision for the Lord Chancellor.</p>
James Wharton MP	Stockton (South) MP	-	No response received.	
Iain Wright MP	Hartlepool MP	-	No response received.	

Consultation list

Name & Title	Organisation
Judge Peter Thornton - Chief Coroner	Chief Coroner's Office
Dave Stubbs - Chief Executive	Hartlepool Borough Council
Mike Robinson - Chief Executive	Middlesbrough Council
Amanda Skelton - Chief Executive	Redcar & Cleveland Borough Council
Neil Schneider - Chief Executive	Stockton Borough Council
Jacqui Cheer - Chief Constable	Cleveland Police
Barry Coppinger - Police & Crime Commissioner	Cleveland Police
Ian Hayton - Chief Fire Officer	Cleveland Fire Brigade
Grahame Pickering - Chief Executive	Great North Air Ambulance
Yvonne Ormston - Chief Executive	North East Ambulance Service
Mr David Emerton - Medical Director North Tees	North Tees Hospital
Prof Rob Wilson - Medical Director South Tees	James Cook University Hospital
Yvonne Ormston - Chief Executive	North East Ambulance Service
Kirsty Robinson MD Hartlepool Hospital	Hartlepool University Hospital
Diane Hemingway - Inquest & Legal Service	Mental Health – Tees Esk & Wear NHS Foundation Trust
Dr K Prasad - Chief of Service	Department of Pathology - James Cook University Hospital
Dr K Dasgupta - Consultant Pathologist	University Hospital of North Tees University Hospital of Hartlepool – Department of Histology

Name & Title	Organisation
Dr K Prasad Chief of Service (Pathology)	James Cook University Hospital
Dr Kaushik Dasgupta Consultant Pathologist	University Hospital of Hartlepool / University Hospital of North Tees
Dr Jan William Lowe Consultant Pathologist	independent
Jenny Moore - Governor	Holme House Prison, Stockton on Tees
Steve Robson - Governor	Kirkclevington Grange Prison, Yarm
Clare Bailey - Acting Senior Coroner (Teesside)	HM Coroner's Service Teesside
Mr Donnelly - Hartlepool Senior Coroner	HM Coroner's Service Hartlepool
Mr A G Eastwood - Assistant Coroner	HM Coroner's Service Teesside
Mr S J Faulks - Assistant Coroner	HM Coroner's Service Teesside
Ms K Welsh - Deputy Coroner Hartlepool	HM Coroner's Service Hartlepool
Ms J Wharton - Assistant Coroner	HM Coroner's Service Teesside
Andrew Tweddle - Senior Coroner	HM Coroner's Service – County Durham & Darlington
Collette Longbottom and Elizabeth Wilson	Durham County Council
Michael D Oakley-Senior Coroner	HM Coroner's Service – Hambleton, Ryedale & Scarborough
Julie Blaisdale and Robin Mair	North Yorkshire County Council
Tom Blenkinsop MP	Middlesbrough south and east Cleveland MP
Alex Cunningham MP	Stockton (North) MP
Andy McDonald MP	Middlesbrough MP
Ian Swales MP	Redcar MP

Name & Title	Organisation
James Wharton MP	Stockton (South) MP
Iain Wright MP	Hartlepool MP
David Knowles	Co-op Funeral care (Mbro, Stockton, Norton, Sedgefield)
Stephen Lee - General Manager - (NAFD)	Crake and Mallon Funeral Directors
Catherine Eccles - Manager - (NAFD)	Co-op Funeral care (Guisborough, Redcar, Skelton, Loftus, Whitby)
Wendy Kipling	Poppy Funeral Care
Councillors – Portfolio holders in relevant councils	

FINANCE AND POLICY COMMITTEE

23rd February 2015



Report of: Director of Regeneration and Neighbourhoods

Subject: CORPORATE PROCUREMENT QUARTERLY
REPORT ON CONTRACTS

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information.

2. PURPOSE OF REPORT

2.1 To satisfy the requirements of the Council's Contract Procedure Rules with regard to the Finance & Policy Committee:

- Receiving and examining quarterly reports on the outcome of contract letting procedures including those where the lowest/highest price is not payable/receivable.
- Receiving and examining reports on any exemptions granted to these Contract Procedure Rules.

3. BACKGROUND

3.1 The Council's Contract Procedure Rules require that the following information be presented to the Finance & Policy Committee on a quarterly basis:

Section of Contract Procedure Rules		Information to be reported
Introduction	Para 8 iii & Para 8 vi	Outcome of contract letting procedures
Part G	Para 12 v	

Introduction Part B	Para 8 iii Para 3 v	Basis of award decision if not lowest/highest price payable/receivable
Introduction	Para 8 vi	Contract Name & Reference Number
Part G	Para 12 v	
Introduction	Para 8 vi	Description of Goods/Services being procured
Part G	Para 12 v	
Introduction	Para 8 vi	Department/Service area procuring the goods/services
Part G	Para 12 v	
Introduction	Para 8 vi	Prices (separate to Bidders details to preserve commercial confidentiality)
Part G	Para 12 v	
Part G	Para 12 v	Details of Bidders

- 3.2 In addition to tender related information, details of exemptions granted to the Contract Procedure Rules are also reportable quarterly.

4. INFORMATION FOR REVIEW

4.1 Tender information

The table at **Appendix A** details the required information for each procurement tender issued since the last quarterly report.

- 4.2 The Committee may within the Contract Procedure Rules request further information or seek further monitoring reports on selected contracts.

- 4.3 In addition the Audit and Governance Committee may request a contract to be monitored under their specific responsibilities relating to the scrutiny of contracts.

4.4 Exemption information

Appendix B provides details of the required information in relation to Contract Procedure Rules exemptions granted since the last Corporate Procurement Quarterly Report on Contracts.

- 4.5 The table at confidential **Appendix C** includes the commercial information in respect of the tenders received. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 3) information relating to the financial or business affairs of any particular person (including the authority holding that information).**

5. RECOMMENDATIONS

- 5.1 That the Committee note and comment on the contents of the report.
- 5.2. The Committee note that a review of the Council's Contract Procedure Rules will be undertaken once the detail of the new rules is released to consider whether any changes are required to ensure conformity.
- 5.3 That a report be considered by Finance and Policy Committee identifying these changes, should that be the case.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Committee is required to review the information supplied to ensure that monitoring in the award of contracts is carried out and evidenced.

7. BACKGROUND PAPERS

- 7.1 There are no background papers.

8. CONTACT OFFICER

- 8.1 Denise Ogden
Director of Regeneration and Neighbourhoods
Civic Centre
Victoria Road
Hartlepool
TS24 8AY
Email: denise.ogden@hartlepool.gov.uk
Tel: 01429 523301

Tender Information

Date of Contract Award	Contract Name and Reference Number	Description of Goods / Services being procured	Department / Service area procuring the goods / services	Details of Bidders	Location of Bidder	Basis of award decision if not lowest/highest price payable / receivable	Outcome of contract letting procedures
27/10/15	Occupational Health Services CRN154-14	The provision of an Occupational Health Service to assist the Council in its service delivery by supporting the Council in its management of sickness absence and improving employee wellbeing	Chief Executives	Durham County Council Medacs Team Prevent Wellwork Limited	Durham London Northamptonshire Newcastle	Most economically advantageous tender	Medacs
22/12/14	Substance Misuse Recovery Support Service	A comprehensive range of recovery support services for substance misusing Adults and Young People within the Borough of Hartlepool.	Public Health	Addaction Crime Reduction Initiative DISC Lifeline Westminster Drug Project	Middlesbrough Brighton Durham Manchester London	Most Economically Advantageous tender	Lifeline

7.1 APPENDIX A

Date of Contract Award	Contract Name and Reference Number	Description of Goods / Services being procured	Department / Service area procuring the goods / services	Details of Bidders	Location of Bidder	Basis of award decision if not lowest/highest price payable / receivable	Outcome of contract letting procedures
16/12/14	Appointment of Contractor to Headland Walls Coastal Protection Scheme CRN 756-2014	Coastal Protection	R&N Engineers	Balfour Beatty Civil Engineering Esh Construction Hall Construction	Newcastle Durham Durham	Most Economically Advantageous tender	Hall Construction
15/9/14	Raby Road/Middleton Road Improvements CRN 753-2014	Road Improvements	R&N Engineers	Hall Construction Seymours Civil Engineering Tangent Construction	Durham Hartlepool Hartlepool	Price	Tangent Construction
22/12/14	A179 Powlett Road Improvement CRN 641-2014	Road Improvements	R&N Engineers	Esh Construction Hall Construction Owen Pugh Ltd Seymours Civil Engineering Tangent Construction	Durham Durham Cramlington Hartlepool Hartlepool	Most Economically Advantageous tender	Tangent Construction

7.1 APPENDIX A

Date of Contract Award	Contract Name and Reference Number	Description of Goods / Services being procured	Department / Service area procuring the goods / services	Details of Bidders	Location of Bidder	Basis of award decision if not lowest/highest price payable / receivable	Outcome of contract letting procedures
27/11/14	Document Printing Services Framework CRN 227-2014	Requirements which cannot be fulfilled by HBC Internal Print Unit	R&N Corporate Procurement	Alphagraphics Atkinson Print BLP Northern Ltd HPM Ltd Mail Solutions Newton Press Oriental Press Potts Power Print UK Ltd	Stockton Hartlepool Newcastle Newton Aycliffe Shropshire Newton Aycliffe London Cramlington Gateshead	Most Economically Advantageous tender	Alphagraphics Atkinson Print BLP Northern Ltd Potts
9/1/15	Provision of a Children and Young People's Health & Wellbeing service CRN 721-2014	Promoting health to children and young people through a programme of public health interventions	C&A Public Health	North Tees & Hartlepool NHS Foundation Trust	Stockton/Hartlepool	Most Economically Advantageous tender	North Tees & Hartlepool NHS Foundation Trust

7.1 APPENDIX B

Procurements Exempted from Council Contract Procedure Rules

Dept	Service Unit	Company Name	Company Based at	Estimated Expenditure	Description	Approval
R&N	Housing Services	SPA Microsystems Ltd - Qube Global Software	Crowthorne	£10k (Y1) c£7k per annum (Y2-onwards)	Software System to provide HBC Housing Management Services	23.12.2014

Extensions to existing Contracts

Dept	Service Unit	Company Name	Description	Approval	Contract Extension Start	Contract Extension End	Estimated Expenditure
NIL							

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Assistant Chief Executive

Subject: SOCIAL MEDIA UPDATE

1. TYPE OF DECISION/APPLICABLE CATEGORY

For information.

2. PURPOSE OF REPORT

- 2.1 To provide Members with an update of how the Council is developing its social media presence to promote two-way communication with the public. This update was requested by Audit and Governance Committee and agreed to by the Chair of this Committee.

