FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO DECISION SCHEDULE

HARTLEPOOL
BOROUGH COUNCIL

Monday 13th March 2006

at 3.30pm

in Committee Room "B"

Councillor Peter Jackson, Cabinet Member responsible for Finance and Performance Management will consider the following items.

1. **KEY DECISIONS**
   None

2. **OTHER ITEMS REQUIRING DECISION**
   2.1   Treasury Management Strategy 2006/2007 – *Chief Financial Officer*
   2.2   Irrecoverable Debts – Business Rates - *Chief Financial Officer*
   2.3   Irrecoverable Debts – Council Tax - *Chief Financial Officer*
   2.4   Neighbourhood Services Departmental Plan (Finance & Performance Management) Update December 2005 - *Director of Neighbourhood Services*
   2.5   Communicating with your Council - Progress – *Chief Personnel Services Officer*
   2.6   2nd and 3rd Tier Chief Officers' Salary Review – *Director of Neighbourhood Services*
   2.7   36 Rydal Street, Hartlepool – *Head of Procurement and Property Services*
   2.8   Footpath Number 4, Blackberry Lane, Seaton – *Head of Procurement and Property Services*
   2.9   Business Process Re-engineering – *Head of Procurement and Property Services*
   2.10   Northumbrian Water – Changes in Surface Water Charges – *Head of Procurement and Property Services*
   2.11   Local E Gov. National Projects – Hartlepool's Lead on E Service Standards for Property – *Head of Procurement and Property Services*

3. **ITEMS FOR INFORMATION**
   3.1   Analysis of Best Value Performance Indicators 2004/05 – *Assistant Chief Executive*
   3.2   Viewpoint – Citizen's Panel Results – *Assistant Chief Executive*
   3.3   Corporate Complaints – October to December 2005 – *Assistant Chief Executive*

4. **ITEMS FOR DISCUSSION**
   None

5. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**
    None

EXEMPT ITEMS

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985

6. **KEY DECISION**
    None

7. **OTHER ITEMS REQUIRING DECISION**
    7.1   Banking and Treasury Management Advice Contract Extensions – *Chief Financial Officer*

8. **ITEMS FOR INFORMATION**
    None

FINANCE & PERFORMANCE MANAGEMENT PORTFOLIO Report To Portfolio Holder 13th March, 2006	HARTLEPOOL BOROUGH COUNCIL

Report of: Chief Financial Officer

Subject: TREASURY MANAGEMENT STRATEGY 2006/2007

SUMMARY

1.   PURPOSE OF REPORT

2.1   To provide a review of Treasury Management for 2005/2006 and to outline a Treasury Management Strategy for 2006/2007.

2.   SUMMARY OF CONTENTS

2.1   The report details the Treasury Management position as at 28th February, 2006 and the proposed Treasury strategy for 2006/2007.

3.   RELEVANCE TO PORTFOLIO MEMBER

3.1   Delegated powers do not apply to this item.

4.   TYPE OF DECISION

4.1   Non-key Decision.

5.   DECISION MAKING ROUTE

5.1   To portfolio Holder.

6.   DECISION(S) REQUIRED

6.1   Approval of Treasury Management Strategy.

Report of: Chief Financial Officer

Subject: TREASURY MANAGEMENT STRATEGY 2006/2007

_____

1.   PURPOSE OF REPORT

1.1   To provide a review of Treasury Management for the financial year 2005/2006 and to outline the Treasury Management Strategy for 2006/2007.

2.   BACKGROUND

2.1   The Local Government Act 2003 requires the Council to 'have regard to' the Prudential Code and to set Prudential Indicators for the next three years to ensure that the Council's capital investment plans are affordable, prudent and sustainable.

2.2   The Act therefore requires the Council to set out its Treasury Management Strategy for borrowing and to prepare an Annual Investment Strategy; this sets out the Council's policies for managing its investments and for giving priority to the security and liquidity of those investments. The Secretary of State has issued Guidance on Local Government Investments, these came into force on 1st April, 2004 and they recommend that all Local Authorities produce an Annual Investment Strategy that is approved by full Council, which is also included in this report.

2.3   An overview of the Treasury Management Strategy for 2006/2007 was approved by Council on 16th February, 2006.

2.4   This report provides the detailed operational aspects of the Treasury Management function and is based upon my views on interest rates, supplemented with leading market forecasts provided by the Council's Treasury Advisor. The strategy covers:

   • 2005/2006 Review;
   • Prospects for Interest Rates;
   • 2006/2007 Borrowing Strategy;
   • Debt Rescheduling;
   • 2006/2007 Investment Strategy.
   • Prudential Indicators, including Treasury limits in force which will limit the Treasury risk and activities of the Council.

3.   2005/2006 REVIEW

3.1   The initial Treasury Management Strategy for the current year indicated that the outlook for interest rates during 2005/2006 was uncertain, although it was anticipated that this uncertainty would reduce during the first half of the year. Information provided by three major independent forecasters in January, 2005, predicted that within eighteen to twenty four months of this date there will be a broad convergence of base rates, ten year PWLB rates and twenty five year PWLB rates.

3.2   On the basis of these forecasts it was recommended that it would be appropriate to continue to fund the Council's borrowing requirement from short-term loans, until rates for long term rates fall. It was also recommended that if long term interest rates fell to around 4.5% then the Council should take on long-term borrowing.

3.3   In accordance with this strategy, £30m of short-term loans were replaced by long term loans from the PWLB at 4.6% for between twenty five and thirty years. This action was taken in March, 2005.

3.4   Since that time the outlook for long term interest rates changed and there was a greater expectation of further falls in long-term interest rates. The PWLB also unexpectedly introduced fifty year maturity loans. Therefore, a revised Treasury Management Strategy was submitted to the Finance and Performance Management Portfolio in November.

3.5   This report indicated that the Council needed to undertake further borrowing and there were two options available: -

- Borrow as the need arises and at the interest rate available at the time on either a short or long term basis. This option is unlikely to result in best value borrowing costs being obtained as the interest rates on loans would not be the result of strategic decision-making.

- Borrow on a strategic basis, with an element of borrowing in advance of need, based on an assessment of when interest rates are likely to be at there lowest level. The objective of this strategy is to maximise the value of the Council's borrowing requirement, which is locked into historically low long-term interest rates. This is acceptable under the Prudential Code, which allows for borrowing to be undertaken up to three years in advance of need. To operate this strategy it is necessary to set a trigger point to determine when long term loans would be taken out. This was previously set at 4.5%. As it was expected long-term interest rates would reduce the trigger point was reduced to 4.3%.

3.6 It was determined that borrowing on a strategic basis was the most appropriate strategy. Therefore, in accordance with this strategy and following further reductions in long-term interest rates the following PWLB borrowings have been undertaken.

- £25m over 30 years at 4.25%;
- £5m over 50 years at 4.1%.
- £5m over 50 years at 3.7%.

3.7 **Current Portfolio Position**

3.8 The Council's Treasury Portfolio position at 28th February, 2006 comprised:

		Principal		Ave. rate
		£m		%
Fixed Rate Funding	PWLB	79		4.54
	Market	5		7.57
			84	
Variable Rate Funding	PWLB	4		4.45
	Market	0	4	N/A
TOTAL DEBT			**88**	4.70
TOTAL INVESTMENTS			57	4.72

4. **PROSPECT FOR INTEREST RATES**

4.1 As indicated in the previous Treasury Management Strategy report the outlook for interest rates continues to be uncertain owing to mixed economic data and different interpretations of how the Monetary Policy Committee (MPC) will react the following factors: -

- Slower than expected economic growth;
- Emerging inflationary pressures and rising import prices;
- Increased energy costs;
- Reduced consumer spending;
- Stabilisation of the Housing Market.

4.2 However, whilst the position remains uncertain there is a broad consensus that short-term interest rates are unlikely to change significantly over the next twelve months, as indicated in the following table:

Summary of Base rate Forecasts

	Mar 06	June 06	Sept 06	Dec 06	Mar 07
Sector	4.5%	4.25%	4.25%	4.0%	4.25%
UBS	4.5%	4.5%	4.5%	4.5%	4.5%
Capital Economics	4.0%	4.0%	4.0%	4.0%	4.0%

4.3   The views of forecasters regarding long term borrowing rates is that they are likely to increase above current historically low levels. The main reason for the current low levels is because of the demand for gilt edge securities by pension funds. The resulting decrease in yields has resulted in lower PWLB rates, which are linked directly to them. The rates have reduced to levels lower than any forecasters were expecting. As can be seen from the table below, there is a consensus among forecasters that long-term rates will increase. This position will not affect the Council in the next three years as we have undertaken strategic borrowing and locked into historically low rates to fund the Capital Programme for the next three years.

Summary of Long Term Rate Forecasts (50 Year PWLB)

	Mar 06	June 06	Sept 06	Dec 06	Mar 07
Sector	4.0%	4.0%	4.0%	4.25%	4.25%
UBS	4.05%	4.45%	4.61%	4.74%	4.8%
Capital Economics	3.95%	3.95%	4.05%	4.15%	4.15%

5.   2006/2007 BORROWING STRATEGY

5.1   Following the Strategic Borrowing undertaken in 2005/2006 it is unlikely that the Authority will need to undertake any additional borrowing in 2006/2007.

5.2   However, as long-term rates are historically low, the position will need to be kept under review, particularly if the Authority receive additional Government supported Prudential Borrowing allocations during 2006/2007. Therefore, if it is expected that longer term interest rates will rise above 4.3%. It may be appropriate to undertake further Strategic Borrowing to protect the Council's long-term financial position.

6.   DEBT RESCHEDULING

6.1   There is limited scope to achieve savings from restructuring the Council's Loans Portfolio given the action taken to lock into historically low long-term interest rates. Nevertheless, the Treasury Management Strategy needs to provide the opportunity to undertake debt rescheduling if interest rate structures change unexpectedly.

However, such action would only be taken if this did not affect the long-term sustainability of the interest savings which have been achieved under the current strategy.

7.   2006/2007 INVESTMENT STRATEGY

7.1   The Council's Investment Strategy will reflect the ODPM's Guidance on Local Government Investment issued in March, 2004 and CIPFA's Treasury Management in Public Services Code of Practice. The Authority's investment priorities are:

- the security of sums invested; and
- the liquidity of its investment.

7.2   The guidance requires the classification of investments into 'specified' and 'non specified' investments and outlines the specific reporting requirements for each classification. On a practical basis the statutory guidance formalises best practice which the Authority has followed for a number of years. The only change arising from the new regulations is a requirement to classify investments into 'specified' and 'non-specified'.

7.3   Specified investments include institutions that have obtained a credit rating, or Government Departments and other Local Authorities. The credit ratings are provided by standard credit reference agencies and these are used to determine the individual investment limits imposed.

7.4   The ratings are reviewed on a monthly basis and any changes will be reflected in the limits imposed.

7.5   While the non specified investments include all of the Banks and Building Societies by virtue of the maturity period of funds invested, it also includes those Building Societies that have not applied for credit ratings, as these organisations have determined this is not necessary for their normal business operations. The absence of a credit rating does not materially affect the financial standing of the organisation, but this fact is reflected in the reduced level of limits imposed.

7.6   The full list of financial institutions with which the Authority invests, classified as either specified or non-specified as per Appendix B reported to the Portfolio contains exempt information relating to the financial or business affairs of a particular person (other than the Council) (Paragraph 7).

7.7   The level of investments held represents cash backed reserves and funds borrowed to finance the Capital Programme over the next three years.

7.8   The investment strategy aims to ensure cash is available to meet expenditure commitments as they arise, while also trying to maximise

the returns on interest received. Therefore, investments are made up of amounts held in liquid accounts and fixed deposits for periods up to two years.

8.   PRUDENTIAL INDICATORS FOR 2005/2006 – 2007/2008

8.1   The Council is required to set a number of Prudential Indicators, which were approved by the full Council on 16ᵗʰ February, 2006.

8.2   These indicators are intended to provide information showing that the level of debt is affordable.

8.3   These indicators are contained in Appendix A. The key indicators are summarised below:

	Revised	**Original Indicators**		
	2005/2006	**2006/2007**	**2007/2008**	**2008/2009**
Estimates of incremental impact Capital Decisions on Council Tax	£12.95	£3.15	£2.77	£2.86

This shows the additional Council Tax requirement of Prudential Borrowing by the Council.

Estimates of Financing Costs to meet Revenue Stream	4.63%	4.62%	4.91%	4.91%

This shows the total cost of pre 2004/2005 capital borrowing and new Prudential Borrowing as a percentage of the net budget.

