

FINANCE AND POLICY COMMITTEE

AGENDA



Monday 8 October 2018

at 10.00 am

**in the Council Chamber,
Civic Centre, Hartlepool.**

MEMBERS: FINANCE AND POLICY COMMITTEE

Councillors C Akers-Belcher, S Akers-Belcher, Brown, Cassidy, Cranney, Harrison, Marshall, Moore, Smith, Thomas and Young.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To receive the minutes of the meeting of the Finance and Policy Committee held on 3 September 2018.
- 3.2 To receive the minutes of the meeting of the Health and Wellbeing Board held on 25 June 2018.

4. BUDGET AND POLICY FRAMEWORK ITEMS

No items.

5. KEY DECISIONS

- 5.1 The Provision of Infrastructure Support to the Voluntary and Community Sector – *Director of Regeneration and Neighbourhoods*
- 5.2 Seaton Carew Additional Car Parking Facilities – *Director of Regeneration and Neighbourhoods*



6. OTHER ITEMS REQUIRING DECISION

6.1 Legal Services Restructure – *Chief Executive*

7. ITEMS FOR INFORMATION

7.1 Corporate Procurement Quarterly Report on Contracts – *Director of Finance and Policy*

7.2 Corporate Complaints Annual Monitoring Report 2017/18 - *Assistant Director, Corporate Services*

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

FOR INFORMATION

Future meeting dates –

Monday 29 October 2018 at 10.00 am
Monday 26 November 2018 at 10.00 am
Monday 17 December 2018 at 10.00 am
Monday 14 January 2019 at 10.00 am
Monday 28 January 2019 at 10.00 am
Monday 11 March 2019 at 10.00 am



FINANCE AND POLICY COMMITTEE

MINUTES AND DECISION RECORD

3 SEPTEMBER 2018

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool.

Present:

Councillor Christopher Akers Belcher (In the Chair)

Councillors: Stephen Akers-Belcher, Paddy Brown, Tom Cassidy, Kevin Cranney, Brenda Harrison, Ann Marshall and Leisa Smith.

Also Present: Councillor Carl Richardson as substitute for Councillor Stephen Thomas in accordance with Council Procedure Rule 5.2.

Officers: Gill Alexander, Chief Executive
Hayley Martin, Interim Chief Solicitor
Chris Little, Director of Finance and Policy
Jill Harrison, Director of Adult and Community Based Services
Danielle Swainston, Assistant Director, Children's Services
Denise Ogden, Director of Regeneration and Neighbourhoods
Steve Hilton, Communications and Marketing Team
David Cosgrove, Democratic Services Team

31. Apologies for Absence

Councillors Shane Moore and Stephen Thomas.

32. Declarations of Interest

None.

33. Minutes of the meeting held on 30 July 2018

Confirmed.

34. Minutes of the meeting of the Safer Hartlepool Partnership held on 22 June 2018

Received.

35. **Medium Term Financial Strategy (MTFS) 2019/20 and Financial Outlook from 2020/21** *(Director of Finance and Policy)*

Type of decision

Budget and Policy Framework.

Purpose of report

The purpose of this report was to update the MTFS for 2019/20 to reflect known financial issues; to enable Members to approve the 2019/20 budget timetable; and to provide an overview of the financial outlook from 2020/21.

Issue(s) for consideration

The Director of Finance and Policy gave a presentation outlining the principle aspects of his report. The Director highlighted the following key points: -

- 2019/20 would be the ninth year Government funding was cut with core Government funding now £20.9m (45%) less than 2013/14.
- The House of Commons Committee of Public Accounts financial sustainability of local authorities report stated that 'local authorities are under real strain' and 'now face a period of greater uncertainty as their funding framework beyond 2019-20 is unclear.'
- CIPFA was consulting on the development of a proposed Financial Resilience Index for local authorities in response to the challenges highlighted by Northamptonshire.
- The government had also issued a technical consultation on the 2019/20 Local Government Financial Settlement and a draft response was included with the report.
- Government forecasts showed that between 2016/17 and 2022/23 forecast growth in national Council Tax income would be 26% (£7.9bn). If that funding was met through an equivalent increase in all I taxes a rise of 1.2% would provide the same funding.
- There was the potential of changes to the New Homes Bonus which may not be known until the end of the year.
- The multi-year plan (2016/17 to 2019/20) that had been developed around the planned use of reserves, a phased achievement of savings, housing growth and council tax increases had been on target but now was not due to the impact of the increases in Looked After Children and the national pay award.

Positives for Hartlepool: -

- Housing growth in Hartlepool was 9.7 % between 2014/15 and 2018/1, the highest in the Tees Valley (average 7.25%).
- Between 2004/05 and 2018/19 there had been an 28% increase in Band E to H properties, which provided £1.9m of recurring income.

- Forecast housing growth 2019/20 to 2021/22 was expected to bring 400 new homes each year; the average for 2004/05 to 2018/19 had been 282 each year.

The Financial pressures: -

- The two major unfunded pressures in Looked After Children and the 2018 and 2019 pay awards gave an estimated budget deficit for 2019/20 of £5.987m, 7% of the total current budget.
- The financial outlook beyond 2020/21 was difficult to judge due to the government's fair funding review, the impact of 75% business rate retention, adult social care funding, the council tax regime and the potential of further austerity.
- If government imposed a 'cash freeze' this would effectively lead to an additional deficit of £1.8m, as a Council Tax increase would not fully fund the reduction, unless the Government implemented higher referendum limits. A 2% grant cut would result in a deficit of £3.6m.

Conclusions: -

- The Council had set a balanced budget for the last eight years. This had involved difficult decisions and had led to 500 posts being deleted.
- Council Tax had been frozen for five years up to 2015/6 with subsequent increases in line with government policy.
- Over that time there had still been increased spending on Children's Services, the Local Council Tax Support scheme had been delivered and real housing growth had been achieved.
- Comparing Council tax levels often gave a poor reflection for Hartlepool if only the Band D comparator was used. For Band D, Hartlepool was 10th in the country but this was based on only 7.7% of Hartlepool properties being in Band D against the national average of 15.4%. 70% of all Hartlepool properties were in Bands A and B against a national average of 44%. If the governments other published comparator was used; average Council Tax paid, Hartlepool was 266 out of 326 authorities with a an average of £1,085 against the national average of £1,326.
- The central government grant to Hartlepool for 2019/20 would be £20.9m less than that in 2016/17 which was more than double the increase in council tax growth over the same period.
- The scope for further savings was reducing after eight years of consecutive budget reductions and efficiencies including the deletion of 500 posts.
- 2019/20 would be the most challenging year so far. There was still also the potential of further budget cuts after 2019/20.
- The strategy to address the deficit, including a review of reserves, was being developed and would be reported to a future meeting.

A Member raised the move towards 75% business rates retention and questioned the potential impact on the council of the power station not

generating (and, therefore, not paying business rates) and even if it shut down; would this have a bigger effect on the Council. The Director stated that it would. The Council was still pursuing the potential of the power station transferring to the national business rates list which would remove that impact. The Director was asked if he envisaged more Councils issuing S144 notices like Northamptonshire had recently. The Director considered that 2020/21 may be a very difficult year for some of the country's larger local authorities in particular. It was commented that some authorities in the south were not experiencing the same crisis in funding as here in the north east. Members asked for some comparator statistics to show this discrepancy. Members referred to the statistics outlined in the report which showed the reliance on Revenue Support Grant for seven other north east authorities and Hartlepool, which was around the midpoint of the table. The Director stated that these statistics had been given in confidence, hence the reason for not naming the specific authorities.

A Member considered that government should be held to account for the cuts to local government and the public should be better informed of the real terms cuts that had been made. The Council had done extremely well in maintaining the Good rating following the recent OFSTED review of Children's Services. The minister had sent a letter congratulating the Council on the rating and the Member suggested that a response be sent outlining the exceptional circumstances under which such a rating had been achieved.

A Member commented that the aim of housing growth, particularly higher band housing, was also laudable but Hartlepool still needed affordable new homes as well. The rental homes market was not as good as it was when the Council controlled a significant council housing stock, with many tenants complaining of properties not being maintained or cleaned when they moved in. The Chair commented that the Council did now control over 300 homes resulting from the Empty Homes Strategy.

The Chair stated that 'we' must not lose sight of the fact that this was a good council achieving positive results and real growth. The deficit was a very significant issue for the immediate future and one that all councillors needed to be aware of as the whole council was responsible for approving the final course of action to address the deficit. The Chair requested that the Chief Executive write to every Member inviting them to engage in the budget process and to commence that process with a Members Seminar setting out the current position and major issues. The Council as a whole had to address the significant issues in adult social care and looked after children funding, as 'we' must look to protect the most vulnerable in our community.

Decision

The Committee noted the report and: -

1. Approved the draft response to the Government's 2019/20 Local

Government Finance Settlement Technical Consultation detailed at Appendix B and noted that the final response would be agreed with the Chair of Finance and Policy Committee to meet the consultation deadline of 18th September

2. Approved the removal of the planned 2019/20 Youth Service saving of £296,000 and noted the removal of this amount was reflected in the revised 2019/20 budget deficit;
3. Approved the removal of the planned 2019/20 Environmental Services saving of £160,000 and replacement of this amount with income from the Right to Buy income agreement with Housing Hartlepool;
4. Confirmed their support of the measures for reducing the 2019/20 budget deficit as detailed in the report, including an increase in forecast housing growth and Council Tax increase;
5. Approved the budget timetable detailed in Appendix D to the report.
6. Noted that further reports would be submitted on the development of a detailed plan to address the 2019/20 budget deficit of £5.987m.
7. Noted that the Leader will write to the Local Government Association asking them to continue lobbying the Government for additional funding to fully fund Looked After Children pressures and the national pay award.
8. That the Chief Executive write to all Members inviting them to engage in the budget process and to commence that process with a Members Seminar setting out the current position and major issues.

36. Strategic Financial Management Report – as at 31 July 2018 *(Director of Finance and Policy)*

Type of decision

For information.