3. BACKGROUND

- 3.1 Social media is a key communication tool for the Council to help convey its key messages to local residents, businesses and indeed the outside world given the global nature of the internet. Given the Council's new responsibilities for public health and the additional demands on the Public Relations Team, the Committee agreed to identify additional resources to employ one new staff member who has been in post since September 2014.
- 3.2 Social media is, in many ways, no different to a website. It provides an opportunity to interact with the residents we serve. Sites should be updated and used frequently, they can bring increased awareness of the Council's work, improve its reputation, increase openness and responsiveness and establish the organisation as an authoritative voice. It also offers however an immediacy and an interactive approach to communications which is more difficult on a largely static website. It is this which provides a range of opportunities.
- 3.3 Also, social media is not restricted to Facebook and Twitter. There is a whole host of other social media channels such as Instagram, You Tube and Vine, and new platforms continue to be created. The work to develop social media links closely to the launch of the Council's new look website in March of this year – which includes smart phone compatibility – and the Digital First initiative which aims to improve accessibility to computers for local residents.

4. GROWTH OF SOCIAL MEDIA

- 4.1 Use of social media is increasing at a phenomenal rate. Latest OFCOM research shows that the average consumer spends around 90 minutes a week on social networking sites and 71% of UK adults use the internet to access such sites.
- 4.2 Organisations have quickly seen the benefits of engaging with customers through social media channels. Local government is no different and many local authorities have already identified that increasing use of social media allows them to reduce costs by moving to more cost-effective channels, whilst actually improving their customer's experience.
- 4.3 A 2013 survey by iGov, entitled the Public Sector Social Media Survey, has thrown new light on how UK public sector organisations use social media. Of the organisations surveyed, 87% said that they have incorporated social media into their overall communications strategy. This is up from 70% in 2011, underlining the increasing importance that public sector organisations are placing on social media.
- 4.4 Glasgow City Council is one of the most followed councils on Twitter with 61,700 followers. Birmingham City Council has 29,900 followers and 26,000 people have signed up to follow Newcastle City Council.

5. PROGRESS SO FAR

- 5.1 At the beginning of last year a process began to review social media across the Council to see how it could be best developed as a two-way communication tool. The work, led by the Public Relations Team, is ongoing and coordinated via the Online Communications Group (OCG) - a cross-council officer group with representatives from all departments and with updates provided to the Council's Corporate Management Team (CMT). A number of steps were taken during 2014 as follows:
- 5.2 **Staff Survey** – One of the first steps undertaken was a staff survey to obtain a clear picture of the appetite for social media across the Council and to identify any skills gaps. Responses were requested from teams rather than individuals with 72 completed questionnaires. The survey showed that 36.1% of respondents use social media to promote the work they are doing and of those who said that they don't use the Council's sites, 71.4% said their team produces something that could be promoted via social media. Also, when asked why they do not use social media, 45.8% of respondents said they would if someone showed them how to. Clearly, these figures demonstrate an appetite for social media among Council staff.
- 5.3 **Social Media Policy** – Work has also been undertaken to revise the Council's Social Media Policy which applies to staff, contractors, consultants and councillors using approved social media accounts on behalf of the authority. The robust policy came into effect in February 2012 but given the fast-changing environment of online communications it was felt appropriate

to update the policy. The policy covers the process for approving social media sites, how they should be managed and monitored, how staff can get help with training and safeguarding issues. The full policy is attached at **Appendix A**. The personal use of social media for non-Council purposes is covered by the Council's Internet Acceptable Usage Policy

5.4 Review of existing Social Media Sites

- 5.5 Historically, a number of social media sites have been created across the Council and any which were not being used have been removed in recent months. Consideration has also been given to a number of applications for new sites in line with the Social Media Policy. It's felt that the current structure of existing accounts works well. It is however kept under constant review, sites which are not updated, not getting used or with very limited numbers of likes are subject to the potential they may be closed. We are, in adopting this approach, aiming to avoid the situation where we have a large number of stagnant sites with limited information or interaction.
- 5.6 The Dog Warden Service is the most 'liked' of all of the Facebook pages. This was one of the first accounts to be set up and regular two-way dialogue has been maintained with dog owners and dog lovers. The site is used as a discussion forum for dog-related topics with lots of advice and information including free dog health checks, micro-chipping and neutering services. Below is a summary of all accounts, including the number of 'likes' and 'followers'.

Facebook:

Hartlepool Borough Council information	- 840 likes
Hartlepool Dog Warden Service	- 4,339 likes
Hartlepool Allotment Service	- 162 likes
What's Happening Hartlepool	- 971 likes
Museum of Hartlepool	- 261 likes
Hartlepool Town Hall Theatre	- 557 likes
Fostering and Adoption	86 likes

Twitter:

Hartlepool Borough Council (@HPoolCouncil)	- 3,361 followers
Museum of Hartlepool (@YuffyMOH)	- 2,883 followers
Hartlepool Libraries (@HartlepoolLibs)	- 1,092 followers
Sport & Recreation (@HBCSport)	- 677 followers

Destination Hartlepool (@dest_hartlepool) - 989 followers

- 5.7 **Making the most of social media** – In recent months the Council has introduced some changes to help maximise the benefit of using social media. For example, photographs have been used much more to make sites more appealing, video has been embedded into our Facebook pages to have a higher impact and tweets have been scheduled for evenings and weekends to help ensure maximum reach. Sites are also being used more frequently to have two-way dialogue, particularly with residents, and a good example of this is the ‘corporate’ Council Twitter account which has seen an increase of 1,000 followers in the last nine months. Staff are also responding to messages out of hours on a goodwill basis which is also helping to enhance the credibility of our sites and the service we provide overall as a Council.

6. NEXT STEPS

- 6.1 Whilst good progress has been made to develop social media, it is important that the work continues in a coordinated manner. The following steps have been identified.
- 6.2 **Driving Social Media Forward** - The Public Relations Team and the OCG will be responsible for the development of social media with updates given to CMT. OCG departmental representatives will be responsible for promoting and coordinating social media within departments including monitoring. Part of their role will be to identify which teams/services could benefit from using social media and recommending which channels they should use. Meanwhile, overall co-ordination, development and monitoring rest with the Public Relations Team/Assistant Chief Executive. It is important that all social media channels are regularly used and monitored to ensure their effectiveness in line with the Social Media Policy. Social media should always be considered as part of the Council’s two-way communications with the public, key target audiences and others.
- 6.3 **In-House Training** – The Public Relations Team will be providing in-house training to staff who want to communicate via social media but don’t necessarily have all of the skills. A good example of this relates to the Council’s Fostering Team. Whilst staff had some skills, the Public Relations Team was able to help design their Facebook page and provide some in-house training. As a result, the page was launched in mid-January, it is being populated with lots of pictures and content and in the first four weeks it attracted almost 100 ‘likes’.
- 6.4 **Handbook to using Social Media** - To assist with the effective implementation of the Social Media Policy and to ensure that staff are fully equipped to use social media, a ‘Handbook to Using Social Media’ is in the process of being produced. It will include useful guidelines, advice, tips and more information on how free in-house training can be provided. It’s expected to be completed and made available to staff by the end of February 2015.

7. RISK IMPLICATIONS

- 7.1** As the use of social media continues to increase, both by Council staff and the public at large, the importance of co-ordination and monitoring cannot be overstated. Every possible effort must be made to ensure that staff adhere to the standards set out in the Social Media Policy so as not to compromise the Council's reputation. As social media grows, there is also likely to be a greater expectancy by residents and others to communicate with the Council via these channels and the Council must equip itself to respond to any growing demand, again to prevent any harm to its reputation.

8. CONCLUSION

- 8.1** Social media is now accepted by most organisations as a key channel of communication with customers. It provides a vital two-way communication channel and will only grow as more and more people access information on the move with their mobile phones and tablets. In recent months, good progress has made in developing social media and several additional steps are identified in this report to embrace it further.

9. RECOMMENDATIONS

- 9.1** It is recommended that Members note the report.

10. REASONS FOR RECOMMENDATIONS

- 10.1** The recommendations will enable the Council to further develop social media, improve communications, raise awareness of services and enhance its reputation.

11. CONTACT OFFICER

Andrew Atkin
Assistant Chief Executive
Email: andrew.atkin@hartlepool.gov.uk
Tel: 01429 523003

Alastair Rae
Public Relations Manager
Email: alastair.rae@hartlepool.gov.uk
Tel: 01429 523510



Social Media Policy
(Updated February 2015)

Index

1. Introduction and overview	Page 2
2. Purpose	Page 4
3. Background	Page 4
4. Aim	Page 4
5. Governance	Page 4 – 5
6. Responsibilities	Page 6
7. Principles of Social Media Participation	Page 6
8. Posting Through the ‘Official’ HBC Social Media Presence	Page 6
9. Creating Social Media Profiles	Page 7
10. Administration Privileges	Page 7
11. Representation and Ownership	Page 7
12. Safeguarding Young People or Vulnerable Adults	Page 7 - 8
13. Safeguarding Yourself	Page 8
14. Terms and Conditions	Page 8
15. Control of Content on Third Party Sites	Page 8
16. Linking Strategy	Page 9
17. On-going Responsibilities	Page 9
18. Responding to Enquiries	Page 9
19. Adjacent Content	Page 9
20. Connections with Other Profiles	Page 9
21. Consideration towards Others	Page 10
22. Communication in External Formats	Page 10
23. Prioritisation of workload	Page 10
24. Exit strategy	Page 10
25. Reviewing the Policy	Page 11
26. Further advice and information	Page 11
 Appendix 1 – Departmental Social Media Group Representatives	 Page 12
 Appendix 2 – Flowchart	 Page 13

Social Media Policy

1. Introduction and overview

1.1 This Social Media Policy applies to the usage of social media by Hartlepool Borough Council (HBC) employees, contractors, consultants and councillors using approved social media accounts on behalf of the Local Authority.

1.2 To assist with the effective implementation of this policy, HBC also has a 'Handbook to using Social Media' which includes useful guidelines, advice, tips and more information on how free, in-house training can be provided. This document, which is different to the Social Media Policy you are currently reading, can be found at **[THIS IS IN THE PROCESS OF BEING PRODUCED AND WILL BE DRAFTED BY W/E 20.2.15]**.

1.3 The personal use of social media, for non-HBC purposes, is covered by HBC's 'Internet Acceptable Usage Policy'.

1.4 If you will be using social media on behalf of HBC please ensure you read this Social Media Policy in its entirety. Key points covered include:

- All social media sites must be approved by HBC's Public Relations team.
- All social media sites must contain a link to the HBC website.
- HBC will continue to have its main presence and engagement on the internet through its main website.
- An approved list of social media sites is to be held by HBC's Public Relations team.
- HBC abides by the rules and guidelines of all social media platforms it uses. Please refer to each individual platform for their terms and conditions of use.
- Don't use social networks to promote membership or support for a particular political party.
- Access to any service or form filling will also be via the main HBC website.
- Users must be informed that their posts may not be published/or may be deleted if they meet any of the criteria listed below:
 - a. Comments that are not topical to the article being discussed;
 - b. Profane language or content;
 - c. Material that perpetuates or promotes discrimination of protected characteristics. These characteristics can include but are not limited to race, gender, disability, age, sexual orientation, religion or belief, pregnancy and maternity, marriage or civil partnership or gender reassignment;
 - d. Sexual content or links to sexual content;
 - e. Solicitation of commerce;
 - f. Illegal conduct or encouragement/support of illegal activities;
 - g. Information that compromises or may compromise the safety or security of the public or public systems;
 - h. Content that violates the legal ownership interest of any other party.
 - i. Content with strong political connotations
- All HBC social media sites must have the above statements displayed or made available to users via a link. Any content removed due to these guidelines must be retained, including the time, date and identity of the poster (if available). Please forward any deleted content to public.relations@hartlepool.gov.uk

- HBC reserves the right to restrict or remove any content that is deemed in violation of this social media policy or any applicable law.