Estimates of Capital Expenditure (£'000)	£33,646	£26,934	£15,868	£12,675

This indicator sets the total value of capital expenditure for the year.

.
9.   CONCLUSIONS

9.1   The Council has undertaken strategic borrowing which will meet its requirements for the next three financial years. This has enabled it to lock into historically low interest rates and ensure stability for the revenue budget. It is therefore unlikely that any further borrowing will be needed in the current year.

9.2   The Council also has a range of cash investments, which are primarily linked to the Authority's reserves. These amounts are held in liquid accounts and fixed deposits for periods up to two years,

which ensures that cash will be available as it is required, while maximising interest received until that time.

10.   RECOMMENDATIONS

10.1   That the Portfolio holder:

  i)   Notes the contents of the report.

  ii) Approves the Treasury Management Strategy.

Prudential Indicators 2005/06 to 2008/09   **Appendix A**

1 Estimates of the Incremental Impact of Capital Decisions on Council Tax

This indicator is expressed in terms of the additional Council Tax at Band D tax, of the proposed capital programme.

The gross capital financing budget has been used in determining this estimate and ratio of financing to net revenue stream, it is assumed that the interest receivable remains constant on an annual basis.

2005/06 Revised Estimate £		2006/2007 Estimate £	2007/2008 Estimate £	2008/09 Estimate £
12.95	Ratio of Financing costs to net revenue decisions on Council Tax	3.15	2.77	2.86

The reduction in the ratio is the result of changes to the local government funding system.

2 Estimates of Ratio of Financing Costs to Net Revenue Stream

This indicator shows the proportion of the total annual revenue budget that is funded by the local tax payer and Central Government, which is spent on servicing debt. The upwards trend reflects the increasing costs associated with each years capital expenditure, and the replacement of operating leases with borrowing.

Estimates of the ratio of costs of servicing debt against the net revenue stream for the current and future years that are recommended for approval.

2005/2006 Revised Estimate £'000		2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
4.63%	Ratio of Financing Costs to Net Revenue Stream	4.62%	4.91%	4.91%

3 Estimates of Capital Expenditure

These estimates show the proposed capital expenditure programme for the forthcoming three years in addition to the current years capital programme.

2005/2006 Revised Estimate £'000		2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
33,646	Capital Expenditure	26,934	15,868	12,675

4 <u>Estimates of Capital Expenditure Financed from Borrowing</u>

These estimates show the borrowing required to finance the capital expenditure programme for the forthcoming three years and the current years capital programme.

2005/2006 Revised Estimate £'000		2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
12,371	Capital Expenditure Financed from Borrowing	10,010	5,164	7,046

The reduced level of borrowing is owing to Housing borrowing approvals being replaced by central government grant funding.

4 <u>Estimates of Capital Financing Requirement (CFR)</u>

The CFR is used to determine the minimum annual revenue charge for capital expenditure repayments (net of interest). It is calculated from the Authority's Balance sheet, and is shown below.
Forecasts for future years are directly influenced by the capital expenditure decisions taken, and the actual amount of revenue that is set aside to repay debt.

2005/2006 Revised Estimate £'000		2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
74,840	Capital Financing Requirement	81,123	82,200	85,083

5 <u>Authorised Limit for External Debt</u>

The authorised limit determines the maximum amount the authority may borrow at any one time, and the levels for each forthcoming year are detailed below. The authorised limit covers both long term borrowing for capital purposes and borrowing for short term cashflow requirements. The authorised limit is set above the operational boundary to provide sufficient headroom for operational management and unusual cash movements.

2005/2006 Revised Estimate £'000		2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
95,000	Authorised limit for external debt	105,000	115,000	125,000

6 <u>Operational Boundary for External Debt</u>

The operational boundary is the most likely prudent, but not worst case scenario, level of borrowing without the additional headroom included within the authorised limit. The level is set so that any sustained breaches serve as an early warning that the Authority is in danger of overspending or failing to achieve income targets, and gives sufficient time to take any appropriate corrective action.

2005/2006 Revised Estimate £'000		2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
85,000	Operational limit for external debt	95,000	110,000	125,000

7 Actual External Debt

This level of debt is taken from the Council's balance sheet and for the financial year
2004/2005 it was £54,086,000 (2003/04 £63,065,000)

8 Treasury Management Code of Practice

The Council has adopted the CIFPA Code of Practice for Treasury Management. The detailed
2005/06 Treasury Management Strategy will be reported to the Finance Portfolio holder on 14th,
March 2006. An overview of the proposed strategy is detailed in the main body of this report.

9 Interest Rate Exposures

This indicator is designed to reflect the risk associated with both fixed and variable rates of interest,
but must be flexible enough to allow the Authority to make best use of any borrowing opportunities.

The upper limits for exposure to both fixed and variable interest rates are expressed in percentage
terms and are set for the forthcoming three years at

2005/2006 Revised Estimate £'000	Upper limits on fixed and variable interest rate exposure	2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
100%	Fixed Rates	100%	100%	100%
100%	Variable Rates	20%	20%	20%

10 Maturity Structure of Borrowing

This indicator is designed to reflect and minimise the situation whereby the authority has a large
repayment of debt needing to be replaced at a time of uncertainty over interest rates, but as with
the indicator above, it must also be flexible enough to allow the authority to take advantage of any
borrowing opportunities.

The limits on the amount of projected fixed rate borrowing maturing in each of the following period is
expressed as a percentage of the total projected fixed rate borrowing.

	Upper Limit	Lower Limit
under 12 months	20%	0%
12 months and within 24 months	20%	0%
24 months and within 5 years	20%	0%
5 years and within 10 years	30%	0%
10 years and above	100%	20%

11 Estimated Net Borrowing

This shows the net of long and short term borrowing and investments.

2005/2006 Revised Estimate £'000		2006/2007 Estimate £'000	2007/2008 Estimate £'000	2008/09 Estimate £'000
32,749	Estimated Net Borrowing	45,893	50,309	55,763

<table>
<tr><td>

FINANCE & PERFORMANCE MANAGEMENT PORTFOLIO
Report to Cllr. P. Jackson
13th March 2006

</td></tr>
</table>

Report of: Chief Financial Officer

Subject: IRRECOVERABLE DEBTS – BUSINESS RATES

SUMMARY

1.0   PURPOSE OF REPORT

1.1   To seek the Portfolio Holder's approval to write-out a number of Business Rates debts, which are now considered to be irrecoverable.

2.0   SUMMARY OF CONTENTS

2.1   The report highlights Business Rates accounts with outstanding debts of £1000 or more and details the reasons for each debt remaining unrecovered.

3.0   RELEVANCE TO PORTFOLIO MEMBER

3.1   Under the Council's current financial procedures, debts of £1000 or more can only be authorised for write-out by the relevant Portfolio Holder.

4.0   TYPE OF DECISION

4.1   The decision is considered to be a non-key decision.

5.0   DECISION MAKING ROUTE

5.1   The Resources and Performance Portfolio Holder only.

6.0   DECISION(S) REQUIRED

6.1   That the Portfolio Holder approves the write–out of the attached Business Rates Accounts for the reasons detailed.

Report of: Chief Financial Officer

Subject: IRRECOVERABLE DEBTS – BUSINESS
RATES

---

1.   PURPOSE OF REPORT

1.1   To seek the Portfolio Holder's approval to write-out a number of Business Rates debts, which are now considered to be irrecoverable.

2.   BACKGROUND

2.1   The Council's financial procedure rules provide that any debt due to the Council of £1000 or more can only be written-out with the express permission of the Portfolio Holder.

2.2   Whilst every effort is made to collect debts due to the Council, certain debts become irrecoverable, and this report seeks the Portfolio Holder's agreement for their write-out.

3.   FINANCIAL IMPLICATIONS

The appendices attached to this report detail the individual Business Rates debts over £1000, and the reasons why each debt remains unrecovered:
Appendix A - Business Rates: Sole Traders / Partnership*
Appendix B - Business Rates: Limited Companies

* This item contains exempt information under Schedule 12A Local Government Act 1972, namely information relating to the financial or business affairs of a particular person (other than the Council) (para 7).

3.3   All debts submitted for write-out from the accounting records have been comprehensively scrutinised by my officers. However further recovery work will continue where possible and individual debts will be reinstated if payment is eventually received or further developments indicate a debt to later become recoverable.

4.   RECOMMENDATIONS

4.1   That the Portfolio Holder agrees to write-out debts to the value of £243,465.17 in respect of irrecoverable Business Rates.

Business Rates Accounts
Limited Company Cases
Over £1000

Details of NNDR debts submitted for write off

Account Ref	Name	Address	Amount (£)	Costs	Paid	Period To Date	Reason for write off
9050256333	RICHARD LAWSON AUTO LOGISTICS LTD	PT CAR COMPOUND 1(EAST) FERRY RD	£1,319.51	£45.00	£20,086.83	01.04.04 to 31.08.04	IN ADMINISTRATION - NO DIVIDENDS DECLAR
9050261094	T&T CIVIL ENGINEERING LTD	UNIT 2 SWS WORKSHOPS	£1,966.87	£45.00	£4,165.40	01.04.03 to 31.03.04	WINDING UP ORDER 19.01.05, NO ASSETS
9050252608	HARTLEPOOL INSTALLATION SERVICES LTD	HARTLEPOOL WORKSHOPS	£2,048.05	£45.00		01.08.02 to 31.07.03	COMPANY NEVER EXISTED
9050237173	STILLINGTON COMMERCIALS LTD	JOHN DAVIES LTD.,TOMLINSON RD	£2,599.71	£90.00		01.11.01 to 31.08.02	COMPANY DISSOLVED
9050254055	EDEN STRUCTURAL ENG LTD	UNIT 26 HARTLEPOOL WORKSHOPS	£3,600.35	£45.00	£2,351.50	01.04.03 to 31.08.04	COMPANY DISSOLVED
9050222374	BEACHSIDE LEISURE LTD	THE GROOVE VILLIERS STREET	£3,688.04		£550.00	24.05.01 to 09.12.01	COMPANY DISSOLVED
9050258395	JJ FABRICATION SERVICE LTD	TEES BAY PARK BRENDA ROAD	£6,267.83	£45.00		10.01.04 to 28.09.04	IN LIQUIDATION
905027112X	PROHIBITION FASHION LTD	THE DESIGNER ROOM THE MARINA	£145,810.96			01.09.04 to 31.03.06	COMPANY DISSOLVED
			£167,301.32	**£270.00**			

FINANCE & PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
13th March 2006

Report of: Chief Financial Officer

Subject: IRRECOVERABLE DEBTS – COUNCIL TAX

SUMMARY

1.0   PURPOSE OF REPORT

1.1   To seek the Portfolio Holder's approval to write-out a number of Council Tax debts, which are now considered to be irrecoverable.

2.0   SUMMARY OF CONTENTS

2.1   The report highlights Council Tax accounts with outstanding debts of £1000 or more and details the reasons for each debt remaining unrecovered.

3.0   RELEVANCE TO PORTFOLIO MEMBER

3.1   Under the Council's current financial procedures, debts of £1000 or more can only be authorised for write-out by the relevant Portfolio Holder.

4.0   TYPE OF DECISION

4.1   The decision is considered to be a non-key decision.

5.0   DECISION MAKING ROUTE

5.1   The Finance Portfolio Holder only.

6.0   DECISION(S) REQUIRED

6.1   That the Portfolio Holder approves the write–out of the attached Council Tax Accounts for the reasons detailed.

Report of: Chief Financial Officer

Subject: IRRECOVERABLE DEBTS – COUNCIL TAX

---

1.   PURPOSE OF REPORT

1.1   To seek the Portfolio Holder's approval to write-out a number of Council Tax debts, which are now considered to be irrecoverable.

2.   BACKGROUND

2.1   The Council's financial procedure rules provide that any debt due to the Council of £1000 or more can only be written-out with the express permission of the Portfolio Holder.

2.2   Whilst every effort is made to collect debts due to the Council, certain debts become irrecoverable, and this report seeks the Portfolio Holder's agreement for their write-out.

3.   FINANCIAL IMPLICATIONS

3.1   The appendices attached to this report detail the individual Council Tax debts over £1000, and the reasons why each debt remains unrecovered:
Appendix A - Council Tax: Absconded Debtors*
Appendix B - Council Tax: Bankruptcies*
Appendix C – Council Tax: Miscellaneous*
Appendix D – Council Tax: Deceased*
* These items contains exempt information under Schedule 12A Local Government Act 1972, namely information relating to the financial or business affairs of a particular person (other than the Council)(para 7).