Purpose of report

The purpose of the report is to inform Members of the:

- (i) 2018/19 Forecast General Fund Outturn;
- (ii) Corporate Income Collection Performance; and
- (iii) 2018/19 Capital Programme Monitoring.

Issue(s) for consideration

The Director of Finance and Policy Committee updated the Committee on the current financial position of the local authority. The Director highlighted that the pressures in relation to Looked after Children were continuing in 2018/19. It was anticipated that this pressure would continue in 2019/20. This was one of the issues reflected in the previous Medium Term Financial Strategy (MTFS) report on the agenda. The Corporate Management Team considered that the current overspend could be managed through in-year budget flexibilities.

The Director referred to the increased costs associated with the Headland

Town Wall and Block Sands scheme outlined in the report and indicated that additional funding was being pursued but that prudential borrowing may be required. The Director also drew Members attention to the self funding business cases that had been approved.

A Member questioned the Housing Revenue Account and the limit of 200 homes set by government when Hartlepool had over 300 such homes. The Director stated that this was a technical issue around funding. Hartlepool had been at the forefront of developing social housing. The HRA had been reopened once the number of properties exceed 200 and this was a technical issue as the business plan reflected HRA requirements in expectation of having to re-open this account. .

A Member questioned if there was a likely scenario where Councils would retain 100% of business rates. The Director stated that this had been set as a government aim but at this time it appeared some way off.

Decision

1. The Committee noted the report and the forecast 2018/19 General Fund Revenue budget over spend of £800,000 and the proposed measures to reduce this to £429,000;
2. The Committee noted the options being explored to address the remaining forecast over spend of £429,000 and that further details would be reported to the Committee on 29th October 2018.

37. Any Other Items which the Chairman Considers are Urgent

None.

The Committee noted that the next meeting would be held on Monday 8 October 2018 commencing at 10.00 am in the Civic Centre.

The meeting concluded at 10.45 am.

H MARTIN

INTERIM CHIEF SOLICITOR

PUBLICATION DATE: 12 SEPTEMBER 2018

HEALTH AND WELLBEING BOARD

MINUTES AND DECISION RECORD

25 June 2018

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

Present:

Councillor C Akers-Belcher, Leader of Council (In the Chair)

Prescribed Members:

Elected Members, Hartlepool Borough Council – Councillors Buchan, Harrison and Thomas

Representatives of Hartlepool and Stockton-on-Tees Clinical Commissioning Group – Ali Wilson

Interim Director of Public Health, Hartlepool Borough Council - Dr Peter Brambleby

Director of Children's and Joint Commissioning Services, Hartlepool Borough Council – Sally Robinson

Director of Adult and Community Based Services, Hartlepool Borough Council, Jill Harrison

Representatives of Healthwatch - Margaret Wrenn

Other Members:

Representative of Tees, Esk and Wear Valley NHS Trust – Dominic Gardner

Representative of North Tees and Hartlepool NHS Trust – Julie Parkes (as substitute for Julie Gillon)

Representative of GP Federation – Fiona Adamson

Also in attendance:-

Graeme Niven, Chief Finance Officer, Hartlepool and Stockton-on-Tees Clinical Commissioning Group

Judy Gray, Healthwatch

Officers: Joan Stevens, Statutory Scrutiny Officer
Amanda Whitaker, Democratic Services Team

1. Apologies for Absence

Representatives of Hartlepool and Stockton-on-Tees Clinical Commissioning Group – Dr Nick Timlin

Representatives of Healthwatch - Ruby Marshall

Representative of the NHS England – Dr Tim Butler

Representative of Cleveland Police - Jason Harwin

Representative of North Tees and Hartlepool NHS Trust – Julie Gillon

2. Declarations of interest by Members

Councillor Akers-Belcher and Councillor Thomas reaffirmed interests as employees of Healthwatch Hartlepool.

3. Minutes

- (i) The minutes of the meeting held on 5 March 2018 had been circulated for confirmation.

With reference to minute 52 – Review of Mental Health and Wellbeing Services for Children and Young People - the representative of the Tees, Esk and Wear Valley NHS Trust highlighted an omission from the minutes and referred to his comments at the meeting that the referral rate in Hartlepool was higher than anywhere else in the country.

The minutes were confirmed, subject to the minutes being amended to include the above comments.

- (ii) The minutes of the meeting of the Children's Strategic Partnership held on 31 January 2018 were received.

4. CQC Local System Review – Action Plan Update *(Director of Adult and Community Based Services)*

The report provided the Board with an update on progress against the action plan that had been developed following the Care Quality Commission's Local System Review in Hartlepool. The Board was reminded that the Care Quality Commission had undertaken a Local System Review in Hartlepool in September / October 2017. The final report had been published on the CQC website on 8 December 2017 following a Local Summit on 7 December 2017 where the CQC had presented the report and work had begun to develop an action plan in response to the areas for improvement that had been identified. Following the review, the local system had been required to develop an action plan for submission to the Department of Health in January 2018. This had been reported to the Board in February 2018 and it was noted that implementation and monitoring of the action plan would be overseen by the Board, which involved representatives from all of the key partners. The document, appended to the report, summarised progress to date against the agreed actions.

Decision

The Board noted progress against the action plan and agreed to receive a further update on implementation of the action plan in December 2018.

5. Hartlepool and Stockton-on-Tees Financial Plan 2018/19 *(Clinical Commissioning Group)*

The Board received a presentation by Graeme Niven, Chief Finance Officer, Hartlepool and Stockton-on-Tees Clinical Commissioning Group, which addressed the following issues:-

- Allocations – currently the CCG is below its fair share of allocation by approximately 1%. The allocation is split into three areas, programme for patient care, primary care delegated for GP practices and running costs for the management of the CCG.
- Summary financial plan – Expenditure is planned based on increasing population, increased age profile and an increase in disease prevalence. Planned expenditure included expected inflationary increases and for other investment based on the NHSE expectations. The demands for services exceeded the allocations received and the CCG had, therefore an efficiency plan.
- Efficiency plan – the key areas for efficiency plans are in acute spend, prescribing in primary care and continuing healthcare.
- Risk and mitigations – The efficiency plan had to be risk assessed with mitigations identified to manage the identified risks.

Board Members discussed issues arising from the presentation. Representatives of the Clinical Commissioning Group responded to issues raised by Board Members including the implications of the CCG having 'financial recovery' status. The background to the cost of continuing health care was debated by a number of Members. The representative of the Clinical Commissioning Group highlighted the prevention agenda to keep people well and living in their own homes for longer. The work undertaken by Healthwatch was highlighted together with the significance of Better Care Funding. The support for lobbying to be as wide as possible, for increased funding, was appreciated. The Chief Finance Officer responded to a question from the Chair of the Board regarding the impact on the budget of the vacant space in the One Life Centre. Clarification was provided also in relation to the lease on the property and an explanation was provided regarding unspent prevention funding provided to the voluntary sector which had been addressed through the provisions of a recurring budget for Hartlepool and Stockton. In response to concerns regarding use of public buildings for confidential mental health discussions with patients, assurance were provided by the representative of the Tees, Esk and Wear Valley NHS Trust.

Decision

The presentation, and issues arising from the presentation, were noted.

6. **Health Status Update – Presentation** *(Interim Director of Public Health)*

The Board received a presentation by the Interim Director of Public Health which provided an update in relation to the health status of the Hartlepool population. Recent outcome updates had been circulated in terms of the Child Health Profile (June 2018) and Public Health Outcomes Framework: Spine Charts. The presentation addressed the following:-

- Breastfeeding initiation statistics
- School readiness: the percentage of children achieving a good level of development at the end of reception class (Hartlepool)
- Mortality rate from causes considered preventable (Hartlepool)
- Life expectancy and affluence
- Length of Life versus quality of life
- Myth-busting: Prevention.
- JSNA “deep dive”: substance misuse, including alcohol

Board Members discussed issues arising from the presentation including reasons for the breast feeding initiation statistics. Board Members sought assurances regarding availability of breast feeding support and public attitude towards breast feeding including breast feeding in public places. The Interim Director of Public Health responded to concerns expressed at the meeting regarding the unacceptable wide gap in life expectancy in the town and the number of years of ill health before end of life highlighted by the presentation. Board Members discussed also the screening programmes uptake with agreement that attending at screening appointments should be encouraged.

Decision

The Board noted the presentation.

7. **Joint Health and Wellbeing Strategy (2018-2025) – Implementation And Monitoring Update** *(Interim Director of Public Health)*

The report sought approval to a revised process for the implementation and monitoring of the Joint Health and Wellbeing Strategy (2018-2025) which had been approved by Full Council and the Governing Body of the Hartlepool and Stockton on Tees Clinical Commissioning Group, in March 2018. As part of the Strategy, five ‘Deep Dive’ project areas had been identified: A series of output / outcome measures had been also identified, against which implementation of the JHWS was to be monitored. As part of the process, it had been agreed that each meeting of the Board would consider progress against a single deep dive area, as detailed in the table set out in the report. This was to be followed by the presentation of an annual ‘baseline’ report, as part of the Board’s annual Face the Public Event. Further to the decision of the Board on the 5 March 2018, it was clear that the level and complexity of

the work required to effectively progress the output/outcome measures for each deep dive area would be significant. On this basis, it was recommended that the Board focus its attentions on one specific deep dive area per Municipal year, allowing sufficient time for a detailed piece of work to be undertaken as follows:-

Health & Wellbeing Board Meeting	Deep Dive Project Areas
2018/19	Reduce Drug and Alcohol Harm
2019/20	Dying Well / Voluntary Sector and Community Assets
2020/21	Improving Mental Health and Wellbeing
2021/22	Reduce Health Inequalities

Subject to approval of the reviewed process, the Board was asked to consider the potential process for consideration of progress against the output / outcome measures relating to the 'Reduce Drug and Alcohol Harm' deep dive area. In going forward, it would be necessary to identify appropriate lead committees / bodies and officers to progress the desired outcome and output measures (as detailed in the JWHS and potentially added during consideration of the deep dive area by the Board). Nominations are sought in order to fill the positions as detailed in the table set out in the report.