1.5 Before utilising social media tools on behalf of HBC, you should:

- **Have permission** from the Public Relations Unit before you set up your social media presence;
- **Have the necessary skills** to use social media;
- **Be professional** - remember that you are an ambassador for HBC - ensure your profile and related content is consistent with how you would be expected, as an employee, to present yourself to colleagues, partners and users of HBC services;
- **Be responsible** - be honest at all times and seek guidance when you are unclear as to the correct course of action. Do not act in a manner that would bring HBC into disrepute;
- **Be credible** - be accurate, fair and thorough and behave with full transparency;
- **Be current and timely** - make sure your content is up to date. Provide a good response to feedback in a timely manner;
- **Obey the law** - be aware that libel, defamation, copyright and data protection laws apply;
- **Be safe** - never give out personal details like your home address or phone number; and
- **Share with colleagues** - when you gain insight through your activities.

1.6 In addition to the principles identified above, there are a number of basic guidelines you should follow when participating in social media on behalf of Hartlepool Borough Council including:-

- Know and follow Hartlepool Borough Council's **Internet Acceptable Usage Policy**;
- Know and follow Hartlepool Borough Council's **Information Security policies**;
- **Understand your responsibilities** identified in the Social Media Policy;
- Hartlepool Borough Council employees are **personally responsible** for the content they publish on behalf of the Council in social media. You should write in the first person and stay mindful that what you publish will be public for a long time;
- **Media interest** – if you are contacted by the media about something in your social media sites that relates to HBC, the enquiry must be referred to the Public Relations Unit;
- If you publish content to any website outside of Hartlepool Borough Council and it has something to do with work you do or services associated with the Council, **use a disclaimer** such as: “These are the views of [*insert whose views they are*] and do not necessarily represent those of Hartlepool Borough Council.”;
- **Seek permission** and **give credit** when planning to:
 - quote or reference customers, colleagues, partners or suppliers; or
 - Use photographs or other media from those included in the photographs or media footage and from the owners of the copyright and link back to the source wherever possible.
- **Respect your audience** - Don't use personal insults, obscenity or engage in any conduct that would not be acceptable in the workplace;
- **Don't engage in fights** – sometimes referred to as ‘flaming’;
- **Be sensitive to topics that may be considered objectionable or inflammatory**– such as politics and religion;
- **Show consideration** for others' privacy;
- **Be the first to correct your own mistakes**, but don't alter previous content without indicating that you have done so. Transparency is essential;

- **Add value** - provide worthwhile information and perspective. Hartlepool Borough Council's brand is best represented by its people and what you publish reflects on the HBC brand.
- **Use your time wisely** and focus on the sites that are most related to your target audience.
- **Professionalism and tone** - Anything you write on an HBC social media channel reflects on the organisation, but given the relaxed style of social media, it is important not to appear overly formal.

2. Purpose

2.1 For the purpose of this document, 'Social media' relates to the use of web-based and mobile technology to create and exchange information between individuals, organisations and communities. There are many different social media tools, which due to the nature of technology can change rapidly, but examples of social media (also known as social networking) include Twitter, Facebook and YouTube.

2.2 HBC acknowledges social media as a useful tool; however clear guidelines are needed for the use of social media sites to ensure they are used effectively as part of a wider communications mix and that their use does not cause the council any reputational damage.

2.3 This policy covers the creation and use of social media sites on behalf of HBC and the posting of comments on HBC and other social media sites.

3. Background

3.1 Social media is an increasingly popular way of engaging with friends, colleagues and customers. 2012 OFCOM research shows that the average consumer now spends 90 minutes a week on social networking sites and 50% of UK adults use the internet to access such sites. This figure is expected to pass 70% in 2015.

3.2 HBC currently uses social media, in particular Facebook and Twitter, to communicate effectively with customers and stakeholders and it is likely that the Council's use of social media will increase in the future.

3.3 As new tools and technology emerge the policy will, if appropriate, be updated to reflect the changes. Even though social media tools are relatively easy to use, inexpensive and immediate, they should be treated with respect and caution.

3.4 It is important that we understand our audiences before we engage with them, any poorly thought comments posted on a social media site could severely damage HBC's image.

4. Aim

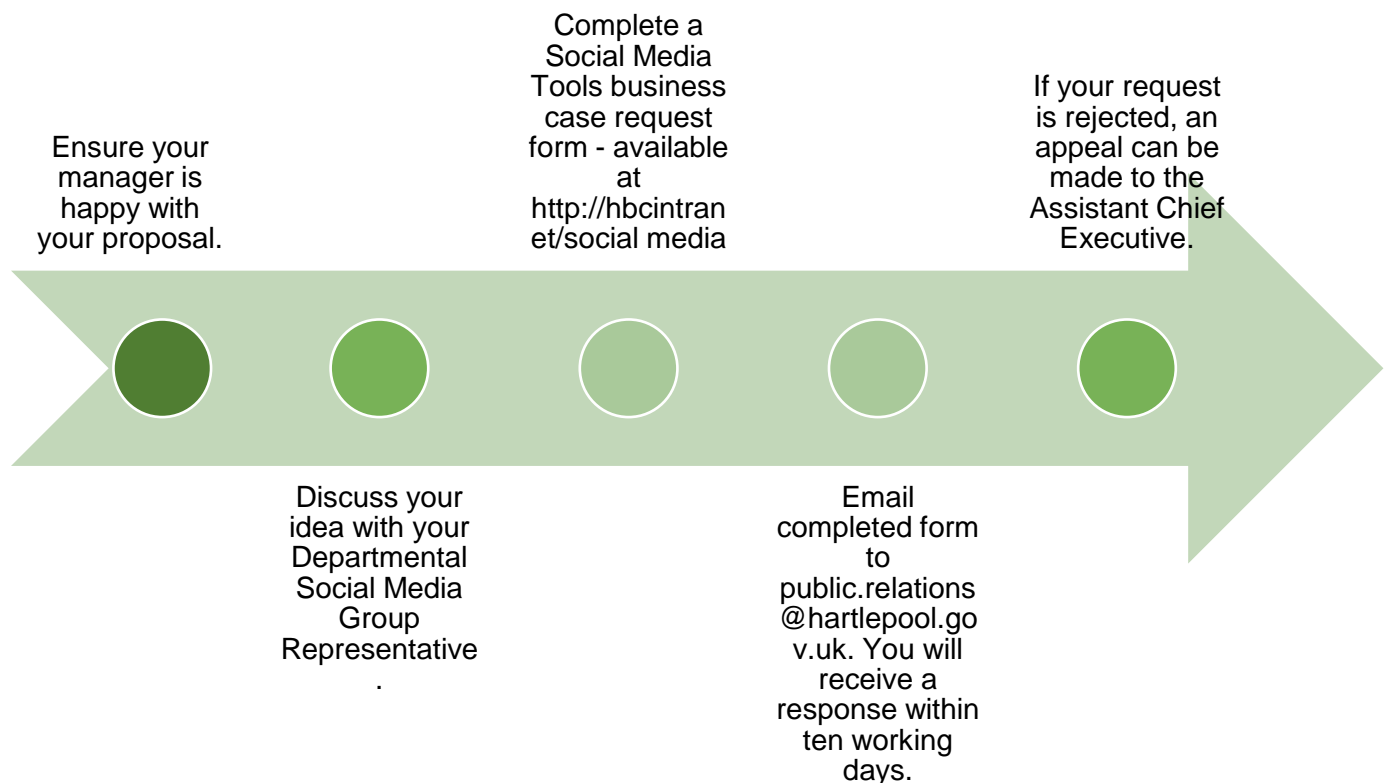
4.1 The aim of this policy is to ensure that:

- HBC is not exposed to legal and governance risks;
- The reputation of HBC is not adversely affected;
- HBC employees / contractors / consultants / councillors are safeguarded in their use of social media tools;
- People accessing social media created by HBC are safeguarded; and
- People can clearly identify information provided via social media tools which is legitimately representative of HBC.

5. Governance

5.1 In the same way as traditional media, HBC's use of social media requires a coordinated communications approach. Just as it would be inappropriate for service areas to issue press releases without the involvement of the Public Relations Unit, it is inappropriate for service areas to set up a social media presence without the appropriate authorisation.

5.2 If you would like to use social media tools on behalf of HBC you should follow the steps identified in the following flowchart. (This flowchart is also available in a larger, easy to print, format within Appendix 2.)



5.3 In order to obtain approval to proceed with a Social Media presence there must be a sound business case for your request. In particular, you must be able to demonstrate an ability to provide frequent updates, preferably at least once a day. Posts can be scheduled for the weekend, evenings, or other inconvenient times.

5.4 Depending on your business case for having a social media presence, there are three outcomes that the Public Relations Unit can respond with:-

- Authorisation to be given login details to post via an existing HBC social media presence;
- Authorisation to set up a new HBC social media presence;
- Social media request rejected.

5.5 If someone wishes to challenge a decision to reject a request this can be made to the Assistant Chief Executive.

5.6 People using social media on behalf of HBC, but not adhering to HBC's Social Media Policy, may have their access withdrawn. Depending on the severity of any wrong doing it could result in disciplinary action being taken.

6. Responsibilities

6.1 The Public Relations Unit is responsible for evaluating and authorising requests from service areas for an HBC social media presence and keeping a record of any online presence set up by HBC including, but not limited to, pages/profiles/sites set up by the Council on third party websites.

6.2 Once a request has been authorised, designated individuals will have the day-to-day responsibility for updating content and ensuring that they adhere to the HBC 'Social Media Policy'.

6.3 The Departmental Social Media Group Representatives and the Public Relations Unit have the authority to request that content is removed, or that sites be closed if the social media policy is not followed.

6.4 Teams/services with their own accounts will be responsible for monitoring these and their response times. The Public Relations team will carry out regular audits.

6.5 If an account cannot be updated regularly (preferably once a day) the Public Relations team will remind teams/services about the importance of regular updates. Following such a reminder, any accounts that are still not regularly updated will be removed.

6.6 If you have any queries regarding any aspect of this policy you should initially contact your Departmental Social Media Group Representative and they may choose to forward your query to the Public Relations Unit.

7. Principles of Social Media Participation on Behalf of Hartlepool Borough Council

7.1 Anything you write on an HBC social media channel reflects on the organisation. You should participate online with the same professionalism as you would in any public forum. Always remember that participation online results in a written record that may be permanently available (even after deletion) and is open to being republished in other media.

7.2 As a rule of thumb, HBC social media users are warned not to post any content or information that they would not be prepared to say to the general public in other council communications.

When posting to HBC social media channels, consider the following:

Frequency – updates should be made at least once a day. Posts can be scheduled for the weekend, evenings, or other inconvenient times.