3.3   All debts submitted for write-out from the accounting records have been comprehensively scrutinised by my officers. However further recovery work will continue where possible and individual debts will be reinstated if payment is eventually received or further developments indicate a debt to later become recoverable.

4.   RECOMMENDATIONS

4.1   That the Portfolio Holder agrees to write-out debts to the value of £37,570.01 in respect of irrecoverable Council Tax.

<table>
<tr><td>

FINANCE & PERFORMANCE MANAGEMENT PORTFOLIO
REPORT TO PORTFOLIO HOLDER
13th March 2006

</td></tr>
</table>

Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL PLAN (FINANCE & PERFORMANCE MANAGEMENT) UPDATE DECEMBER 2005

SUMMARY

1.   **PURPOSE OF REPORT**

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

2.   **SUMMARY OF CONTENTS**

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

3.   **RELEVANCE TO PORTFOLIO MEMBER**

      The portfolio holder for Performance Management has responsibility for part of the Neighbourhood Services Departmental Plan.

4.   **TYPE OF DECISION**

      Non key

5.   **DECISION MAKING ROUTE**

      This is a decision to be made by the Portfolio Holder.

6.   **DECISION(S) REQUIRED**

      Approval of the Departmental Plan update report.

Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL PLAN (FINANCE & PERFORMANCE MANAGEMENT) UPDATE DECEMBER 2005

───

1.   **PURPOSE OF REPORT**

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

2.   **BACKGROUND**

2.1   The Council's corporate aims have been developed to align with those of the community plan and the Hartlepool Partnership.   The Neighbourhood Services Departmental Plan shows how the department will complement and work towards these corporate aims.

2.2   This Departmental Plan Update sets out the department's aims and objectives and includes performance to the end of December against a range of key national and local indicators.

2.3   The plan also details service development initiatives that are planned for the year.   These are the product of a developing culture that emphasises the importance of outcomes and a focus on customers in planning service delivery.   A summary of the progress achieved up to the end of December 2005 has been recorded against these service improvements.

2.4   A copy of the plan is attached at **Appendix A** and **B**.

3.   **RECOMMENDATIONS**

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

Neighbourhood Services Department

Plan: **Departmental Plan Indicator Report**

Update to end of: **December 2005**

Performance Indicator

A	**Reported Annually**		**2**	**10.0%**
	Procurement & Property Services		2	
🟥	**Below Target**		**3**	**15.0%**
	Cross Cutting issues		3	
🟧	**Unsure**		**2**	**10.0%**
	Cross Cutting issues		1	
	Procurement & Property Services		1	
🟩	**On or Above Target**		**13**	**65.0%**
	Cross Cutting issues		2	
	Finance & Business Development		1	
	Procurement & Property Services		7	
	Service Development		3	
	Total No. of Performance Indicators		**20**	

Cross Cutting issues

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Cross Cutting					
L102 [amber] Steve Russell	Average number of days / shifts lost due to sickness across the Neighbourhood Services Dept.	10.75	10.39	12.13 days	Weighted performance = 12.27
L89 [red] Steve Russell	% of letters from the public replied to within 10 days	100	88	91 %	Church Street, 79%; Leadbitter Buildings, 92%; Civic Centre, 57%; Hanson House, 98%
L97 [green] Carol Davis	Percentage of employee appraisals carried out across the department in the year	85	80	97 %	34 outstanding appraisals. Outstanding reports sent out in December.
SS09 [red] Barbara Taylor	Percentage of inspection reports issued by HSU within 10 working days of inspection being carried out	100	57	55 %	39 inspection in period, 21 within target
SS11 [red] Carol Davis	Percentage of people who have undergone equality training in past 3 years	90	38.5	34 %	Target needs to be reviewed. Individual departments/section requirements to be reviewed. % reduced due to the 3 years rolling program.
SS12 [green] Carol Davis	Percentage of quarterly DMT meetings attended by Well Being Team to report on performance against Service Level Agreement	100	100	100 %	

Finance & Business Development

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Finance & Business Development					
L88 🟩	The % of All Neighbourhood Services creditor invoices processed within Govt prescribed times Chris Waterland	100	-	98.69 %	

Procurement & Property Services

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Asset Management					
BVPI156 **A** Keith Lucas	The % of authority buildings open to the public where all areas are suitable for and accessible to disabled people	25	16.67	16.67 %	All building works to improve performance are commissioned and in various stages of design and awaiting construction
PL102 Steve Carroll	Complete 25% of asset valuations per quarter	20	100	100 %	complete
Building Consultancy					
TE14 Stuart Lawson	Customer satisfaction. Survey to be undertaken within 2 months of completion / hand-over	80	100	100 %	Based on 44 projects completed.
TE16 Colin Bolton	Projects and Schemes to be within Budget	85	87.9	85.3 %	Based on 29 projects out of 34 completed upto end of 3rd Qtr
TE17 Colin Bolton	Service within agreed fee	85	100	100 %	Based on 34 projects completed upto end of 2nd Qtr. All projects have agreed fixed fees that will not be exceeded.
TE18 Colin Bolton	Projects over £100k completed within the agreed original or extended contract period / programme against actual.	85	66.6	60 %	Based on 10 projects completed over 100K upto 3rd Qtr. Figure might improve subject to agreement on extension of times.
Building Maintenance and Management					

Procurement & Property Services

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
PL04 Albert Williams	%age of appointments made and kept for cyclical maintenance work	100	100	0 %	By exception action point
PL06 Albert Williams	% of customers satisfied with building maintenance	95	100	100% %	
Client Services					
L35 **A** John Brownhill	Overall % satisfaction level of Building Cleaning within schools	94	-	- %	Annual review meetings have been arranged, and will commence 17th January 2006.
PL112 Simon Cuthbert	customer satisfaction surveys - overall satisfaction % level with Building Cleaning excluding non education sector	94	100	100 %	Issued 6 questionnares to Public Buildings with 5 returns

Service Development

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Service Development					
L105 Steve Russell	The percentage of formal complaints responded to within 15 working days	100	100	100 %	15 complaints received, 5 not justified, 5 partly justified, 5 justified
SS13 Steve Russell	Review risk management register and Strategic risk management plan	100	100	100 %	No corporate risks requiring updating outstanding at the end of December.
SS31 Angela Read	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic	100	93	100 %	Achieved 100%

Neighbourhood Services Department

Departmental Plan - Quarterly Update Report

December 2005

Portfolio   Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**

SC7/05.1

      Reporting Officer: Graham Frankland

Improve physical access especially to Council buildings | Overcome the major barriers to access through the implementation of £50k per annum programme of improvement works in years 2004/5, 2005/6 and 2006/7 | By March 2007 | All schemes commissioned ands works commenced, due for completion for the end of march 06 | **G**

SC7/05.2

      Reporting Officer: Karen Maher

Improve physical access especially to Council buildings | Develop Corporate Access Policy | Mar-06 | Out for consultation, in draft format, awaiting approval | **G**

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**

1

				Reporting Officer:	Angela Read

Review the Customer Care Strategy Action Plan and the impact the Strategy has had on customers and staff

To improve customer care within the department

Jun-05

Review Complete in June 2005

G

19

				Reporting Officer:	Steve Russell

Develop operational risk assessment database

Improved recording and monitoring of operation risk assessments

Sep-05

Work on compiling information received into database format will be carried out early February.

A

2

				Reporting Officer:	Angela Read

Deliver Key actions within the Improvement Plan on time and to the highest standard ensuring that enthusiasm and motivation for continuous improvement are maintained

To continue to review the way we work together as a department and identify area for improvement

Apr-06

Appraisal Scheme approved to be rolled out next year. Team building exercise arranged for January

G

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**

20

Complete equality self assessment and prepare action plan to reach Level 2 of the Equality Standard for Local Government, incorporate monitoring into quarterly	Reach Level 2	Jul-05	**Reporting Officer:** Carol Davis

Informaiton on es@t reviewed, gaps identified, reported to Dept DSG and DMT. Progress to be monitored by Dept DSG

A

21

Develop Customer Care Training Programme in partnership with Hartlepool College of Further Education.	Customer Care Training tailored to departmental needs and the Customer Care Strategy	Agree Training course contents April 2005. Commence Training May 2005. Managers briefing session May 2005.	**Reporting Officer:** Carol Davis

Programme completed for 2005/6. Requirements to be reviewed for 2006/7 following completion of training plan.

G

22

Review departmental complaints procedure in conjunction with corporate review.	Consistent and effective handling of complaints.	Apr-05	**Reporting Officer:** Steve Russell

Review of complaints procedure on going in conjuction with corporate. Complaints system currently being developed as part of ERDMS project.

G

Portfolio   Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**

24

Make charter mark application (for building cleaning)

To prepare a successful charter mark application

Dec-05

Reporting Officer: Carole Wilson

Following the above networking visits, it was highlighted that a Charter Mark Group should be established, and the criterion analysed in depth An application will be submitted by Carol & Carole asap.

A

25

Pilot an E-billing system for Client Services in schools

Improve efficiency - paperless invoicing system

Mar-06

Reporting Officer: John Brownhill

Target achieved.

G

26

Undertake a review of the Asset Management process and redesign the Asset Management Plan.

To reflect the new guidelines and best practise issued by ODPM

Mar-06

review started

Reporting Officer: Steve Carroll

G

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**

27

				Reporting Officer:	Steve Carroll

Feasibility of joint partnership working with PCT for the management of their estate

Joint working to promote area service delivery and business development

Jun-05

feasibility stopped due to PCT changing priorities

G

28

				Reporting Officer:	Steve Carroll

Develop Accommodation work stream in the Councils change management process

Key link in the Council's 'Way Forward"

Mar-06

programme being developed

G

29

				Reporting Officer:	Albert Williams

Develop, secure funding and implement major improvement programmes to civic centre and other public buildings

Address the short and long term Maintenance needs of the Civic Centre and Other Admin Buildings as part of Risk Management Strategy and good Asset Management

Phase 1 complete by Mar-06

In place.Progressing

G

Portfolio   Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005

3				**Reporting Officer:**	Angela Read
Ensure the department meets the targets for electronic service delivery as defined within the E- government Strategy	Improve access to services and widen access channels for customers	Apr-06	Achieved target of 100%		G

30				**Reporting Officer:**	Colin Bolton
Complete an electronic tender via NEPO portal.	More efficient tendering process and links with e-Government agenda.	Dec-05			A

31				**Reporting Officer:**	Steve Carroll
Implement five year rolling programme of Capital Asset Valuations.	Achieve legal requirement and a more efficient use of the sections limited resources.	Mar-06	complete. However carrying valuations out on refurbished properties		G

Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
4	Oversee the department's integration of its services into the next phase of the Corporate Contact Centre in line with the Corporate Project Plan	Improve seamless service delivery through single point of contact	Aug-05	**Reporting Officer:** Angela Read Intergration of services identified to commence early 2006	G
5	Provide a consistent approach to the development of Resident Representatives, maintaining their involvement in the Neighbourhood Consultative Forums and	To maintain the development and capacity building of resident representatives	Mar-06	**Reporting Officer:** Angela Read Guide to Neighbourhood Services Complete to be printed and distributed Jan 2006	G

<table>
<tr><td>

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
13 March 2006

</td></tr>
</table>

Report of: Chief Personnel Services Officer

Subject: COMMUNICATING WITH YOUR COUNCIL - PROGRESS

SUMMARY

1.   PURPOSE OF REPORT

To update the portfolio holder on the Diversity Impact Assessment undertaken on the suite of policies previously presented to this meeting on 31 October 2005 under the heading of "Communicating with your Council".

2.   SUMMARY OF CONTENTS

The report provides details of the Diversity Impact Assessment undertaken.

3.   RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4.   TYPE OF DECISION

Non-key decision.

5.   DECISION MAKING ROUTE

Portfolio Holder only.

6.   DECISION(S) REQUIRED

Note the report

Report of: Chief Personnel Services Officer

Subject: COMMUNICATING WITH YOUR COUNCIL -
                        PROGRESS

_____

1.   PURPOSE OF REPORT

        To update the portfolio holder on the Diversity Impact Assessment
        undertaken on the suite of policies previously presented to this meeting on 31
        October 2005 under the heading of "Communicating with your Council".

2.   BACKGROUND

2.1   A review of the strategies which support communications with the Council
        and individual departments was undertaken last year and due to the
        similarities and overlapping content of the Corporate Communications,
        Customer Services, Consultation and Complaints and Comments Strategies
        it was decided to present all four strategies together as one suite.

