

ADULT AND PUBLIC HEALTH PORTFOLIO DECISION SCHEDULE



Monday 24th July 2006

at 9.00 am

in Committee Room “A”

Councillor R Waller, Cabinet Member responsible for Adult and Public Health will consider the following items.

1. KEY DECISIONS

- 1.1 Hartlepool Adult Education Three Year Development Plan 2006-2007 –
Director of Adult and Community Services
- 1.2 Adult Education Fees – *Director of Adult and Community Services*

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Neighbourhood Services Departmental Plan Update March 2006 – *Head of Public Protection and Housing*
- 2.2 Neighbourhood Services Departmental Plan 2006/2007 – *Head of Public Protection and Housing*

3. ITEMS FOR INFORMATION/DISCUSSION

- 3.1 Protection of Vulnerable Adults – *Director of Adult and Community Services*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

ADULT SERVICES AND PUBLIC HEALTH PORTFOLIO

Report To Portfolio Holder
24th July 2006



Report of: Director of Adult and Community Services

Subject: HARTLEPOOL ADULT EDUCATION THREE
YEAR DEVELOPMENT PLAN 2006-2007

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To endorse the submission of the draft of the Hartlepool Adult Education three Year Development Plan 2006-2007 to the Learning Skills Council in order to release funding for the service for the 2006-2007 academic year.

2.0 SUMMARY OF CONTENTS

- 2.1 The Hartlepool Adult Education Three Year Development Plan 2006-2007 forms the basis of an agreement between the Hartlepool Borough Council Adult Education Service and the Learning and Skills Council in relation to the delivery of vocational and non vocational training. There is a covering report which summarises the Three Year plan and the full plan is attached at **Appendix 1**

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The report relates directly to the provision for adult education courses.

4.0 TYPE OF DECISION

- 4.1 Key (Test ii applies)

5.0 DECISION MAKING ROUTE

- 5.1 The decision will be made by the Portfolio Holder.

6.0 DECISION(S) REQUIRED

- 6.1 To endorse the submission of the Three Year Development Plan update to the Learning and Skills Council.

Report of: Director of Adult and Community Services

Subject: HARTLEPOOL ADULT EDUCATION 3 YEAR
DEVELOPMENT PLAN 2006-2007

1 PURPOSE OF REPORT

- 1.1 The purpose of the report is to endorse the submission of the Hartlepool Adult Education :Three year Development Plan 2006-2007 to the Learning and Skills Council in order to release funding for the academic year 2006-2007.

2 BACKGROUND

- 2.1 Since the introduction of the Learning and Skills Council in April 2001, Hartlepool Adult Education Service has received funding from the Learning and Skills Council to deliver a range of vocational and non vocational training.
- 2.2 With effect from 2004, the LSC required Local Authorities to produce a Three Year Development plan each year in order to secure funding. This brings together all of the aspects of LSC funded training and is the basis of the agreement between the LSC and the Local Authority.
- 2.3 Hartlepool Adult Education Three Year Development Plan relates to the provision of:
- Vocationally related training opportunities all of which lead to a recognised qualification
 - Non vocational training which provides structured learning opportunities.
- 2.4 The plan is divide into 3 sections as prescribed by the LSC.
- 2.5 Section 1 details the strategic priorities of the service and how it intends to widen participation to be responsive to local and national needs.
- Section 1 also incorporates the services policies in relation to Health and Safety ,Workforce Development and the management of risk. It also includes the strategy fro accommodation .

- 2.6 Section 2 of the plan details the way in which the service will respond to Quality issues and will ensure that it continues to provide high quality learning experiences to learners.
- 2.7 Section 3 of the plan consists of the summary Targets which form the basis of the agreed funding from the LSC.

3. FINANCIAL IMPLICATIONS

- 3.1 The activities contained within the Hartlepool Education Three Year Development Plan are activities which will be wholly funded by the Learning and Skills Council and other external funding sources such as European Social Fund. The LSC has identified a provisional allocation of approx £915,470 to fund this provision for 2006-2007 although the grant finally levered into the authority will depend on meeting appropriate recruitment, retention and achievement targets agreed with the LSC
- 3.2 It is crucial to plan and monitor the provision accurately in order that targets are reached and funding is not lost to the service.
- 3.3 The LSC grant is subject to the submission of an agreed Three Year Development plan

4. CONCLUSIONS

- 4.1 The Hartlepool Adult Education Three Year Development Plan 2006-2007 is attached at **Appendix 1**
- 4.2 If the plan is endorsed by the Portfolio Holder it will form the basis of the agreed funding level for 2006-2007.
- 4.3 Any future amendments requested by the LSC will be referred back to the Portfolio Holder.

5. RECOMMENDATIONS

- 5.1 That the submission of the Hartlepool Adult Education Three Year Plan to the LSC is endorsed.

HARTLEPOOL ADULT EDUCATION



Three Year Development Plan 2006 – 2009



HARTLEPOOL
BOROUGH COUNCIL

2006-2007

CONTENTS

Section 1: Strategic Commentary

- a) Introduction
- b) Needs and Priorities
- c) Use of resources and accommodation

Section 2: Improvement Indicators

- a) Success Rates
- b) Qualification of staff
- c) Key Challenges

Section 3: Summary statement of activities

SECTION 1: STRATEGIC PRIORITIES

a) Introduction

The Hartlepool Adult Education service provides a flexible range of Adult Learning opportunities to residents within Hartlepool. The service is part of Hartlepool Borough Council and through its work contributes to the community strategy for the town.

The service provides a varied programme of activities, which contribute to the fulfilment of the four aims of the Local LSC and is delivered in response to local need. It is delivered in out reach venues to enhance participation from marginalised groups. It is committed to ensure there is equality of opportunity.

The programme of activities also contributes to the Success for All priorities. The service also receives funding through other sources. Whilst the outputs of this funding are not included in the statement of activity, the provision is included in the overall aim and strategies of the service.

This plan is seen as a key document in which to draw together all the activities of the service to ensure there is a comprehensive and high quality programme of learning opportunities available to Hartlepool residents.

The activities of the service fall into four main areas:

1. Further Education, which delivers vocational provision;
2. Adult Community Learning, which delivers both Personal and Community Development Learning and First Steps training;
3. Family Learning, which delivers a range of Family Literacy and Numeracy courses as well as wider early years and parenting provision;
4. Other targeted provision, which includes a range of activities targeted to widen participation in specific areas or groups and provide support for employers.

By working closely with our community partners the service ensures that those who are most socially and economically disadvantaged are actively encouraged to participate.

Also, by working closely with other providers and employers the service can identify needs and ensure that there are opportunities to increase skills to enhance employability.

The service has three main aims namely:

- To promote individual growth, achievement and aspirations
- To promote social inclusion
- To contribute to the social and economic regeneration of the town

b) Needs and Priorities

The strategic direction of the activities in this plan has been determined after consultation with local Learning and Skills Council (LSC) and Hartlepool Borough Council priorities. The local LSC has had useful dialogue in the past with elected members as to the nature and type of provision which should be provided. This dialogue was the starting point for a common understanding of LSC priorities and how these could be integrated with local council priorities.

There is a planned increase in activities with employers to include vocational training and as well as bespoke training programme.

The following activities have been identified as key priorities

- Improving the basic skills of local residents and providing opportunities for adults to achieve qualifications in Literacy and Numeracy at Level 1 and 2;
- Improving the ICT skills of adults by providing access to flexible accredited courses up to Level 3;
- Increasing opportunities for adults to achieve Level 2 qualifications in identified key areas such as Care, and Business Administration;
- Improving the prospects of unemployed adults and those in low skilled employment by providing access to first step training in vocational areas such as Care, Retail and Administration as identified by local regenerated strategies;
- Increasing the range of activities provided for intergenerational learning
- Maintaining a range of opportunities for access to cultural learning opportunities in Arts and Foreign Languages;
- Increasing opportunities for residents to participate in active Citizenship.

c) Use of Resources Accommodation

i Property Strategy

The service has always had a priority to site its learning opportunities in venues in the local community. This ensures that potential learners can overcome any barriers caused by having to travel to participate in learning.

The service has developed excellent working relationships with a wide range of agencies to ensure continued use of venues.

Each venue is inspected on a regular basis and a programme of improvement is made to ensure the above principles are met. Funding is allocated to each venue to ensure work is carried out if needed.

A priority for the next 3 years is to ensure that there is sufficient ILT resources in each venue to support learning. This includes the installation of PowerPoint projectors, whiteboard and Internet connections. This will improve the teaching and learning and other self-study for learners.

Further work will be carried out to ensure all venues conform to DDA requirements and that they are of a high quality and fit for purpose.

ii Financial Strategy

The availability of three year funding would enable the service to plan its budgets on a long-term basis. The service is small and therefore could be susceptible to a number of financial risks. In setting and managing the budgets it is planned that there is an element set aside annually as a capital replacement reserve. This will enable a rolling programme of replacement of large items such as PCs, laptops and sewing machines.

iii Fee Income

The service has always targeted those adults who are from disadvantaged areas and therefore fee income from learners is small. The fee policy for the service is renewed annually and set by the council.

The service also works with employers to deliver training to their employees. In these cases higher fees are charged.

The fees will be reviewed for the academic year 06/07 in the light of future plans for Adult and Community Learning provision.

iv Workforce Development

The Adult Education Service holds the Investors in People award as part of Hartlepool Education Department. The service uses staff development as a key driver to improve quality and therefore improve success rates.

v Risk Management

The service has carried out a comprehensive Risk Analysis as part of the Council Risk Management strategy. The following risks were identified:-

<u>RISK</u>	<u>ACTIONS</u>
1. Changing local, regional and national priorities leading to significant changes in service provision	<ul style="list-style-type: none">• Review of current services in the light of government guidelines• Review of capabilities to change provision.• Review ways to protect current programme opportunities
2. Changes to funding methodology from LSC could lead to shortfall in income.	<ul style="list-style-type: none">• Review existing targets from LSC.• Investigate additional income sources• Investigate changes to services to maximise income.
3. Inability to secure sufficient high quality venues and equipment which conform to DDA and Health and Safety requirements.	<ul style="list-style-type: none">• Review all venues on an annual basis and carry out improvements to meet DDA requirements.• Regular renewal of capital equipment.

1.1 APPENDIX 1

4. Inadequacy of networks to provide continuing access to learning and provision of statistical returns.	<ul style="list-style-type: none">• Regular review of maintenance contract.• Continued partnership with community consortium• Regular update of systems• Additional funding sources investigated.
5. Reconfiguration of staff to fulfil new qualification guidelines and to deliver Government priorities.	<ul style="list-style-type: none">• Staffing flexibility built into structure• Staff development opportunities in place.
6. Failure of local partnerships could lead to inability to deliver planned activities.	<ul style="list-style-type: none">• Regular meetings with local providers.• Regular meetings with local partners• Regular discussions with local LSC.

vi Health and Safety

Hartlepool's Adult Education Service conforms to the Hartlepool Borough Council's Health and Safety Policy which relates to staff and members of the public. In addition the service has a newly revised Health and Safety Policy relating to learners. Within this Policy there is a Strategy and Action Plan to ensure that the Policy is fully implemented.

The service ensures that learning takes place in a safe healthy and supportive environment through our health and safety management system, risk assessment processes and our health and safety culture of empowerment and participation. In particular we have in place:-

- An annual health and safety action plan which reflects the report to the Quality Team on our successes and achievements during the last 12 months;
- A strong commitment from the senior staff with a designated member taking the lead. This provides for policies and procedures which are based on best practice and the principle of risk reduction;
- Systems to implement policies, processes to turn plans and policies into action and regular and rigorous monitoring of standards;
- Procedures to assess sub-contractors approach to health and safety, and the systems they have in place, to ensure a safe and healthy and supportive learning environment for the learner.
- Procedures to investigate learner accidents, incidents, ill-health and near misses with reports to the service team with remedial action and its completion; and
- Audit and review arrangements to measure success and failures against our targets and performance indicators.
- We employ a Health and Safety Officer who is qualified to IOSH.
- We ensure that health and safety issues are communicated to all relevant parties through various means including reviews, meetings and notice boards.

We ensure learners themselves are capable in health and safety for what they do and where they do it through:-

1.1 APPENDIX 1

- Participation of learners in risk assessment and goal setting including an individual learning plan induction;
- Monitoring and evaluation of learners understanding, continuous and ongoing information, instruction and training, including appropriate supervision;

SECTION 2: IMPROVEMENT INDICATORS

a) Success Rates

The provision of high quality learning opportunities is seen as a key aspect to increasing success. These targets are necessary in order to monitor and improve on performance. In order to maintain high quality provision the service will implement improved quality assurance procedures and ensure that they are applied consistently throughout the service.

	Long	Short
Floor Level	40	45
04/05	63	83
05/06 (Est)	65	85
06/07 Target	70	86

The chart shows the expected outturn figures for 05/06 as well as service targets for 06/07.

At present the service is performing above the floor level. The service is looking at further ways to improve retention and support learners on long courses.

This will lead to increased success levels.

b) Qualifications of Staff

The upgrading of staff skills is a key method of improving the success rates and achievement of learners. The availability of guaranteed funding will enable the service to provide guaranteed support to staff who wish to enrol onto two year university courses for, eg, PGCE or Basic Skills Level 4.

The service has had in place minimum qualification requirements for its teaching staff. These were set at NVQ Level 3 for all staff but have now been raised to NVQ Level 4 Certificate in Education as a minimum requirement. Any existing staff who do not hold a Certificate in Education are actively encouraged and supported to enrol on the next available course. The service has the same minimum standard for all staff irrespective of whether they teach an FE or ACL course. In addition, it is intended to create trainee tutor posts who will be those persons attending a Level 4 course who have shown aptitude. They will be closely supported by existing tutor mentors.