Useful – where possible, posts should include at least one link back to the relevant HBC website

Varied – a wide range of media (images, video) etc. will be used to retain interest levels

Accuracy – HBC's social media channels represent the council and its reputation. Spelling, grammar and punctuation should be accurate and 'text language' should always be avoided.

Corporate – above all, remember that social media is an extension of the HBC website and brand.

8. Posting through the 'Official' HBC Social Media Presence

8.1 All Departmental Social Media Group Representatives, members of the Corporate ICT Team and officers with authorised access, will have the login details to HBC social media presences. This creates a collective responsibility in terms of issues raised below in relation to safeguarding and responding to enquiries. However, you must remember the principles of social media participation as highlighted under paragraphs 1.4, 1.5 and 1.6.

9. Creating Social Media Profiles

9.1 When you set up a social media profile, you must adhere to the corporate branding for username and profile picture. More details are available at: <http://hbcintranet/socialmedia>.

9.2 If you have a personal profile in addition to your corporate profile on a given website, make sure that you are logged in on the correct account during your work-related activity.

10. Administration Privileges

10.1 A minimum of two additional members from your team (including your manager) together with your Departmental Social Media Group Representative should be made administrators on any Council social networking presence. This provides the flexibility to act quickly if something needs to be added or removed when there is no one from your team available to do so.

11. Representation and Ownership

11.1 It should always be clear to users that a site or content they are using is owned and operated by Hartlepool Borough Council.

11.2 Users must be informed that their posts may not be published/or may be deleted if they meet any of the criteria list below:

- a. Comments that are not topical to the article being discussed;
- b. Profane language or content;
- c. Material that perpetuates or promotes discrimination of protected characteristics. These characteristics can include but are not limited to race, gender, disability, age, sexual orientation, religion or belief, pregnancy and maternity, marriage or civil partnership or gender reassignment;
- d. Sexual content or links to sexual content;
- e. Solicitation of commerce;
- f. Illegal conduct or encouragement/support of illegal activities;
- g. Information that compromises or may compromise the safety or security of the public or public systems;
- h. Content that violates the legal ownership interest of any other party.
- i. Content with strong political connotations

11.3 All HBC social media sites must have the above statements displayed or made available via a link. Any content removed due to these guidelines must be retained, including the time, date and identity of the poster (if available).

12. Safeguarding Young People or Vulnerable Adults

12.1 If you are, or intend to, communicate with young people or vulnerable adults using social media tools you **must** refer to the Hartlepool Safeguarding Children Board's 'Hartlepool eSafety Strategy' and ensure that appropriate safeguarding measures have been taken.

12.2 You **must** also include clear links to the Child Exploitation and Online Protection Centre (CEOP), which will allow people to directly report concerns about online activities.

12.3 In addition to paragraph 12.2, a link to '**Ashleigh's Rules**' must be visible.

12.4 Before using photographs, video clips or comments including young people or vulnerable adults you must check that the appropriate permission has been obtained and safeguarding principles have been adhered to.

13. Safeguarding Yourself

13.1 Although this policy covers HBC's social media presence, you as an individual and colleagues need to be aware of personal safeguarding needs. In addition to administrative privileges highlighted in paragraph 10.1, the social media presence should ideally be monitored by colleagues and your line manager where possible.

Responding and monitoring should be shared, particularly to avoid poor response time during periods of vacation or sickness.

13.2 Any scenario that develops where there are threatening or intimidating behaviour should be immediately brought to the attention of your line manager and your social media representative and the Public Relations unit.

14. Terms and Conditions

14.1 Before you upload Hartlepool Borough Council material or invite users to upload their user generated content to a page on a social media site, make sure that you are aware of, and comfortable with, the site's own terms and conditions. By uploading content, it is likely that you are agreeing to be bound by its terms. For example, you must be sure you have the necessary rights to any content you put on third party sites - not only to ensure you do not breach HBC's agreements with rights holders but also because HBC is likely to be liable to the site itself if uncleared material is posted.

14.2 Some sites' terms and conditions state that the site is for personal use only and not for commercial use - if you use such a site to promote Hartlepool Borough Council content, you may technically be in breach of those terms and conditions. Some sites may provide different functions for personal or commercial use e.g. a Facebook profile = personal vs. a Facebook page = commercial.

15. Control of Content on Third Party Sites

15.1 The responsibility for measures of protection and intervention lies primarily with a third party site. HBC does not set out to duplicate measures of protection and intervention which a third party site already takes e.g. against illegal, harmful and offensive content, whether by using its own staff, or by engaging the community to alert them to breaches of the site's terms and conditions.

15.2 It is also worth noting that different sites offer different models of intervention in different areas. Be aware of a site's approach and response mechanisms before you get involved with it.

15.3 There may be some circumstances where HBC may need to implement an additional “light touch” intervention, for example to remove comments which are likely to cause extreme offence. Where necessary, contact the Public Relations Unit who can advise on a suitable threshold for “light touch” intervention.

16. Linking Strategy

16.1 When a website or social media webpage is owned and/or managed by Hartlepool Borough Council it should link to www.hartlepool.gov.uk. This will enable users who are unaware of HBC services to learn about what we have to offer. Links to social networking sites from the Council website must be approved by Corporate ICT.

17. On-going Responsibilities

17.1 Once you have set up your social media presence you have a duty to monitor and maintain it, as well as adhering to HBC’s principles of social media participation, the sections below outline key areas of your responsibilities.

18. Responding to Enquiries

18.1 You should ensure that any enquiries or requests for information are dealt with appropriately and in a timely manner. Remember, social media is an extension of the HBC brand.

18.2 There may also be instances when a member of the public asks a question or makes a comment about an HBC service for which you are not responsible and/or is outside of the remit for your social media presence. If this occurs you should forward the question or comment to the appropriate Council Officer and inform the member of the public of your course of action, including contact details for the Council Officer for future reference.

18.3 If a member of the public uses social media to make a formal complaint this should be dealt with via the Council’s Complaints, Comments and Compliments Procedure.

19. Adjacent Content

19.1 Some sites, such as the video sharing site YouTube, provide opportunities to reach a wide audience with Hartlepool Borough Council content. However, there may be times when inappropriate content appears adjacent to your own so care must be taken to ensure the appropriate measures are taken to avoid this, such as updating settings. Contact the Public Relations Unit if you require further information.

20. Connections with Others Profiles

20.1 You may wish to make connections with other profiles on a third party website, for example, ‘follow’ others on Twitter, ‘like’ pages on Facebook. Approving someone to be, for example, a “friend” or “member” of a HBC social media site may give them credibility in the eyes of others. Care must, therefore, be taken before making such connections.

20.2 You should review comments regularly and remove, or do not post, any comments made by your “friends” or “members” which exceed accepted thresholds.

20.3 You should also, review your connections on a regular basis as once accepted, some can change from an innocuous individual or group into someone abusive or a spammer. If you want to update your list of “friends” or “members” with regular communication, for example a newsletter, make sure they are happy to receive it. Only use a distribution list for activities promoted on your social media site or you may find yourself in breach of the Data Protection Act.

21. Consideration towards Others

21.1 Social networking sites allow photographs, videos and comments to be shared with the general public – potentially millions of users. It is not always appropriate to share information in this way when use of the site is for HBC purposes. For example, you may attend a Hartlepool Borough Council event where photographs are taken. People attending the event may not wish for photographs of themselves to appear online and HBC may not have permission to use such images, if this is the case you should refrain from using such photographs.

21.2 Hartlepool Borough Council, through the Departmental Social Media Group Representatives and the Public Relations Unit, may decide that some material is unsuitable to be posted and take action to remove it. If this occurs, you will be informed by a Departmental Media Group Representative or the Public Relations Unit of the reasons behind the removal, as will the individual whose material is removed.

21.3 However, where applications allow the posting of messages online, users must be mindful that the right to freedom of expression attaches only to lawful conduct. Hartlepool Borough Council expects that users of social networking applications will always exercise the right of freedom of expression with due consideration for the rights of others and strictly in accordance with this Social Media Policy.

22. Communication in External Formats

22.1 You must keep a record if you are involved in a difficult communication. If you have any concerns seek guidance from your line manager or your Departmental Social Media Group Representative, or the Public Relations Unit.

23. Prioritisation of workload

23.1 Use of social media is increasing and it may have become a legitimate and important part of your role. If you are responsible for using social media on behalf of HBC you should endeavour to post regular and varied updates. You should also ensure you respond to enquiries in a timely manner. However, your social media responsibilities should compliment your other duties and should not impact on your responsibilities to your colleagues and commitment to service users. Discuss your responsibilities with your line manager before you commit to any form of social media presence, not after.

24. Exit strategy

24.1 Some social media activity may be event specific and have a natural shelf-life. You should take care not to give users the impression that HBC is setting up a fully interactive resource, profile or page if that page is then to be abandoned / closed after it has achieved a one-off / short-term purpose.

24.2 Just as it is necessary to maintain a web presence, it may be necessary to facilitate an exit. Above all, an online resource should not be left open and Hartlepool Borough Council branded but neglected, carrying a risk to the HBC brand.

25. Reviewing the Policy

25.1 This policy will be reviewed on a regular basis and, if appropriate, extended as and when new tools and technologies emerge. If you have any queries regarding social media sites and their usage that are not covered in this policy please contact your Department Social Media Group Representative, or a member of the Public Relations Unit.

26. Further advice and information

26.1 Contact your Department Social Media Group representative or the Public Relations team public.relations@hartlepool.gov.uk