2.2   The major aim of the updating and drafting the strategies was to ensure they
        presented a coherent and complementary message. Each strategy therefore
        comprised a brief introductory document as a summary of the overarching
        aims and objectives, showing in diagrammatical format how the four
        strategies fit together and summarising the purpose of each strategy. Each
        strategy was then presented in the same consistent format.

2.3   The revised suite of strategies was agreed by the Portfolio Holder on 21
        October 2005.

3.   FURTHER DEVELOPMENT WORK

3.1   The strategies were agreed last year so that progress could be made on
        these strategies and the associated action plans. In parallel to implementing
        them, there was also an ongoing development requirement and it was
        agreed that the Portfolio Holder would reconsider the strategies after:

        • the findings of the Best Value Review of Strengthening Communities was
          reported.
        • a Diversity Impact Assessment was undertaken.

3.2   The findings of the Best Value Review of Strengthening Communities is not
        yet available.

3.3.   A Diversity Impact Assessment has been undertaken and is attached as
        Appendix A. At this stage it has not been necessary to amend any of the
        strategies in light of the Diversity Impact Assessment however the action plan

for each strategy will be reviewed quarterly and reported to the Portfolio Holder on an annual basis and should any adverse effects appear, the appropriate strategy will be reviewed and the findings acted upon.

3.3 The longer term policies, shorter term action plans and performance measures for each strategy will be reported to the Portfolio Holder as part of the year end reporting of the Chief Executive's Service Plan.

4. RECOMMENDATIONS

4.1 That the Portfolio Holder note the report.

2.5

Diversity Impact Assessment

Policy or function being assessed - *Communicating with your Council Strategies – Communications, Customer Service, Consultation and Complaints/Comments*	
Department Chief Executive	**Responsible Officer Christine Armstrong**
Start Date September 2005	**Completion Date February 2006**
Date Forwarded to Diversity Officer – 23 February 2006	

Process	Action
Available data & research considered (E.g. Census data, Labour Force Surveys, BVPI Survey 2000, WEA research, Best Value thematic findings etc.)	Census data for Hartlepool was considered both for borough totals and breakdown by wards for information on minority ethnic population and people with limiting long term illness. Also the data resources of the Tees Valley Joint Strategy Unit have been accessed, e.g. report on basic literacy skills. The BVPI 2000 survey data was reviewed with the proviso that the small numbers of minority ethnic participants limit the usefulness of this data. The Viewpoint citizen's panel has provided information on views of how well the Council communicates and detail on attitudes towards the Hartbeat magazine as well as background information on access to different methods of communication, e.g. the Internet.
Assessment of impact (e.g. Is there a differential impact on any group? Is the differential impact an adverse one? Is the policy directly or indirectly discriminatory? Is the policy intended to increase equality of opportunity by permitting positive action? Is it lawful?)	The aim of the strategies is to ensure that the Council communicates effectively and efficiently with all parts of the community and ensures that the people of Hartlepool, and those from outside the borough, can communicate effectively and efficiently with the Council. One key element to delivering services that meet the needs of all the community is open and effective communication. The Council will always endeavour to consult with the community and key stakeholders about existing services and new developments.

Measures which might mitigate any adverse impact or alternative policies that might better promote equal opportunities (e.g. How does each option further or hinder equality of opportunity? How does each option reinforce or challenge stereotypes? What are the consequences of not adopting an option more favourable to equality of opportunity?)	As the strategies were developed, race, disability and gender, together with sexual orientation, religious belief and age, have been considered. No adverse effects were identified at present. However, as the strategies are implemented, should any adverse effects appear, each strategy will be reviewed and findings acted upon.
Consultation process (e.g. What methods of consultation will be used? Who is directly affected by the policy & how do we ensure they will be consulted? What information will be available to those consulted? What barriers exist to effective consultation and what can be done to overcome these barriers? What previous consultation exercises have been conducted and what did they reveal? What resources are needed?)	Within the Authority – CMT and DMTs have been consulted on strategies. The portfolio holder considered the strategies at one of his regular meetings. A presentation was made at the 'Talking with Communities' event to ensure that a wide audience was consulted. In addition, other stakeholders were consulted via the Community Network facilitated by HVDA. Information on the strategies has been included in Chief Executive briefings and a staff consultation exercise was undertaken in relation to the Contact Centre.
Decision making process & outcome (e.g. who will make the decision, what information was considered, how was the decision making process structured, how will the decision making process be recorded?)	Following consultation with CMT, the portfolio holder will agree the strategies and reports will be submitted annually to one of his regular meetings.
Publishing arrangements (e.g. what format will be used to ensure results are published in an accessible and comprehensive form? Will a draft report be made available first?)	The results will be published in the Annual Diversity Report and will be included in the minutes of portfolio holder's meetings. Information will also be published on the web and will be available, upon request, in various formats eg large print, other languages, and audiocassette.

Where further actions have been identified, please state below how these actions will be monitored and reported on. For instance will actions be included in Action Plans, further reports to DSG etc.
Action plans are available for each of the 4 strategies and will be reviewed quarterly. Some of the actions will be included in service plans and will be monitored and reported as part of the agreed service planning timetable. Performance Indicators that are included as part of each strategy will also be reviewed quarterly.

<div style="border:1px solid black">

FINANCE & PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
13th March 2006

</div>

Report of: Director of Neighbourhood Services

Subject: 2ND AND 3RD TIER CHIEF OFFICERS SALARY REVIEW

SUMMARY

1.   PURPOSE OF REPORT

This reports updates the Portfolio Holder with progress on the review of 2nd and 3rd Tier Chief Officers salaries and reports the need for an extension to the timetable previously agreed.

2.   SUMMARY OF CONTENTS

The report provides details of the progress with the review and the outcome of the meeting of the Scrutiny Co-ordinating Committee on 24th February 2006.

3.   RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Human Resources issues.

4.   TYPE OF DECISION

This is a non-key decision.

5.   DECISION MAKING ROUTE

The Portfolio Holder will make the decision.

6.   DECISION(S) REQUIRED

The Portfolio Holder is requested to note the new timetable for the review and confirm the extension to the Scrutiny Co-ordinating Committee to complete its examination of this proposal.

Report of: Director of Neighbourhood Services

Subject: 2ND AND 3RD TIER CHIEF OFFICERS
                    SALARY REVIEW

_____

1.   PURPOSE OF REPORT

1.1   This reports updates the Portfolio Holder with progress on the review
        of 2nd and 3rd Tier Chief Officers salaries and reports the need for an
        extension to the timetable previously agreed.

2.   BACKGROUND

2.1   On 11th November 2006 you considered a report on a review of 2nd
        and 3rd Tier Chief Officers salaries, the conclusion of which was that
        you:

        (a)   Noted the arrangements made to date and approved the
                timescale and process for the review.
        (b)   Approved the third option, i.e. the salary levels, when agreed
                upon, should apply from 1st April 2006, as this would be the
                month following the anticipated completion of the review.
        (c)   Requested that the Scrutiny Co-ordinating Committee be asked
                to examine the recommendations of the Employers
                Organisation.
        (d)   That Scrutiny Co-ordinating Committee be asked to complete
                their examination by 10th February 2006.
        (e)   That, on completion of the examination, the Scrutiny Co-
                ordinating Committee be requested to report their
                recommendations to Cabinet.

2.3   Since then, due to the timing of the various meetings, you
        subsequently agreed on 9th January 2006 that the deadline for
        Scrutiny to complete their review should be extended to 24th February
        2006.

2.4   I presented a report to Scrutiny Co-ordinating Committee on Friday
        24th February 2006 but between the preparation of the report and the
        date of the meeting I became aware of a number of issues which
        required attention in relation to some of the information contained in
        the report. In summary:

        •   There were some arithmetic/typing errors in the report from the
                employers organisation

- One post had incorrect scores inserted against an officer's evaluation
- As the salaries are to apply from 1st April 2006 there is a need to take into account the annual inflation rise on both the salary scales and the financial implications
- Following further discussions with the relevant directors there are three posts that I wish the Employers Organisation to reconsider.
- There needs to be a proposal for an appropriate appeal process.

2.5 Although these corrections are likely to have had a minimal impact on the review overall I suggested to Scrutiny Co-ordinating Committee that they had the option of considering the review at a later meeting. The Committee decided that would be the best course of action and I therefore intend to take the review to their meeting on 7th April 2006.

3.   FINANCIAL IMPLICATIONS

3.1 There are no financial implications as a result of this delay.

4.   RECOMMENDATIONS

The Portfolio Holder is requested to:

4.1 Note the revised timetable for completing the review.

4.2 Extend the deadline for Scrutiny Coordinating Committee to complete their review to 7th April 2006.

<table>
<tr><td>

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
13th March 2006

</td><td>

HARTLEPOOL
BOROUGH COUNCIL

</td></tr>
</table>

Report of: Head of Procurement and Property Services

Subject: 36 RYDAL STREET, HARTLEPOOL

SUMMARY

1.0   PURPOSE OF REPORT

To obtain Portfolio Holder approval to commence marketing of 36 Rydal Street, Hartlepool, inviting expressions of interest from members of the public.

2.0   SUMMARY OF CONTENTS

Background to the acquisition of the property by the Council and description of the proposed marketing process.

3.0   RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder is responsible for the Council's land and property assets.

4.0   TYPE OF DECISION

Non key

5.0   DECISION MAKING ROUTE

Portfolio Holder only

6.0   DECISION(S) REQUIRED

Authority to commence marketing to dispose of property.

Report of: Head of Procurement and Property Services

Subject: 36 RYDAL STREET, HARTLEPOOL

---

1.   PURPOSE OF REPORT

1.1   To obtain Portfolio Holder approval to commence marketing of 36 Rydal Street, Hartlepool, inviting expressions of interest from members of the public.

2.   BACKGROUND

2.1   The above house was acquired by Compulsory Purchase by the Council under Section 17 of the Housing Act 1985 (as amended) which allows authorities to purchase a property to bring it back into occupation.

2.2   The property has been empty and derelict since the 1980s. It comprises a two bedroom mid terraced house which would require substantial renovation works to bring it up to habitable standards.

2.3   It is proposed that the Council now sell this property to allow the works to be undertaken and it to be occupied. It is proposed that preference will be given to purchasers who are owner occupiers, with a timescale stated for returning the property back to use.

3.   FINANCIAL IMPLICATIONS

3.1   The disposal of the property will need to comply with the provisions of Section 123 of the Local Government Act 1972 which outlines a requirement *'not to dispose of land otherwise than at the best consideration reasonably obtainable'*.

3.2   Expressions of interest will be invited by advertising the site in the local press residential property section at regular stages throughout the marketing period. In addition, particulars describing the property and terms for disposal will also be prepared as part of a pack for the bidding process. These will be mailed out to those parties who have already expressed an interest as well as new enquirers. A 'for sale' board will be placed at the property. There is a small cost associated with the marketing process but it is anticipated that this will be offset against the disposal price achieved.

3.3   It is intended that there will also be open days at the house which will allow interested parties to view the condition of the property prior to submitting an offer.

3.4   It is proposed that interested parties submit sealed bids outlining their proposals for the property along with an offer for the freehold interest. The bids submitted shall remain sealed until a fixed date when all will be opened and considered together. The Council reserves the right not to accept any offer which is submitted should none be considered to be in their best interests.

3.5   It should be noted that if there is a restriction placed on the property preventing use except for owner occupation for a specified time, this could restrict the values achieved for the land.

4.   RECOMMENDATIONS

4.1   That Portfolio Holder grant authority for the Asset and Estates Manager to market the property with a view to disposal of the Council's freehold interest with preference given to purchasers who are owner-occupiers with a timescale of 18 months stated for returning the property back to use.

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
13th March 2006

Report of:　　　　Head of Procurement and Property Services

Subject:　　　　FOOTPATH NUMBER 4, BLACKBERRY LANE, SEATON

SUMMARY

1.0　PURPOSE OF REPORT

To obtain Portfolio Holder authorisation for the Asset and Estates Manager to enter into a statutory declaration claiming a private access right over land at Blackberry Lane.

2.0　SUMMARY OF CONTENTS

Information with regard to the use of the footpath and detail of the procedure required to formalise the use of the land.

3.0　RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for the Council's land and property interests.

4.0　TYPE OF DECISION

Non-key

5.0　DECISION MAKING ROUTE

Portfolio Holder only

6.0　DECISION(S) REQUIRED

Authority for the Asset and Estates Manager to complete a statutory declaration.

Report of: Head of Procurement and Property Services

Subject: FOOTPATH NUMBER 4, BLACKBERRY LANE,
                    SEATON

---

1.   PURPOSE OF REPORT

1.1   To obtain Portfolio Holder authorisation for the Asset and Estates Manager to enter into a statutory declaration claiming a private access right over land at Blackberry Lane.