Decision

- (i) The Board agreed the reviewed process for the implementation and monitoring of the JWHS, as detailed in the report, and the selection of 'Reducing Drug and Alcohol Harm' as the deep dive area for consideration by the Board in 2018/19.
- (ii) The review process, as outlined in the report, was approved.
- (iii) It was agreed that nominations for the appropriate lead committees / bodies; lead officer and partner representatives to progress the desired outcome and output measures be forwarded immediately following the meeting.
- (iv) That, in response to a referral from the Safer Hartlepool Partnership on the 9th February 2018 (minute number 52 refers), the provision of a report to the Finance and Policy Committee be deferred until October 2018, to allow the inclusion of feedback from the Board in relation to the wider provision of drug and alcohol preventative services.

8. Better Care Fund 2017/18: Q4 Performance Update (Director of Adult & Community Based Services)

The report provided the background to the Better Care Fund reporting

arrangements and summarised the National Conditions and performance measures. Performance reports were submitted to NHS England on a quarterly basis. The Q4 return covering the period January – March 2018 had been submitted in April 2018 and had confirmed that all national conditions continued to be achieved. An analysis of performance data had also been provided which was summarised in the report.

It was reported at the meeting that despite a challenging target there had been a considerable improvement with regard to delayed transfers of care from hospital. It was also noted that targets in relation to care home admissions and non elective admissions to hospital had been achieved in 2017/18. The Director highlighted that the national Better Care Support Team had visited the Integrated Discharge Team the previous week and had provided very positive feedback about the work being undertaken locally to integrate services and improve outcomes for older people.

Decision

The Board retrospectively approved performance reports in relation to the Better Care Fund.

9. North East Culture Partnership *(interim Director of Public Health)*

The Board considered a letter, appended to the report, which had been received from the NECP for the addition of an 'observer' representative from the arts and cultural sector to its future Board meetings. It was highlighted at the meeting that there was a lot of cultural development work being undertaken and that it could be beneficial, therefore, for a separate meeting to be held with officers who do not sit on the Board.

Decision

- (i) The Board accepted the request for a representative from the arts and culture sector to the board to be a representative on the Board.
- (iii) The Board agreed that it would be beneficial for the nominated representative to meet with officers, who do not sit on the Board.

Meeting concluded at 11.50 a.m.

CHAIR

FINANCE AND POLICY COMMITTEE

8th October 2018



Report of: Director of Regeneration and Neighbourhoods

Subject: THE PROVISION OF INFRASTRUCTURE SUPPORT
TO THE VOLUNTARY AND COMMUNITY SECTOR

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Key Decision (test (i) AND (ii)) Forward Plan Reference No. RN28/18.

2. PURPOSE OF REPORT

2.1 To consider a new model for providing infrastructure support to the Voluntary and Community Sector (VCS) in Hartlepool and agree the key areas of support.

3. BACKGROUND

3.1 In its Community Engagement and Cohesion Strategy the Council has set out its continuing commitment to supporting communities to take part and deliver on local priorities by developing their skills, confidence and local networks to create an environment where they can make change happen for themselves.

3.2 Working with communities the strategy anticipates that the Council will support individual, organisational, and community capacity by amongst other things developing a new model of support to the VCS and encouraging communication and collaboration within the sector.

3.3 This report sets out a proposal for an infrastructure support model that it is recommended the Council adopts in order to support the VCS in the future.

4. CURRENT CHALLENGES FACING THE VCS

4.1 Traditionally Hartlepool has a large and vibrant voluntary and community sector with a wide breadth of knowledge, specialisms, and understanding, enabling the delivery and provision of a wide range of services to the

residents of Hartlepool. There is also a strong tradition of the public, private, and VCS working in partnership to improve the social and economic well-being of the borough.

- 4.2 Similar to the public sector the VCS in recent years has undergone significant change and challenge, economically, structurally and politically. ‘*Change for Good*’ – a report published in 2015 by an Independent Commission on the Third Sector highlighted that at a national level the combination of reducing resources and increasing demand for services was putting parts of the sector under intense pressure. The same report identified the following priorities as areas of infrastructure support that may be needed from VCS organisations in the future to enable the sector to flourish:

- Assistance with accessing grants
- Greater collaboration between the voluntary sector, and the public and private sectors and supporting network
- Organisational management
- Understanding different communities eg BME and LGBT groups
- Public Service Commissioning
- A voice for the VCS to champion the sector at national and local level

- 4.3 Similar to many other localities Hartlepool has seen a shift in the terms of umbrella support that can be provided. This is not to say that the picture is all bad – in fact we know that many organisations have gone from strength to strength in recent years and have been quick to act upon emerging opportunities to deliver new, different, and larger contracts in a variety of areas. Consultation undertaken with VCS organisations across Hartlepool during 2017 produced the following key findings:

- In the previous 3 year period the number of people employed/volunteering has remained static for the majority of the organisations responding
- Volunteering continues to underpin the sector
- Just over half (59%) felt that the VCS does not have a strong voice in Hartlepool
- The majority (70%) felt that it was important that the VCS has a collective voice
- The impact of reduced infrastructure support has been felt by 68% of the organisations involved.
- The capacity to bid for public sector contracts and grants was variable
- More than 50% said they needed support to identify opportunities and bid writing.

- 4.4 Whilst the majority of those participating in the consultation (46 organisations in total) were not newly emerging organisations that tend to rely more on umbrella body support, the consultation nonetheless provided the Council with an informative snapshot of the current state of the sector. More recent discussions with the sector through the Council’s consultation on the Health and Well Being Strategy have also emphasised the need for networking

opportunities both within the sector itself and between the VCS and the public sector.

- 4.5 Amongst public sector partners there is also a perceived gap in relation to engaging with the VCS as a collective, making it difficult to maximize the benefits of third sector involvement. Similarly whilst Council staff have developed positive and good quality relationships with parts of the sector, there is a general view that there would be considerable benefit in having a single coordinating point via which they could communicate with the sector as a whole across Hartlepool.

5. PROPOSAL

- 5.1 VCS organisations in Hartlepool as elsewhere range in size; the activities they undertake, and their knowledge and expertise. They remain vitally important to Hartlepool, employing local people, providing volunteering opportunities with the chance to put something back, and they deliver vital services in touch with community priorities, frequently assisting those in crisis.
- 5.2 Section 4 of this report has highlighted some of the potential infrastructure support needs of the sector with a view to creating an environment where existing and newly emerging organisations are able to flourish. The needs identified in section 4 also suggest that the Council is well placed to provide the VCS with the support required due to internal links to commissioners and strategy development, along with opportunities to link the needs of the sector to existing services provided by the Council.
- 5.3 In particular some of the functions that currently fall within the responsibility of the Council's Learning and Skills, Community Safety and Engagement and sections alongside some of those within Preventions and Community Based Services carry the potential to provide a comprehensive offer capable of building individual, organisational and community capacity as envisaged by the Community Cohesion and Engagement Strategy.
- 5.4 **Learning and Skills** - as part of the '*Promoting Change and Transforming Lives*' agenda the Council's Learning and Skills section is responsible for 'Volunteer Hartlepool' which provides a service for individuals interested in volunteering who may be motivated by putting something back into their community; or who may want the opportunity to enhance their own learning and skills, and/or are interested in gaining experience from voluntary work as a step towards paid employment.
- 5.5 Training is provided by the Learning and Skills section for over 16s. It includes subjects such as confidence building, basic English and Maths, and more formal qualifications such as NVQs and traineeships. The team manages the 'Step Forward Project' (previously delivered by the HVDA) which provides support to unemployed adults aged 29 plus – this includes support to progress into volunteering. The Waverley Project is also managed by this team which supports economically inactive individuals to access horticultural

and other volunteering opportunities. Training opportunities provided by the Learning and Skills section can be accessed via the Council's website at <https://www.haded.org.uk/>.

- 5.6 In addition the 'Volunteer Hartlepool' offer includes the provision of information and guidance needed to become a volunteer; finding suitable volunteering roles based on individual skills, interests, and goals; and access to training/employment opportunities.
- 5.7 For VCS groups and businesses 'Volunteer Hartlepool' provides advice in managing and retaining volunteers. They advertise volunteering opportunities free of charge, and will source appropriate volunteers who have an interest in the work undertaken by the organisation in question. Some of the volunteering opportunities currently advertised on the 'Volunteer Hartlepool' website include: kitchen and workshop assistants for a mental health organisation; Independent Custody Volunteer Visitors (Cleveland Police); Care Volunteers for an organisation supporting sufferers of dementia; and Early Years Volunteers in the Council's Children's Centres. All volunteer opportunities advertised by 'Volunteer Hartlepool' and can be accessed via the 'Volunteer Hartlepool' website using the following link <https://www.volunteerhartlepool.org.uk/>
- 5.8 **Community Safety and Engagement** - the Council's Community Safety and Engagement Section currently provide community capacity building support to existing and emerging voluntary and community groups by assisting these groups, mainly at grass roots level, to access resources from external funders/ assisting with funding applications; organising or delivering appropriate training; providing advice and support in relation to constitutional issues; and providing assistance and guidance in planning and running small scale community events/ fundraising activities eg coffee mornings, fundays etc.
- 5.9 Working with a particular focus on communities of disadvantage and vulnerable localities the community safety and engagement team proactively engage with communities to identify need and opportunities for active community involvement and nurture the capacity and capability that exists in communities making it easier for individuals to volunteer their time and their views in creating a Hartlepool where they want to live.
- 5.10 Following initial guidance and support from this team some emerging groups who have identified a local need have created resilience in their own communities to address that need. Typically these groups include 'Friendship Groups' Youth Groups, BME and Faith Groups; Resident Groups, Friends Of' groups etc. Examples of successful groups delivering services in their local community that have benefited from the initial support of the team include: 'Friends of Ward Jackson Park', The Rifty Youth Project', Burn Valley North Residents Association, and the Asylum Seeker and Refugee Group,
- 5.11 Informal volunteering is also supported by this team through for example assisting individuals and groups to engage in area clean ups, Days of Action, litter picks, and co-ordinating community events that assist in promoting

Council services e.g. drop-ins; roadshows etc. The team currently holds and maintains a VCS database with communications from the Council to the VCS being relayed through this route. The team also administers Ward Member Budgets and provides assistance in developing applications and small scale projects linked to these budgets to address resident's priorities within wards. Regular ward meetings also take place at the request of some elected members to address ward issues and priorities.