Appendix 1 - Departmental Social Media Group Representatives

CHIEF EXECUTIVE'S

Ed Turner

Steve Hilton

REGENERATION & NEIGHBOURHOODS

Angela Read

CHILD & ADULTS

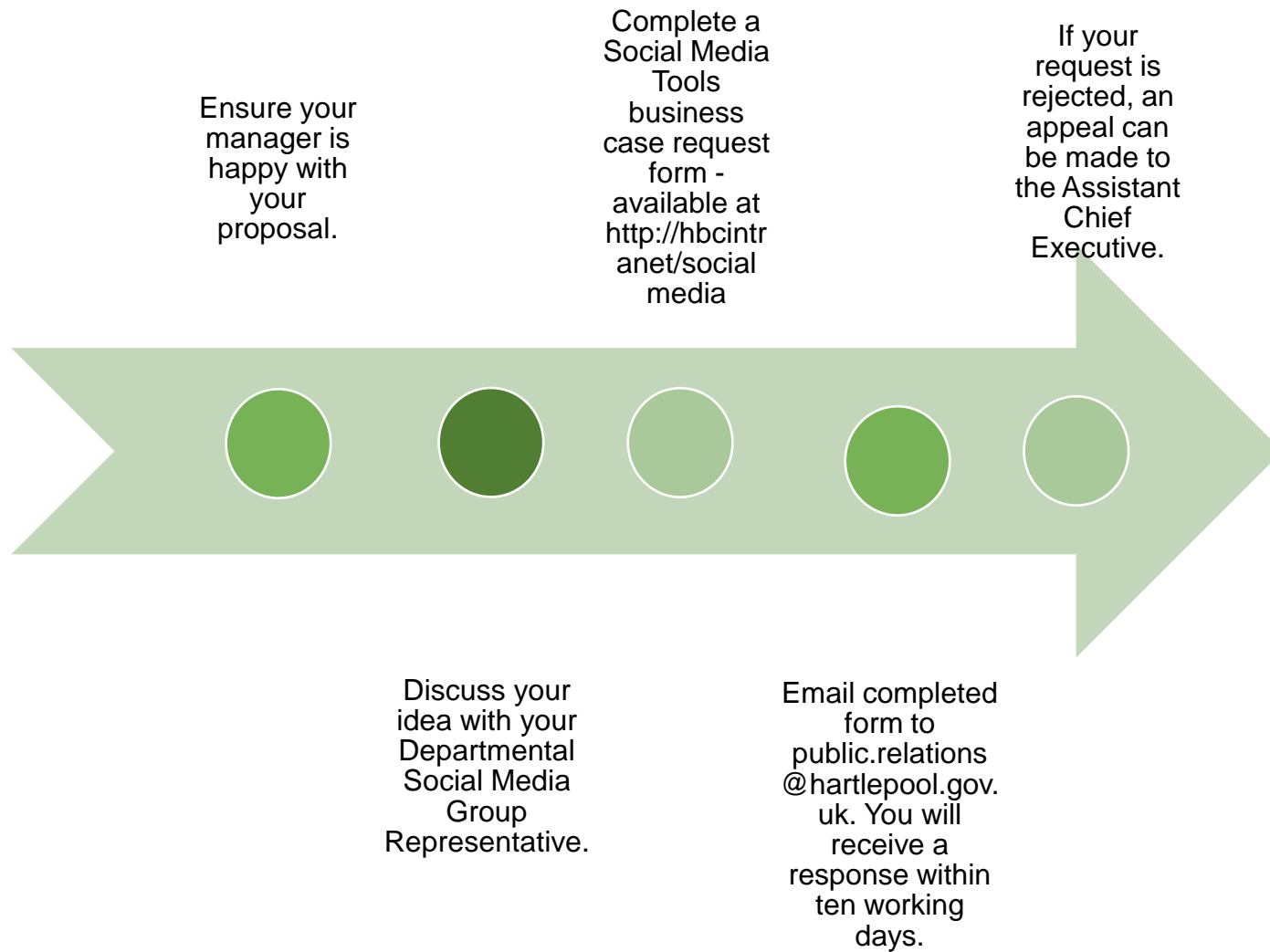
Kelly Moss

Leigh Keeble

PUBLIC HEALTH

Steven Carter

Appendix 2 - If you would like to use social media tools on behalf of HBC you should follow the steps identified in the following flowchart.



FINANCE AND POLICY COMMITTEE

23rd February 2015



Report of: Assistant Chief Executive

Subject: EMPLOYEE SICKNESS ABSENCE 3rd QUARTER 2014/15

1. TYPE OF DECISION/APPLICABLE CATEGORY

The report is for information.

2. PURPOSE OF REPORT

- 2.1 To update the Committee on the Council's performance, in relation to employee sickness absence, for the third quarter of 2014/15.

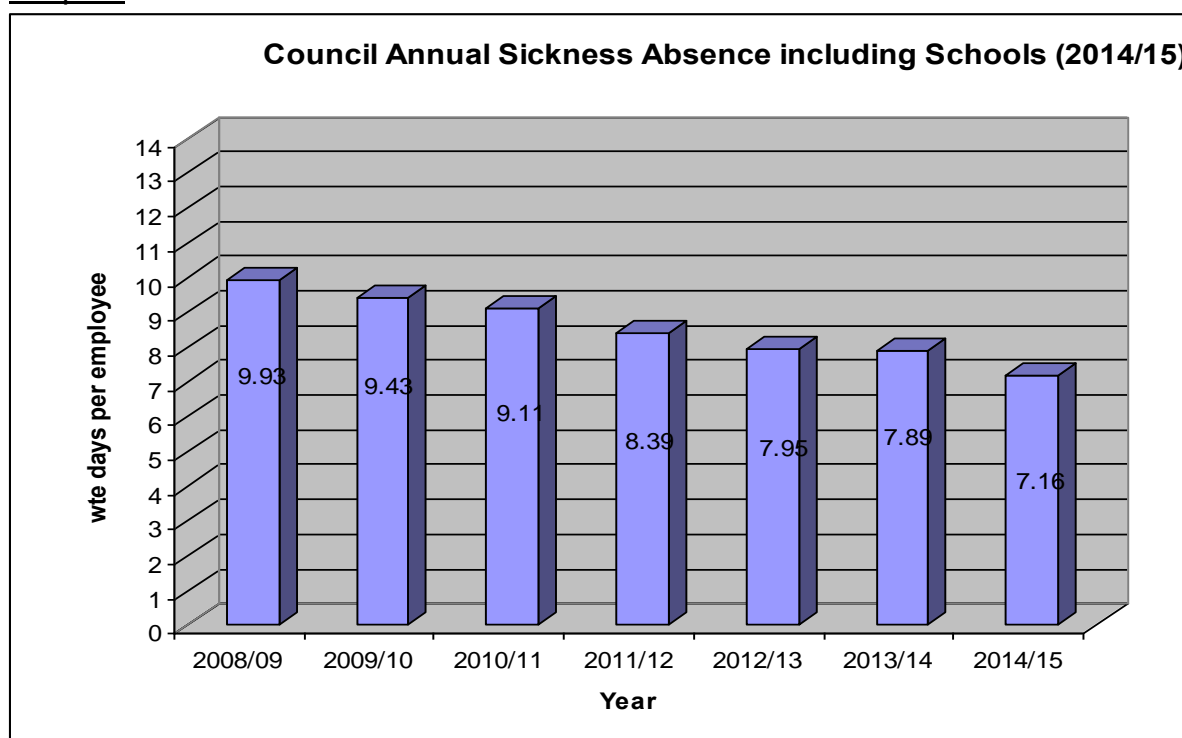
3. BACKGROUND

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

4. THE COUNCIL'S PERFORMANCE INCLUDING SCHOOLS UP TO THE 3rd QUARTER OF 2014/15

- 4.1 The target figure for 2014/15 for the Council is 7.40 days absence per wte employee (whole time equivalent). The actual sickness rate at the end of the 3rd quarter shows the Council's at 7.16 days per wte per employee per annum as illustrated in Graph 1 below. The overall figures currently demonstrate a year on year improvement for the Council. The Council will continue to focus on sickness absence management to try and achieve its 7.40 wte average sickness per employee target at the end of the reporting year.

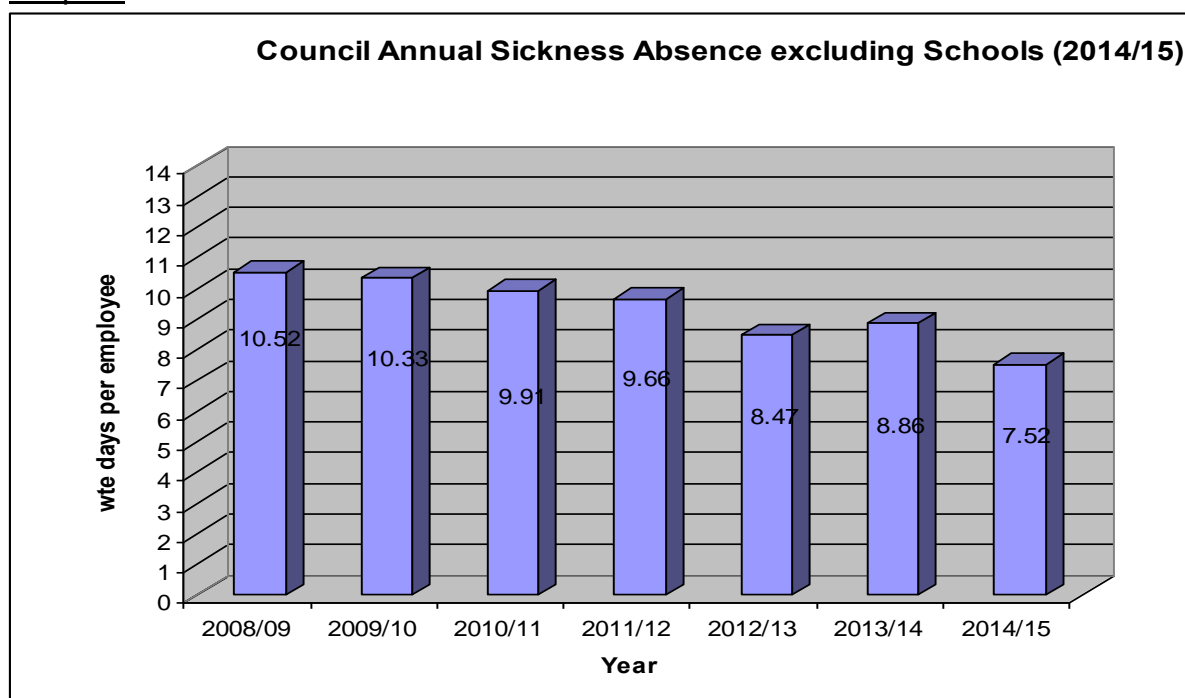
Graph 1



4.2 THE COUNCIL'S PERFORMANCE EXCLUDING SCHOOLS UP TO THE 3rd QUARTER OF 2014/15

The actual sickness rate at the end of the 3rd quarter without schools data shows the Council's performance is 7.52 wte per employee per annum against a target of 8.90 wte, as illustrated in Graph 2 below.