2.   BACKGROUND

2.1   The Council's records indicate that the land known as Blackberry Lane was first used to provide access to the Station Lane Allotments in 1960. The lane, which is also known as Footpath Number 4, is shown on the plan attached as **Appendix 1**.

2.2   Between 1960 and the present date, the lane has been subject to continued use by the Council allotment holders, and it is the intention that this will continue to be used into the foreseeable future.

2.3   The land is used for both pedestrian and vehicular access to and from the allotments. Enquiries with the Land Registry with regard to the ownership of the land have shown that the land is not registered. It is therefore necessary for the Council to enter into a statutory declaration registering their right of way over the land to protect the access to the allotments.

3.   FINANCIAL IMPLICATIONS

3.1   There are nominal costs related to registering the right of way. These will be paid by the Council's Adult and Community Services Department. A report is being prepared to be presented to the Council's Culture Housing and Transportation Portfolio outlining these costs.

4. RECOMMENDATIONS

4.1   That Portfolio Holder authorises the Asset and Estates Manager to complete a statutory declaration to protect the Council's Right of Way subject to the Culture, Housing and Transport Portfolio Holder approval for funding..

LOCATION	Footpath No 4, Seaton Carew, Hartlepool		DRAWN	MW	DATE 14/2/2006
DEED PACKET			SCALE		1:2000
PAGE No		OS MAP NZ5129SE/NE	DRWG No	E/G/134	

HARTLEPOOL BOROUGH COUNCIL
NEIGHBOURHOOD SERVICES DEPARTMENT
PROPERTY SERVICES DIVISION
Graham Frankland B.Eng(HONS) C.Eng M.I.C.E
Head of Property Services
Leadbitter Buildings
Stockton Street   TEL: 01429 266522
Hartlepool
TS24 7NU   FAX: 01429 523899

This map is reproduced from Ordnance Survey
material with the permission of Ordnance Survey
on behalf of the Controller of Her Majesty's Office
© Crown copyright. Unauthorised reproduction
infringes Crown copyright and may lead to
prosecution or civil proceedings. Hartlepool B.C.
LA09057L 1999.

<table>
<tr><td>

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
13ᵗʰ March 2006

</td></tr>
</table>

Report of: Head of Procurement and Property Services

Subject: BUSINESS PROCESS RE-ENGINEERING

SUMMARY

1.0   PURPOSE OF REPORT

To provide a progress report of improvement activities in connection with Business Process Reengineering (BPR).

2.0   SUMMARY OF CONTENTS

The report highlights the significance and purpose of BPR activities to date.

3.0   RELEVANCE TO PORTFOLIO MEMBER

Service improvement and efficiencies are significant within the Portfolio

4.0   TYPE OF DECISION

Non key decision

5.0   DECISION MAKING ROUTE

Portfolio Holder only

6.0   DECISION(S) REQUIRED

The Portfolio Holder notes the progress to date of BPR activities and endorses the Council's involvement in the initiative.

Report of: Head of Procurement and Property Services

Subject: BUSINESS PROCESS RE-ENGINEERING

---

1.   PURPOSE OF REPORT

1.1   To provide a progress report of improvement activities since 03/01/2006

2.   BACKGROUND

2.1   BPR is a methodology for identifying a better way to design and manage work on a more holistic basis. It has been used by many organisations to effect transformational culture change as a result of focusing on quality issues and continuous improvement and fits well with the Council's change programme, the way forward.

For the Council to achieve a successful BPR programme there were 3 principles that had to be considered and accepted:
- The programme is aligned with other corporate plans
- The programme is sensitive to the implications to motivation and morale of employees and other key stakeholders
- There is high profile commitment from Elected Members and Senior Managers to the inclusive approach to the BPR programme and the inherent cultural change

2.2   It was decided that establishing a new post to plan, co-ordinate and implement a BPR programme would recognise a long-term commitment to business improvement and is sustainable if efficiency targets are achieved. Establishing an in-house senior officer role means that the Council will own the knowledge and it can be more effectively shared across the organisation, with easy integration into other activities such as communications, performance management, appraisals, etc.

2.3   Suzy Higgins was recruited externally and appointed as Business Improvement Manager to start on 03 January 2006. She is based in Leadbitter Building and reports into Graham Frankland, Head of Procurement and Property Services. She is a proponent of Lean Methodology.

2.4   Lean methodology is based on a business system for organising and managing product development, operations, suppliers, and customer relations that requires less human effort, less space, less capital, and less time to make products or provide services with fewer defects to precise customer desires, compared with the previous system of mass production. Lean production was pioneered by Toyota after World War II and, by 1990, typically required half the human effort and half the manufacturing space and capital investment for a given amount of capacity, and a fraction of the development and lead time of mass production systems - while making products in a wider variety, at lower volumes with fewer defects. The techniques are now widely applied to services. The techniques are most effective when applied as part of a system - a lean system that gives customers what they want, when they want it, at the lowest cost, and with the highest quality. By concentrating on techniques, managers implement bits and pieces of lean without understanding how the whole system should work in their environments. A better approach is to first understand the thought process that ties all the techniques together into a complete system. Lean engages the employees who deliver services. Lean works on the basis of first understanding value from a customers' point of view and then analysing the process responsible for the creation of that value end to end. The goal in a lean intervention is to reduce the waste involved in providing value for the customer. Processes should be studied end to end from the customers' point of view,

3.   PRIORITIES

3.1   The main areas for BPR involvement revolve around:
- Strands with the Council's Efficiency Strategy
- The Council's Way Forward
- The new Financial Management System
- Transfer of services to the Contact Centre
- Production of a BPR Toolkit
- Developing awareness of BPR across the Council
- Creation of a sustainable continuous improvement ethos throughout the Council

3.2   The latest draft of the BPR Project Plan is attached as **Appendix A**

4.   PROGRESS

4.1   Introduction and Presentation of Lean Methodology to the Corporate Management team on 30/01/2006.

4.2   Introduction and presentation of Lean methodology to the Management Teams on 23/02/2006.

4.3   Ongoing workshops and process mapping of the centralised Finance functions and support of a smooth transition for the new system.

4.4   Analysis of the Revenues & Benefits processes to be incorporated into the Contact Centre, starting February 2006.

4.5   Lean Methodology Induction workshops for appropriate staff starting 17/03/2006.

4.6   Tool-kit developed for inducted staff.

4.7   Review of Children's' Services Transport from 27/02/2006.

4.8   Review of Back Office processes for Building Maintenance from April 2006.

Hartlepool Borough Council

Business Process Re engineering – Updated Project Plan January 2006

Aim of Project

The aim of this project is to introduce the systems culture and practice of Business Process Re engineering (BPR) into Hartlepool Borough Council

Key Objectives

The project has the following specific objectives:-

1. To develop an overarching BPR plan for the Council

2. To develop specific BPR Plans for key processes

3. To deliver the financial benefits through efficiencies

4. To realise a range of citizen, organisational and staff benefits

5. To ensure that key managers are aware of the need for effective BPR

6. To develop BPR capacity within the Council

Project Milestones

Milestone	Target date
Establish Project Budget	Sept 2005
Project Launch	Oct 2005
Identify Specialist Support / Resources	Oct 2005
Project Process	Oct 2005
Project Priorities	Oct 2005
Establish Outline Project Content and Programme	Nov 2005
Establish Project Team / Project Officers	Jan 2006
Identify Key BPR Processes Team	Jan 2006
Brief CMT and Departmental Management teams	Feb 2006
Develop Council's BPR Plan	Feb – Mar 2006
Implement BPR programme	Apr 2006 onwards

Project Links and Accountabilities

- Strategic responsibility – CMT (Lead/Link – Paul Walker)
- Operational Responsibility – Project Management Team
  (Lead/Link – Graham Frankland)
- Co-ordination Requirement – CEMT (Lead/Link – Paul Walker)
- Training / Building Capacity – Lead – J Machers with Suzy Higgins

  (via Module of Leadership & Development
  programme / Champions)
- Cultural Change – Lead – J Machers

Project Budget
- Support Budget - £ 150k from Way Forward
- Internal Staff Resources – From existing staffing budgets
- External Staff Resources – From support budget

Project Team

Name	Role
CEMT	Project Owner • Overall responsibility for the project
Graham Frankland	Project Manager • Operational coordination for the project
Mike Ward	Project Finance Officer • Specifically for coordination with financial management systems
Joanne Machers	Project HR Officer • Specifically for coordination of HR issues
Suzy Higgins	Business Improvement Manager • Specifically to deliver the project

Andrew Atkin	<u>ICT and Corporate Coordination Officer</u> • Specifically to provide ICT and corporate coordination to the team and to focus on BPR in respect of ICT provision
Northgate IS	<u>ICT Consultancy – as required</u> • Specifically to provide ICT expertise and integration of BPR.

Project Team Meetings

• The project team will meet every 3 weeks for the first phase of the project and will review the meeting need during December 2005

• The Project Manager will meet with the Business Improvement Manager every two weeks alternating with the Project Team meetings

<table>
<tr><td>

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
13th March 2006

</td></tr>
</table>

Report of: Head of Procurement and Property Services

Subject: NORTHUMBRIAN WATER - CHANGES IN SURFACE WATER CHARGES

SUMMARY

1.0   PURPOSE OF REPORT

To provide important information upon changes in Surface Water Drainage Charges being made by Northumbrian Water.

2.0   SUMMARY OF CONTENTS

This report provides information on what is happening, the timescale over which the change will take place and the likely financial implications.

3.0   RELEVANCE TO PORTFOLIO MEMBER

Asset Management and use of Resources

4.0   TYPE OF DECISION

Non Key

5.0   DECISION MAKING ROUTE

Portfolio Holder only

6.0   DECISION(S) REQUIRED

That the report be noted together with the comments of the Portfolio Holder welcomed.

Report of: Head of Procurement and Property Services

Subject: NORTHUMBRIAN WATER - CHANGES IN
                      SURFACE WATER CHARGES

---

1.   PURPOSE OF REPORT

1.1   To provide important information upon changes in Surface Water Drainage Charges being made by Northumbrian Water.

2.   BACKGROUND

2.1   **What is happening to the surface water drainage charge?**

Northumbrian Water are initiating an important change in the way in which metered business customers are charged for surface water drainage. Over the next four years, these sites and properties will move progressively from charges based upon rateable value and onto a charge based on 'chargeable area', this being the total area of the site that drains to Northumbrian Water's sewerage system. This chargeable area will determine into which of 15 charging bands, each covering a range of surface area, a property will fall. A single charge will apply in each charging band.

This is not an additional charge but a new way of charging for the services that Northumbrian Water already provide.

2.2   **Why is this change necessary?**

Although rateable value provides a guide to the size of a customer's property and gives Northumbrian Water an indication to the extent of its requirements for surface water drainage, this method can result in inconsistencies in charging for similar-sized sites across the region. In 2004, Ofwat issued a letter to all water companies supporting surface area based charging. The new system, being directly based on this methodology will provide customers with a more cost-reflective charge for the service they receive.

2.3   **What is the surface water drainage charge?**

It covers the removal and treatment of surface water (rainwater) from the Council's sites and property. This includes water that drains from roofs, car parks and other hardstanding areas.

Included in the surface water drainage charge is a charge for highway drainage. All customers who receive a foul (used water) and/or surface water drainage service from any water and sewerage company contribute towards the cost of collection and treatment of water from public highways.

Currently, the surface water drainage charge is based on the rateable value ('RV') of the Council's sites and property.

2.4 **Which customers will this charge apply to?**

The change will apply to all business customers whose site is supplied by a water meter.

The change will also apply to car parks that are individually rated. Currently, owners and managing agents of such sites receive sewerage charges calculated using the unmetered sewerage tariff. However, changes in charges for metered customers will also apply to this unmetered category of customers.

The term "business customer" describes every customer that is not a household (domestic) customer. It includes public sector properties, places of worship and charitable organisations.

2.5 **How is the chargeable area of each site calculated?**

The chargeable area is calculated by measuring the total area of the site. If the entire site drains to Northumbrian Water's sewerage system, then the total area of the site will equal the chargeable area.

An allowance can be made for any substantial areas of land that do not drain to Northumbrian Water's sewerage system, for example a permeable, grassed or cultivated area such as a playing field, farmland, golf course etc. Each non-connected area must exceed 10% of the total area of the site. Smaller non-connected areas cannot be aggregated for this purpose.

2.6 **Timescales**

This change was to be fully introduced for metered business customers from **1 April 2005**. However, Northumbrian Water have recognised that this would have a significant impact on the sewerage bills for many of its business customers who will either see a substantial rise or fall in the level of charge that is applied to their site.