Noted Target	FT	PT
05/06	75%	78%
06/07	80%	85%

The table shows the predicted outturn for the number of qualified staff for 05/06 it also set targets for future year. The service is at present above the national level requirement for tutors.

c) **Key Challenges**

The service was re-inspected in March 2005. At this inspection all areas were found to be satisfactory or better.

The service has through its Self Assessment Report identified 6 key challenges to further improve the service namely:

- Improve the consistency and effectiveness of the Quality Assurance system.
- Enhance the use of data to improve planning.
- Improve the effectiveness of the management structure to improve the management of the curriculum.
- Improve the monitoring of performance against agreed targets.
- Enhance the management of learning to improve learner achievement.
- Ensure effective and efficient use of service resources.

SECTION 3: SUMMARY STATEMENT OF ACTIVITY

1.1 APPENDIX 1

FE Planning Assumptions

Young People (16-18)	2005/06 estimated out turn			2006/07 planned			2007/08 planned		
	Learners		Learning aim level	Learners		Learning aim level	Learners		Learning aim level
	Volumes	In-year achievements (volume)	Success rate	Volumes	In-year achievements (volume)	Success rate	Volumes	In-year achievements (volume)	Success rate
Total Learners	65		70.0	65		82.0			
<i>of which</i>									
Learners on Skills for Life target qualifications	5	4		5	4				
Learners on a full Level 2 qualification	0	0	0.0	0	0	0.0			
Learners on a full level 3 qualification	0	0	0.0	0	0	0.0			
Learners on 2 or more A2 level qualifications	0	0		0	0				

1.1 APPENDIX 1

Adults (19 and over)	Learners		Learning aim level	Learners		Learning aim level	Learners		Learning aim level
	Volumes	In-year achievements (volume)	Success rate	Volumes	In-year achievements (volume)	Success rate	Volumes	In-year achievements (volume)	Success rate
Total Learners	1100		75.0	1300		78.0			
<i>of which</i>									
Total learners on Skills for Life target qualifications	200	130	90.0	250	150	92.0			
<i>of which, number on employer facing delivery</i>									
Learners on full Level 2 qualifications	18	15	84.0	20	18	85.0			
<i>of which, number on employer facing delivery</i>									
Learners on a full Level 3 qualification	5	4	84.0	5	4	85.0			
<i>of which, number on employer facing delivery</i>									
Learners on 2 or more A2 level qualifications	0	0		0	0				

1.1 APPENDIX 1

Fee Income value	2005/06
Cash Value	15,000
% of LSC income	5

Fee Income value	2006/07
Cash Value	18000
% of LSC income	7

Fee Income value	2007/08
Cash Value	
% of LSC income	

19+ FULL Level 2 Estimate of those taking their first Level 2 (%)	80.0
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19+ FULL Level 2 Estimate of those taking their first Level 2 (%)	80.0
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19+ FULL Level 2 Estimate of those taking their first Level 2 (%)	
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1.1 APPENDIX 1

Overall Success Rates

Headline performance targets	Volume of enrolments (Starts)	Learning Aim success rate (%)
	2005/06	
Overall Long	450	65.0
Overall Short	712	85.0
16 - 18		
Long	16	80.0
Short	55	87.0
19+		
Long	380	65.0
Short	850	85.0

Volume of enrolments (Starts)	Learning Aim success rate (%)
2006/07	
700	70.0
400	86.0
35	81.0
30	88.0
665	70.0
370	86.0

Volume of enrolments (Starts)	Learning Aim success rate (%)
2007/08	

Funding Allocation	2005/06 (£)	2006/07 (£)	2007/08 (£)
16-18	14,803	15,306	
19+	295,787	280,579	
Skills for Life	177,625	97,000	
ALS	0	0	
Total	310,590	295,885	

1.1 APPENDIX 1

ACL Planning Assumptions

	2005/06 estimated out turn	2006/07 planned	2007/08 planned
Young People 16-18	Learners	Learners	Learners
	Volumes	Volumes	Volumes
Total Learners	10	10	
Adults (19 and over)	Volumes	Volumes	Volumes
PCDL - Personal, Community and Development Learning	890	830	
First Steps	350	380	
Wider family learning and Family Literacy, language and numeracy	200	220	
Neighbourhood learning in deprived communities	50	50	
Total 16-18 and 19+ Learners	1500	1490	

Fee Income value			
	2005/06 (£)	2006/07 (£)	2007/08 (£)
Fee Income target value £ per annum	£21,200	£28,500	

	2005/06 (£)	2006/07 (£)	2007/08 (£)
Allocation (£)	666,625	613,219	

ADULT SERVICES & PUBLIC HEALTH PORTFOLIO

Report To Portfolio Holder
24th July 2006



Report of: Director of Adult and Community Services

Subject: ADULT EDUCATION FEES

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To consider the level of adult education fees for the academic year 1st August 2006 to 31st July 2007.

2. SUMMARY OF CONTENTS

- 2.1 The report sets out the current fee levels for Adult Education courses funded through the Learning and Skills Council, identifies any factors affecting adult education course fees in Hartlepool for 2006/2007 and looks at options for fee levels.
- 2.2 Recommendations are made regarding the level of adult education fees for the academic year August 2006 to July 2007.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The report relates directly to adult services as the purpose of the report is to set the fees for adult education courses.

4. TYPE OF DECISION

- 4.1 Key (Test ii applies)

5. DECISION MAKING ROUTE

- 5.1 The decision will be made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 A decision is required about the level of adult education fees from 1st August 2006 to 31st July 2007.

Report of: Director of Adult and Community Services

Subject: ADULT EDUCATION FEES: ACADEMIC YEAR
2005/2006

1 PURPOSE OF REPORT

- 1.1 To consider the level of Adult Education fees for the academic year 1st August 2006 to 31st July 2007.

2 BACKGROUND

- 2.1 Since April 2001, the majority of the funding for Hartlepool Adult Education Service has been provided from the Learning and Skills Council (LSC) rather than directly by the local education authority. This report relates to two LSC funding streams (Further Education [FE] and Adult and Community Learning [ACL]), but it should be noted that some Adult Education courses operate under funding received from other sources such as European Social Fund (ESF) and these courses may be subject to different fee levels prescribed by the funding agency.
- 2.2 Since the formation of the Learning and Skills Council funding has been allocated for adult education services in a similar way to previous years, until such time as it could determine how to fund the provision. It was expected that as from August 2003 Adult and Community Learning (ACL) would be funded on a 'Formula Funded' basis, however this has been postponed and it is now likely that a new funding methodology will be in place in August 2007.
- 2.3 In the level of funding which the LSC provides for Further Education (FE) learning, assumptions are made about the level of income which providers will receive from fees. With effect from 1st August 2006, the LSC makes the following assumption in the grants which it makes to local authorities for the provision of LSC funded vocational-type courses (FE):
- at least 32.5% of the cost of the course is recovered in income from fees from students, e.g. that the assumed fee for a 60 hour course (three terms) at national base rate is £129.
- 2.4 At present no specific income assumptions are made in relation to the ACL budget, although it is assumed that it will be no less than that for F.E.

3 CURRENT ADULT EDUCATION FEES

- 3.1 The current fee schedule for Adult Education courses (2005/2006) is attached as **Appendix 1**. The level of fees at present are set the same irrespective of the LSC funding stream

3.2 At present adult education courses fall into two main categories:

- vocational courses (leading to a formal or work-related qualification);
- non-vocational courses (such as basic skills, family learning, Foreign Languages and Arts and Crafts.)

3.3 From 2006 the LSC has further subdivided the non vocational learning into: First Steps Learning which is designed to encourage Adults to re-enter learning and enable them to progress to further learning. and Personal and Community Development Learning (PCDL) where the learning is purely for leisure and there is no intention to progress.

In the past where the service has provided similar leisure classes fees were set at a higher fee rate.

3.4 The fees for adult education have been reviewed on an annual basis.

3.5 The fee structure has also provided for remission of fees for students who were in receipt of certain benefits.

3.6 Because of the desire to encourage participation in adult learning, a combination of low fees and extensive remission of fees has meant that overall income for adult education courses has been relatively low, e.g. in the academic year 2005/2006, income from student fees is expected to be approximately 4% of the expenditure/budget. This has been supplemented by the provision of bespoke and private courses for organizations such as employers which are charged at the full cost rate.

4 OPTIONS AVAILABLE

4.1 Vocational and non-vocational courses

4.1.1 The first option would be to maintain the current fee rate for all courses. This would mean, however, that the gap between fee income and course costs would widen as costs have risen by inflation.

4.1.2 The second option would be to make increases only in line with inflation for all types of course (i.e., to increase fees from £79 per year to £81 per year for a 60 hour week course). It is believed that this level of fees could generate an increased income but would not cover increased costs or satisfy LSC fee expectations.

4.1.3 The third option would be to reintroduce a differential fee structure. Those courses which lead to a qualification would be subject to an increase just less than inflation i.e. £1 per year for a 60 hour course. Courses which do not lead to a qualification but would be categorized as First Step courses would also be subject to this small increase of £1 per year. Courses categorized as PCDL courses would be subject to a larger increase of £6 per year i.e. £85 per year for a 60 hour course. It is believed that this level of fee increase would generate sufficient income to cover increased costs and would move towards the required LSC fee increase levels.

- 4.1.4 The fourth option would be to continue to raise the level of fees with effect from August 2006 to move towards the higher level of fees which might be required under formula funding. This could mean a significant increase in fees which may disadvantage many learners. At present the LSC is moving more slowly than previously expected towards formula funding and this has reduced the need to raise fees in the short term. This option could result in a loss of students to adult education courses, which in turn would mean that targets might not be achieved.

4.2 Administration charge

- 4.2.1 This is the fee charged to students eligible for fee remission.
- 4.2.2 At present the administration charge for students eligible for fee remission is set as £6 per course. Student consultation has shown that many students believe that the gap between full and remitted fees is too great.
- 4.2.3 The first option would be to keep this at the same level for the next academic year.
- 4.2.4 The second option would be to raise the administration charge by the inflation rate to £6.18. This would raise a very small amount of additional income, but this would be offset by the additional administrative costs of the charge.
- 4.2.5 A third option would be to increase this fee to £7 per course. This would bring in additional income beyond the minimum required level, but would not cause problems for more disadvantaged students.
- 4.2.6 A fourth option would be to increase the administration charge for PCDL courses to £10, whilst increasing the level for vocational and First Steps learning courses to £7.
- 4.2.7 The payment of the existing administration charge does not seem to have presented barriers to access. Any individual cases of hardship would be considered confidentially.

5 FINANCIAL IMPLICATIONS

- 5.1 If adult education fees are set in accordance with LSC guidance, then there are no financial implications for the Council's budget as the level of fee increases will be sufficient to enable the Adult Education Service to operate LSC funded courses within the budget allocated by the LSC.
- 5.2 If no increase in fees is agreed, or insufficient increase, then there could be financial implications for the Council as any overspend on the LSC budget would have to be met by the LEA and no budgetary provision is available to meet this demand.
- 5.3 Any significant increase in fees is likely to result in a loss of student numbers. However if the fee income levels do not match LSC expectations then this may in future result in reduced funding as targets would not be achieved.

6 RECOMMENDATIONS

- 6.1 The setting of adult education fees is a difficult task, involving a balance between the need to generate sufficient income to meet costs, while encouraging adult learners to participate. Any significant increase in fees is likely to be unpopular and could lead to some fall-off in student numbers. However an inflation rate rise is unlikely to have this adverse impact, but will help cover inflation costs within the service.
- 6.2 It is recommended, therefore, that the level of adult education fees for LSC funded provision should be as follows:
- vocational and First Steps Learning courses £80 for a 60 hour course and £28 for a 20 hour course;
 - PCDL courses £85 for a 60 hours course and £29 for a 20 hour course;
 - no fees should be charged to students entitled under the LSC guidance on remitted fees (except for a one-off administration charge);
 - the administration charge should be increased to £7 for vocational and First Steps courses and £10 for PCDL courses.
 - the fee remission policy should continue to apply as at present to those categories of course which are considered as developmental. These categories are noted in **Appendix 1**. In particular it would include groups of students who are recruited to widen participation or in response to specific government initiatives e.g. students with a disability, Family learning or community regeneration activities.
 - Courses which are not supported through LSC funding will be delivered at the Full Cost rate .
- 6.3 It should be noted that these fees are for a standard 60 hour or 20 hour class and classes of other lengths would be charged pro-rata.

7 CONCLUSION

- 7.1 It is recommended that the Executive Member approve the recommendations set out in paragraph 6.2 above.

ADULT EDUCATION: FEE STRUCTURE 2005/2006

Any person over 16 years of age may attend classes. School pupils over the age of 16 must have written permission of their Headteacher.

COURSE FEES

		Full	Remitted
Vocational and Non-Vocational	30 weeks	£79.00	£6.00
	10 weeks	£27.00	£6.00
	1 Day	£8.50	£6.00

REMISSION OF FEES

Remitted fees will be charged to students in the following categories at the time they enrol, **provided that they show documentary evidence at the time of enrolling or at the first class:-**

(a) **Adult or Spouse/Partner receiving:-**

- (i) Council Tax Benefit*
- (ii) Housing Benefit
- (iii) Income Support
- (iv) Working Families Tax Credit
- (v) Disability Working Tax Credit
- (vi) Pension Credit

*(Excluding any discount – e.g. 25% Single Person Discount).