Graph 2

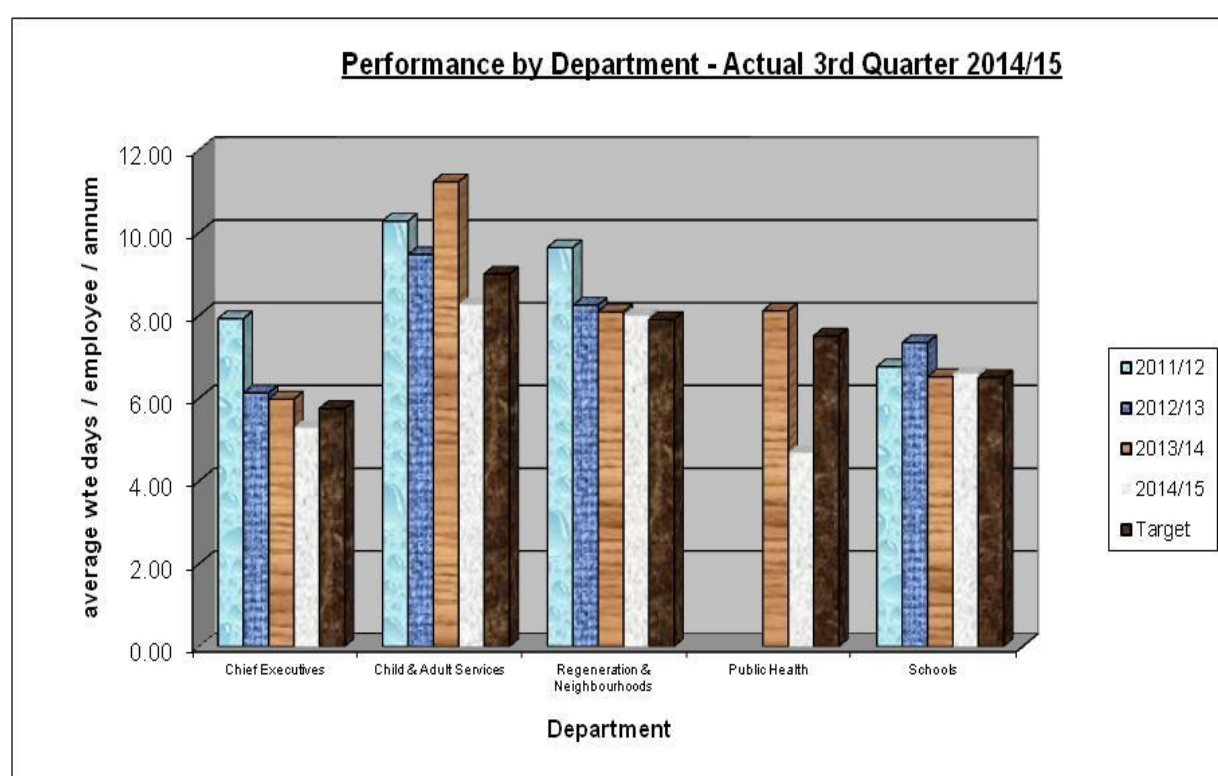


4.3 ACTUAL PERFORMANCE BY DEPARTMENT AND SCHOOLS

Graph 3 below illustrates the actual performance for each Department and Schools as at 31st December 2014. This can be compared to performance over the previous three years. The final column shows the 2014/15 annual target set by each Department and Schools.

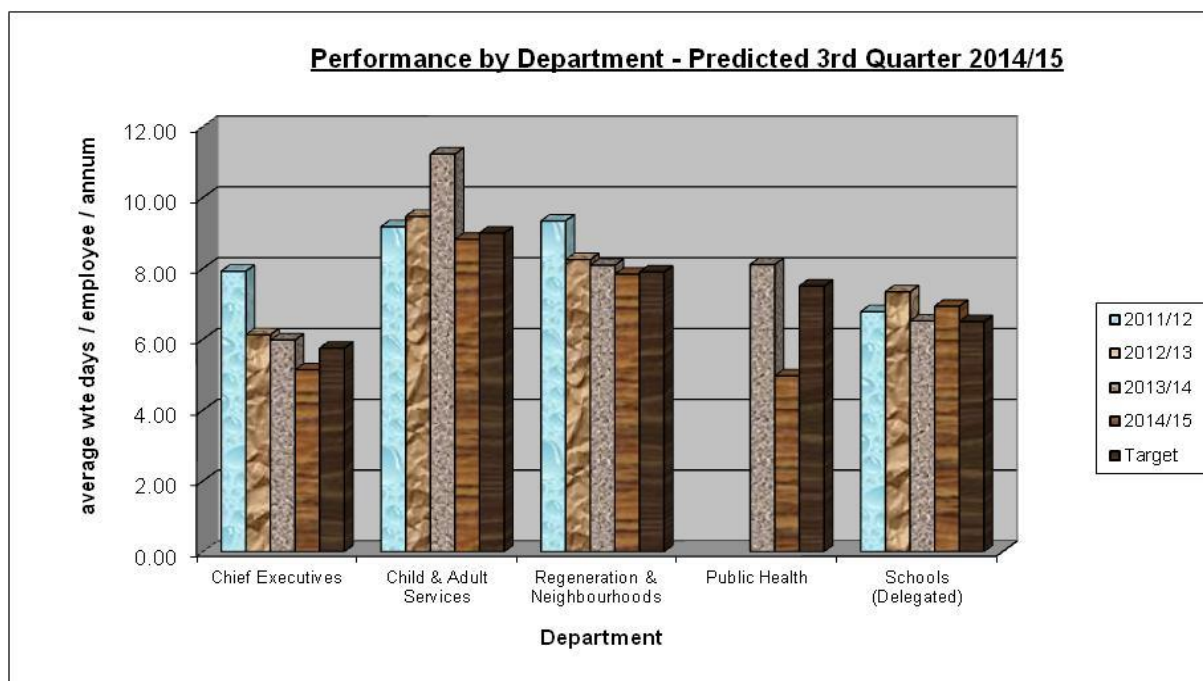
The graph identifies that there is an overall downward trend in sickness absence rates across all Departments compared with the last three years. It shows the Council is under target at this stage of the year and will strive to remain under target over the reporting year.

Graph 3



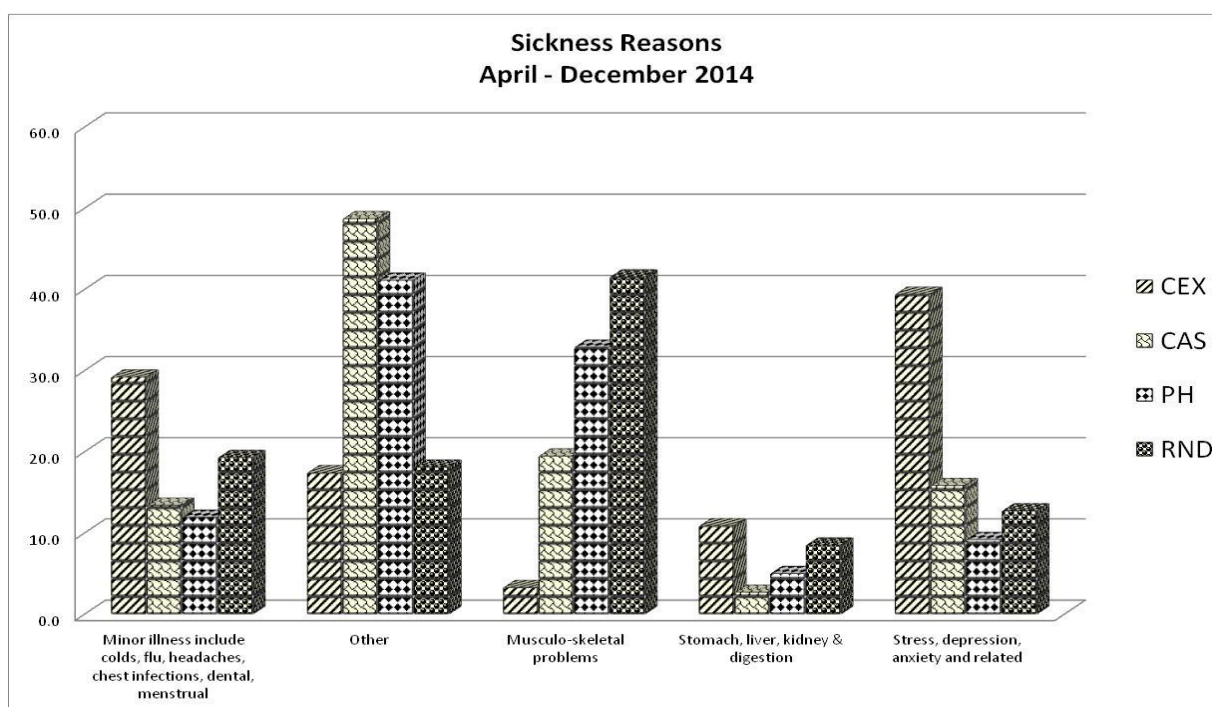
4.4 PREDICTED PERFORMANCE BY DEPARTMENT AND SCHOOLS

Graph 4 below identifies the end of year predicted figures (forecast for the annual year 2014/15) for each Department and Schools as at 31st December 2014. This can be compared to the actual performance over the previous three years. The final column shows the approved 2014/15 annual target for each Department and Schools. These figures illustrate that Chief Executives, Regeneration & Neighbourhoods, Child & Adult Services and Public Health are expected to meet their targets. However, based on the last 12 months data, Schools are not as likely to meet their target, although they are managing a number of long term sickness cases which may impact on the figure in the final quarter.

Graph 4

4.5 REASONS FOR SICKNESS

Graph 5 below identifies the rates for the top 5 reasons for sickness for each Department. (The key legend aligns with the Departments information from left to right in each block).

Graph 5

The top 5 reasons for sickness absence within the Council remain unchanged with minor illnesses, musculo-skeletal injuries, stress, depression and anxiety and stomach issues being the top causes of sickness absence. The most common cause of absence within Regeneration and Neighbourhoods is musculo skeletal injuries. With Regeneration and Neighbourhoods having 41.5% of the departmental actual sickness absence rates attributable to this. The Council has a number of pro active strategies it adopts to manage musculo skeletal injuries such as regular refresher training on manual handling, hand arm vibration awareness, and personal protective equipment and referrals to Physiotherapy services.

Within the Chief Executives Department the most common cause of absence is stress, anxiety and depression with 39.4% of departmental actual sickness absence rates attributable to this. Unfortunately the data does not differentiate between work and domestic stress. As a Council we have a number of pro active strategies available to manage stress / mental illness, for example, referrals to Counselling via Hartlepool MIND and stress risk assessments for when an employee identifies that they are suffering from work related stress.

For Child & Adult Services 48.7% of absences are recorded as 'other' due to staff failing to return their self certificates and fit notes, therefore the reasons on the system are unspecified. The administration team is working alongside Managers to ensure all historical paperwork is returned to enable the sickness reasons to be updated on the system. HR are also sending an e mail to all Managers in CAS to ensure that they complete the appropriate paperwork.

For Public Health 41.1% of absences are recorded as 'other.' HR are working closely with the department to analyse the reason behind this and ensure the situation is rectified.

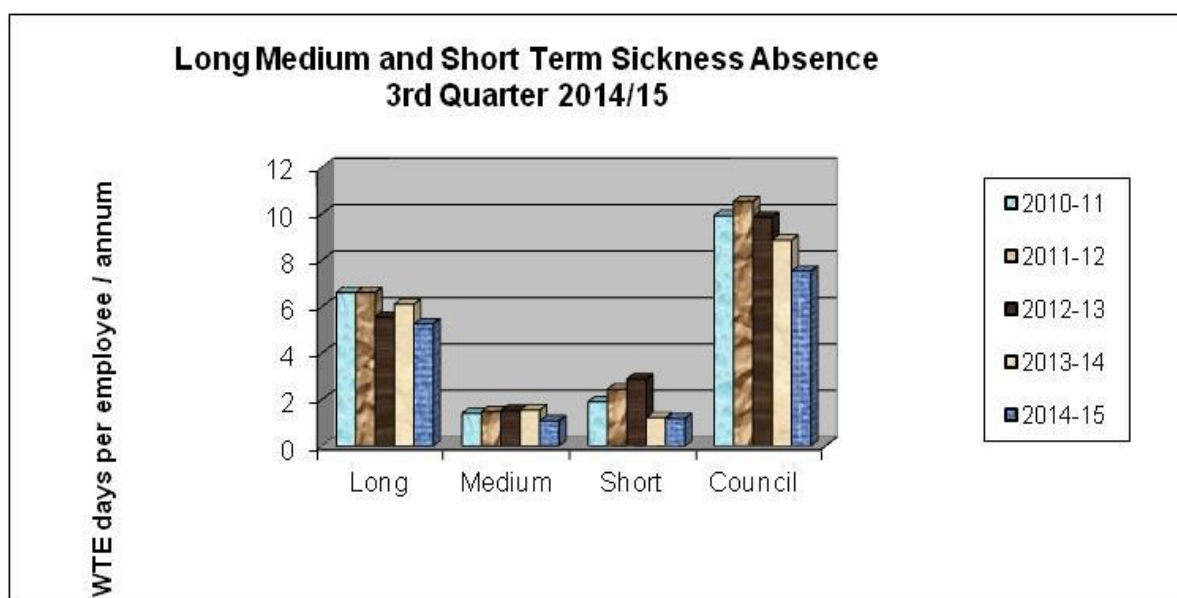
4.6 LONG, MEDIUM AND SHORT TERM SICKNESS ABSENCE ANALYSIS

Graph 6 below shows a breakdown of long, medium and short term sickness absence in the Council for the past 3 years and up to 31st December for the 2014/15 year. The final block shows the impact this had on the overall Council sickness absence figure.