To make this change more manageable for customers, Northumbrian have now agreed with the water industry regulators WaterVoice and Ofwat to phase in this new method of charging over a four-year period commencing from **1 April 2005.**

2.7   **Phasing:**

2.7.1   **Existing metered business customers as of 1 April 2005**

For the 2005/06 billing year (1 April 2005 to 31 March 2006) existing metered business customers will see **no change** in the way in which their bills are calculated and will continue to have surface water drainage charges based on the rateable value of the site.

For the 2006/07 billing year (1 April 2006 to 31 March 2007) existing metered business customers who's site has not been significantly altered will see the progressive introduction of the new surface water drainage charge.

Part of the charge will be based on rateable value and part of the charge will be based on chargeable area.

For the 2007/08 billing year (1 April 2007 to 31 March 2008) the proportion of the surface water drainage charge relating to the chargeable area will increase and the proportion of the charge in relation to the rateable value will decrease.

For the 2008/09 billing year (1 April 2008 to 31 March 2009) the surface water drainage charge will be based wholly on chargeable area. No charges will be calculated using rateable value.

2.7.2   **New build business premises connected on or after 1 April 2005**
For newly constructed business premises which are connected to Northumbrian Water's infrastructure on or after 1 April 2005, the surface water drainage charge will be based wholly on chargeable area. No rateable value charges will be applied.

2.8   **What is happening now?**

Northumbrian Water have advised which surface water charging band has been allocated to each site. This information is very important as it will allow the Borough Council to compare rateable value based charges for 2005/06 with the new 'chargeable area' band charge for 2005/06 which will provide an early indication of how the level of charges applied to the site may change by year four of the phasing period

This information is currently being checked and verified and any site which it is considered to be allocated to the incorrect charging band will be appealed against.

At the end of the process there is to be no financial benefit to Northumbrian Water as their revenue overall is to remain the same across the whole of their customer base. However Councils will see

sewerage charges across its property portfolio rise or fall as a result of the process.

Falls are anticipated at inner city high rateable value sites with low hard surface areas and rises at anticipated at properties such as schools which have previously benefited from a lower rateable value and which have high areas of hard surface areas.

3.   FINANCIAL IMPLICATIONS

3.1   Indications at this stage are that the Council will see a budget pressure in the region of £92,200 at the end of the next three years due to the introduction of surface area charges.

3.2   Over the next three years indications are that the charges will increase as follows:-

	Total Fixed Sewerage Charges 05/06 (RV)	Total Fixed Sewerage Charges 06/07 (phasing year 1)	Total Fixed Sewerage Charges 07/08 (phasing year 2)	Total Fixed Sewerage Charges 08/09 (Phasing Year 3)
Annual Charge	£75,500	£105,900	£137,300	£167,700
Annual progressive Budget pressure	0	30,400	61,800	92,200

3.3   The breakdown across departments is being calculated as further information is forthcoming from Northumbrian Water. Early indications are that the main budget pressures will occur in Education and Environment areas. As information is clarified it is being passed to Service Managers for budgeting purposes.

4.   RECOMMENDATIONS

4.1   That the report be noted and the comments of the Portfolio Holder welcomed.

<table>
<tr><td>

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
13th March 2006

</td></tr>
</table>

Report of: Head of Procurement and Property Services

Subject: LOCAL E GOV NATIONAL PROJECTS –
HARTLEPOOL'S LEAD ON E SERVICE
STANDARDS FOR PROPERTY

SUMMARY

1.0   PURPOSE OF REPORT

To update the Portfolio Holder upon Hartlepool's involvement in one of
the ODPM's National Projects on e government and advise of the
opportunity to be involved in further projects.

2.0   SUMMARY OF CONTENTS

The report explains how the Council took the lead role in the production
of e service standards for property and has been requested to continue
the work

3.0   RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for property and is the Council's e
Champion.

4.0   TYPE OF DECISION

Non Key

5.0   DECISION MAKING ROUTE

Performance Management Portfolio Holder only

6.0   DECISION(S) REQUIRED

Portfolio Holder notes the report and endorses the project.

Report of: Head of Procurement and Property Services

Subject: LOCAL E GOV NATIONAL PROJECTS –
                  HARTLEPOOL'S LEAD ON E SERVICE
                  STANDARDS FOR PROPERTY

_____

1.   PURPOSE OF REPORT

1.1   To update the Portfolio Holder upon Hartlepool's involvement in one of
       the ODPM's National Projects on e government and advise of the
       opportunity to be involved in further projects.

2.   BACKGROUND

2.1   As outlined in the Portfolio meeting of the 18 April 2005 the Local e-
       government National Projects aim to help local Councils improve
       services, increase efficiency and form a key part of the national
       strategy for local e government.

2.2   The ODPM support the National Projects to assist local authorities to
       deliver against:-
       •   BVPI 157 and the 2005 Electronic Service Delivery Targets
       •   Comprehensive Performance Assessment
       •   The 2004 Efficiency Review
       •   Priority Service Outcomes

2.3   The Council was asked by the ODPM to lead nationally on an e
       Service Delivery Standards project on Property Services.

2.4   The project aims to produce national standards for the development of
       electronic property information. The project was one of several being
       prioritised by the ODPM. Others include:

       •   Human Resources (Havering)
       •   Highways (Northamptonshire)
       •   ICT (Leeds)
       •   Customer Services (Rochdale)
       •   Adult Services (Hertfordshire)
       •   Housing (Brent)
       •   Trees (Wandsworth)

2.5   The project was funded by the ODPM and involved a range of stakeholders such as private and public sector practitioners and professional bodies.

2.6   The project has been completed and the National e Service Delivery Standard for Property will now receive Ministerial endorsement and be published. A summary of the final draft is attached as **Appendix A**. Publication of the final standards will only be made in an online electronic version. Hard copies will not be produced.

2.7   Involvement in the project has raised the Council's profile in the delivery of electronic services and will assist in the development of our electronic property information systems

3.   FURTHER DEVELOPMENTS

3.1   Following the successful completion of the Property Standards the Council has been asked to lead on two further projects/stages of work related to Property in response to the Modernizing Government White Paper. These will again be funded and supported by the ODPM and will involve liaison with the Office of Government Commerce (OGC) and their consultants.

3.2   The first project is developing protocols and standards to integrate and avoid any duplication of the work done on Property Standards relating to both Local Government and to the National Government's Civil Estate property occupations.

3.2.1 This will involve the development of processes and software links to extract data from the various systems used by all Local Authorities across the Country and enable the information to be collated into and linked with the central Civil Government's electronic Property Information Mapping System (ePIMS).

3.2.2 Hartlepool will lead the project and also act as a pilot along with a small number of other local authorities operating different property databases to ourselves.

3.2.3 ePIMS allows on line access to updated information about property, land holdings and occupation, displaying the exact location and outline and allows users to amend their own details on line.

3.2.4 This process will deal with the incompatibility of the different databases used by Local Authorities and view the whole of the Civil and Local Government estate on computerised maps.

3.2.5 The final stage of the project would be the creation of a small web based/live demo which will contain a map of a defined region (such as Hartlepool) alongside a map based search engine. This would allow a

"citizen" to search and view all central and local authority controlled service delivery premises in their locality.

3.3   The second project is jointly lead with Havering Council to prepare Guidance Notes on the inter linked themes of Space Standards and Human Resource Categorisation (HR Categorisation).

3.4   The basis for any space allowance needs to take into account different job functions. Space allocation being determined by function, and not by status or grade, although it is recognised that grading/management status is traditionally a contributory factor in space allocation.

3.5   The space required per employee should depend on use of equipment, privacy, personal storage and filing needs, team requirements and building constraints and the needs of the individual.

3.6   The Council adopted such a set of Space Standards in 2001.

3.7   Information Technology plays an important role in these processes with the creation of unprecedented technological possibilities – mobile/home working, on line services, email as examples

3.8   The project will act as a catalyst for local authorites in analysing how they will provide services in the future and in particular how and where staff are located.

4.   CONCLUSION

4.1   The opportunity is being given to build upon the work carried out to date. Further involvement with the ODPM and OGC on these projects will not only further raise the Council's profile at a National level in the delivery of electronic services but also further assist in the development of our own electronic property information systems and the Council's ICT strategy in general.

5   RECOMMENDATIONS

5.1   That the Portfolio Holder notes the report and endorse the projects.

NESDS
e-Property Service Delivery Standards

Draft Version 2.0

Draft Property e-SDS /Nov 2005

1. Introduction

1.1. Overview

This document defines standards for the delivery of Property Services within a Local Authority. These standards form part of the National e-Service Delivery Standards (NeSDS) programme which is developing "e" standards for a range of Local Government service areas. In this context "e" means all aspects of the utilisation of technology to support service delivery including the management processes required for successful implementation.

The objectives of the standards are to provide a good practice model that will deliver a modernised, effective and efficient service. They are intended to be used by service managers to help them understand potential developments in their own service area and the developments or support required from the other services within the Local Authority.

For each standard there are three levels. The Minimum level relates to current 'e' Government Targets (BVPI 157, IEG and the Priority Service Outcomes) and the associated good practiced needed to achieve them. The Progressing and Excellent levels stretch the service beyond these requirements to further improve service delivery.

The standards are not an additional Government imposed target but an opportunity for Local Authorities to develop their own standards and share best practice with each other. Local Authorities should use the standards as a self-assessment tool, both to drive future developments and to demonstrate and evidence plans for service improvement.

Generally, the standards should be applicable to all Local Authorities, regardless of whether Property Services are delivered 'in-house' or through an external service providers. Where Property Services are delivered by an external provider, it is assumed that there is a client-side management function within the organisation that retains overall responsibility for the delivery of Property Services and therefore would use the standards.

1.2. The NeSDS Programme

The NeSDS programme builds upon the successful e-planning service delivery standards developed by the Planning and Regulatory Services Online (PARSOL) national project in 2004. It is an ODPM funded initiative which is being led by the London Borough of Havering.

It will deliver an initial eight service delivery standards across a number of Local Authority service areas: Customer Services, Highways, Trees, ICT, Adult Services, HR, Housing and Property. In addition to these a further five sets of standards have been developed by relevant National Projects for Planning, Building Control, Environmental Health, Trading Standards and Economic Development.

The intention is that standards are developed by "local authorities for local authorities". For each service area a Lead Local Authority and a Steering Group with representatives from all types of English Local Authorities has managed the process of developing the standards. The Steering Group has also included relevant service area Professional Bodies and Government Departments who were actively involved in developing and promoting the standards.

The NeSDS programme would like to thank the following organisations who formed the Steering Group for these standards:

- Hartlepool
- Rotherham
- Stockport
- COPROP (Association of Chief Property Officers in Local Government)

Many other Local Authorities and organisation were involved throughout the process and the NeSDS programme would also like to thank them. A list can be found in Appendix A.

The following consultation process was followed to develop the standards to date:

Phase 1: Draft standards developed by Consultancy;
Phase 2: Draft standards reviewed by Steering Group.
Phase 3: Draft standards revised and enhanced during Consultation workshops
Phase 4: Draft standards revised by Steering Group;
Phase 5: ODPM review;
Phase 6: NeSDS publication of standards for formal consultation.

1.3. Consultation, Comments and Revisions

The NeSDS programme welcomes comments on these standards before final publication early in 2006. Please provide comments through the NeSDS website – www.NeSDS.gov.uk

It is anticipated that the standards will be revised according to the need to reflect changes in local government activities, the ICT industry and government policy and targets.

2. Property "e" Service Delivery Standards

2.1. Introduction

These Standards cover the work of all local government authorities in England including unitary, district and county councils, and for ease of use are referred to as the "Council "in the Standards. The range of property services provided will vary between local authorities therefore, the functions included in the e-Property Standards are wide ranging and can be used by local authorities as a menu to select the relevant activities and services they provide

Delivery of Property Services by the local authority may involve onward referral to, or partnership with, another internal department or outside organisations.

The scope of these e-Property Service Standards covers local authority property as defined below:

properties where a local authority has a freehold, leasehold or, other legal interest in or shared use of land, buildings, built facilities or land with engineering works or infrastructure. Property as defined does not include machinery, plant, equipment, vehicles, works of art, artefacts or intellectual property.

The e-Property Service Delivery Standards describe transactions that relate to property as described above rather than to the front-line services delivered from those properties, e.g. library services from libraries, education from schools, leisure activities from leisure centres and service advice from service points, other than the responsibility of the property service to ensure that the properties are fit for that purpose.