5.12 **Community Hubs** - the Council's Community Hubs launched in 2017 aim to develop and foster links with local community groups and provide space for communities to come together. A 'Community Connector' based in each of the hubs enables individuals to access support needed to improve their physical and mental health and well-being, to live more independently, and to get more involved in the community. Community Connectors aim to empower individuals to:

- Take simple and effective action to improve their health and well being
- Find new ways to tackle problems or concern
- Gain skills and confidence to open new doors and new opportunities
- Make new friends and widen networks
- Find out more about groups, activities and events

5.13 Individuals are entitled to 4 appointments with a Community Connector, who, following a social prescribing model will discuss and assess individual need signposting to other services that can address current issues impacting on an individual's health and well-being. Services available within community hubs include Lifestyle Intervention Officers, Debt and Welfare Benefits Advice, with other services such as volunteering/employment services provided by the Learning and Skills section being accessible by telephone.

5.14 Following recent Corporate restructures responsibility for Community Hubs sits with Preventative and Community based services where there is also a dedicated Volunteering Officer responsible for recruiting, co-ordinating and managing volunteers linked to sports and community based activities. Using 'Volunteer Hartlepool' to advertise volunteering opportunities within the service the Volunteering Officer receives applications direct and develops training packages for the volunteers based on both the needs of the service and the individual volunteer. Typically personal development plans include leadership training, safeguarding, and basic first aid/ health and safety training. There are currently 41 volunteers within this service with previous volunteers having some success in gaining paid employment.

5.15 In the last academic year the Learning & Skills Service has delivered a range of Adult Skills, Community Learning and Youth Employment Initiative (YEI) and the Routes to work programmes Courses have been varied to encourage participation such as Steps into Employment, Counselling, Safeguarding and British Sign Language. In addition there is an electronic referral process (DORIS) in place whereby residents can be referred by the Hubs to Learning & Skills' Information, Advice and Guidance Officers.

5.16 Given the significant knowledge, skills and expertise across the teams highlighted above it is clear that there is an opportunity to maximize support to the VCS. It is therefore proposed that a Voluntary and Community Sector Support Team is created involving the merger of the current functions of the existing Learning and Skills Service and the Community Engagement Service. Based within the Council's Learning and Skills Section the newly created Voluntary and Community Sector Support Team will benefit from links with the Business Operations, Curriculum, and Hartlepool Working Solutions Teams within that section, along with initiatives such as 'Route to Work' and the 'Youth Employment Initiative'. As the service will sit within the Regeneration Division close links will also be established with the Economic Growth Section, who, with their considerable business expertise will provide business development support to the VCS. The new team will provide a dedicated resource in relation to supporting the VCS with the following broad areas of support being provided:

- **Helping VCS organisations to be strong organisations**, including assistance with quality standards; funding information and support; training, development; advising on recruitment and employment of paid staff; and assistance with recruiting and supporting volunteers.
- **Increasing Opportunity for individuals and the sector as a whole** by ensuring the VCS are a strategic partner in service development and are provided with assistance to develop new projects and initiatives.
- **Ensuring the VCS has a Voice** by developing strong communications and networks including the development and maintenance of a directory of VCS groups; a VCS networking Forum; and development of a webpage and e-bulletin.
- **Building Individual and Community Capacity** – by identifying need and supporting opportunities for behavior change and social action.

5.17 With a renewed focus on creating the conditions for the Voluntary and Community Sector to flourish and promoting social action the team will develop a detailed time limited 'Capacity Building Programme' for VCS groups that will build on existing individual and community assets and promote local resilience. This change in focus will mean that the Team will no longer provide indefinite support to groups, and they will no longer attend resident meetings in order to provide a conduit between the local community and Council Services in relation to neighbourhood issues and priorities. Similarly ward priority meetings will no longer take place with Elected Members as Ward Surgeries, Elected Member attendance at resident groups, and the Council's Community Forums already provide a vehicle for the local community to raise neighbourhood issues with Members.

5.18 Whilst the team will no longer be involved in addressing neighbourhood issues and therefore the development and co-ordination of small scale projects

aimed at addressing neighbourhood issues linked to Ward Member Budgets such as environmental schemes, the team will continue to receive and process applications to Ward Member Budgets the majority of which support the activities of local VCS groups. The Team will also continue to develop and deliver schemes and programmes that celebrate the work of the VCS and diversity in Hartlepool such as the Hartlepool in Unity Programme and the development of a rewards scheme to recognise the volunteering efforts of schools and community groups in relation to improving environmental quality. Support in organising key Partnership events such as the annual consultation on Health and Well Being priorities and Community Safety priorities will alongside other measures ensure that the VCS has a voice in setting strategic priorities.

- 5.19 As part of the proposal to develop a 'time limited' Capacity Building Programme setting out a 'core offer' in relation to Voluntary and Community Sector support, a tariff will be developed where VCS groups will be expected to pay for any additional support beyond the core offer. For example established groups with governance arrangements already in place such as Neighbourhood Planning Groups will receive the statutory support they are entitled to from the Planning Services Team under the Localism Act, but any additional Capacity Building Support will incur a charge for the service.
- 5.20 The services of the VCS Team will be made available to the local community through contact via the Council's Contact Centre, and the Council's Community Hubs. Ensuring that the VCS Support Team has a presence in the Community Hubs will also provide a more attractive Hub offer and will assist in building the capacity of Hubs themselves through the development and planning of a programme of engagement activities for each of the Hubs to assist the Hubs in reaching out to the broader community. A performance framework with established outputs and outcomes already exists in relation to the Learning and Skills Section and this will be further developed to capture any benefits as a result of the team linking in with Community Hubs.
- 5.21 Whilst all Departments and Services within the Council will continue to develop their relationships with the VCS, the proposed model will provide a central co-ordinating point within the Council for all work associated with the sector. This will enhance the Council's communications with the VCS and ensure that VCS organisations and individuals wishing to volunteer receive support first hand or are signposted to other more appropriate services within the Council (or external bodies) for assistance
- 5.22 It is further proposed that opportunities to add further value to the infrastructure support model and the work of the VCS is investigated through for example the potential development of an HBC staff volunteering programme, and raising awareness and facilitating opportunities for volunteering within the Council. Work will thus be undertaken over the next year to investigate which services are using volunteers within the Council and how to promote volunteering opportunities that the Council has to offer.

- 5.23 Should the proposal be agreed a half day event with the voluntary and community sector will be held to outline the core offer and to consult with the sector on the possibility of holding two or three networking events annually with the sector setting the agenda for those meetings. The Hartlepool and Stockton Clinical Commissioning Group and the Big Lottery have expressed an interest in attending such an event and volunteered their support in organising it.
- 5.24 All existing and emerging locally based VCS organisations (both registered charities and other organisations such as associations, self-help groups and community groups) social enterprises, mutuals and co-operatives could benefit from the model and be part of a local VCS network. Links would be established with neighbouring, and regional voluntary sector development agencies to develop good practice and contribute towards a co-ordinated approach to supporting the voluntary sector across the Tees Valley.

6. RISK IMPLICATIONS

- 6.1 Reduced capacity within the Hartlepool Community Safety Team (HCST); The proposal involves the transfer of the Community Cohesion Officers out of the Community Safety Team which will result in a reduced capacity and resilience within the team to engage with communities. The engagement activity of the HCST will therefore be reduced to mitigate any potential risks around losing focus on key vulnerabilities.
- 6.2 Reputational Risk In addition to a reduced capacity within the HCST there is also a reputational risk to the Council if Cohesion Officers are transferred out of the current team. The integrated working model was agreed by the Finance and Policy Committee in October 2017 following 18 months of consultation with key partners. Subsequent to Finance and Policy Committee approval the community safety model was also agreed by the Cleveland Police Board with an expectation that the model would incorporate the following core offer:
- Community cohesion, hate and Prevent
 - Building Community resilience and volunteering
- 6.3 To mitigate this risk any proposed change to the model will therefore need to be discussed with partners with a rationale and justification for the proposed change and a reassurance that these elements will not be lost through ineffective links with the VCS Support Team.
- 6.4 The core role of officers within the merged team becomes diluted and less effective. There is a risk that community capacity building becomes nothing more than an add on to 'Volunteer Hartlepool' with a narrow focus on learning skills, and employment. In this respect it is important to understand that individuals, organisations, and communities define their own needs and the reasons and motivation for volunteering are varied. Whilst some individuals are motivated by the opportunity to learn new skills or see volunteering as a

route to paid employment, others simply want to put something back, or they have identified a genuine need in their own community that needs to be addressed whether this be fuel poverty, improved environmental quality, building relationships and community spirit etc. In order to create the conditions for the VCS to flourish in Hartlepool care will therefore need to be taken to ensure that the core roles of officers within the team are maintained.

- 6.5 *There is a risk that the model is perceived to be dominated and led by the Council.* To mitigate this risk any publicity in relation to the proposed model must emphasise the model is there to create the conditions for volunteering and the sector as a whole to flourish with improved outcomes for individuals and communities being the goal.

7. FINANCIAL CONSIDERATIONS

- 7.1 Within the 'Positive Change Transforming Lives service there are 4 officers working within the 'Volunteer Hartlepool' initiative. Staffing within this section is largely dependent upon short term funding with one contract ending in 2019 and others in 2020, with one member of staff being seconded on a 2 year term from Adult Services. Any proposed staffing structure will therefore need to ensure the financial sustainability of posts going forward in line with the core offer of the VCS model in building individual, organisational and community capacity.

8. LEGAL CONSIDERATIONS

- 8.1 There are no legal considerations associated with this report.