In 2014 there is a decline in long, medium, and short term sickness which identifies a downward trend reflecting the improvement in the current year's figures to date. The Council ensures it targets resources to the management of long term sickness absence cases which accounts for the majority of sickness.

Graph 6Council Long Medium and Short Terms Sickness 3rd Quarter Analysis
2014/15

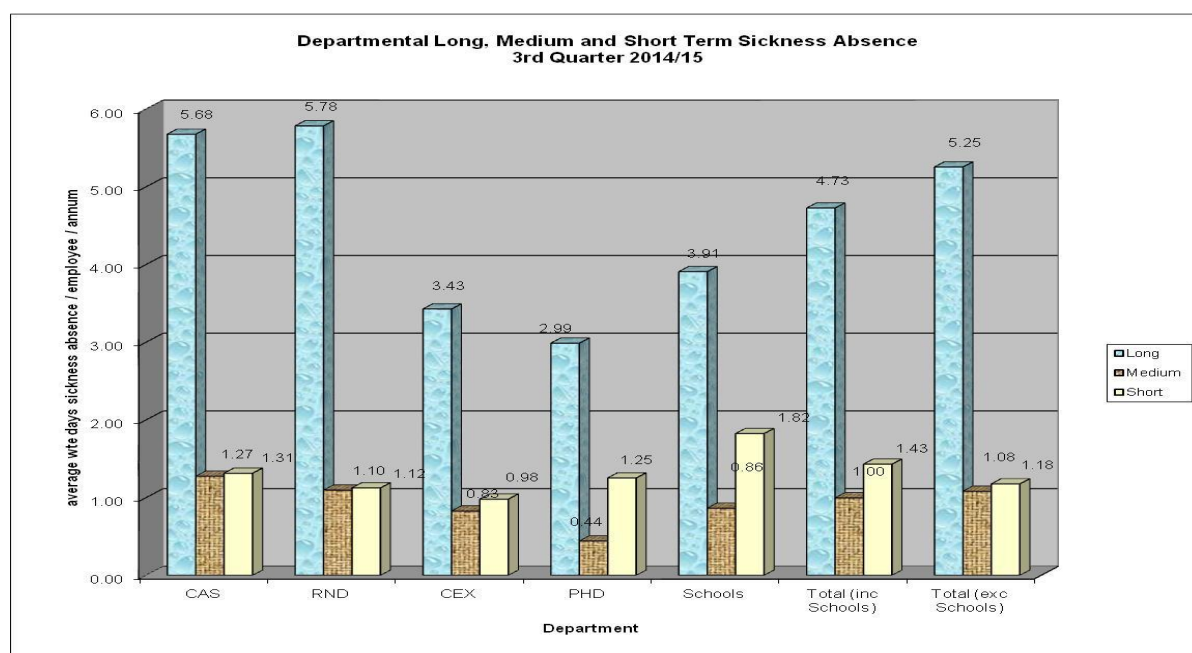
Long = 20+ days / Medium = 5 to 20 days / Short = under 5 days



As we can see from the information in Graph 7 below, long term sickness absence continues to account for the majority of the Council's sickness absence. The Council is focusing resources to support managers on the long term cases through individual case management and early intervention to support employees to return to work as quickly as possible.

Graph 7:

Departmental Long, Medium and Short Term Sickness Absence 2014/15 (April to December 2014 figures)



5. RECOMMENDATIONS

- 5.1 That employee sickness absence rates for the 3rd quarter of 2014/15 are noted.

6. REASONS FOR RECOMMENDATIONS

- 6.1 To advise the Committee.

7. BACKGROUND PAPERS

- 7.1 None

8. CONTACT OFFICERS

Andrew Atkin
 Assistant Chief Executive
 Tel: 01429 523002
 Email: andrew.atkin@hartlepool.gov.uk

Rachel Clark
HR Business Partner
Tel: 01429 284346
Email: rachel.clark@hartlepool.gov.uk

FINANCE AND POLICY COMMITTEE

23 February 2015



Report of: Director of Regeneration and Neighbourhoods

Subject: ANTI-SOCIAL BEHAVIOUR CRIME AND
POLICING ACT

1. TYPE OF DECISION

1.1 For information.

2. PURPOSE OF REPORT

2.1 To provide an update on legislative changes introduced through the Anti-Social Behaviour Crime and Policing Act, 2014.

3. BACKGROUND

3.1 In May 2014 the Anti-social Behaviour Crime and Policing Act received Royal Assent with the principle ideas behind the new legislation being to:-

- Focus the response to anti-social behaviour on the needs of victims
- Empower communities to get involved in tackling anti-social behaviour
- Ensure professionals can protect the public quickly through faster, more effective powers

3.2 The Act replaces previous Anti-Social Behaviour legislation and places new duties on local authorities. Parts 1-7 of the Act have particular implications for Local Authorities which introduce the following new powers:

- Criminal Anti-Social Behaviour Orders
- Injunction to Prevent Nuisance and Annoyance
- Community Protection Notices
- Public Space Protection Orders
- Closure Orders
- Dispersal Orders
- New 'Absolute' Ground of Possession

- 3.3 To improve accountability, and give victims a greater voice in the way anti-social behaviour is dealt with by local agencies, Part 6 of the legislation also introduces the following two new measures:

- Community Trigger
- Community Remedy

- 3.4 Attached as **Appendix 1** of this report is a table which provides a summary of previous powers, the powers they have been replaced with, which agencies they are available to, and the relevant legal test to be applied. These are further outlined in the following sections of the report.

4. **PARTS 1 AND 2: CIVIL INJUNCTIONS AND CRIMINAL BEHAVIOUR ORDERS:**

- 4.1 There are two main powers under the Act that are aimed at dealing with problem individuals. The first of these powers which is found in Part 1 of the Act is the **Injunction to Prevent Nuisance & Annoyance (IPNA)**. This is a civil injunction available in the County Court for adults and the Youth Court for under 18's. The IPNA replaces the current ASBO and is intended as an early intervention. Applications for IPNAs can be made by local authorities, Social Landlords, Police (including British Transport Police), the Environment Agency; and NHS Protect.
- 4.2 **Criminal Behaviour Orders (CBOs)** will also be available to deal with the most seriously anti-social individuals on conviction for any criminal offence. This is virtually identical to the current Criminal Anti-social Behaviour Orders on conviction, or CRASBOs as they are known locally and will be available to the Police and the Council on application to the Crown Prosecution Service.
- 4.3 In addition to prohibitions, both the IPNA and CBO will include the ability to impose positive requirements that can address the underlying causes of the behaviour and prevent future recurrences (for instance, alcohol or drug treatment requirements, or attendance at anger management courses).
- 4.4 However, as is currently the case, enforcement will always be an avenue of last resort. This is particularly so in relation to young people where a process involving reparative and restorative interventions alongside anti-social behaviour agreements and contracts currently exist. Following the introduction of the Community Remedy (see 7.3 below) this practice will also be extended to adults.
- 4.5 Consultation with relevant partners prior to applying for an IPNA or CBO will also be the norm. As required under the legislation where young people are involved, consultation will take place with Children and Youth Services to agree an appropriate way forward by those with enforcement powers.

5. PART 3: DISPERSAL ORDERS

- 5.1 Part 3 of the Act contains powers for the Police to disperse people causing, or likely to cause, harassment, alarm or distress. Any person required to leave a specified area under this power will not be permitted to return within a 48 hour period. There is no longer a requirement on the Police to consult the local authority on the area to be covered by a Dispersal Order. However in practice this is likely to be reached through agreement with the local authority through ward priority and Joint Action Group meetings with the local authority research analysts providing the Police with the necessary documentary evidence to support the decision to implement a Dispersal Order.

6. PART 4: COMMUNITY PROTECTION NOTICES, PUBLIC SPACE PROTECTION ORDERS, AND CLOSURE NOTICES/ORDERS

- 6.1 The **Community Protection Notice (CPN)** is available to local authorities, the Police and Registered Social Landlords (RSLs) where delegated by the Local Authority Chief Executive. CPNs can be issued by a designated officer to deal with any particular problem negatively affecting the quality of life of the community where it is persistent and unreasonable.
- 6.2 CPNs can be issued for a wide range of environmental anti-social behaviour such as litter, graffiti, fly tipping, fly posting, and dog fouling but is not limited to environmental concerns – for example it could be used for street drinking, persistent drunkenness etc. A CPN could also be served in addition, and parallel to, any potential criminal action being taken by the Police.
- 6.3 The **Public Spaces Protection Order (PSPO)** provides local authorities with a flexible power to put in place local restrictions to address a range of ASB in public places. It replaces Dog Control Orders, Gating Orders and Designated Public Place Orders.
- 6.4 Designation of the new Public Space Protection Order is the Council's responsibility but prior to any designation the Council must consult with the Chief Constable; any community representatives that the Local Authority thinks are appropriate; and the owner/occupier of the land in question. Those orders currently in place, such as the Dog Control Orders, will remain so for the 3 years following the introduction of the Act whereupon they will automatically become Public Space Protection Orders which will then be subject to review after a further 3 year period.
- 6.5 PSPOs can be used to impose conditions on the use of public spaces and, therefore, it is appropriate that any proposal for the introduction of such an Order be scrutinised and agreed by Elected Members. The responsibility for ensuring that any Orders agreed by the Council are complied with will lie with designated Council Officers, Police Officers or Police Community Support Officers.

- 6.6 The Act enables the Council to issue Fixed Penalty Notices for offences involving a breach of a Community Protection Notice or a Public Space Protection Order in order to discharge a liability to conviction. The maximum penalty that can be imposed is £100 and this must be paid within 14 days of service of the FPN.
- 6.7 The **Closure Notice/Order** provides the Police or a local authority with new, simpler, quicker, closure powers, consolidating four of the powers already available to close premises ie the Crack House Closure, Closure to Prevent Anti-social behaviour, Noisy Premises Closure Orders, and section 161 Closure under the Licensing Act.
- 6.8 A closure notice prohibiting access can be served by a Police Inspector for up to 24 hours and a Superintendent for up to 48 hours. In addition, the Local Authority Chief Executive, or a person designated by him or her can authorise an order for up to 48 hours. Anything beyond 48 hours will require an application to the magistrates court where premises can be closed for a further 3 months and may prohibit access by all persons specified save the occupier.