(b) **Adult registered unemployed:-** receiving Job Seekers Allowance

(c) **Adult** in receipt of grant who enrolls for an unrelated part-time course of study whilst in full-time attendance at a school or further education establishment.

(d) **Adult** with no regular earned income whose spouse/partner would qualify for reduction of fees under any of the conditions lettered (b) to (c) above.

No course fees will be charged for Hartlepool Borough resident students who:-

- (a) enrol for basic skills courses i.e. literacy and numeracy;
- (b) enrol for certain designated courses as part of Widening participation and regeneration
- (c) are part of a target client group on designated courses.

**ADULT & PUBLIC HEALTH PORTFOLIO
REPORT TO PORTFOLIO HOLDER
24 July 2006**



Report of: Head of Public Protection & Housing

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN UPDATE MARCH 2006

SUMMARY

1. PURPOSE OF REPORT

To agree the update on performance of the Neighbourhood Services Departmental plan for 2005/2006, covering the period from the 1 April 2005 to 31 March 2006.

2. SUMMARY OF CONTENTS

Brief description of services and the progress achieved to the end of September in reaching the targets.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder for Adult & Public Health has responsibility for part of the Neighbourhood Services Departmental Plan.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Adult & Public Health Portfolio, 24 July 2006.

6. DECISION(S) REQUIRED

Approval of the Departmental Plan update report.

Report of: Head of Public Protection & Housing

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN 2005-2006

1. PURPOSE OF REPORT

- 1.1 To agree the update on performance of the Neighbourhood Services Departmental plan for 2005/2006, covering the period from the 1 April 2005 to 31 March 2006.




2. BACKGROUND

- 2.1 The Council's corporate aims have been developed to align with those of the community plan and the Hartlepool Partnership. The Neighbourhood Services Departmental Plan shows how the department will complement and work towards these corporate aims.
- 2.2 This Departmental Plan Update sets out the department's aims and objectives and includes performance to the end of March 2006 against a range of key national and local indicators.
- 2.3 The plan also details service development initiatives that were planned for the year. These are the product of a developing culture that emphasises the importance of outcomes and a focus on customers in planning service delivery. A summary of the progress achieved during 2005/2006 has been recorded against these service improvements.
- 2.4 A copy of the plan is attached at **Appendix A**.








3. RECOMMENDATIONS

- 3.1 It is recommended that the update to the Plan be approved.








Plan: **Departmental Plan Indicator Report**Update to end of: **March 2006****Performance Indicator**

	Below Target	2	8.3%
	Public Protection & Housing	2	
	Unsure	1	4.2%
	Public Protection & Housing	1	
	On or Above Target	21	87.5%
	Public Protection & Housing	21	
Total No. of Performance Indicators		24	








Public Protection & Housing

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Consumer Services					
BV166a 	Environmental health checklist of best practice Sylvia Pinkney	100	65	100 %	
BV166b 	Trading standards checklist of best practice Sylvia Pinkney	100	65	100 %	
PH03 (amended) 	Percentage of consumer services complaints responded to within 2 working days Sylvia Pinkney	100	100	99 %	
PH04 (i) 	Food % High Risk Premises (cat A&B) inspected Sylvia Pinkney	100	99	99 %	
PH04 (ii) 	% Low risk premises (cat C-E) inspected Sylvia Pinkney	100	99	99 %	
PH07 	% Food standards premises due to be inspected that were inspected Sylvia Pinkney	100	93	93 %	
PH08 	Health & Safety <input type="checkbox"/> % premises due to be inspected that were inspected <input type="checkbox"/> Sylvia Pinkney	100	90	90 %	Some staff resources diverted to undertake work on national HSE FIT3 initiative - some low risk health and safety inspections were therefore not carried out.




Public Protection & Housing

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
PH29 (i) 	% of Licensing Act Premises applications completed within 2 months Sylvia Pinkney	100	100	100 %	
PH29 (ii) 	% of Licensing Act Personal applications completed within 3 months Sylvia Pinkney	100	100	100 %	
PH40 	% food inspections carried out within 28 days of due date Sylvia Pinkney	75 (revised)	96	96 %	
PH46 	% programmed Trading Standards inspections carried out Mike Walsh	60	64	64 %	
Environmental Standards					
BV217 	Percentage of pollution control improvements to existing installations completed on time Adrian Hurst	90	95	91 %	
PH01 	Percentage of cemeteries service queries/complaints responded to within 24 hrs Sylvia Tempest	100	100	100 %	
PH09 	Percentage of air pollution complaints responded to within 2 days Adrian Hurst	100	100	100 %	

Public Protection & Housing

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
PH10 	Percentage of noise complaints responded to within 2 days Adrian Hurst	95	95	99 %	
PH11 	Percentage of urgent pollution complaints responded to within 1 working day Adrian Hurst	100	100	100 %	
PH12 	Percentage of urgent noise complaints responded to within 1 working day Adrian Hurst	100	100	100 %	
PH13 	Percentage of Pest complaints responded to within 2 days Adrian Hurst	95	97	96 %	100% not achieved due to increase in service use and staff availability
PH14 	Percentage of Planning Applications responded to within 10 days Adrian Hurst	80	78	63 %	Resourcing issues and teething problems with new e-planning system have resulted in the target not being achieved.
PH17 	% of Action on Smoking Awards renewed Emma Tierney	100	100	100 %	Awards renewed in qtr 2
PH18 	% of Heartbeat Awards renewed Emma Tierney	100	0	0 %	There is currently limited dietetic support to run this scheme - should be addressed in 2006/7

Public Protection & Housing

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
PH19 	Healthy Food training provided Emma Tierney	100	100	100 %	9 sessions delivered with 100% satisfaction
PH33 	Crucial crew event - % of schools satisfied with the event Emma Tierney	100	100	100 %	
PH34 	Safer Practice Events Emma Tierney	100	100	100 %	100% satisfaction for 2 events.

**ADULT & PUBLIC HEALTH PORTFOLIO
REPORT TO PORTFOLIO HOLDER
24 July 2006**



Report of: Head of Public Protection & Housing

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN 2006/2007

SUMMARY

1. PURPOSE OF REPORT

To agree the Neighbourhood Services Departmental plan for 2006/2007.

2. SUMMARY OF CONTENTS

The Neighbourhood Services Departmental Plan 2006/2007 details the actions and associated performance indicators planned to be carried out by the department over the coming twelve months.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder for Adult & Public Health has responsibility for part of the Neighbourhood Services Departmental Plan.

4. TYPE OF DECISION

Non key

5. DECISION MAKING ROUTE

Adult & Public Health Portfolio, 24 July 2006.

6. DECISION(S) REQUIRED

Approval of the Departmental Plan.

Report of: Head of Public Protection & Housing

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN 2006/2007

1. PURPOSE OF REPORT

- 1.1 To agree the Neighbourhood Services Departmental plan for 2006/ 2007.

2. BACKGROUND

- 2.1 The Council's corporate aims have been developed to align with those of the community plan and the Hartlepool Partnership. The Neighbourhood Services Departmental Plan shows how the department will complement and work towards these corporate aims.
- 2.2 This Departmental Plan sets out the department's aims and objectives and details the actions to be taken over the coming twelve months toward achieving these. The plan also includes performance indicators associated with these actions together with a range of key national and local indicators
- 2.3 A copy of the plan is attached at **Appendix A**.

3. RECOMMENDATIONS

- 3.1 It is recommended that the Plan be approved.

Neighbourhood Services



**Departmental
Plan
2006 - 2007**

Contents

1. Introduction to this plan
 2. Neighbourhood Services
 - a. Introduction to Neighbourhood Services
 - b. Vision
 - c. What is a Neighbourhood
 3. Management Structure
 4. Aims & Objectives
 5. Values & Culture
 6. Monitoring & Reporting
 7. Portfolio
 8. Medium Term Priorities
 9. Action Plan
 10. Performance Indicators
- Appendix 1 Neighbourhood Services – Service Plans
- Appendix 2 Neighbourhood Services Department Structure

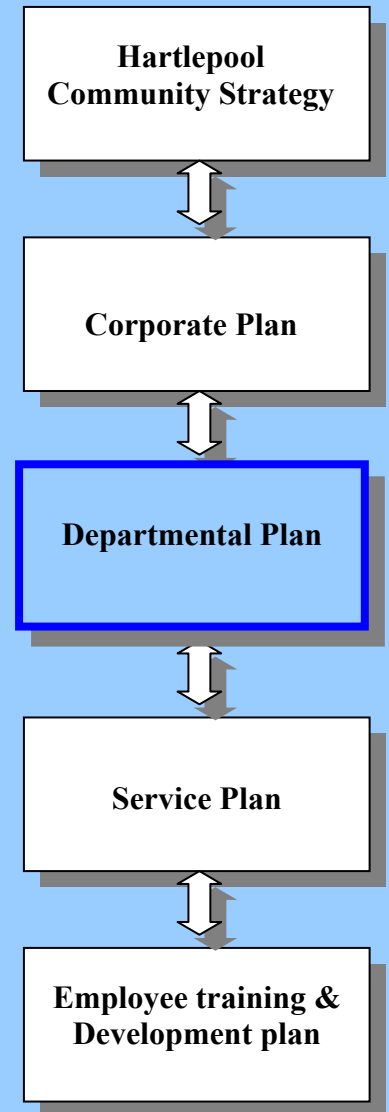
This document is the Neighbourhood Services Departmental Plan for 2006/7 and forms part of the Council's overall service planning arrangements. The plan details the key priorities and issues facing the department over the coming year, along with detailed action plans for the next 12 months. This plan will be reviewed on an annual basis, which will allow for any emerging priorities to be addressed.

The plan details how the department will meet the Council's key priorities as stated in the Corporate Plan.

This plan should be looked at in conjunction with both the Council's Corporate Plan and the individual Service Plans within Neighbourhood Services, that together form part of the Council's overall service planning arrangements. The diagram adjacent demonstrates how the plans are linked and a description of each of these plans is detailed below.

Corporate Plan	This plan details the Key, Council-wide, strategic objectives identified as being a priority over the next year. Also included are key actions associated with each objective.
Departmental Plan	This plan details the key issues facing the Neighbourhood Services department. It also includes a detailed action plan stating how the department will deliver the relevant key actions identified within the Corporate Plan
Service Plans	These plans will be produced by each individual service within the department. They will detail the services key objectives for the forthcoming year, and how the service will meet the relevant key actions included within the Departmental Plan. A list of the Service Plans within Neighbourhood Services can be found as appendix 1 at the back of this document.

Introduction



Neighbourhood Services

Introduction to Neighbourhood Services

Vision:

to work hand in hand with communities and to provide and develop excellent services that will improve the quality of life for people living in Hartlepool neighbourhoods

This statement will guide us in the delivery of services through the departmental management structure detailed on the following pages.

Throughout the year we will be assessing our performance against the targets set in this plan and we will report progress to the members of the Council and the employees of the department. In certain circumstances it may become necessary to either remove or amend an aim/objective or specific action from this plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments to the plan will only be made with full agreement of the relevant portfolio holder(s).

The Council adopted the seven aims of the Community Strategy in 2001 and our department has a special role to play in achieving those aims and in particular Strengthening Communities and Environment and Housing by bringing together a range of services that have the greatest impact upon the day-to-day quality of life of at a neighbourhood level to the citizens of Hartlepool. These aims have been further developed to reflect the department's role in delivering these aims (see Aims & Objectives on page 8 of this document).

What is a Neighbourhood?

A neighbourhood is a flexible unit. In one sense it could be the whole of Hartlepool or it could be a few residents who live in the same street. It could be a village or an area with its own special identity; it could have a long history or could have begun yesterday.

We aim to contribute to the development of neighbourhoods in all of our activities

The Departmental Management Team (DMT) takes seriously their role in leading the Neighbourhood Services Department. We have worked to develop our vision for the department in consultation with stakeholders which will be of benefit to the citizens of Hartlepool and which will give everyone who works for the department a better understanding of their own special contribution to the town.

Departmental Management Team

As a Management Team we will work together to provide clear leadership for the Neighbourhood Services Department. We are all fully committed to the delivery of this plan so that we improve the quality of life for the people living in Hartlepool.

Emergency Planning



"Disaster or major incidents can strike suddenly, unexpectedly and anywhere. We aim to ensure that appropriate levels and standards of resilience and civil protection are in place for a wide range of emergencies"

Denis Hampson, Head of Emergency Planning

Main Services: *Emergency planning*

Finance & Business Development



"We provide seamless customer focused services, which will achieve our departmental aims, it is important to provide front line services with timely and appropriate support".

Keith Smith, Head of Finance & Business Development

Main Services: *ICT; Finance and Administration*

Neighbourhood Management



"We are committed to providing neighbourhood managed services that produce a seamless service. The involvement of our customers in the democratic processes underpins that service delivery".

Dave Stubbs, Head of Neighbourhood Management

Main Services: *Horticulture, street cleansing; highway services; environmental enforcement; school catering; waste management; building cleaning; client services*

Procurement & Property Services



"Our aim is to ensure the Council makes best use of its land and property assets in terms of service delivery, accessibility and financial return whilst developing a strategic procurement capacity to deliver value for money and achieve our community aims"

Graham Frankland, Head of Procurement & Property Services

Main Services: *Building Management and Maintenance; Building Consultancy; Land and Property Management; Procurement; Logistics*

Public Protection & Housing



"We aim to protect and enhance the well-being of Hartlepool people by effective application of Public Protection and Housing legislation, education and by maximising funding opportunities."

Ralph Harrison, Head of Public Protection & Housing

Main Services: *Environmental Health, Trading Standards, Licensing, Environmental Standards, Housing Services*

Technical Services



"We aim to ensure that highways, transportation and civil engineering services are delivered within the Borough of Hartlepool in an effective and efficient manner providing a safer and sustainable environment for everyone to benefit from".