The e-Property Service Standards cover the type and range of transactions that occur between:

a)   the local authority and the public
b)   the local authority as landlord and its tenants and licensees (other than Housing Revenue Account tenants)
c)   the local authority as a tenant and its relationship with the landlord of the occupied property
d)   the local authority and buyers or sellers of property, both perspective and actual
e)   the property service and other parts of the local authority occupying property

2.2. The scope of these standards

There are 47standards, which have been grouped into the following seven broad themes, in order to reflect the various activities and functions that are either led by, or involve Property Services within a typical Local Authority.

Asset Management Planning -the strategic management of the availability, suitability, sufficiency and condition of the portfolio to meet the corporate, service and statutory objectives of the local authority including human resource (HR) planning of property needs.

Facilities Management – property / facilities management including cleaning, safety and security and property maintenance and management to ensure that property is fit for purpose, including complying with statutory requirements.

Landlord and Tenant Transactions of the Council – including permissions, tenancies, leases, licenses or agreements for other parties to use or have access to local authority property and easements over local authority property.

Acquisition and Disposal of Property – the acquisition of freehold property by the Council. Property disposals concentrates on the sale of freehold Council property to other parties.

Capital Projects –major and minor works projects and programmes, the procurement of new or improved sites and buildings.

Reporting and Requesting General Property Related Information - requests for property related information from the public which are not connected with any of the main property service areas described above.

e-Property Within the Wider Corporate and Local Authority Context – this section identifies the standards that relate to the Council's overall approach to supporting and sustaining e-Property Services within the wider Local Authority service delivery context.

If a local authority has a different structure then they should only apply the standards which are relevant.

2.3.   **The grading structure**

For each standard there are three levels:

- **Minimum** – A Local Authority that has achieved the minimum standard will have met all the current eGovernment targets as defined by BVPI 157, IEG and PSO and the associated good practiced needed to achieve them and benefit fuller from their introduction. Not all standard will have a minimum.

- **Progressing** – the progressing standard is set between minimum and excellent and provides Local Authorities will a meaningful step between the lower and upper standards.

- **Excellent** – the excellent Standard will demonstrate that a Local Authority has achieved what is currently considered 'national best practice'. In order to reflect this 'excellent' is set at an achievable level. The majority of standards will have an excellent level.

The most recent and visible drivers for change in this area has been the 2005 eGovernment targets. The achievement of BVPI 157, IEG and the PSO are mandatory for all local authority services and is reviewed and considered as part of CPA. These standards, at the **Minimum** level, can be used as an evidence base for this process.

A table in Appendix B has been provided which illustrates the links between the individual Standards and the individual Priority Service Outcomes.

Naturally, the emphasis for Local Authorities will now begin to shift from delivering the eGovernment targets to other requirements, with a renewed focus on efficiency, effectiveness and reduced regulation. These standards can play a role in this and at the **Progressing** and **Excellent** levels these standards can be applied as a first step towards making a business case for the continuing development.

The standards also identify how a Local Authority service should benefit from **Government Connect.** Government Connect is an online solution that brings together existing products such as the Government Gateway and the LGOL-Net messaging system. The solution enables local authorities to authenticate the people and organisations with whom they communicate. It also provides a stable platform to allow linking of back office systems and will deliver secure email between local authorities and other parties. All Local authorities should have installed and be using Government Connect by the end of 2007. The benefits of Government Connect are :

- Secure messaging infrastructure;
- Authenticated citizens, employees, businesses, community groups;
- Secure email;
- Standards;

  - Approval processes for suppliers and implementers;
  - Community of trust;
  - Long term governance and sustainability;
  - Realisation of benefits/efficiencies across the public sector.

For further information, visit www.govconnect.gov.uk.

2.4. **The classification structure**

Some of the standards relate to functions and services that are wholly within the sphere of influence of Property Services. Other standards require consensus and joint working with other parts of the Local Authority. Thus the standards have been classified as either:

- Customer Focused

- Corporate – these relate to standards that will need to be addressed as part of the wider Local Authority corporate agenda;

- Service / Corporate – these relate to standards that will need to be addressed through joint working between Property Services and the wider Local Authority.

2.5. **The benefits of adopting the standards**

Generally, the standards aim to establish a staged and outcome focused approach to the delivery of excellent services. Local Authorities who use the standards will be able to:

- identify clearly what 'excellent' services look like and how far they have to go in order to achieve the delivery of an 'excellent' service;

- prioritise the elements that are important, allowing them to focus their effort and resources on achieving realistic improvements within a time-bounded period;

- ensure that a benefits realisation / service take-up monitoring process is in place - It is essential that authorities regardless of how advanced they are in developing services, seek to implement processes for identifying, monitoring and communicating the potential benefits of investing time and effort in deploying technology to modernise their Property Services. This is a key lesson learnt from previous local authority e-Government service improvement programmes. Authorities who adopt the approach outlined in the Standards will be able to communicate to key decision makers that measuring customer take-up rates and realisation of service benefits are central to the effective development.

- measure and assess progress to date in comparison with other Local Authorities – Local Authorities will be able to use the standards to establish and communicate the progress they have made in comparison with others; and

- clearly identify the corporate areas in which Property services must integrate with the activities of the rest of the authority. The standards will enable key decision makers to identify particular areas where they would wish to collaborate with other parts of the organisation to bring about change.

- Plan for the delivery of faster, more join-up and integrated services – Ultimately, the aim of the this agenda is to enable modern customer focused services that:

- ➢ enable the Property Service, along with other service departments, to play a central role in driving and shaping their local authority's corporate modernisation programme.

- ➢ deliver services that put the needs of the customer first.

- ➢ play a leading role in the development of service delivery based citizen, business, employee and property (Government Connect) accounts.

- ➢ deliver services through service channels that are accessible to all, when and where they want them.

- ➢ take advantage of opportunities for organisational savings in terms of time, money and effort.

- ➢ play a leading role in the development of 'one point of contact' integrated solutions for all appropriate local authority regulatory services.

- play a leading role in driving up service standards and in engaging people and communities in shaping future government activities and legislative frameworks.

- facilitate better use of the information available to determine and evaluate policies and actions.

3. The Standards

3.1. Summary Table

The following table provides a summary of each standard by theme for quick reference purposes.

Ref	Standard
3.2	**Asset Management Planning**
1	Access to general information and advice on the Asset Management Planning Service
2	Statutory and informal consultation on Asset Management Services provided by the Council
3	Reporting Asset Management issues to the Council and requesting Asset Management Services
4	Liaison and Communication with service users, including the ability to make appointments for Asset Management Services
5	Feedback on Asset Management Services and sign-off on key stages/ completion of the service
3.3	**Facilities Management**
6	Access to general information and advice on Facilities Management
7	Statutory and informal consultation on Facilities Management Services provided by the Council
8	Reporting Facilities Management issues to the Council and requesting Facilities Management Services
9	Liaison and Communication with service users, including the ability to make appointments for services
10	Feedback on Facilities Management Services and sign-off on key stages/ completion of the service

Ref	Standard
3.4	**Landlord and Tenant Relations**
11	Access to general information and advice on landlord and tenant relations and property
12	Reporting issues to the Council and requesting services
13	Liaison and Communication with service users, including the ability to make appointments for services
14	Making or receiving payments from the Council
15	Feedback on the service and sign-off on key stages/ completion of the service
3.5	**Acquisitions and Disposals**
16	Access to general information and advice on Acquisitions and Disposals
17	Statutory and informal consultation on Services provided by the Council
18	Liaison and Communication with service users, including the ability to make appointments
19	Online Applications to purchase / sell properties
20	Making or receiving payments from the Council

Ref	Standard
21	Feedback on the service and sign-off on key stages/ completion of the service
3.6	**Capital Projects**
22	Access to general information and advice about Capital Projects
23	Statutory and informal consultation on Services provided by the Council
24	Reporting issues to the Council and requesting services
25	Liaison and Communication with service users, including
	the ability to make appointments for services
26	Feedback on the service provided by the Council
3.7	**General Information**
27	Access to general information and advice.
28	Statutory and informal consultation on Services provided by the Council
29	Reporting issues to the Council and requesting services
30	Liaison and Communication with service users, including the ability to make appointments for services
31	Making or receiving payments from the Council
32	Feedback on the service provided by the Council

Ref	Standard
3.8	**e-Property SDS Within the Wider Corporate and Local Authority Context**
33	Measurement of e-Property Services take-up
34	Measurement of customer satisfaction levels for e-Property Services
35	Customer focused and integrated approach to delivery of e-Property Standards
36	Measurement and reporting of customer and organisational costs and benefits of e-Property Services
37	Accessibility of e-Property Services
38	Promotion of e-Property Services
39	Use of technology to support the delivery of e-Property Services
40	Electronic sharing of land and Property based information
41	Integrated ICT Systems in e-Property Services
42	Use of GIS Systems for all map based Property information
43	Use of EDRM Systems for all Property related information
44	Corporate disaster recovery plans for the delivery of e-Property Services
45	Provision of e-Property Services training and development
46	Information security policy relating to e-Property Services
47	Submission of electronic comments, compliments and complaints about e-Property Services

<table>
<tr><td>

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO HOLDER

13 March 2006
</td></tr>
</table>

Report of: Assistant Chief Executive

Subject: ANALYSIS OF BEST VALUE PERFORMANCE
           INDICATORS 2004/2005

SUMMARY

1. **PURPOSE OF REPORT**
   To inform the Portfolio Holder about the Council's performance against the set of 2004/5 Best Value performance indicators and compare Hartlepool's performance with that of all other English authorities, similar Unitary authorities and the other four Tees Valley authorities.

2. **SUMMARY OF CONTENTS**
   The report gives an overview of performance using the Best Value performance indicators. It looks at performance comparisons with other councils in 2004/05, Hartlepool's improvement between 2003/04 and 2004/05 and the accuracy of the target setting process.

3. **RELEVANCE TO PORTFOLIO HOLDER**
   The performance indicator information provides a strategic summary of the performance of council services, as measured by performance indicators (PIs).

4. **TYPE OF DECISION**
   Non-key

5. **DECISION MAKING ROUTE**
   None

6. **DECISION(S) REQUIRED**
   The Portfolio Holder notes the report and recommends any further action he deems appropriate.

Report of: Assistant Chief Executive

Subject: Analysis of Best Value Performance Indicators
2004/05

PURPOSE OF REPORT

1. The purpose of this report is to provide information about the Council's performance against the set of Best Value Performance Indicators (BVPIs) for 2004/05.

BACKGROUND

2. The Best Value statutory performance management framework provides for annual reporting by authorities of a set of national performance indicators and standards set by the Government. In specifying indicators and standards for local government, the Government has tried to ensure that they are a balanced set, reflecting the broad range of local services. It enables the authority and the public to examine how well the Council is performing.

3. Although statutory Best Value performance indicators do not provide a complete picture of council performance, they are one of the few systematic means of comparing performance across all key service areas over time and comparing performance with other local authorities.

4. In January 2006 the Audit Commission published the national comparative performance information for 2004/05, allowing for the first time accurate comparisons to be made with all other English local authorities based on Hartlepool Borough Council's performance in 2004/05.

5. There were a total of 136 BVPIs collected in 2004/05, and the Council's performance against these indicators was reported in the 2005/06 Corporate Plan. Comparisons can be made with other authorities against 110 of these indicators.

SUMMARY OF PERFORMANCE

6. This report analyses in detail how Hartlepool Council has performed in comparison with other local authorities. The scorecard below summarises these findings: -

2004/05 BVPI Scorecard		
	All England	**Unitary**
BVPIs in top quartile	38.2%	36.5%
BVPIs in second quartile	16.4%	20%
BVPIs in third quartile	19.1%	14.5%
BVPIs in bottom quartile	26.4%	29.1%

Direction of Travel 2003/04 to 2004/05	
BVPIs improving	59.4%
BVPIs remaining the same	9.4%
BVPIs worsening	31.3%

7. Generally the analysis is positive, with over a third of all (comparable) BVPIs being in the top quartile of performers nationally. The proportion of BVPIs in the top 2 quartiles is over 50%, with almost 60% of BVPIs seeing an improvement in performance from 2003/04 to 2004/05. In the Tees Valley area over 30% of indicators are ranked 1st (out of 5).

CURRENT PERFORMANCE – HOW DOES HARTLEPOOL'S PERFORMANCE COMPARE WITH OTHER LOCAL AUTHORITIES?

8. One way of evaluating how well Hartlepool is currently delivering its services is to compare performance with that of other local authorities. For each BVPI, where comparisons can be made, Hartlepool's objective is for performance to be within the top performing 25% of local authorities (top quartile).