7. PART 5: ABSOLUTE GROUNDS FOR POSSESSION

- 7.1 Part 5 of the Act amends section 84A of the Housing Act 1985, to provide a new absolute ground for possession for the most serious cases of anti-social behaviour. The aim of the new absolute ground is to speed up the possession process where anti-social behaviour or criminality has already been proven by another court. Landlords will no longer have to prove that it is reasonable to be granted a possession order, but instead courts must grant possession if the landlord followed the correct procedure and can demonstrate at least one of the specified conditions below is met. These are:
- A conviction for a serious criminal offence
 - A court order finding a person in contempt of court for breaching an injunction made under the Act
 - Breach of a Criminal Behaviour Order
 - Obtaining a premises closure order
 - A conviction for breach of an abatement notice

7 PART 6: COMMUNITY TRIGGER AND COMMUNITY REMEDY

- 7.1 Part 6 of the Act introduces a “Community Trigger”. The Community Trigger allows victims of persistent ASB to request a multi agency case review where a locally agreed threshold is met. The Act requires the relevant bodies to share information, discuss previous action taken and decide on any further action required.
- 7.2 The Act does not dictate what the criteria for meeting the Trigger threshold should be, however guidance on the Act has been used by the Safer Hartlepool Partnership to agree the following threshold:

- *Three reports of anti-social behaviour about the same problem are made by an individual, business, or community group, to the Council, Police, or their Landlord (Housing Association) within a six month period, with the last incident being no longer than one month prior to the Trigger being requested.*
- *Five reports of anti-social behaviour about the same problem are made by more than one individual business or community group to the Council, Police or their Landlord (Housing Association) within a six month period, with the last incident being no longer than one month prior to the Trigger being requested.*
- *One reported incident or crime motivated by hate is made by an individual, business or a community group in the last three months to the Council, Police or their Landlord (Housing Association).*

7.3 The second aspect of the new legislation which is aimed at empowering victims is the **Community Remedy** which is the responsibility of the Police and Crime Commissioner, and is intended to give victims a say in the punishment of the perpetrators of anti-social behaviour. The Community Remedy must include punitive, reparative, and restorative elements that will be presented to victims as a list of options which will be implemented at the discretion of the Police.

7.4 The Community Safety and Engagement Team have been working with the Office of the Police and Crime Commissioner to map local interventions for possible inclusion in the remedy of options and develop restorative approaches locally. The Commissioner has also consulted with the communities across Cleveland on what should be included in the remedy and will publish his Community Remedy of options in the near future.

8. FINANCIAL CONSIDERATIONS

8.1 There are some aspects of the new legislation that could result in a financial pressure on the authority. This is likely to arise from applications to a court for the new injunction to prevent nuisance and annoyance which is expected to come into force in April 2015, or if it prosecutes an individual, or body, for failure to comply with a notice, etc.

9. LEGAL CONSIDERATIONS

9.1 The Act provides the Council with a new set of legal tools and powers, and arrangements need to be put in place to ensure the appropriate legal discharge of those powers.

- 9.2 The impact of the legislation on the Councils Constitution in relation to 'Responsibilities and Functions' will be addressed in the Chief Solicitor's report on the Constitution to be presented to Council on 26 March 2014.

10. STAFF CONSIDERATIONS

- 10.1 Only those members of staff who currently have an enforcement role will be responsible for exercising the new powers. However staff will receive training to ensure that they are fully equipped and able to exercise the new powers following correct procedures.

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

- 11.1 The introduction of the Anti-Social Behaviour Crime and Policing Act, 2014 including the introduction of the new Community Trigger, provides local areas with essential tools and powers to enhance its ability to reduce crime and disorder in the local area.

12. RECOMMENDATIONS

- 12.1 That the Finance and Policy Committee note the legislative changes introduced through the Anti-Social Behaviour Crime and Policing Act, 2014.
- 12.2 That the impact of the legislation on the Councils Constitution in relation to 'Responsibilities and Functions' is addressed in the Chief Solicitor's report on the Constitution to be presented to Council on 26 March 2014.

13. CONTACT OFFICERS

Denise Ogden
Director of Regeneration and Neighbourhoods
Hartlepool Borough Council
Level 3, Civic Centre
Victoria Road, Hartlepool
01429 523301
denise.ogden@hartlepool.gov.uk

Clare Clark
Head of Community Safety & Engagement
Hartlepool Borough Council
Regeneration & Neighbourhoods
Level 4, Civic Centre, Victoria Road, Hartlepool
01429 523100, clare.clark@hartlepool.gov.uk



**Anti-social Behaviour Tools & Powers
Mapping Exercise
July 2014**

Summary of New Anti-social Behaviour Tools & Powers				
Current ASB Tool & Powers	New ASB Tools & Powers	Purpose	Powers Available To	Test
Anti-Social Behaviour Order (ASBO) ASBO on Conviction (CRASBO) Drinking Banning Order (DBO) DBO on Conviction	Injunction to Prevent Nuisance & Annoyance (INPA)	To stop or prevent individuals engaging in anti-social behaviour quickly, nipping problems in the bud before they escalate.	Council Police Social Landlords Environment Agency NHS Protect	On the balance of probabilities, the respondent engaged or is threatening to engage in conduct capable of causing nuisance or annoyance to any person; and The court considers it is just and convenient to grant the injunction to stop the anti-social behaviour.
Anti-Social Behaviour Injunction (ASBI) Individual Support Order Intervention Order	Criminal Behaviour Order (CBO)	Issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity.	The prosecution, in most cases the Crown Prosecution Service (CPS), either at its own initiative or following a request from the police or council.	If the court is satisfied beyond reasonable doubt that the offender has engaged in behaviour that has caused or is likely to cause harassment, alarm or distress to any person; and The court considers that making the order will help prevent the offender from engaging in such behaviour.
Section 30 Dispersal Order Section 27 Direction to Leave	Police Dispersal Power	Requires a person committing or likely to commit anti-social behaviour, crime or disorder to leave an area for up to 48 hours.	Police officers in uniform; and Police community support officers (if designated the power by their chief constable).	Contributing or likely to contribute to members of the public in the locality being harassed, alarmed or distressed (or the occurrence of crime and disorder); and Direction necessary to remove or reduce the likelihood of the anti-social behaviour, crime or disorder.

Summary of New Anti-social Behaviour Tools & Powers				
Current ASB Tool & Powers	New ASB Tools & Powers	Purpose	Powers Available To	Test
Litter Clearing Notice Street Litter Clearing Notice Graffiti/Defacement Removal Notice Designated Public Place Order	Community Protection Notice (CPN)	To stop a person, business or organisation committing anti-social behaviour which spoils the community's quality of life.	Council officers Police officers Police Community Support Officers (PCSOs); and Social landlords (if designated by the council).	Behaviour has to: <ul style="list-style-type: none"> • have a detrimental effect on the quality of life of those in the locality; • be of a persistent or continuing nature; and • be unreasonable.
Gating Order Dog Control Order ASB Premises Closure Order	Public Spaces Protection Order (PSPO)	Designed to stop individuals or groups committing anti-social behaviour in a public space	Councils issue a public spaces protection order (PSPO) after consultation with the Police, Police and Crime Commissioner and other relevant bodies.	Behaviour being restricted has to: <ul style="list-style-type: none"> • be having, or be likely to have, a detrimental effect on the quality of life of those in the locality; • be persistent or continuing nature; and • be unreasonable.
Crack House Closure Order Noisy Premises Closure Order Section 161 Closure Order	Closure power	To allow the police or council to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder.	Council Police	Following has occurred, or will occur, if the closure power is not used: Closure notice (up to 48 hours): <ul style="list-style-type: none"> • Nuisance to the public; or • Disorder near those premises. Closure order (up to six months): <ul style="list-style-type: none"> • Disorderly, offensive or criminal behaviour; • Serious nuisance to the public; or • Disorder near the premises.

Summary of New Anti-social Behaviour Tools & Powers				
Current ASB Tool & Powers	New ASB Tools & Powers	Purpose	Powers Available To	Test
	New absolute ground for possession	To expedite the eviction of landlords' most anti-social tenants to bring faster relief to victims.	Social landlords (local authorities and housing associations) Private rented sector landlords.	<p>The tenant, a member of the tenant's household, or a person visiting the property has met one of the following conditions:</p> <ul style="list-style-type: none"> • convicted for a serious offence (specified in Schedule 3 of the Bill); • found by a court to have breached an injunction to prevent nuisance and annoyance (IPNA); • convicted for breaching a criminal behaviour order (CBO); • convicted for breaching a noise abatement notice; or • the tenant's property has been closed for more than 48 hours under a closure order for anti-social behaviour.

Sections / Agencies able to use existing Anti-social Behaviour Tools & Powers										
Current ASB Tool & Powers	HBC Community Safety	HBC Public Protection	HBC Housing	HBC Environmental Enforcement	HBC Highways	HBC Parking	Police	Social Landlords	Environmental Agency	NHS Protect
Anti-Social Behaviour Order (ASBO)	X	X	X	X	X	X	X	X	X	X
ASBO on Conviction (CRASBO)							X			
Drinking Banning Order (DBO)	X						X			
DBO on Conviction							X			
Anti-Social Behaviour Injunction (ASBI)			X					X		
Individual Support Order	X						X			
Intervention Order	X						X			
Section 30 Dispersal Order							X			
Section 27 Direction to Leave							X			
Litter Clearing Notice				X						
Street Litter Clearing Notice				X						
Graffiti/Defacement Removal Notice				X						
Designated Public Place Order	X									
Gating Order					X					
Dog Control Order				X						
ASB Premises Closure Order	X									
Crack House Closure Order							X			
Noisy Premises Closure Order		X								
Section 161 Closure Order (Licensing)							X			

Sections / Agencies able to use new Anti-social Behaviour Tools & Powers										
New ASB Tool & Powers	HBC Community Safety	HBC Public Protection	HBC Housing	HBC Environmental Enforcement	HBC Highways	HBC Parking	Police	Social Landlords	Environmental Agency	NHS Protect
Injunction to Prevent Nuisance & Annoyance (INPA)	X	X	X	X	X	X	X	X	X	X
Criminal Behaviour Order (CBO)	X (can request to CPS)	X (can request to CPS)					X (can request to CPS)			
Police Dispersal Power							X (PC and PCSO if designated power by Chief Constable)			
Community Protection Notice (CPN)	X	X	X	X	X	X	X	X*		
Public Spaces Protection Order (PSPO)	X	X	X	X	X	X	Must be consulted			
Closure Power	X	X	X	X	X	X	X			
Absolute Ground for Possession	X^		X					X		

* Subject to delegation by HBC Chief Executive. Note – The Council is required to prosecute for any breach of a CPN issued by a Social Landlord.

^Once HBC Social Lettings Agency Tenancy Enforcement role commences April 2015.