Alastair Smith, Head of Technical Services

Main Services: *Engineering consultancy, coastal defences, watercourses' contaminated land, Local Transport Plan, social transport' vehicle repair and maintenance, Traffic & transportation*

Aims and Objectives

To create seamless local services delivered at an area level where appropriate

1. To increase the involvement of communities in the provision of local services
2. To ensure that the housing needs of the borough are met
3. To safeguard and improve the health and well being for people working, living and visiting the borough
4. To provide and develop a sustainable environment that is safe, attractive and clean
5. To maximise the benefits of the Council's land and property assets
6. To provide a safe and accessible transport system which offers equal accessibility and maximum choice
7. To provide a comprehensive and effective resilience and emergency planning service for Hartlepool and also for the former Cleveland authorities in a Lead Authority capacity

In addition to the above, Financial and support services will be provided to ensure the effective functioning of the department in order to achieve these aims.

In working to achieve these aims we will: -

- Work alongside residents, businesses and other organisations within a community
- Support people to take responsibility within their own neighbourhoods and reward those taking genuine pride
- Help people play a part in the democratic process so that they can make the best use of Council resources to improve their quality of life
- Act as a single point of contact for any issue affecting a neighbourhood
- Deliver high quality direct services and always seek to develop and improve them
- To ensure that procurement of services via in-house and other providers achieves value for money and delivers our community aims.
- Work in partnership with other organisations both within and outside of the Council who are responsible for delivering services.

It is not only our services and role that have an impact upon the community – the way we do business as an organisation and as individuals itself has an impact. The Values we strive towards are to : -

1. Treat people with respect

- Being open and honest
- Recognising and valuing diversity
- Listening to and learning from others
- Working as part of a team
- Taking responsibility for ourselves
- Letting others take responsibility for themselves

2. Be customer focused

- Putting the service users at the forefront
- Giving and obtaining value for money
- Being concerned about quality and always seeking to improve
- Being prepared to find new and innovative ways of doing things
- Always looking to “find a way”

Values and Culture

Monitoring and Reporting

A basket of indicators containing PI's in respect of key front-line services will be monitored monthly.

The Departmental Management Team will monitor the whole plan at the end of each Quarter. This performance will be reported to the Council's Corporate Management Group (CMG) and the appropriate portfolio holder.

Effective communication to those within and those outside of the department will be a vital element in the delivery of the Plan. The content of this plan will be communicated as follows:-

- To individual staff members – in annual appraisal (April – July)
- To Staff members generally through –
 - departmental briefings which
 - staff newsletter – published at least six times per year
 - core briefings from DMT cascaded through divisions
- To Service Managers – in divisional management teams and in 1-1 meetings with Heads of Service
- To Corporate Management Group (CMG) – in quarterly performance reports
- To Portfolio Holders – in quarterly performance reports.

DMT meets: -

- Informally on a weekly basis
- Formally once every four weeks

Neighbourhood Services is a wide-ranging department of Hartlepool Council. This is reflected in the fact that it undertakes services, which are covered by the executive members of the Council. A separate report, detailing relevant Performance information, is sent to each of these portfolio holders on a quarterly basis showing the progress made toward achieving the targets within this plan

Portfolio



Stuart Drummond (Mayor)
Regeneration, Liveability and
Housing Portfolio Holder

Peter Jackson
Performance Management
Portfolio Holder



Victor Tumilty
Culture, Leisure and
Transportation Portfolio
Holder

Ray Waller
Adult and Community
Services Portfolio Holder



Robbie Payne
Finance Portfolio Holder

Pamela Hargreaves
Children's Services Portfolio
Holder





Medium Term Priorities

The table below sets out the priorities for each division of the department over the next three years. Objective / action references have been included against each of these 'longer term' priorities identifying specifics to be achieved within the coming twelve months.

Description	Objective / Action References
Emergency Planning	
To develop effective response plan(s) to deal with the threat from a pandemic flu outbreak	NS72
To develop resilience plans to deal with terrorism and the threat of terrorism	NS72; NS73
To develop the role of the Local Resilience Forum, particularly in the area of risk assessment and overseeing that the requirements of the Civil Contingencies Act are met by local responders	NS74; NS75
To develop sustainable strategies to promote business continuity within the local community, particularly in respect of medium and small enterprises	NS1; NS2; NS3; NS4
To develop sustainable strategies for the provision of information to the public so that they are aware of the risks of emergencies and they can be better prepared to protect themselves.	NS76
Neighbourhood Management	
To develop a fully integrated environmental enforcement team to include wardens, Police Community Support Officers (PCSO's) and environmental enforcement officers	NS18
To develop an integrated environmental education and enforcement programme	NS20; NS36
To co-ordinate cleansing and enforcement in order to reduce overall spend on back-street cleansing	NS20; NS36
To increase the client base for client services.	NSCS1; NSCS2; NSCS3
To maintain and expand catering into other areas other than schools.	NCSA10
To maintain the viability of school catering in the light of new nutritional standards	NCSA1, NCSA5
To expand highway maintenance into non-traditional areas.	-

Medium Term Priorities

To successfully complete planned increased recycling initiatives	NS35; NS36, NSW8;
To increase funding to Neighbourhood Management	-
Procurement and Property Services	
To develop a sustainable and funded maintenance strategy.	NSAM1; NSAM7, NS30
To develop a sustainable accommodation strategy linked to service asset management plans	NS30
To develop fully integrated electronic property management information including the corporate GIS	NS87; NS28
To procure a framework agreement for the future delivery of construction, property and highway services	NS24; NS29; NS46; NS31
To review the building maintenance operation and produce sustainable and economic delivery	NSBM5
To work with partners and other organisations in the sharing of premises and property services generally	NSAM1
To successfully complete the refurbishment works to the Civic Centre	NS28
To address environmental and economic affects to climate change and energy management	NSAM21
To continue to improve the accessibility to buildings	NS55
To further improve the management of the Council's asset base by developing the asset management plan linked to the Capital Strategy.	EH5
Public Protection & Housing	
To develop a Hartlepool climate change strategy	EH9
To develop and stretch the healthy eating service provision through the delivery of the Local Public Service Agreement (LPSA II) healthy eating initiative	NS14; NS15; NS16;
To develop local action plans to deliver the Hartlepool Public Health Strategy	NS 7; NSCA1
Regenerate housing in the central areas, reduce the number of privately owned empty houses and establish future partnership working to achieve these objectives.	NS11; NS55; NS56; NS59
Develop the sub-regional housing strategy and work sub-regionally to bid for resources.	
Meet the Decent Homes Standard targets in the private sector.	NS56; NS87

Medium Term Priorities

Introduce choice based lettings with Housing Hartlepool.	NS66
Service Development	
Continue to work towards the Investors In People standard and retain the award	NS83; NS84
Technical Services	
Address issues of contaminated land eg Coronation Drive and the former Anhydrite mine site	NSEC4; NSEC5
Coastal Protection. <ul style="list-style-type: none"> Town Wall Project Shoreline Management Plan II 	NSEC1
Development of the Transport Interchange	NS41
Review of Concessionary fare payments	NSTT38
Highway Asset Management Plan (HAMP)	NS6
Implementation and delivery of the Local Transport Plan (LTP)	NS41; NSTT24
Review of the safety camera partnership	NS53
Review of parking arrangements	NSTT118, NSTT119, NSTT120

Action Plan

The following tables set out those issues that will be dealt with over the coming twelve months. The tables show the specific actions Neighbourhood Services will complete as our contribution towards achieving the objectives of the Council

The objectives Neighbourhood Services contributes toward have been set out not only at the Departmental level, but also at corporate level. Where the objectives have been set at corporate level, other providers may also have an input in achieving these.

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To help build an enterprise society, support indigenous growth and attract inward investment				
JE4 To develop and improve the resilience of businesses in Hartlepool through the promotion of Business Continuity	NS1 Create working relationship with Tees Valley Business Link	October 2006	Denis Hampson	CEPU PI 15
	NS2 Produce information literature for dissemination to SME's	October 2006	Denis Hampson	CEPU PI 15
	NS3 Form Tees Valley Local Authority's BCM sub group	October 2006	Denis Hampson	CEPU PI 15
	NS4 Hold conference for SME's within the Tees Valley	October 2006	Denis Hampson	CEPU PI 15
Corporate Objective: To promote a positive image for the town as tourism, investment and residential location				
JE21 Continue to improve visitor attractions, facilities, and the associated public realm	NS5 Work with and develop procedures with residents, elected members and businesses in relation to regeneration and Neighbourhood Action Plans.	March 07	Karen Oliver	
Corporate Objective: Improve the vitality and viability of the town centre				
JE18 Develop proposals to improve the condition of key town centre infrastructure and seek funding	NS6 Produce a Highway Asset Management Plan	March 07	Mike Blair	
Corporate Objective: Improved health – reduce premature mortality rates and reduce inequalities in premature mortality rates between wards / neighbourhoods. (Independence, Well-being and Choice outcome)				
HC2 Complete and launch the Hartlepool public health strategy in partnership with the Director of Public Health	NS7 To work in partnership to develop and implement a public health strategy action plan for 2006/7	March 07	Sylvia Tempest	

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: Access to Services – To support easier access to services which are integrated and tailored to individual need				
HC15 To work with the community in Owton to design and implement a Connected Care Scheme	NS8 Represent Neighbourhood Services on the steering group.	Mar 07	David Frame	
Corporate Objective: To safeguard and improve health and well-being for people working, living and visiting the borough				
HC1 Develop pro-active approaches to prevention of ill health	NS9 To deliver healthy eating training in the community	March 07	Helen Beaman	PH221
HC21 To carry out enforcement duties and deliver high quality services through the efficient and effective use of resources	NS10 To assess Strategic Housing services against inspection and other criteria, making improvements where appropriate towards providing an 'excellent' service (Strategic Housing Ref SHO18)	March 07	Penny Garner Carpenter	PH281 PH282
	NS11 To produce and implement a fit for purpose Housing Strategy (Strategic Housing Ref SHO19)	March 07	Penny Garner Carpenter	
	NS12 To produce and implement the supporting people strategy (Strategic Housing Ref SHO20)	March 07	Penny Garner Carpenter	
	NS13 Supplementing our enforcement role by providing targeted education and advice	March 07	Sylvia Pinkney	BV166 PH304 PH306 PH308 PH309

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To safeguard and improve health and well-being for people working, living and visiting the borough				
HC22 To deliver an effective health development service	NS16 Develop and implement the new Local Area Agreement health food initiative	June 07	Sylvia Tempest	LAA10.6
HC23 To maintain and improve public health and safety through the enforcement of housing and nuisance legislation	NS17 To provide an effective and efficient service to residents to investigate, advise and take action where appropriate both formal and informal, to resolve complaints relating to housing and public health.	March 2007	Penny Garner-Carpenter	
Corporate Objective : To improve neighbourhood safety and increase public reassurance, leading to reduced fear of crime and anti-social behaviour				
CS7 Develop the new environmental enforcement scheme and other environmental services so they contribute to reducing fear of crime.	NS18 Obtain additional powers for Community Wardens.	April 06	Craig Thelwell	EM04 EM05
	NS19 Establish Covert Surveillance Unit	May 06	Craig Thelwell	
	NS20 Introduce back street enforcement initiative to reduce the number of domestic waste infringements, arson related incidents and burglaries.	June 06	Craig Thelwell	
	NS21 New Dog Control Orders to be introduced, replacing dated legislation, offering greater control over dogs within communities.	Mar 07	Craig Thelwell	EM04
	NS22 Fully implement powers associated with Clean Neighbourhoods & Environment act 2005 (exc. Dog Control Order) to reduce key environmental crimes within communities.	Sept 06	Craig Thelwell	

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective : To improve neighbourhood safety and increase public reassurance, leading to reduced fear of crime and anti-social behaviour				
CS7 Develop the new environmental enforcement scheme and other environmental services so they contribute to reducing fear of crime.	NS23 Ensure safety of members of the public at night time through appropriate illumination	On-going	Bob Golightly	BV215a TE55
	NS24 Improve illumination in residential areas to reduce fear of crime.	March 07	Bob Golightly	
Corporate Objective: To protect and enhance the countryside and natural environment, the build environment and the historic environment and have cleaner, greener and safer public spaces				
EH5 Develop an integrated capital and asset strategy to maintain and develop buildings land highways and coastal structures.	NS25 Produce an integrated asset management plan / capital strategy for Cabinet approval.	June 2006	Keith Lucas	
	NS26 Complete maintenance strategy for Council property for Cabinet approval.	October 2006	Albert Williams	
	NS27 Review asset management plan / capital strategy document	March 2007	Keith Lucas	
	NS28 Appraise requirements of web-based solution for Corporate Property Database and Land Terrier records	Nov 2006	Keith Lucas	
	NS29 Implement new five year rolling programme for capital asset valuations	March 2007	Keith Lucas	PL102
	NS30 Successfully deliver the Accommodation Logistics Workstream of the Civic Centre Capital Maintenance Programme	June 2009	Keith Lucas	
	NS31 Improve the town's environment in specific work areas including Coast Protection, Contaminated Land, Land Drainage and Closed Landfill sites	March 07	Alan Coulson	