9. CONSULTATION AND COMMUNICATION

- 9.1 As outlined in section 4 of this report consultation with the VCS was undertaken during 2017. This took the form of an on-line survey and face to face interviews. All VCS organisations on the Council database were invited to participate. Further discussions with the sector have also taken place via consultation on the Council's Health and Well Being Strategy.
- 9.2 The model aims to strengthen communications with the VCS in the future by amongst other things creating a VCS database, webpage, and regular e-bulletin for the sector.

10. CHILD AND FAMILY POVERTY

- 10.1 Although the new model will not have a direct impact on levels of poverty in Hartlepool it is recognised that the VCS plays a key role in delivering services that alleviate poverty and its impact (see **Appendix 1**).

11. EQUALITY AND DIVERSITY CONSIDERATIONS

- 11.1 The VCS in Hartlepool has a key role to play in improving the social and economic well being of the borough and supporting those with protected characteristics who are often in crisis. The proposed model will assist in creating the conditions for facilitating a strong VCS in Hartlepool (see **Appendix 2**).

12. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 12.1 Creating confident, cohesive and safe communities is a key objective within the current Community Safety Plan. By supporting a strong VCS with the ability to act independently to bring about change in Hartlepool implementation of the new model will assist the Council and partners to discharge their section 17 obligations under the Crime and Disorder Act 1998'

13. STAFF CONSIDERATIONS

- 13.1 Following a restructure of the Community Safety and Engagement Service in 2016/2017 the number of staff with a remit around community engagement and capacity building reduced from 5 to 3. As such there are 3 officers within the Community Safety and Engagement section who would transfer to the Learning and Skills Section should the proposal outlined in section 5 of this report be agreed. Given the refocus of the service new Job Descriptions will also be required and consultation with staff regarding any of the proposed changes will need to take place.

14. ASSET MANAGEMENT CONSIDERATIONS

- 14.1 There are no asset management considerations associated with this report.

15. RECOMMENDATIONS

- 15.1 That the Finance and Policy Committee consider and agree the proposed model outlined in section 5 of this report.
- 15.2 That in agreeing the proposal the Finance and Policy Committee agree to the transfer of the 3 staff referred to in Section 13 of this report to the Learning and Skills Section.
- 15.3 That the Finance and Policy Committee notes the time limited nature of some of the posts within the existing Learning and Skills section and the need to ensure that the new VCS Support Team is sustainable going forward.

- 15.4 That Members of the Finance and Policy Committee agree to the scheduling of an event with the VCS to assist in developing an action plan to support delivery of the VCS infrastructure model.
- 15.5 That future reports in relation to the VCS model are presented to the Regeneration Services Committee.

16. REASONS FOR RECOMMENDATIONS

- 16.1 The Council Plan and Community Engagement and Cohesion Strategy identifies as a key deliverable the development of a VCS infrastructure support model during 2017/ 2018.
- 16.2 The VCS in Hartlepool has a key role to play in improving the social and economic well being of the borough, and the proposed model will assist in creating the conditions for facilitating a strong VCS in Hartlepool.
- 16.3 The proposed model has been developed following consultation with key stakeholders including the VCS.
- 16.4 If the proposal is agreed voluntary and community sector infrastructure support will be the responsibility of the Learning and Skills Section and will fall within the policy area of the Regeneration Committee.

17. BACKGROUND PAPERS

- Council Plan 2017-20
- '*Change For Good*' (2015) Independent Commission on the Third Sector
- Community Engagement and Cohesion Strategy 2018-21

18. CONTACT OFFICER

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POVERTY IMPACT ASSESSMENT**1. Is this decision a Budget & Policy Framework or Key Decision? YES / NO**

If YES please answer question 2 below

2. Will there be an impact of the decision requested in respect of Child and Family Poverty? YES/ NO

If YES please complete the matrix below

GROUP	POSITIVE IMPACT	NEGATIVE IMPACT	NO IMPACT	REASON & EVIDENCE
Young working people aged 18 - 21				
Those who are disabled or suffer from illness / mental illness				
Those with low educational attainment				
Those who are unemployed				
Those who are underemployed				
Children born into families in poverty				
Those who find difficulty in managing their finances				
Lone parents				
Those from minority ethnic backgrounds				

Poverty is measured in different ways. Will the policy / decision have an impact on child and family poverty and in what way?

Poverty Measure (examples of poverty measures appended overleaf)	POSITIVE IMPACT	NEGATIVE IMPACT	NO IMPACT	REASON & EVIDENCE

Overall impact of Policy / Decision			
NO IMPACT / NO CHANGE		ADJUST / CHANGE POLICY / SERVICE	
ADVERSE IMPACT BUT CONTINUE		STOP / REMOVE POLICY / SERVICE	
Examples of Indicators that impact of Child and Family Poverty.			
Economic			
Children in Low Income Families (%)			
Children in Working Households (%)			
Overall employment rate (%)			
Proportion of young people who are NEET			
Adults with Learning difficulties in employment			
Education			
Free School meals attainment gap (key stage 2 and key stage 4)			
Gap in progression to higher education FSM / Non FSM			
Achievement gap between disadvantaged pupils and all pupils (key stage 2 and key stage 4)			
Housing			
Average time taken to process Housing Benefit / Council tax benefit claims			
Number of affordable homes built			
Health			
Prevalence of underweight children in reception year			
Prevalence of obese children in reception year			
Prevalence of underweight children in year 6			
Prevalence of obese children in reception year 6			
Life expectancy			

EQUALITY AND DIVERSITY IMPACT ASSESSMENT

Department	Division	Section	Owner/Officer
Regeneration and Neighbourhoods	Env and Neighbourhoods	Community Safety and Engagement	Clare Clark
Service, policy, practice being reviewed/changed or planned	Voluntary Sector Infrastructure Support		
Why are you making the change?	The VCS in Hartlepool has a key role to play in improving the social and economic well being of the borough and supporting those with protected characteristics who are often in crisis. The proposed model will assist in creating the conditions for facilitating a strong VCS in Hartlepool.		
How might this impact (positively/negatively) on people who share protected characteristics?			
		Please tick	
		POSITIVELY	NEGATIVELY
Age	Yes		
No significant impact – but the model aims to support all existing and emerging VCS organisations many of whom deliver services that aim to improve the quality of life for the young and elderly.			
Disability	Yes		
No significant impact – but the model aims to support all existing and emerging VCS organisations many of whom deliver services to improve the quality of life of people with disabilities and to promote a better understanding between communities and to celebrate and value diversity			
Gender Re-assignment	Yes		
No significant impact – but the model aims to support all existing and emerging VCS organisations some of whom provide vital support to those with gender re-assignment issues and to promote a better understanding between communities and celebrate and value diversity.			
Race	Yes		
No significant impact – but the model aims to support all existing and emerging VCS organisations many of whom exist to promote a better understanding between communities and to celebrate and value diversity.			
Religion	Yes		
No significant impact – but the model aims to support all existing and emerging VCS organisations many of whom exist to promote a better understanding between communities and to celebrate and value diversity.			
Gender	Yes		
No direct impact			
Sexual Orientation	Yes		
No significant impact – but the model aims to support all existing and emerging VCS organisations many of whom exist to promote a better understanding between communities and to celebrate and value diversity.			
Marriage & Civil Partnership			
No direct impact			
Pregnancy & Maternity			
Has there been consultation /is consultation planned with people who will be affected by this policy? How has this affected your decision making?	Consultation with the VCS was undertaken during 2017 with the aim of identifying the current needs of the sector. This took the form of an on-line survey and face to face interviews. All VCS organisations on the Council database were invited to participate. Further discussions with the sector have taken place via the Health and Well Being strategy consultation		
As a result of your decision how can you mitigate negative/maximise positive outcomes and foster good relationships?	The VCS infrastructure support model is designed to improve positive outcomes for the Hartlepool community by taking positive steps to strengthen VCS organisations in Hartlepool and strengthen relationships with the public sector		

Describe how you will address and monitor the impact		1. No Impact - No Major Change	
		<i>Overall the proposed model should have a positive impact on equality and diversity</i>	
Initial Assessment	5/02/2017	Reviewed	
Completed		Published	

FINANCE AND POLICY COMMITTEE

8th October 2018



Report of: Director of Regeneration and Neighbourhoods

Subject: SEATON CAREW ADDITIONAL CAR PARKING FACILITIES

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 This is a key decision Ref RN27 / 18 in the forward plan.

2. PURPOSE OF REPORT

2.1 To seek approval for the extension of the existing Sea View Car Park, Seaton.

3. BACKGROUND

3.1 In 2017 seasonal parking controls were introduced in Seaton Carew in order to improve traffic management, ensure a turnover of visitor parking in appropriate areas and enable an increased level of enforcement.

3.2 These controls included pay and display charges in 3 car parks and certain on-street areas, limited stay disc parking controls, plus the introduction of resident and business permit zones.

3.3 There is a demand for parking spaces at the southern end of Seaton, generated by customers looking for convenient parking close to the facilities. The demand for parking bays often exceeds those available, demonstrated by the Rocket House Car Park frequently being full to capacity.

3.4 The lack of available spaces contributes to regular reports of parking contraventions in restricted areas and on central hatching areas along The Front, which has been the subject of road and pedestrian safety concerns. On particularly busy days, the coach and car park still exceed availability and the former fairground area has been used as an overflow site, suggesting there would be demand for additional car parking in the area.

- 3.5 A number of public consultation events were held at Seaton to promote the traffic management proposals. Responses from residents and commercial businesses were critical of the lack of parking space in Seaton. Furthermore recent consultations with businesses by the Council's Economic Regeneration Team once again highlighted that the lack of parking was providing a barrier to their growth, therefore this proposal looks to address such concerns.
- 3.6 It is also anticipated that the ongoing regeneration development work in the area will attract a number of additional visitors and this proposal seeks to provide convenient and available parking provision to meet this additional need and further support the growth of Seaton as a coastal destination.
- 3.7 The proposed additional parking areas will visually improve the appearance of this area and compliment the ongoing regeneration work taking place.