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective (CO42): To protect and enhance the countryside and natural environment, the built environment and the historic environment and have cleaner, greener and safer public spaces				
EH5 Develop an integrated capital and asset strategy to maintain and develop buildings land highways and coastal structures.	NS32 Ensure the continued integrity of all Council owned highway structures.	April 06 and Oct 06	Richard Dumbleton	
Corporate Objective: To promote and develop a sustainable environment that is safe, attractive and clean				
EH9 To increase community and corporate knowledge and action on environmental sustainability issues	NS33 To co-ordinate the development and delivery of environmental strategy	Mar 07	Sylvia Tempest	
	NS34 Provide a sustainable waste management service through kerbside recycling and bring centres	May 07	Colin Ogden	BVPI 82 BVPI 84 BVPI 86 BVPI 87 BVPI 91
	NS35 Increase recycling participation through raising awareness and education.	Mar 07	Colin Ogden	BVPI 82
	NS36 Formulate and introduce enforcement initiatives to aid Alternate Weekly Collection (AWC) and recycling services.	June 06	Craig Thelwell	BV82
	NS37 Encourage innovative design solutions that are cost effective, that meet the needs of clients and that are compatible with the principals of sustainable development and whole life costing.	Jan 07	Colin Bolton	
EH10 To give advice on the issues concerning the natural and built environment and to enforce environmental legislation when appropriate	NS38 To deliver an effective noise, air pollution and pest control service	Mar 07	Sylvia Tempest	BVPI 217

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To reduce total crime and narrow gaps between the Neighbourhood Renewal area and Hartlepool				
CS1 Ensure all Council departments understand and deliver their responsibilities to prevent and reduce crime and disorder when delivering their services.	NS39 Ensure all sections of the department understand and deliver their responsibilities to prevent and reduce crime and disorder when delivering their services. (section 17)	June 2006	Dave Stubbs	
	NS40 Complete self assessment forms	June 2006	Carol Davis	
Corporate Objective: To provide a safe and effective integrated transport system and improved accessibility.				
EH12 Adopt and implement the Local Transport Plan	NS41 Hartlepool Local Transport Plan 1 Annual Progress Report and 5 year progress report	July 06	Mike Blair	
	NS42 Produce Cycling Action Plan	Dec 06	Mike Blair	
	NS43 Improved utilisation of the Council fleet and greater efficiencies in transport provision	June 06	Alastair Smith	
	NS44 Provide an integrated transport strategy for the delivery of community transport services.	March 07	Alastair Smith	TE95 TE96
	NS45 To co-ordinate the delivery of the Councils Dial a Ride service in conjunction with the Councils Community transport services, providing greater efficiencies in vehicle utilisation and an enhanced Dial a Ride service.	July 06	Alastair Smith	TE92 TE68 TE94

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To provide a safe and effective integrated transport system and improved accessibility.				
EH13 Improve access by public transport to key facilities through the core routes and interchange strategy, complemented by improvements to other services	NS46 Publish Public Transport Guide	August 2006	Ian Jopling	
EH14 Develop a revised approach to procuring socially necessary bus services.	NS47 Instigate Local Transport Plan (LTP) bus strategy including 'Dial a ride'	Jan 07	Mike Blair	
EH15 Reduce road casualties in line with the 2010 target	NS48 To actively target the Council's 2010 casualty targets by the introduction of local safety schemes.	February 2007	Mike Blair	BVPI 99
	NS49 Introduce and discharge Network Management duties conferred on the Authority by the Traffic Management Act 2004	Feb 07	Alan Shield	
	NS50 Provide children and parents with a safer environment by enforcing school keep clear zones	June 06	Phil Hepburn	BVPI 99
EH15 Reduce road casualties in line with the 2010 target	NS51 Establish a plan to facilitate the delivery of road safety education, training and publicity for the Hartlepool area based on the Governments 2010 strategy.	Sept 06	Paul Watson	
	NS52 Provide training for primary school pupils in all aspects of road safety	March 07	Paul Watson	
	NS53 Reduce speeding by successful management of the Cleveland Safety Camera Partnership.	June 06	Chris Cole	BVPI 99

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To rebalance the supply and demand for housing and address housing market renewal and improvement of existing stock				
EH17 Pursue a programme of strategic housing market renewal in partnership with Tees Valley Living, Housing Hartlepool and Hartlepool Revival, the private sector and external funding agencies	NS54 Prepare for compulsory Purchase Order on the North Central Hartlepool Regeneration Scheme	September 2006	Emma Dixon	
EH19 To achieve national decent homes standard by 2010: social housing 100%, private sector 70%	NS55 To improve the % of vulnerable households living in private housing meeting the Decent Homes Standard from 64.85% to 66.46%, in order to achieve the government's targets of 70% by 2010 and 75% by 2016 (strategic housing ref sho2)	March 2007	Penny Garner-Carpenter	LAA 24.2 LPI NS10 PH228
EH20 To improve the quality, energy efficiency and attractiveness of existing housing, and reduce the number of vulnerable households experiencing fuel poverty.	NS56 To improve the condition of private rented properties through informal and formal action, in particular, to take action on hazards identified using Health and safety rating system introduced in the housing act 2004.	March 2007	Penny Garner-Carpenter	LAA 24.2 LPI NS10 PH226 PH227
	NS57 To improve the percentage of vulnerable households living in private housing meeting the decent homes standard from 64.85% to 66.46%.	March 2007	Penny Garner-Carpenter	PH228

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To rebalance the supply and demand for housing and address housing market renewal and improvement of existing stock				
EH20 To improve the quality, energy efficiency and attractiveness of existing housing, and reduce the number of vulnerable households experiencing fuel poverty.	NS58 To utilise internal and external funding to improve the SAP rating for private houses	March 2007	Penny Garner-Carpenter	LPI NS11 PH235 PH236 PH237 PH238 PH233 PH234
EH21 To enhance the standard of management of private rented housing	NS59 To improve the condition and management of private rented houses through the Landlord Registration Scheme and selective licensing scheme (if accepted)	March 2007	Penny Garner-Carpenter	PH239 PH240 PH241 PH242 PH243 PH244 PH245
Corporate Objective: To rebalance the supply and demand for housing and address housing market renewal and improvement of existing stock				
EH21 To enhance the standard of management of private rented housing	NS60 To licence those Houses in Multiple Occupation (HMOs) subject to mandatory licensing in accordance with the Housing Act 2004 and government guidelines	March 2007	Penny Garner-Carpenter	PH246 PH247 PH248 PH249 PH251 PH250

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To rebalance the supply and demand for housing and address housing market renewal and improvement of existing stock				
EH22 To tackle housing market imbalance and the problems caused by low and changing demand	NS61 To reduce the number of empty private houses:(a) overall (b)those empty for over 6 months as a % of the total private sector stock, towards a target of 0.71% which is the 2005 CPA Lower Quartile Threshold for the North East Region – CPA PI Ref H18	March 2007	Penny Garner-Carpenter	BVPI 64 LPI NS10 HSSA A1 & 6 LPINS9 PH252 PH253 PH254
Corporate Objective: To meet housing needs and provide opportunities for vulnerable residents to live independently				
EH24 To provide accommodation and services for vulnerable people (including the homeless, disabled and mentally ill), and to increase the opportunities for residents to live independently in the community	NS62 Develop extra care housing by 120 units in the next 10 years	March 2007	Penny Garner-Carpenter	LPI NS12a
	NS63 Develop commissioning strategy for Supporting People services	March 2007	Penny Garner-Carpenter	LPI NS12a PH264 PH265
	NS64 To ensure tenancy sustainability for those receiving support from the Housing Aid team	March 2007	Penny Garner-Carpenter	LAA 26.2 PH271 PH272
	NS65 To minimise homelessness	March 2007	Penny Garner-Carpenter	BVPI 183; 202; 213; 214 PH273 PH274 PH275

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To meet housing needs and provide opportunities for vulnerable residents to live independently				
EH25 To ensure there is access to a choice of good quality housing to buy or rent, to meet the aspirations of residents and encourage investment.	NS66 To enable Registered Social Landlords (RSLs) to develop types of housing identified as a priority need in Housing Strategy	March 2007	Penny Garner-Carpenter	PH276 PH277 PH276 PH277
Corporate Objectives: To empower local people to have a greater voice and influence over local decision making and the delivery of services. Increase opportunities for everyone to participate in consultation, especially hard to reach groups and young people and enable people and communities to make a positive contribution. Enhance partnership and consultative structures and community involvement.				
SC6 Promoting Hartlepool as a fair trade town	NS67 Promote the use of Fair Trade products as an alternative for retail and catering premises.	March 2007	Sylvia Tempest	LAA 36.1 LAA 36.2
SC1 Work with Hartlepool Participation Network to ensure that children and young people are central to the development of a participation strategy that sets standards and includes involvement in democratic processes	NS68 Work alongside officers in Children's and Adult and Community Services to develop and encourage participation of young people in their community.	March 2007	Karen Oliver	
Corporate Objective: Improve quality of life for most disadvantaged neighbourhoods and ensure service providers are more responsive				
SC8 Continue a programme of Neighbourhood Action Plan (NAP) preparation, implementation monitoring and review in the context of the NRS	NS69 Continue a programme of Neighbourhood Action Plan (NAP) preparation, implementation monitoring and review in the context of the NRS	March 2007	Denise Ogden	

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: To develop the community planning approach at a town-wide and neighbourhood level				
SC15 Restructure the Neighbourhood Services Department to provide a Neighbourhood management framework consisting of three neighbourhood management areas with appropriate operational capacity to deliver services at a neighbourhood level	NS70 Complete the restructure of the Neighbourhood Services department	June 06	Dave Stubbs	
Corporate Objective: Improve accessibility of services and information				
SC16 Improve physical access to buildings by completing programme of improvement works	NS71 Complete programme of improvement works	March 2007	Keith Lucas	BVPI 156
Corporate Objective: Ensure communities are well prepared to respond to emergency incidents				
SC18 Continue to develop and review emergency planning arrangements	NS72 Produce and/or review plans, including Major Incident response plan	March 2007	Denis Hampson	CEPU PI's 1 & 12
	NS73 Provision of training and exercises for staff			
	NS74 Effective partnership working on a multi agency basis through the Local resilience Forum			
SC19 Provide local information to residents on responding to and dealing with emergencies	NS75 Provision of a Community Risk register available to the public	March 2007	Denis Hampson	CEPU PI's 5, 6 & 8
	NS76 Provision of an effective and informative internet website for the Cleveland Emergency Planning Unit			

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objectives: Ensure robust risk management				
OD7 Maintain register of strategic / departmental risks	NS77 Report to Corporate Risk Management Group on review of Departmental Risk Register	Mar 07	Dave Stubbs	
OD8 Embed awareness and use of risk management across the Neighbourhood Services Dept.	NS78 Create a risk management champion in Neighbourhood Services and form an action team from each division. Reports to be brought on a quarterly basis to DMT.	June 06 and ongoing	Dave Stubbs	
Corporate Objectives: Ensure robust risk management				
OD9 Business Continuity plans in place and exercised for all departments and corporate issues such as flu pandemic	NS79 Business Continuity Plan to be drawn up for the whole department. This has already been achieved. To be reviewed on a regular basis. (6 monthly)	June 06 and ongoing	Dave Stubbs	
Corporate Objective: Develop and implement information security plans				
OD12 Complete development and roll out of information security plans and ensure compliance with ISO17799 policies and procedures	NS80 Work with Corporate Strategy in the development and implementation of information security plans.	Mar 07	Paul Rayner	SS214

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Corporate Objective: Implement, co-ordinate and monitor the Council's Complaints Strategy				
To ensure that a consistent, high standard for the investigation, monitoring and reporting of Complaints, comments and compliments is provided across the department.	NS81 Work in conjunction with Corporate Strategy on the implementation of a revised workflow strategy for handling formal complaints.	Mar 07	Steve Russell	
Corporate Objective: Implement the Communications Strategy				
Have in place effective methods of communication & consultation	NS82 Monitor relevance, accuracy and frequency of information published and report quarterly to DMT.	Mar 07	Angela Read	
Corporate Objective: Enhance workforce development arrangements				
To have a workforce that meets the current and future service needs of the community.	NS83 Have an effective appraisal and review procedure that is implemented throughout Neighbourhood Services.	Mar 07	Angela Read	
	NS84 Ensure Customer Care Training Is built into the Departmental Workforce Development Plan	Mar 07	Angela Read	
Corporate Objective: Enhance Equality and Diversity arrangements and mainstream into all council activities				
Achieve Level 3 of Equality Standard for Local Government	NS85 To have a Co-ordinate departmental approach to diversity and equality.	Mar 07	Carol Davis	
Complete access to services element of CEP. (INRA)	NS86 Assist in the review of divisional / service INRAs	July 06	Carol Davis	
Deliver Diversity Steering Group (DSG) workstreams	NS100 Deliver building access policy via DSG sub group 3	Dec 06	Graham Frankland	

Departmental Action Plan

Corporate Action / Department Objective	Department Actions	By When	Responsible Officer	Associated PI
Deliver Diversity Steering Group (DSG) workstreams	NS101 Deliver Partnership arrangements via DSG sub group 10	March 07	Graham Frankland	
Corporate Objective: Delivery of the ICT strategy to support corporate objectives				
OD93 Implement key programmes	NS87 Develop and Implement GIS solution on a phased basis	Nov 06	Keith Lucas	
Corporate Objective: Develop Strategic Financial Plans				
Develop Strategic Financial plans	NS88 Implement Integra Financial Management system within Neighbourhood Services	April 06	Keith Smith	TE286 TE287
	NS89 Develop and implement Job costing module of Integra FMS	Mar 07	Keith Smith	