4. PROPOSALS

- 4.1 Parking provision at Seaton is currently provided by a number of regulated On street parking bays and the Off street car parks at Rocket House (83 bays) and Sea View (330).
- 4.2 Seasonal parking charges apply between April – October (7 months).
- 4.3 The Sea View car park currently operates dusk to dawn closure times. The site has no electrical power source but has historically avoided the need to address this issue by closing outside of the hours of enforcement. This proposal does however include various additional options for improvements which are likely to require planning permission. Provision has been made for some landscaping within the curtilage of the site, installation of street lighting to reduce risk of harm and highlight pedestrian walkways and access areas and CCTV to prevent and deter potential crime and antisocial behaviour issues.
- 4.4 In recognition of the identified concerns expressed regarding limited parking provision in the Seaton area, it is intended to extend the existing parking area on the Former Fairground site and a small section of land to the north.
- 4.5 An indicative plan of the proposed extension and revised bay layout within the Sea View car park is shown as **Appendix 1** of this report.
- 4.6 Development of the former Fairground site would visually improve and enhance the area. The site is currently used as an overflow parking area when capacity exceeds demand. The development of the Former Fairground site will create nearly an additional 350 parking spaces whilst layout changes to the existing Sea View Car Park will provide a combined parking area for some 680 vehicles including the provision for designated disabled parking, coaches and long wheel base vehicles, as well as the provision for two mobile units. Construction work has been costed and

estimated at £390,000 with further costs for CCTV, landscaping, border fencing and street lighting, potentially increasing this amount by a further £150,000.

5. RISK IMPLICATIONS

- 5.1 The scheme would result in a financial commitment to fund the prudential borrowing costs of the capital expenditure. The service area would be committed to a £37,000 annual repayment over a 25 year period, funded from income generated by the seasonal parking charges. The level of expenditure and anticipated revenue income are shown in para 6.5 of this report.

6. FINANCIAL CONSIDERATIONS

- 6.1 The capital works to extend the car park will be funded via prudential borrowing.
- 6.2 Work on the proposed scheme will require formal planning permission and some of the costs have therefore been added in anticipation of the likely street lighting, landscaping and CCTV provision that may be required as part of the planning consent.
- 6.3 The following costs have been identified:

<u>Cost to be funded by borrowing</u>	£
Identified capital costs	
Design and construction costs	390,000
Planning process	2,500
Perimeter fencing	47,500
	440,000
Potential additional capital works	
Street lighting	60,000
CCTV	30,000
Landscaping works	10,000
	100,000
 Total construction costs	 540,000
 <u>Cost to be funded by grant</u>	
Additional parking machines	33,500

- 6.4 The construction costs of £540,000 will be funded via prudential borrowing. Borrowing commitments to fund the capital works are £37,000 per annum over a 25 year period. The annual prudential borrowing payments will be funded from the additional income generated.

- 6.5 Income has been calculated using revenue figures from the existing Sea View and Rocket House car parks and anticipated future projections include a displacement allowance from both car parks.
- 6.6 A Sensitivity Analysis has been undertaken and the table below summarises these findings:
- The baseline expectation for revenue based on the average revenue generated at Sea View and Rocket House car parks over the 7 month period April to October;
 - The minimum anticipated revenue based on the lowest monthly revenue generated from these car parks. The table demonstrates that even on the minimum income estimates the scheme makes a net contribution to the existing budget pressure;
 - The breakeven position, which is 57% of baseline position;
 - The borrowing costs;
 - Additional revenue costs; and
 - The net contribution to the previously identified car parking budget pressure of £80,000.

	Baseline	Minimum	Breakeven
Income (April to October) after displacement allowance	70,000	53,000	40,000
Borrowing costs	(35,000)	(35,000)	(35,000)
Additional Revenue Costs	(5,000)	(5,000)	(5,000)
Net contribution to £80K pressure	30,000	13,000	0

7. LEGAL CONSIDERATIONS

- 7.1 The Traffic Regulation Order covering the existing car park will be amended to cover the new area of the car park, with the tariff being the same throughout.

8. CONSULTATION

- 8.1 The proposed scheme does not directly affect any residents or businesses, and will be a positive addition to Seaton Carew, therefore no direct consultation has been undertaken.
- 8.2 However the Council's Economic Regeneration Team have recently carried out consultations with local businesses who highlighted that the lack of

parking was providing a barrier to their growth and that of Seaton, therefore this proposal would help to address such concerns

- 8.3 Additionally the development would be subject to planning approval and would therefore undergo the formal consultation process that accompanies this statutory route.

9. CHILD AND FAMILY POVERTY

- 9.1 There are no child and family poverty implications relating to this report.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 Disabled parking bays will be included within the car park. A copy of the Equality and Diversity Impact Assessment is attached at **Appendix 2**.

11. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 11.1 There are no Section 17 considerations relating to this report.

12. STAFF CONSIDERATIONS

- 12.1 There are no staff considerations relating to this report.

13. ASSET MANAGEMENT CONSIDERATIONS

- 13.1 The additional parking area will be added to the Council's Asset Register and will be included as part of the existing scheduled inspection programme and maintained in order to ensure compliance with any statutory or legal obligations required of the Council.

14. RECOMMENDATIONS

- 14.1 That Finance and Policy Committee approve the proposal to extend the Sea View Car Park at Seaton Carew, and also seek Committee approval to refer the proposal to use prudential borrowing of £540,000 to Council as part of the MTFS.

15. REASONS FOR RECOMMENDATIONS

- 15.1 To provide additional parking facilities for visitors to Seaton Carew, thereby supporting the regeneration of Seaton and also business growth.

16. BACKGROUND PAPERS

16.1 None.

17. CONTACT OFFICER

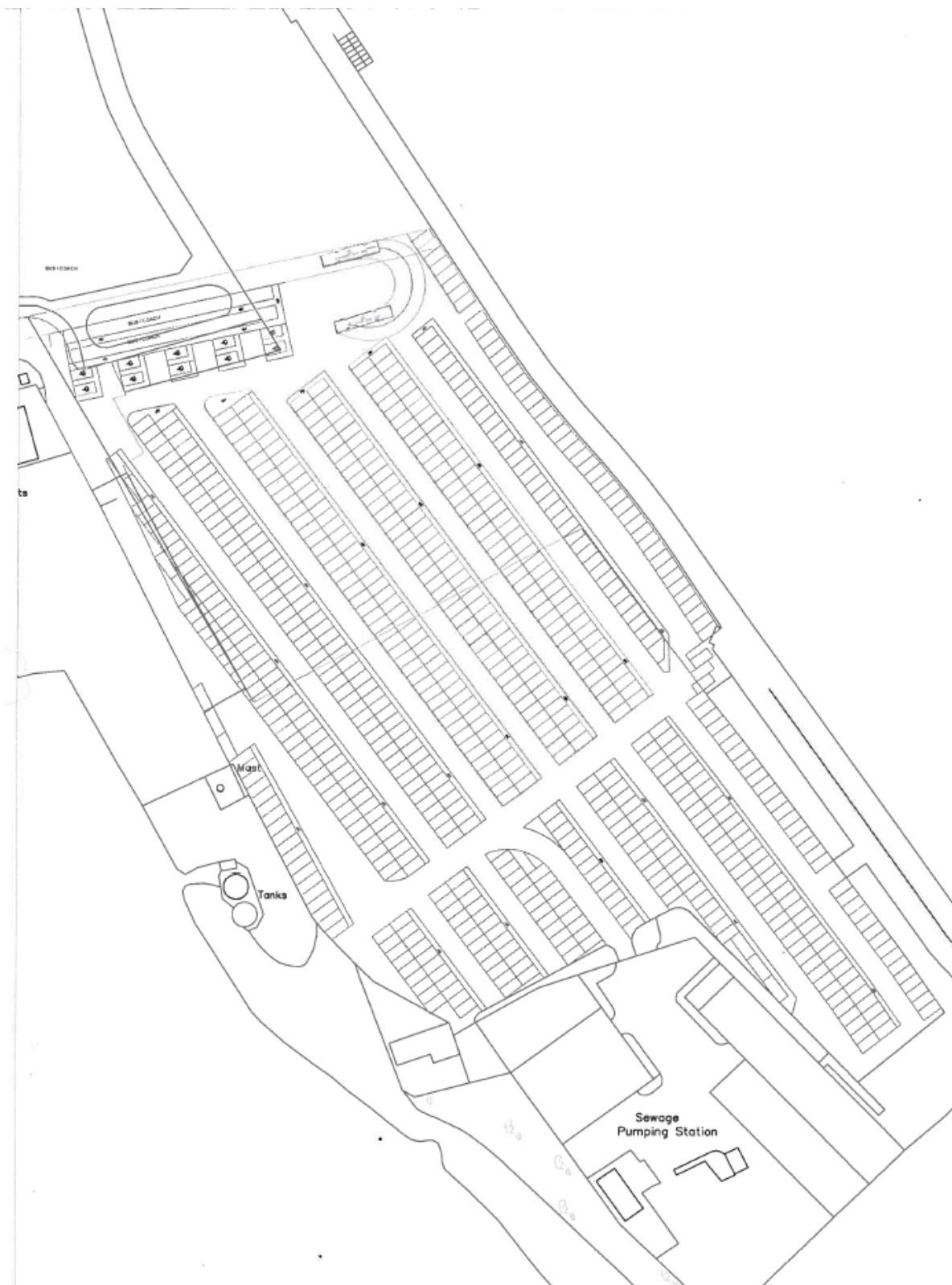
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APPENDIX 1



Department	Division	Section	Owner/Officer	
Neighbourhood Services	Community Services		Phil Hepburn	
Service, policy, practice being reviewed/changed or planned	Extension to existing Sea View Car, Seaton Carew.			
Why are you making the change?	Creating more parking provision in order to meet existing and anticipated future parking demand.			
How might this impact (positively/negatively) on people who share protected characteristics?				
		Please tick	POSITIVELY	NEGATIVELY
Age				
Please describe...				
Disability		X		
New scheme would provide an additional 10 dedicated disabled parking spaces, compliant with the required legal and design standards.				
Gender Re-assignment				
Please describe...				
Race				
Please describe...				
Religion				
Please describe...				
Gender				
Please describe...				
Sexual Orientation				
Please describe...				
Marriage & Civil Partnership				
Please describe...				
Pregnancy & Maternity				
Please describe...				
Has there been consultation /is consultation planned with people who will be affected by this policy? How has this affected your decision making?	Previous consultation with residents, businesses and visitors (carried out in 2017) identified an additional parking demand. The proposed scheme looks to address this issue.			
As a result of your decision how can you mitigate negative/maximise positive outcomes and foster good relationships?	The disabled parking bays have been designed to be located closest to the nearby facilities. The wider / larger parking bays meet required design standards and will provide convenient parking with ease of access, particularly for those who have wheel chair dependant mobility..			
Describe how you will address and monitor the impact	1. No Impact - No Major Change Initial design plans have identified provision for 10 disabled bays but this can be increased if required. The number of proposed			