Departmental Action Plan

Neighbourhood Services Department Objectives

Department Objectives			By When	Responsible Officer	Associated PI	
		Department Actions				
Organisational Development – Attendance						
NS90	Reduce sickness levels across dept	NS94	Reduce long term sickness absence within the services through innovative attendance management.	March 07	Carol Davis	
		NS95	Review service Managers requirements for the provision of sickness info	March 07	Steve Russell	
Organisational Development - Continuous Improvement.						
NS91	Continuous improvement in service provision	NS96	Identify Improvement Group projects for 2007/8	March 07	Angela Read	
		NS97	Successful completion of improvement group projects identified for 2006/7	March 07	Angela Read	
Organisational Development - Health & Safety						
NS92	Safe work practices that ensure the safety of customers and the workforce.	NS98	To assist managers in the co-ordination of health & safety procedures and the implementation of safety policies and procedures.	March 07	Carol Davis	
Organisational Development - Customer Satisfaction						
NS93	Raise levels of customer satisfaction.	NS99	Produce a standard for customer satisfaction feedback	December 2006	Angela Read	

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV82a(i)	% of the total tonnage of household waste arising which have been sent by the Authority for recycling	15.22%	17.89%	12.43%	15%	13.84%	15%	16%	17%	Colin Ogden
BV82a(ii)	Total tonnage of household waste arising which have been sent by the Authority for recycling	New Indicator Introduced 2005/06			6,349kg	5440.42kg	5927	6322	7341	Colin Ogden
BV82b(i)	The % of household waste sent by the Authority for composting or treatment by anaerobic digestion.	6.44%	9.80%	6.67%	7%	7.81%	9%	10%	11%	Colin Ogden
BV82b(ii)	The tonnage (kg) of household waste sent by the Authority for composting or treatment by anaerobic digestion.	New Indicator Introduced 2005/06			2,963	3071.51	3663	4199	4750	Colin Ogden
BV82c(i)	% of the total tonnage of household waste arising which have been used to recover heat, power and other energy sources	11.55%	7.03%	73.61%	71.5%	70.7%	70%	65%	64%	Colin Ogden

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV82c(ii)	Tonnage (kg) of household waste arising which have been used to recover heat, power and other energy sources	New Indicator Introduced 2005/06			30,263	27,796.5	28,491	27,249	27,635	Colin Ogden
BV82d(i)	% of household waste arising which have been landfilled	67.47%	67.19%	7.28%	6.5%	7.65%	6%	9	8	Colin Ogden
BV82d(ii)	The tonnage (kg) of household waste arising which have been landfilled	New Indicator Introduced 2005/06			2,751	3,006.48	2,442	3,773	3,454	Colin Ogden
BV84a	No. of kgs. of household waste collected per head of the population	444.9kg	397.7kg	447.79kg	489kg	436.32	452	465	479	Colin Ogden
BV84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	New Indicator Introduced 2005/06			7%	-2.56%	3%	3%	3%	Colin Ogden
BV86	Cost of waste collection per household	£43.41	£35.31	£33.35	£37.69	£36.26	£38.48	£40.00	£41.23	Denise Ogden
BV87	Cost of waste disposal per tonne municipal waste	Not available		£35.63	£32.38	£37.60	£40.45	£42.23	£43.20	Denise Ogden

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV91a	% of households resident in the authority's area served by kerbside collection of recyclables	91.2%	100%	100%	100%	100%	100%	100%	100%	Clare Scott
BV91b	% of households resident in the authority's area served by kerbside collection of at least two recyclables by 2010	New Indicator Introduced 2005/06			100%	100%	100%	100%	100%	Clare Scott
BV199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	18.1%	11%	5%	5%	17.02%	14%	11%	10%	Albert Cope
BV199b	The proportion or relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	New Indicator Introduced 2005/06			Target not set for 05/6	2.42%	3%	3%	3%	Albert Cope

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV199c	The proportion or relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	New Indicator Introduced 2005/06			Target not set for 05/6	0.11%	2%	2%	2%	Albert Cope
BV199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	New Indicator Introduced 2005/06			Target not set for 05/6	1 'Very Effective'	1 'Very Effective'	1	1	Craig Thelwell
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	New Indicator Introduced 2005/06			95%	100%	100%	100%	100%	Craig Thelwell
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	New Indicator Introduced 2005/06			100%	100%	100%	100%	100%	Craig Thelwell
BV215a	The average number of days taken to repair a street light fault, which is in the control of the local authority.	New Indicator Introduced 2005/06			3 days	1.6 days	1.6 days	1.6 days	1.6 days	Bob Golightly

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV215b	The average number of days taken to repair a street light fault, which is in the control of a Distribution Network Operator (DNO)	New Indicator Introduced 2005/06			30 days	22.62 days	21 days	20 days	18 days	Bob Golightly
BV166a	Environmental Health checklist of best practice	84.9%	97%	100%	100%	100%	100%	100%	100%	Sylvia Pinkney
BV166b	Trading Standards checklist of best practice	92.8%	100%	100%	100%	100%	100%	100%	100%	Sylvia Pinkney
BV156	The % of authority buildings open to the public where all areas are suitable for and accessible to disabled people	Information not available		17.74%	25%	20%	28%	30%	30%	Keith Lucas
BV 99 (a)(i)	Road Accident Casualties: KSI all people. Number of people killed or seriously injured (KSI) in road traffic collisions.	Amended 2004/5 – comparison information not applicable			39.96	49	45.45	41.91	38.36	Peter Frost
BV99 (a)(ii)	Road Accident Casualties: KSI all people. Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	Amended 2004/5 – comparison information not applicable			-4	-12.5	-7.34	-7.79	-8.47	Peter Frost

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV 99 (a)(iii)	Road Accident Casualties: KSI all people. Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	Amended 2004/5 – comparison information not applicable			-20	6.1	-1.62	-9.29	-16.97	Peter Frost
BV 99 (b)(i)	Road Accident Casualties: KSI children. Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions.	Amended 2004/5 – comparison information not applicable			8.85	10	8.36	7.86	7.37	Peter Frost
BV 99 (b)(ii)	Road Accident Casualties: KSI children. Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year.	Amended 2004/5 – comparison information not applicable			-5.25	-33.33	-16.4	-5.98	-6.23	Peter Frost
BV 99 (b)(iii)	Road Accident Casualties: KSI children. Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	Amended 2004/5 – comparison information not applicable			-25	-15.3	-29.15	-33.39	-37.54	Peter Frost

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV 99 (c)(i)	Road Accident Casualties: Slight injuries. Number of people slightly injured in road traffic collisions.	Amended 2004/5 – comparison information not applicable			368.22	304	305	300	295	Peter Frost
BV 99 (c)(ii)	Road Accident Casualties: Slight injuries. Percentage change in the number of people slightly injured in road traffic collisions since the previous year.	Amended 2004/5 – comparison information not applicable			-0.87	-0.33	0.33	-1.64	-1.67	Peter Frost
BV 99 (c)(iii)	Road Accident Casualties: Slight injuries. Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average.	Amended 2004/5 – comparison information not applicable			-5	-21.56	-5.83	-6.67	-7.50	Peter Frost
BV 100	Temporary Road Closure. Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road.	1.3	0.1	0.139	0	0	0	0	0	Peter Frost

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV 165	Pedestrian crossings with facilities for disabled people. The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area.	87	100	94.59%	100%	86.4%	100%	100%	100%	Peter Frost
BV 102	Passenger Journeys on Buses. Number of local bus passenger journeys originating in the authority area undertaken each year.	15m	19m	6,046,274	6,310,000	5,592,176	5,924,790	5,931,140	5,869,350	Mike Blair
BV64	Vacant dwellings returned to occupation or demolished	61.04	56.25	4	5 6	34	70	70	70	John Smalley
BV183a	Length of stay in temporary accommodation (Bed and Breakfast)	4	1	0	1	2	1	1	1	Lynda Garbutt
BV183b	Length of stay in temporary accommodation (Hostel)	12	0	0	0	0	0	0	0	Lynda Garbutt
BV187	Percentage of the category 1, 1a and 2 Condition of surface footway	25	16	22.2	22	14.97	14	13	12	Mike Blair
BV202	Number of rough sleepers	Not Available		0	0	0	0	0	0	Lynda Garbutt
BV203	Percentage change in number of families in temporary accommodation	20.63	-6.94	100	0	0	0	0	0	Lynda Garbutt

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV213	Number of homelessness cases resolved by intervention per 1000 households	New Indicator Introduced 2005/06			35	3	4	4	4	Lynda Garbutt
BV214	% of statutory homeless households repeated within two years.	New Indicator Introduced 2005/06			2	2.54	2	2	2	Lynda Garbutt
BV216a	Number of ‘sites of potential concern’, with respect to land contamination	New Indicator Introduced 2005/06			Not Set	939	940	941	942	Alan Coulson
BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all ‘sites of potential concern’	New Indicator Introduced 2005/06			Not Set	13%	14%	15%	16%	Alan Coulson
BV217	Percentage of pollution control improvements to existing installations completed on time	New Indicator Introduced 2005/06			90%	91%	90%	90%	90%	Adrian Hurst
BV223	Percentage of the local authority principal road network where structural maintenance should be considered.	Amended 2005/06 – comparison not applicable			22	11.1	11.5	12.0	12.5	Mike Blair
BV224a	Percentage of the non-principal classified road network where maintenance should be considered.	Amended 2005/06 – comparison not applicable			16.75	23.18	23.5	24.0	24.5	Mike Blair

Performance Indicators

PI Ref	PI Description	Comparative Performance 2004/5			Current Performance 2005/6		Future Target			Responsible Officer
		Other Authorities		Hartlepool	Target	Outturn	2006/7	2007/8	2008/9	
		Average (England Authorities)	Top quartile							
BV224b	Percentage of the unclassified road network where structural maintenance should be considered.	Amended 2005/06 – comparison not applicable			38	16.51	35	20	35	Mike Blair

Performance Indicators

Satisfaction Surveys – Undertaken every three years									
PI Ref	PI Description	Outturn 2000/01	Comparative Information 2003/04				Future Target 2006/07	Responsible Officer	Comments
			Other Authorities ⁽¹⁾	Top Quartile ⁽²⁾	Hartlepool outturn	Hartlepool Target			
BV 89	User satisfaction with street cleanliness	53%	59.80%	66%	55%	58%	57%	Albert Cope	Previous surveys undertaken in 2003-4
BV90a	User satisfaction for Household Waste Collection	85%	84.03%	89%	89%	90%	90%	Colin Ogden	
BV90b	User Satisfaction for Waste Recycling (local facilities)	67%	67.85%	75%	83%	70%	85%	Colin Ogden	
BV90c	User Satisfaction for Waste Disposal (local tips)	74%	75.48%	84%	84%	78%	85%	Colin Ogden	
BV 103	User Satisfaction with Public Transport information	56%	49.72%	55%	59%	80%	80%	Mike Blair	
BV 104	User Satisfaction with Local Bus Service	62%	54.21%	61%	65%	70%	70%	Mike Blair	

Performance Indicators

Indicator No	Indicator Description	2004/5 outturn	2005/6 target	2005/6 outturn	Future Target 2006/7	Responsible Officer	Comments / Links
EM04	No. of fixed penalty notices issued for dog fouling.	135	100	118	200	Ian Burton	
EM05	No. of fixed penalty notices issued for litter offences.	104	100	173	200	Ian Burton	
PH221	Percentage of attendees satisfied with healthy food training courses provided	New Indicator Introduced 06/07			80%-100%	Emma Tierney	
PH228	No. of private rented houses improved to the Decent Homes Standard through enforcement action/liaison with landlords	New Indicator Introduced 06/07			5	John Smalley	
PH233	Average SAP rating for all dwellings	New Indicator Introduced 06/07			60	David Morgan	
PH234	Average SAP rating for RSL dwellings	New Indicator Introduced 06/07			69	David Morgan	
PH236	No. of households assisted by Hartwarmer grants (Hartwarmers Plus and Tees Valley Energy Savers)	New Indicator Introduced 06/07			850	David Morgan	
PH239	% increase in houses covered by the Landlord Registration Scheme	New Indicator Introduced 06/07			5%	Ken Natt	
PH248	No. of HMOs licensed as a proportion of those required to be licensed (estimated no. 10-20)	New Indicator Introduced 06/07			100%	Joanne Burnley	
PH254	No. houses brought back into use	New Indicator Introduced 06/07			10	John Smalley	

Performance Indicators

Indicator No	Indicator Description	2004/5 outturn	2005/6 target	2005/6 outturn	Future Target 2006/7	Responsible Officer	Comments / Links
PH258	The no. of Supporting People services assessed by checking and validating QAF self-assessments	New Indicator Introduced 06/07			30 services	Pam Twells	
PH264	Agreement of Joint Commissioning Strategy	New Indicator Introduced 06/07			Oct-06	Pam Twells	
PH276	The no. of new units completed by Registered Social Landlords (RSLs)	New Indicator Introduced 06/07			30	Penny Garner Carpenter	
PH277	The number of schemes starting on site	New Indicator Introduced 06/07			2	Penny Garner Carpenter	
PH281	VFM assessments completed on time	New Indicator Introduced 06/07			100% by 30.8.06	Penny Garner Carpenter	
PH282	No. relevant criteria achieved as a proportion of all KLOE criteria for each service	New Indicator Introduced 06/07			80%	Penny Garner Carpenter	
PH304	% of high risk trading standards inspections carried out.	-	100%	100%	100%	Sylvia Pinkney	
PH306	% of Trading Standards businesses compliant after initial inspection	New Indicator Introduced 06/07				Sylvia Pinkney	
PH308	Consumer satisfaction index of trading standards service.			100%	100%	Sylvia Pinkney	
PH309	Business satisfaction index of trading standards service.			94.3%	100%	Sylvia Pinkney	
PL102	Complete 25% of asset valuations per quarter	New indicator introduced	20% of 5 yr programmed for 06/07	100%	20% of 5 yr programme for 06/07	Emma Dixon	

Performance Indicators

Indicator No	Indicator Description	2004/5 outturn	2005/6 target	2005/6 outturn	Future Target 2006/7	Responsible Officer	Comments / Links
		2005-06					
SS214	Percentage of audits carried out adhering to implemented ISO17799 standards	New Indicator Introduce 2006/7			100%	Paul Rayner	
TE55	% of formal street lighting enquiries responded to within target	New indicator introduced 2005-06	100%	100%	100%	Bob Golightly	
TE68	Number of applications for community transport processed within seven working days	New indicator introduced 2005-06	95%	100%	96%	Jayne Brown	

Performance Indicators

Indicator No	Indicator Description	2004/5 outturn	2005/6 target	2005/6 outturn	Future Target 2006/7	Responsible Officer	Comments / Links
LPINS9	No. of dwellings cleared for regeneration	0	24	24	250	Penny Garner Carpenter	
LPINS10	No. of long term empty private houses	669	610	545	500	John Smalley	
LPINS11	Average SAP rating for private dwellings	55.7	56.4	56.8	56.4	David Morgan	
LPINS12A	Number of Extra Care units provided	0	0	0	20	Pam Twells	
LAA10.6	Number of schools achieving the new Healthy Schools Status (Performance with reward)	New indicator introduced 2006-07			36	Sylvia Tempest	
LAA24.2	Achieving decent homes standard in private housing sector	New indicator introduced 2006-07			65	John Smalley	
LAA26.2	% of new tenants receiving support from HBC sustaining their tenancies for 6 months	New indicator introduced 2006-07			90%	Chris Bartleson	
LAA36.1	Number of retail establishments offering Fairtrade as an alternative	New indicator introduced 2006-07				Sylvia Tempest	
LAA36.2	Number of catering establishments offering Fairtrade as an alternative	New indicator introduced 2006-07				Sylvia Tempest	
HSSA SECTION A1 and 6	The percentage of total private sector homes vacant for more than 6 months	New indicator introduced 2006-07			1.58%	John Smalley	

Performance Indicators

Cleveland Emergency Planning Indicators – Indicators reflect the work carried out across the Tees Valley Authorities by the Cleveland Emergency Planning Unit.

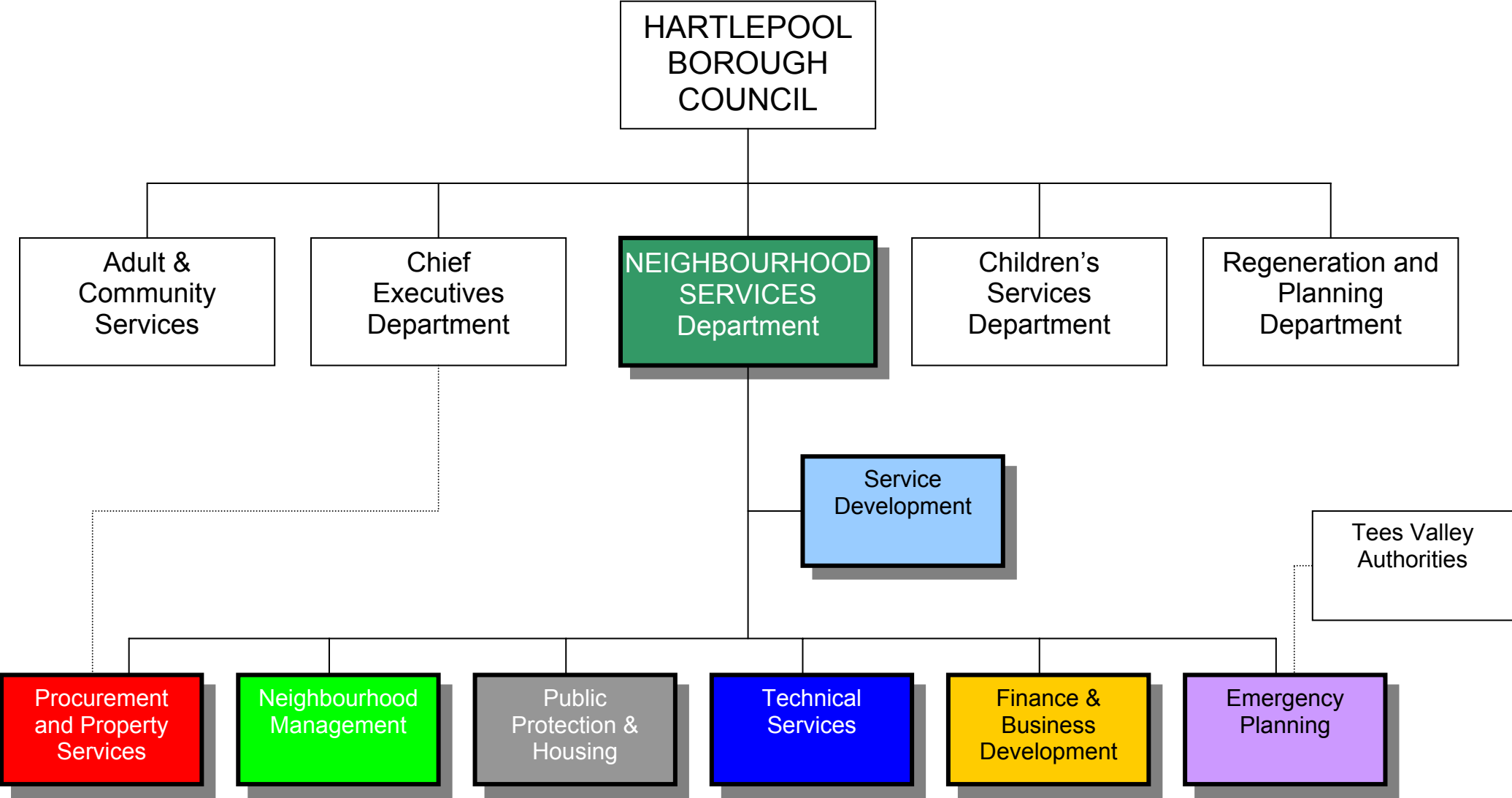
Indicator No	Indicator Description	Future Target 2006/7	Responsible Officer	Comments / Links
CEPU1	Develop and review emergency planning arrangements in each local authority	<ul style="list-style-type: none"> Each Local Authority MI Response Plan to be reviewed at least once 75% of all departmental / service area plans produced or reviewed 	Denis Hampson	
CEPU5	Provision of an effective Cleveland Community Risk Register	<ul style="list-style-type: none"> Complete risk register by 30.06.06 Put risk register on web site and review 6 monthly Hold 4 meetings of Risk Sub Group to monitor and review the register Report to Local Resilience Forum annually 	Denis Hampson	
CEPU6	Provision of an effective internet website for the Cleveland Emergency Planning Unit	<ul style="list-style-type: none"> Web site reviewed at least every 28 days Improved design completed by 30.06.06 Project leader to place new items on website within 5 days of receipt. 	Denis Hampson	
CEPU8	Provide information to the public / residents on responding to and dealing with emergencies	<ul style="list-style-type: none"> Produce 3 pieces of information material Material made available on CEPU website 2 CEPU Newsletters to be produced which will be disseminated within the 4 councils and placed on CEPU & council websites 	Denis Hampson	
CEPU12	Effective partnership working on a multi-agency basis across the Tees Valley area, with particular reference to the Cleveland Local Resilience Forum	<ul style="list-style-type: none"> 4 meetings of the Local Resilience Forum 4 meetings of the Local Resilience Working Group 4 meetings of the Media Emergency Forum 4 Ad hoc meetings Meet the milestones and targets set in the LRF implementation plan for the Civil Contingencies Act 	Denis Hampson	
CEPU15	Promote Business Continuity Management to medium and small enterprises (SME's)	<ul style="list-style-type: none"> Create working relation with Tees Valley Business Link Produce 5 pieces of literature for dissemination to SME's Form and hold 4 meetings of a Business Continuity Sub Group Hold seminar / conference for SME's 	Denis Hampson	

Appendix 1 – Neighbourhood Services Service Plans

Division / Service Plan	Lead Officer / Contact Number	Areas covered
Emergency Planning		
Emergency Planning	Denis Hampson (01642 221121)	Plan produced by Cleveland Emergency covering all Tees Valley Authorities
Finance & Business Development		
Finance & Business Development	Keith Smith (3104)	Finance support; Information and Communication Technology, Admin support within Church Street Depot
Neighbourhood Management		
Clean & Green	Albert Cope (3811)	Horticulture, street cleansing, public conveniences
Waste Management	Colin Ogden (3806)	Refuse collection & disposal
Neighbourhood Enforcement	Craig Thelwell (3370)	Environmental action, community wardens
Highway Services	Paul Mitchinson (3706)	Street Lighting, Road & Footpath repairs
Neighbourhood Management	Karen Oliver (3680)	Area based services
School Catering	Doreen Wilkinson (3850)	School catering
Client Services	John Brownhill (3807)	Building Cleaning, Plant & Vehicle training, Schools horticulture, Civic attendants
Procurement & Property Services		
Logistics	Fred Davison (3813)	Depot, Stores and Security Services
Building Management & Maintenance	Albert Williams (3396)	Maintenance and management of public buildings
Building Consultancy	Colin Bolton (3399)	Architects, M&E, QS Services
Estates & Asset Management	Keith Lucas (3237)	Valuation, estates and property management

Division / Service Plan	Lead Officer / Contact Number	Areas covered
Public Protection & Housing		
Consumer Services	Sylvia Pinkney (3315)	Food standards and safety, infectious disease, health & safety at work, animal health, port health, water quality, trading standards, licensing
Environmental Standards	Sylvia Tempest (3316)	Pollution, noise, pest control, environmental stewardship, open markets, health promotion, cemeteries and crematorium
Strategic Housing	Penny Garner-Carpenter (4117)	Private sector housing, supporting people, homelessness housing advice, enabling, strategic housing, special need housing, home energy conservation
Service Development		
Service Development	Carol Davis (3854)	Admin support, workforce development, performance management, customer Services
Technical Services		
Engineering Consultancy	Alan Coulson (3242)	Civil and structural engineering, Environmental issues (including coastal protection, contaminated land and land drainage), safety camera partnership, road safety, project management
Traffic & Transportation	Mike Blair (3252)	Traffic, transportation, car parking, traffic management, asset management
Finance & Administration	Sue Ayre (3574)	Finance and administration for Technical Services and Public Protection
Transport Services	Jayne Brown (3526)	Workshop, vehicle procurement, welfare transport, vehicle hire

Appendix 2 – Council/Neighbourhood Services Department structure



ADULT AND PUBLIC HEALTH PORTFOLIO

Report To Portfolio Holder

24 JULY 2006



Report of: Director of Adult and Community Services

Subject: PROTECTION OF VULNERABLE ADULTS

SUMMARY

1.0 PURPOSE OF REPORT

To report the findings of an investigation into services for people with learning disabilities at Cornwall Partnership NHS Trust.

To provide information on preventative measures in place for vulnerable adults in Hartlepool.

2.0 SUMMARY OF CONTENTS

The findings were of institutional abuse on a wider scale in Cornwall. Hartlepool has arrangements for monitoring commissioned services, and for ensuring the care packages for individual service users meet their needs in an appropriate way. It also has multi-agency policies and procedures to prevent and investigate abuse in any context across the town.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Member is responsible for safe services and protection of people with learning disabilities in Hartlepool.

4.0 TYPE OF DECISION

Non-Key

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

That the Portfolio Holder notes the report into the allegations in Cornwall, and the arrangements in place to prevent and deal with any similar problems in Hartlepool.

Report of: Director of Adult and Community Services

Subject: PROTECTION OF VULNERABLE ADULTS

1. PURPOSE OF REPORT

- 1.1 To report the findings of an investigation into services for people with learning disabilities at Cornwall Partnership NHS Trust.
- 1.2 To provide information on measures in place for the protection of vulnerable adults in Hartlepool.

2. BACKGROUND

- 2.1 The Healthcare Commission and Commission for Social Care Inspection, have recently reported on a joint investigation into services for people with a learning disability in Cornwall. This was the worst case investigated of this type, and has attracted considerable press attention (**Appendix 1**). The investigation followed allegations from MENCAP, and looked at assessment and treatment units, supported living services, and children's residential services provided by Cornwall Partnership NHS trust.
- 2.2 The findings were that institutional abuse had been going on for a considerable time, including illegal restraint, excessive medication to control behaviour, and staff hitting people or withholding food. It was evident that there was widespread lack of understanding of the rights of people with learning disabilities, and Trust managers had failed to tackle the abuse. The Primary Care Trust was criticised for not ensuring the services they commissioned were of an acceptable standard, and Social Services should have been more involved in services.
- 2.3 Following the report, the Healthcare Commission has launched a National Audit and Inspection Programme of all NHS and independent learning disabilities service providers. The Department of Health plans to make a detailed response to the Cornwall report, following the publication of the Disability Rights Commission's investigation into health inequalities faced by people with learning disabilities, expected in September.

3. PREVENTATIVE MEASURES IN HARTLEPOOL

- 3.1 Clearly the Healthcare Commission and Commission for Social Care Inspection regulate and inspect services in Hartlepool as they do elsewhere.

Where services are commissioned for people by Adult and Community Services, we carry out our own contract monitoring, and also maintain an ongoing care management and support role to the individuals placed in such services. Complaints are also investigated and acted upon and the results reported to Members in an Annual Report.