		<i>disabled bays will however be proportionate in order to comply with the planning conditions for a car park of this size.. l</i>	
		2. Adjust/Change Policy <i>The automatic eligibility criteria for Blue Badges is currently being reviewed. In the event the national criteria changes allowing more badges to be awarded (specifically for none mobility illnesses) the number of blue badge holders could increase significantly. The ratio of disabled parking bays within off street car parks may need to increase to reflect such changes.l</i>	
		3. Adverse Impact but Continue as is <i>Please Detail</i>	
		4. Stop/Remove Policy/Proposal <i>Please Detail</i>	
Initial Assessment	5/9/18	Reviewed	00/00/00
Completed	00/00/00	Published	00/00/00

FINANCE AND POLICY COMMITTEE

8th October 2018



Report of: CHIEF EXECUTIVE

Subject: LEGAL SERVICES RESTRUCTURE

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non-key decision.

2. PURPOSE OF REPORT

- 2.1 This report is to make recommendations to Finance and Policy Committee in respect of the Chief Officer structure of the Council's Legal Services Division.

3. BACKGROUND

- 3.1 As Members are aware, the Chief Solicitor left the authority in March 2018. In order to maintain the service and ensure the statutory functions of the post were maintained, interim arrangements were put in place with effect from the 1st April 2018.
- 3.2 Since the interim arrangements were put in place, a review of the capacity and operational resilience of the service has been carried out. The remainder of this report sets out my findings and recommendations for permanent arrangements to be put in place.

4. PROPOSALS

4.1 Current Structure

- 4.2 Currently the Chief Solicitor leads the division, reporting directly to the Chief Executive. Below the Chief Solicitor are two Band 15 posts namely the Head of Legal Services (People) and Head of Legal Services (Place).

4.3 Proposed Structure

4.4 The direct reporting line of the Chief Solicitor to the Chief Executive line is key (in the same manner as it is for other statutory posts in the Council) and no change is proposed to this arrangement.

4.5 It has however been identified that whilst the interim arrangements operated since April 2018 have provided an appropriate legal services to the Council on a temporary basis this has only been achieved owing to the skills and commitment of existing staff. This current interim arrangement is not sustainable and it has become apparent that the current structure does not work effectively, or provide the senior management resilience required to operate safe and effective legal services across the breadth of activities of a unitary authority. The proposals to address these concerns are set out in Appendix 1 in the exempt section of this report. **This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, (para 1 & 2)**

5. RISK IMPLICATIONS

5.1 It should be noted that with any change in structure there is a potential risk to service delivery and in respect of organisational knowledge. The proposal I have recommended to Committee is my best advice for the overall structure of the Division.

6. FINANCIAL CONSIDERATIONS

6.1 The initial proposals have a lower cost than the existing structure. It is recommended that these resources are earmarked pending completion of a review of the structure requirements below the Chief Officer level to ensure the Council has a properly resourced Legal Services function.

7. LEGAL CONSIDERATIONS

7.1 The Chief Solicitor is the Council's Monitoring Officer, which is a statutory appointment pursuant to section 5 of the Local Government and Housing Act 1989 (the Act). The Act also requires the Council to provide the Monitoring officer 'with such staff, accommodation and other resources' as are required to discharge their statutory duties and the proposals in this report are designed to achieve this objective

7.2 The Monitoring Officer's statutory duties under section 5 can be summarised as being a duty to support the Council, its committees or subcommittees or anyone employed by the Council to ensure all decision are legal and would not to constitute maladministration. In circumstances where the Monitoring Officer is of the opinion that any proposal, decision or omission may be illegal or constitute maladministration they are required under section 5 to report this issue to full Council.

- 7.3 The Monitoring Officer also has a range of functions relating to the conduct of councillors including the provision of advice and investigation of complaints in to Member conduct.

8. CONSULTATION

- 8.1 The Hartlepool Joint Trade Unions Committee (HJTUC) have been provided with a copy of this report and asked for written comments in advance of your meeting which will be circulated as soon as possible after they are received.
- 8.2 All affected Officers have been provided with a copy of this report. Comments and any revised recommendations arising from those comments will be presented at the Finance and Policy Committee meeting.

9. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)

- 9.1 There are no direct impacts on Child and Family Poverty.

10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)

- 10.1 None.

11. STAFF CONSIDERATIONS

- 11.1 Staffing considerations are set out within the report.

12. ASSET MANAGEMENT CONSIDERATIONS

- 12.1 There are no asset management considerations.

13. RECOMMENDATIONS

- 13.1 That Finance and Policy Committee:
- (i) Approve the proposed structure of the Legal Services Division and the deletion of the posts identified in the Not for Publication element of this report.
 - (ii) Approve the new post and grading set out in the Not for Publication element of this report.
 - (iii) Recommends that a meeting of the Appointments Panel be convened to consider the recommendation of this Committee detailed in section 6 of the Not for Publication element of this report.

14. REASONS FOR RECOMMENDATIONS

- 14.1 To ensure senior management resilience to operate and maintain a professional and effective service to the Council.

15. BACKGROUND PAPERS

- 15.1 Council minutes of the meeting held on the 15th March 2018.

16. CONTACT OFFICERS

Gill Alexander
Chief Executive
01429 523001

FINANCE AND POLICY COMMITTEE

8 October 2018



Report of: Director of Finance and Policy

Subject: CORPORATE PROCUREMENT QUARTERLY
REPORT ON CONTRACTS

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information only.

2. PURPOSE OF REPORT

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

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

3. BACKGROUND

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

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

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

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

4. INFORMATION FOR REVIEW

4.1 Tender information

Appendix A details the required information for each procurement tender awarded since the last quarterly report.

4.2 Exemption information

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

4.3 Commercial / Confidential information

Appendix C includes the commercial information in respect of the tenders received and any confidential information relating to Contract Procedure Rule exemptions or contract extensions.

This item contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, Appendix C.

5. RISK IMPLICATIONS

- 5.1 This report is for information only. There are no risk implications attached to this report.

6. FINANCIAL CONSIDERATIONS

- 6.1 This report is for information only. There are no financial considerations attached to this report.

7. LEGAL CONSIDERATIONS

- 7.1 This report is for information only. There are no legal considerations attached to this report.

8. CONSULTATION

- 8.1 No consultation required. Report for information only.

9. CHILD AND FAMILY POVERTY

- 9.1 This report is for information only. There are no child and family poverty implications attached to this report.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 This report is for information only. There are no equality and diversity considerations attached to this report.

11. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 11.1 This report is for information only. There are no Section 17 considerations attached to this report.

12. STAFF CONSIDERATIONS

- 12.1 This report is for information only. There are no staff considerations attached to this report.

13. ASSET MANAGEMENT CONSIDERATIONS

- 13.1 This report is for information only. There are no asset management considerations attached to this report.

14. RECOMMENDATIONS

- 14.1 That the Committee note and comment on the contents of the report,

15. REASONS FOR RECOMMENDATIONS

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

16. BACKGROUND PAPERS

- 16.1 There are no background papers.

17. CONTACT OFFICER

- 17.1 Chris Little
Director of Finance and Policy
Civic Centre
Victoria Road
Hartlepool
TS24 8AY
Email chris.little@hartlepool.gov.uk
Tel: 01429 523003

Tender Information

Date of Contract Award	Contract Name and Reference Number	Description of Goods / Services being procured	Duration of Contract (optional extensions in brackets)	Department / Service area procuring the goods / services	Details of Bidders	Location of Bidder	Basis of award decision if not lowest/highest price payable / receivable	Outcome of contract letting procedures	Previous Provider / Location
28/6/18	Extension to the Main Hall – Clavering Primary School Contract Reference 953/2018	Hartlepool Borough Council is seeking tenders for the construction of an extension to the Main Hall and associated works at Clavering Primary School	2 months	R&N	Hall Construction Services Ltd T Manners & Sons Ltd	Rushyford, County Durham Bishop Auckland	100% - Price	T Manners & Sons Ltd	N/A
26/6/18	Re-roofing works at Throston Primary School Contract Reference 954/2018	Hartlepool Borough Council is seeking tenders for the re-roofing of the existing roof for Throston Primary School	4 weeks	R&N	Barclay Roofing Ltd Bryan Crisp & Sons Dougall Roofing & Waterproofing Solution Ltd Hodgson Sayers Ltd O'Connor Roofing Services Dufell	Stockton Cramlington Cramlington Stanley, Durham Hartlepool Darlington	100% - Price	Dougall Roofing & Waterproofing Solution Ltd	N/A

31/7/18	Passenger Transport Services for Officer Transportation & Safeguarding Contract Reference 625B/2018	Hartlepool Borough Council currently have a requirement for Officer Transportation and also for safeguarding, assessment & support services.	3 years (plus 2 x 12 month extensions)	R&N	23 Taxis David Mackay	Hartlepool Hartlepool	100% Price & Pass Quality Assessment	23 Taxis	Navigation Taxis
6/8/18	Passenger Transport Services for After School Provision Contract Reference 625A/2018	Hartlepool Borough Council currently has a requirement for an After School provision.	3 years (plus 2 x 12 month extensions)	R&N	23 Taxis	Hartlepool	100% Price & Pass Quality Assessment	23 Taxis	23 Taxis
17/8/18	Play Area – Seaton Prom Contract Reference 957/2018	Contractors are invited to quote for the Provision of an extension to an existing play area adjacent to the promenade at Seaton	10 weeks	R&N	Brambledown Landscapes Cleveland Land Services Dawson Landscapes Deerness Fencing & Landscaping	Durham Guisborough Hartlepool Bowburn, Durham	100% Price	Dawson Landscapes	N/A
31/8/18	Hotel Market Assessment & Development Potential Study Contract Reference 962/2018	Providers are invited to bid for the study to consider the viability and feasibility of a hotel development, taking into consideration the Waterfront Masterplan and the Council's aspirations.	Phase 1 - 6 months Phase 2 – Subject to Funding 2 years	R&N	CBRE Hotels Limited Christie & Co	London Newcastle	30% Price 70% Quality	CBRE Hotels Limited	N/A