- 3.2 In addition, the Council has responsibility for developing multi-agency policies and procedures to protect vulnerable adults (including people with a learning disability) from abuse, and investigating allegations of abuse which are made.
- 3.3 It does this through the Hartlepool Vulnerable Adults Protection Committee, and through links with Teeswide groups.
- 3.4 There are also arrangements to prevent people who may pose risks to vulnerable people from working in such fields (POVA List). A Bill before Parliament is designed to strengthen the procedures for protecting vulnerable adults.
- 3.5 Further details are provided in **Appendix 2**

4. MONITORING OF PROVISION

- 4.1 The Commissioning Team undertakes contract compliance monitoring of care providers. The purpose of this monitoring is to ensure providers are meeting their contractual responsibilities and provide care in line with the Council's specification.
- 4.2 Should there be any shortcomings in the service, the Commissioning Team will work with the provider to implement an action plan to improve the quality of the service.
- 4.3 The team also work with providers as a whole to assure and improve the quality of contracted services.

5. CARE MANAGEMENT

- 5.1 We follow an assessment and care management process with each service user, ie, we assess and identify eligible need, plan how to meet that need with the person and their family, evidence all of that via single assessment (includes all other agency input including specialist input) and document on a Care Plan. All information is shared with the service user and their family. Part of the assessment looks at risk assessment and managing risks.

- 5.2 Initial reviews are carried out in line with community care procedures, ie, twelve weeks from start of new services, and a minimum of annually thereafter depending on the persons needs and risk assessment. Alongside reviews we would expect the Care Manager to monitor the commissioned provision at regular intervals for quality and ensure the provision continues to meet the assessed need.
- 5.3 If people are out of borough we commission the host authority to monitor and review depending on individual needs and circumstance.

6. CONCLUSION

- 6.1 The Cornwall report revealed shocking institutional abuse in a number of NHS services across Cornwall, and failure to comply with the law, or follow the 'Valuing People' principles, or respect the rights of vulnerable patients.
- 6.2 The risks to vulnerable people are not limited to Cornwall and all agencies must be continually vigilant in preventing and dealing with abuse. The arrangements in place for Hartlepool residents meet the national standards.

7. RECOMMENDATIONS

- 7.1 That the Portfolio Holder notes the report into the allegations in Cornwall, and the arrangements in place to prevent and deal with any similar problems in Hartlepool.

Wednesday July 5, 2006
The Guardian

3.1 APPENDIX 1

Karen Flood couldn't believe her eyes when she saw a man being tied to a chair. "He was sitting in the front room happily holding the hand of a member of staff," she recalls. "When she got up to leave, she took some string from her pocket and tied his hands to the chair."

Flood witnessed the incident in a supported housing unit run by the Cornwall Partnership NHS trust while working as an investigator for the Healthcare Commission. It was, she says, the worst case of abuse she has come across. "It killed me inside to see someone with learning disabilities treated like this," says Flood, who has a learning disability herself. "He's not an animal." She adds: "I was fuming but I couldn't say anything because I was collecting evidence."

That evidence is among a litany of physical and emotional abuses detailed in a report published today by the Healthcare Commission and the Commission for Social Care Inspection (CSCI) into the provision of services for people with learning disabilities at the Cornwall trust.

Illegal use of physical restraint, excessive medication to control behaviour, and unacceptable restrictions on people's movements are some of its findings.

The report follows a year-long investigation by the two government watchdogs into allegations, made by East Cornwall Mencap Society, of abuse and mistreatment over a number of years at the trust's supported housing units, hospital-based assessment and treatment centres, and services for children.

The investigation found that institutional abuse was widespread, preventing people with learning disabilities from exercising their rights and choice.

When Flood asked staff why the man - who is deaf, blind and mute - was tied to the chair, she was told it was for his own protection: to stop him from self-harming. She was also told that he was tied to his wheelchair and to his bed for up to 16 hours a day.

When, at another supported housing unit, Flood inquired why a resident there was not allowed out and was shouted at for standing by the door, the response was: "That's how it is, he's not going out."

"I've come across a lot of ignorant staff who treat people with learning disabilities as idiots or children, in previous inspections for CSCI," says Flood, "but I've never seen anything as bad as in Cornwall."

Conditions at Budock hospital, near Falmouth, were particularly shocking, she adds, reeling off a list of negligent practice. "The centre stunk of urine, the toilet doors were left open so people had no dignity, and staff walked around with alarms even though no one had been sectioned. The staff's attitude was that they [the service users] were

safer there away from the hate of the community."

The report catalogues numerous failings at Budock, from poor record keeping to a lack of treatment plans, which led to the four centres in effect becoming long-term homes. In addition, 64 incidents of poor or abusive care, including kicking, punching and withholding food, had already been identified during the trust's own earlier investigations at Budock. Although five members of staff were subsequently dismissed, the report highlights systemic failure to change underlying problems in the culture, policies and practice that enabled abuse to flourish.

Most criticism is levelled at Cornwall Partnership NHS trust, but Cornwall county council is also censured for failing to coordinate the work of local agencies, develop staff training and ensure compliance with national guidance. In particular, the government's Valuing People white paper, which since 2001 has set the framework for involving people with learning disabilities in developing services, had been ignored. "It's as if Cornwall has been operating in isolation from the rest of the country," says John Fraser, chair of CSCI's learning disability improvement board.

Unlike other parts of the UK, services for people with learning disabilities in this south-west corner were not transferred to social services following the closure of long-stay hospitals. For this reason, the report says it believes the extent of abuse in Cornwall is "unusual".

A national audit later this year of learning disability services provided by the NHS and independent healthcare providers will determine if this judgment is correct. A Healthcare Commission investigation last year into a mental-health unit for adolescent patients at the privately-run St Luke's hospital in Norfolk unearthed poor treatment and a severe lack of suitably trained staff. It called for the unit's urgent closure. An investigation is under way into learning disability services in Sutton and Merton primary care trust, in south London, following allegations of physical and sexual abuse.

Fiona Ritchie, the Healthcare Commission's head of learning disability services, admits the audit will uncover poor practice but says she "certainly hopes" it won't be on the scale of Cornwall. "Learning disability services have been off the radar for an awful long time. One reason for this is that there haven't been any NHS targets for these services, and targets focus the mind."

People with learning disabilities have been involved in drawing up the criteria for the audit and will be part of the peer review teams scrutinising 67 trust services and 260 large sites. "They will provide a unique insight," says Ritchie.

At CSCI, Fraser calls investigators such as Flood "experts by experience". "They bring a completely different dimension and a credibility to inspections. We are encouraging councils to involve service users in developing services so it's important that we lead by example."

Since the Cornwall NHS Partnership investigation began last June, Budock has been earmarked for closure by December 2006. Other recommendations have been acted on. Assessments of the community care needs of all the 200 people who use the trust's learning disability residential services have been completed and a multi-agency steering group, including service users, has been set up to implement action plans.

The trust also has a new chief executive who admits there are "no excuses" for the failings she herself describes as "shocking" and "shameful". Although she vows to turn services around, the Healthcare Commission has today written to the health secretary to place the trust under special measures. This will involve an external review of the trust's board. It also proposes that an external change team, brought in last October, is retained.

Rob Greig, the government's learning disability tsar and national director of the Valuing People programme, says the report sends a clear message to the Department of Health. "It is essential that the DoH looks at how providing learning disability services in line with public policy is reflected in its performance framework".

Flood hopes that the report will make people sit up and start listening to people with learning disabilities. "We've got to wake up to the fact that this is happening. Stop treating us as the lowest of the low. We've not done anything wrong. Murderers and people who abuse children get better treatment."

3.1 APPENDIX 2

HARTLEPOOL PROTECTION OF VULNERABLE ADULTS

In March 2000, the Department of Health published No Secrets: Guidance on Developing Multi-agencies Policies and Procedures to Protect Vulnerable Adults from Abuse. The guidance sets out an inter-agency policy on how allegation of abuse should be investigated, how actions plans should be developed and how to monitor outcomes.

The authority with Social Services responsibilities was instructed to bring together all agencies that have responsibility for vulnerable adults, form a Committee and put robust procedures together by October 2001 to help and support vulnerable adults and keep them free from abuse and exploitation. The authority with Social Services responsibilities was identified as the lead and is responsible for coordinating the process.

- In October 2001 the Hartlepool Vulnerable Adult Protection Committee (HVAPC) was formed. The purpose of the HVAPC is to make sure that everyone knows abuse is not acceptable and that professionals will respond sensitively and effectively when concerns are brought out into the open.
- The HVAPC have succeeded in laying a solid foundation of policy and procedural framework for protecting vulnerable adults from abuse and exploitation.
- The Practice Sub Group Committee is a sub group of the HVAPC and its membership is mainly senior managers and professionals. The purpose and remit of the Practice Sub Committee is to ensure that reflective practice be formalised to ensure learning from cases.
- A Review Steering Group Committee has been established and is made up of membership - mainly of senior managers and professionals - from the Teeswide Vulnerable Adult Protection Committees. The membership endorse the recommendations and changes put forward by the members of the Vulnerable Adult Protection Committees and nominated Inter-Agency Task Groups for inclusion in the review of the No Secrets Policy, Procedures and Practice Guidance.
- The Task Group Committee collects information surrounding vulnerable adult abuse and recommendations are taken to the Review Steering Group for consideration and possible inclusion in the following revision of the No Secrets Policy, Procedures and Practice Guidance.
- The Teeswide Adult Protection Training Strategy Group has been established and is a working group, which meets to develop specifications and costings, consider funding and confirms timescales for the training identified. Future training needs are identified and discussed.

- The Teeswide No Secrets Network Group is made up of the coordinators within the four unitary authorities, Hartlepool, Middlesbrough, Stockton, Redcar and Cleveland. Their aim is to gather all information regarding vulnerable adults, research issues and concerns around practice issues, develop links with other vulnerable adult protection groups and take their findings back to their respective Vulnerable Adult Protection Committee for debate.
- It is the organisational responsibility of all Committee members to obtain, be aware of and advise changes in legislation or new protocols, which may prompt future revisions.
- The No Secrets Policy, Procedures and Practice Guidance is now a Teeswide document covering Hartlepool, Middlesbrough, Stockton and Redcar and Cleveland areas. This is particularly useful for staff that has cross-site responsibilities – such as colleagues in the National Health Trust and the Commission for Social Care Inspection. These robust procedures are now established.
- There have been two revisions of the No Secrets Policy, Procedures and Practice Guidance. In Revision 2, completed and distributed in June 2005, protocols for Large Enquiries and Serious Case Reviews were developed and included.
- The Association of Directors of Social Services Protocol for Inter-Authority investigation of Vulnerable Adult Abuse was adopted and is now in Section 12 of the No Secrets Policy, Procedure and Practice Guidance, Revision 2.
- The Teeswide Protection of Vulnerable Adults Complaints Procedure was developed in February 2006. All recipients of the No Secrets Policy, Procedure and Practice Guidance, Revision 2, will be sent a copy for their information. This information is also sited on the Hartlepool Borough Council website.
- A document control system has been developed highlighting who has received a copy of the No Secrets Policy, Procedure and Guidance and HVAPC Annual Reports.
- Staff have been trained; systems to monitor and evaluate activity established and public awareness of the issue improved.
- There is a rolling training programme for:
 - Level 1 Awareness Training - for all staff within the multi-agencies
 - Level 2 Training - aimed at those professionals/practitioners who have a role in assessment/investigation of the alleged abuse of vulnerable adults. This training is relevant for a range of professionals including those in health and social care, education, housing and the police
 - Level 3 Training - this programme builds on the previous level 2 training. It specifically focuses on Practice Issues, Court Skills and the Legal Framework. The course equips workers to deal with

investigations, managing disclosures and supporting vulnerable adults

- There is a rolling programme of public and professional awareness.
- The Protection of Vulnerable Adults Scheme (POVA) for Care Homes and Domiciliary Care Agencies Guidance, dated July 2004, was distributed to all holders of the No Secrets Policy, Procedure and Practice Guidance, for information.
- On Page 8 of the POVA Scheme Guidance, July 2004, in the section 'The NHS and independent health care sectors' it informs - "the guidance focuses on what is required from 26 July 2004. Adult placements schemes will be brought within the scope of the POVA scheme very shortly. As soon as practicably possible, but on a longer time-scale, the Government will also extend the POVA scheme to the NHS and independent health care sectors as set out in the Care Standards Act. Guidance encompassing all relevant health services will be consulted upon, and issued, prior to full implementation of the POVA scheme".
- During the period February 2003 and October 2003, 37 Inter-Agency practitioners/nominated officers from the various agencies that make up the membership of the HVAPC, were identified and visited by the Quality System Manager to gather information to develop good practice reflecting the 'No Secrets' Policy, Procedures and Practice Guidance. The aim was to help, support and identify training needs around the vulnerable adult process.
- Recognition of abuse, referral and response are covered in Section 6 of the No Secrets Policy, Procedures and Practice Guidance, Revision 2 and the Procedure for Health Staff working for NHS Trusts and flow chart can be viewed in Appendix 7.
- Progress in Hartlepool has been achieved through hard work of staff from all agencies involved and support and commitment from their employing organisations.
- In the easy read executive summary of the Joint investigation into services for people with learning disabilities at Cornwall Partnership NHS Trust, July 2006, it quotes "nationally, the Department of Health should strengthen processes for protecting adults, in accordance with the provisions of the Safeguarding Vulnerable Groups Bill currently before Parliament".
- The Safeguarding Vulnerable Groups Bill and Fact sheet was debated and distributed to all HVAPC members at the HVAPC meeting on 13 April 2006. It was agreed that this information be circulated to all Heads of Business, relevant managers and principal practitioners for information. The Quality System Manager sent out this information on 23 May 2006 as requested.