Procurements Exempted from Council Contract Procedure Rules**Exemption Information**

Dept	Service Unit	Company Name	Company Based at	Estimated Expenditure	Duration	Description	Approval
R&N	Building Design & Construction	Schneider Electric UK	Gateshead	£146,000 - The funding Strategy uses the £50K refund from British Gas with the remaining £96K being funded from the Corporate Planned Maintenance Budget	11/06/2018 - 31/07/2018	Building Energy Management System upgrade	Approved by Tony Hanson, Hayley Martin, Denise Ogden and Chris Little on 28.06.2018
R&N	Community Safety & Engagement	Concrete Repairs Limited	Chesterfield, Derbyshire	£23,305	One off Procurement	Specialist waterproofing solution to the Multi Storey Car Park	Tony Hanson, Chris Little, Hayley Martin and Denise Ogden on 20.08.2018
R&N	Building Design & Construction	Sub Aqua Diving Services (UK) Ltd	Middlesbrough	£54,000	One off Procurement	Graving Dock repairs - Diving services for the Installation of Dolphins	Tony Hanson, Chris Little, Denise Ogden & Neil Wilson (On behalf of Hayley Martin) on 13.08.2018
R&N	Building Design & Construction	Tees Valley Lifting & Engineering Services Ltd	Middlesbrough	£105,960	One off Procurement	Graving Dock repairs - Lifting Services for the Installation of Dolphins	Tony Hanson, Chris Little, Denise Ogden & Neil Wilson (On behalf of Hayley Martin) on 13.08.2018
CEX	Health Safety and Risk	Hartlepool and East Durham Mind	Hartlepool	£3,000	13.08.2018 - 18.08.2019	Counselling/psychological therapy for HBC Employees	Claire McLaren, Chris Little and Marian Williams (On behalf of Hayley Martin) on 20.08.2018
CEX	Health Safety and Risk	Alliance Psychological Services	Stockton	£2,000	13.08.2018 - 18.08.2019	Counselling/psychological therapy for HBC Employees	Claire McLaren, Chris Little and Marian Williams (On behalf of Hayley Martin) on 20.08.2018

Extension Information

Dept	Service Unit	Company Name	Company Based at	Estimated Expenditure	Duration	Description	Approval
C&A	Preventative & Community Based Services	XN Leisure Systems Ltd	Abingdon, Oxon	£10,552.92 per year (3 year contract) = £31,658.76	Extended dates 01.01.2019 - 31.12.2021	3 year extension to use the XN Leisure System.	Approved by Gemma Ptak, Chris Little, Jill Harrison and Hayley Martin 09.08.2018

FINANCE AND POLICY COMMITTEE

8th October 2018



Report of: Assistant Director, Corporate Services.

Subject: CORPORATE COMPLAINTS ANNUAL
MONITORING REPORT 2017/18

1. TYPE OF DECISION/APPLICABLE CATEGORY

For information only.

2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to inform Finance and Policy Committee of the 2017/18 outturn position in relation to corporate complaints and those considered by the Local Government Ombudsman (LGO).

3. BACKGROUND

- 3.1 Within the Corporate Complaints, Comments and Compliments Policy there is a requirement to report to elected members on the number of complaints received by the Council along with the final outcome of those complaints. This report outlines the complaints received in 2017/18.

4. SUMMARY OF PROGRESS – CORPORATE COMPLAINTS 2017/18

- 4.1 In total 17 corporate complaints were received in 2017/18. The historical comparison of corporate complaints since 2014/15 (**Appendix 1**) shows that the number of complaints received year on year is decreasing with 2 less than 2016/17 and 5 less than 2014/15.
- 4.2 In total 7 of the corporate complaints received in 2017/18 were upheld or partly upheld. This is 2 less than the number upheld or partly upheld in 2016/17 but more than those upheld or partly upheld in 2014/15 and 2015/16.

5. LOCAL GOVERNMENT OMBUDSMAN – ANNUAL REVIEW LETTER 2018

- 5.1 The LGO Annual Review 2018 letter, attached as **Appendix 2**, sets out the annual statistics on complaints made to the LGO about Hartlepool Borough Council for the year ending 31st March 2018. The data shows both the complaints and the enquiries that the LGO has recorded along with any decisions they have made.
- 5.2 In summary, during 2017/18 the LGO:
- Received 25 complaints or enquiries about Hartlepool Borough Council, an increase of 5 on the previous year;
 - In total the LGO made decisions on 23 complaints with only 6 being subject to detailed investigation, 1 less than the previous year;
 - Of the 6 complaints subject to detailed investigation by the LGO 3 were upheld or partly upheld;
 - All 3 complaints upheld by the LGO had already been upheld or partly upheld by the Council through the corporate complaints process and were from 3 different residents in relation to the same project.
- 5.3 A comparison of LGO data for 2017/18 for the North East region is set out in tables 1 and 2 of **Appendix 3**. This shows that Hartlepool has the lowest number of complaints and enquiries received in the North East and the joint third lowest uphold rate. It also shows that we have the lowest number of complaints referred back for Local Resolution which demonstrates that we are publicising and using our corporate complaints policy effectively.
- 5.4 A review of the Corporate Complaints, Comments and Compliments and Unreasonable Behaviour policies has taken place and a number of minor amendments have been made to the published policies.

6. RISK IMPLICATIONS

- 6.1 No implications

7. FINANCIAL CONSIDERATIONS

- 7.1 No implications

8. LEGAL CONSIDERATIONS

- 8.1 No implications

9. CONSULTATION

- 9.1 No implications

10. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)

N - A

11. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)

N - A

12. STAFF CONSIDERATIONS

12.1 No implications

13. ASSET MANAGEMENT CONSIDERATIONS

13.1 No implications

14. RECOMMENDATIONS

14.1 Finance and Policy Committee are recommended to:

- Note the 2017/18 outturn position on corporate complaints received and the annual statistics on complaints made to the LGO during 2017/18.

15. REASONS FOR RECOMMENDATIONS

15.1 Finance and Policy Committee have responsibility for the monitoring of the Corporate Complaints, Comments and Compliments Policy and the Unreasonable Customer Behaviour Policy.

16. BACKGROUND PAPERS

None

17. CONTACT OFFICERS

Claire McLaren
Assistant Director, Corporate Services
claire.mclaren@hartlepool.gov.uk
Tel: 01429 523003

Appendix 1 - Corporate Complaints 2014/15 – 2017/8

	2014-15		2015/16		2016/17		2017/18	
	Number of complaints	Upheld / Partly Upheld	Number of complaints	Upheld / Partly Upheld	Number of complaints	Upheld / Partly Upheld	Number of complaints	Upheld / Partly Upheld
Total Number of Corporate Complaints	22	3	22	5	19	9	17	7
Total number of CED Corporate Complaints	10	0	8	2	1	0	3	1
Total Number of RND Corporate Complaints	0	0	7	3	13	6	9	5
Total Number of CAD Corporate Complaints	4	0	3	0	4	2	3	0
Total Number of PHD Corporate Complaints	8	3	4	0	1	1	2	1

7.2 Appendix 2

Local Government & Social Care OMBUDSMAN

18 July 2018

By email

Gill Alexander
Chief Executive
Hartlepool Borough Council

Dear Gill Alexander,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new *review letter* for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will therefore be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the *review letter* and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Hartlepool Borough Council
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:

<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
1	3	2	6	2	6	2	3	0	25

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
2	0	7	8	3	3	50%	23

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
3	0

Appendix 3 – LGO North East Regional Comparison 2017/18

Table 1: North East Local Authorities 2017/18 Complaints and Enquiries Received

	Adult Care Services	Benefits and Tax	Corporate and other services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
Hartlepool	1	3	2	6	2	6	2	3	0	25
Stockton	5	2	2	15	5	0	1	2	0	32
Middlesbrough	5	9	7	11	2	4	1	1	0	40
Redcar & Cleveland	6	5	1	11	4	2	2	3	0	34
Darlington	18	5	3	7	4	2	2	5	2	48
Durham	31	22	5	29	17	12	3	11	1	131
Sunderland	13	7	2	30	11	4	1	2	0	71
North Tyneside	9	8	5	11	3	2	3	5	0	46
South Tyneside	12	0	1	17	7	2	4	5	0	48
Newcastle	8	9	2	11	12	10	9	6	0	67
Northumberland	19	20	7	20	6	8	3	15	0	98
Gateshead	10	3	5	11	4	7	7	3	1	51

Table 2: North East Local Authorities 2017/18 Decisions Made

					Detailed Investigations			Total	Complaints Remedied	
	Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Uphold Rate		by LGO	Satisfactorily by authority before LGO Involvement
Hartlepool	2	0	7	8	3	3	50%	23	3	0
Stockton	1	0	18	3	2	5	71%	29	3	1
Middlesbrough	0	0	15	16	7	7	50%	45	6	1
Redcar & Cleveland	1	0	21	4	1	5	83%	32	2	1
Darlington	3	3	9	13	7	6	46%	41	4	1
Durham	9	2	50	40	16	16	50%	133	13	3
Sunderland	4	1	31	20	4	7	64%	67	7	0
North Tyneside	1	0	12	20	4	7	64%	44	5	1
South Tyneside	0	1	23	12	6	7	54%	49	6	1
Newcastle	3	3	29	19	5	7	58%	66	6	1
Northumberland	10	0	54	13	12	9	43%	98	6	0
Gateshead	2	4	21	13	4	7	64%	51	4	2