9. Comparisons can be made with all other Local Authorities in England. This report will compare Hartlepool's performance against that of all other authorities, all other Unitary authorities, and all other Tees Valley authorities.

10. This report groups the indicators by the seven Community Strategy themes. An additional theme, called Corporate Performance, has been used to include those indicators that do not fall under one of the Community Strategy themes.

11. Indicators have also been grouped in line with the revised internal departmental structure adopted by the Council in 2005/06.

12. Tables 1a and 1b below summarise how Hartlepool's performance in 2004/05 compares with all other English local authorities. It details how many BVPI's under each Community Strategy theme/department falls into each of the four quartiles. For example, where performance is in the top 25% of all English authorities Hartlepool is placed in the top quartile. Only those indicators that can be compared with other local authorities have been included in the analysis.

Table 1a: All-England Quartile Information – by Community Strategy theme

Community Strategy Theme	Total Number of BVPIs	All-England Quartile			
		Top	2nd	3rd	Bottom
Corporate Performance	21	7 (33.3%)	3 (14.3%)	4 (19%)	7 (33.3%)
Culture and Leisure	5	5 (100%)	0 (0%)	0 (0%)	0 (0%)
Community Safety	9	2 (22.2%)	1 (11.1%)	1 (11.1%)	5 (55.6%)

Community Strategy Theme	Total Number of BVPIs	All-England Quartile			
		Top	**2ⁿᵈ**	**3ʳᵈ**	**Bottom**
Environment and Housing	40	18 (45%)	7 (17.5%)	5 (12.5%)	10 (25%)
Health and Care	12	3 (25%)	3 (25%)	3 (25%)	3 (25%)
Jobs and the Economy	0	-	-	-	-
Lifelong Learning and Skills	22	7 (31.8%	3 (13.6%)	8 (36.4%)	4 (8.2%)
Strengthening Communities	1	0 (0%)	1 (100%)	0 (0%)	0 (0%)
Total	**110**	**42 (38.2%)**	**18 (16.4%**	**21 (19.1%)**	**29 (26.4%)**

Note: Not all percentages will total 100% due to rounding

Table 1b: All-England Quartile Information – by Department

Department	Total Number of BVPIs	All-England Quartile			
		Top	**2ⁿᵈ**	**3ʳᵈ**	**Bottom**
Adult and Community Services	14	8 (57.1%)	3 (21.4%)	1 (7.1%)	2 (14.3%)
Chief Executives	21	6 (28.6%)	4 (19.0%)	4 (19.0%)	7 (33.3%)
Children's Services	27	8 (29.6%)	4 (14.8%)	10 (37.0%)	5 (18.5%)
Neighbourhood Services	34	15 (44.1%)	6 (17.6%)	4 (11.8%)	9 (26.5%)
Regeneration and Planning	14	5 (35.7%)	1 (7.1%)	2 (14.3%)	6 (42.9%)
Total	**110**	**42 (38.2%)**	**18 (16.4%**	**21 (19.1%)**	**29 (26.4%)**

Note: Not all percentages will total 100% due to rounding

13. It can be seen that when compared with all other local authorities in England that a total of 60 BVPI's (54.5%) are above the national median, with 38.2% in the top quartile. This shows an increase from the 2003/04 performance, when 51% of comparable BVPI's were above the national median, of which 30% were in the top quartile.

14. A total of 29 BVPIs, 26.4% of the total, are in the bottom quartile. A list of all bottom quartile indicators is attached at Appendix 1.

15. Tables 2a and 2b below summarise how Hartlepool's performance in 2004/05 compares with all other similar Unitary authorities. Often different types of authority (e.g. Unitary, London Borough, County, District etc.) have different issues and priorities, meaning that it can often be useful comparing performance with similar authorities. Please note that again only those indicators that can be compared with other local authorities have been included in the analysis.

Table 2a: Unitary Quartile information – by Community Strategy Theme

Community Strategy Theme	Total Number of comparable BVPIs	Unitary Quartile			
		Top	2nd	3rd	Bottom
Corporate Performance	21	7 (33.3%)	3 (14.3%)	4 (19%)	7 (33.3%
Culture and Leisure	5	4 (80%)	1 (20%)	0 (0%)	0 (0%)
Community Safety	9	0 (0%)	4 (44.4%)	1 (11.1%)	4 (44.4%)
Environment and Housing	40	17 (42.5%)	7 (17.5%)	4 (10%)	12 (30%)
Health and Care	12	5 (41.7%)	1 (8.3%)	2 (16.7%)	4 (33.3%)
Jobs and the Economy	0	-	-	-	-
Lifelong Learning and Skills	22	7 (31.8%	5 (22.7%)	5 (22.7%)	5 (22.7%)
Strengthening Communities	1	0 (0%)	1 (100%)	0 (0%)	0 (0%)
Total	**110**	40 (36.5%)	22 (20%)	16 (14.5%)	32 (29.1%)

Note: Not all percentages will total 100% due to rounding

Table 2b: Unitary Quartile Information – by Department.

Department	Total Number of BVPIs	All-England Quartile			
		Top	2nd	3rd	Bottom
Adult and Community Services	14	8 (57.1%)	3 (21.4%)	1 (7.1%)	2 (14.3%)
Chief Executives	21	6 (28.6%)	4 (19.0%)	4 (19.0%)	7 (33.3%)
Children's Services	27	9 (33.3%)	5 (18.5%)	6 (22.2%)	7 (25.9%)
Neighbourhood Services	34	14 (41.2%)	5 (14.7%)	4 (11.8%)	11 (32.4%)
Regeneration and Planning	14	3 (21.4%)	5 (35.7%)	1 (7.1%)	5 (35.7%)
Total	**110**	**40 (36.5%)**	**22 (20%)**	**16 (14.5%)**	**32 (29.1%)**

Note: Not all percentages will total 100% due to rounding

16. Performance compared to other Unitary authorities is similar to that when compared with all other English local authorities. A total of 62 indicators are above the national median, compared with 60 when looking at the all England comparisons. This is a rise from 54.5% to 56.4%. However, there has been a slight drop from 42 to 40 indicators in the top quartile (a drop from 38.2% to 36.5%).

17. A total of 32 BVPIs, 29.1% of the total, are in the bottom quartile. A list of all bottom quartile indicators is attached at Appendix 1.

18. It is often useful to compare performance with your nearest neighbours, as it can be argued that they operate in a similar environment, and have the same economic and social issues to overcome. Tables 3a and 3b summarise Hartlepool's performance when compared with the other Tees

Valley authorities, Redcar and Cleveland, Stockton, Middlesbrough and Darlington. For each indicator a 'position' in Tees Valley was given based on performance. The authority that had the best performance was ranked 1st, and the authority that had the worst performance was ranked 5th.

Table 3a: Tees Valley comparable information – by Community strategy theme

Community Strategy Theme	Total Number of comparable BVPIs	Position in Tees Valley				
		1st	2nd	3rd	4th	5th
Corporate Performance	21	6 (28.6%)	6 (28.6%)	6 (28.6%)	3 (14.3%)	0 (0%)
Culture and Leisure	5	4 (80%)	1 (20%)	0 (0%)	0 (0%)	0 (0%)
Community Safety	8*	2 (25%)	0 (0%)	4 (44.4%)	2 (25%)	0 (0%)
Environment and Housing	40	13 (32.5%)	5 (12.5%)	8 (20%)	5 (12.5%)	9 (22.5%)
Health and Care	12	2 (16.7%)	5 (41.7%)	1 (8.3%)	2 (16.7%)	2 (16.7%)
Jobs and the Economy	0	-	-	-	-	-
Lifelong Learning and Skills	22	7 (31.8%	4 (18.2%)	4 (18.2%)	4 (18.2%)	3 (13.6%)
Strengthening Communities	1	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)
Total	**109**	34 (31.2%)	21 (19.3%)	24 (22.0%)	16 (14.7%)	14 (12.8%)

Note: Not all percentages will total 100% due to rounding

*Community Safety theme only has 8 comparable BVPIs, compared with 9 previously. This is due to the fact that for one BVPI Hartlepool were the only authority in the Tees Valley area to supply performance information.

Table 3b: Tees Valley comparable information – by Department

Department	Total Number of comparable BVPIs	Position in Tees Valley				
		1st	2nd	3rd	4th	5th
Adult and Community Services	14	7 (50%)	5 (35.7%)	0 (0%)	1 (7.1%)	1 (7.1%)
Chief Executives	21	5 (23.8%)	6 (28.6%)	7 (33.3%)	3 (14.3%)	0 (0%)
Children's Services	27	8 (29.6%)	5 (18.5%)	5 (18.5%)	5 (18.5%)	4 (14.8%)
Neighbourhood Services	34	10 (29.4%)	4 (11.8%)	6 (17.6%)	5 (14.7%)	9 (26.5%)
Regeneration and Planning	13	4 (30.8%)	1 (7.7%)	6 (46.2%)	2 (15.4%)	0 (0%)
Total	**109**	34 (31.2%)	21 (19.3%)	24 (22.0%)	16 (14.7%)	14 (12.8%)

Note: Not all percentages will total 100% due to rounding

19. It can be seen that Hartlepool's performance when compared with the other 4 Tees Valley authorities is good, with performance being in the top 2 positions in over 50% of all comparable BVPIs. In almost a third of all indicators (31.2%) Hartlepool is ranked first, or equal first, in the Tees Valley area.

20. Out of the five Tees Valley authorities, Hartlepool is ranked third or better in almost three quarters of all comparable indicators (72.5%). Performance is ranked 5th in the Tees Valley area in 14 indicators. These are shown in appendix 2.

CAPACITY TO IMPROVE - HARTLEPOOL'S PERFORMANCE OVER TIME

21. This section examines 96 measures of performance which are comparable between 2003/04 and 2004/05 and compares Hartlepool performance between the two years.

22. Hartlepool is constantly seeking to improve its performance across all areas. Progress in achieving this is demonstrated by the fact that over 68% of performance measures improved or remained the same (59.4% improved, 9.4% remained the same) over the period 2003/04 and 2004/05. Table 4, shown below, summarises which BVPI's have improved by Community Strategy theme.

Table 4a: Improvement in performance between 2003/04 and 2004/05 – by Community Strategy theme.

Community Strategy Theme	PI improvement 2003/04 to 2004/05			
	Improved	Same	Worse	Total
Corporate Performance	14 (66.7%)	2 (9.5%)	5 (23.8%)	21
Culture and Leisure	4 (80%)	0 (0%)	1 (20%)	5
Community Safety	5 (62.5%)	1 (12.5%)	2 (25%)	8
Environment and Housing	17 (60.7%)	4 (14.3%)	7 (25%)	28
Health and Care	3 (27.3%)	1 (9.1%)	7 (63.6%)	11
Jobs and the Economy	-	-	-	0
Lifelong Learning and Skills	13 (59.1%)	1 (4.5%)	8 (36.4%)	22
Strengthening Communities	1 (100%)	0 (0%)	0 (0%)	1
Total	57 (59.4%)	9 (9.4%)	30 (31.3%)	96

Note: Not all percentages will total 100% due to rounding

Table 4b: Improvement in performance between 2003/04 and 2004/05 – by Department.

Department	PI improvement 2003/04 to 2004/05			
	Improved	Same	Worse	Total
Adult and Community Services	8 (66.7%)	0 (0%)	4 (33.3%)	12
Chief Executives	14 (66.7%)	2 (9.5%)	5 (23.8%)	21
Children's Services	13 (48.1%)	2 (7.4%)	12 (44.4%)	27
Neighbourhood Services	14 (58.3%)	4 (16.7%)	6 (25%)	24
Regeneration and Planning	8 (66.7%)	1 (8.3%)	3 (25%)	12

Total	57 (59.4%)	9 (9.4%)	30 (31.3%)	96

Note: Not all percentages will total 100% due to rounding

23. Particular emphasis is paid to improving those services which are not performing well. However, of the 22 indicators that are in the bottom quartile (All-England, where year on year comparisons can be made), only 7 are improving (31%). When looking at Unitary comparison, this improves slightly to 32% (8 from 25).

24. For all indicators that have been assessed as being in the bottom quartile, only 5 achieved the target for performance in 2004/05. This equates to 13% of comparable Unitary Authority bottom quartile indicators, and 16.7% of all comparable all England bottom quartile indicators.

25. A number of indicators that were in the bottom quartile in 2004/05 declined between 2003/04 and 2004/05, and these are shown in Appendix 3.

26. A total of 29 indicators were in the bottom quartile when compared with all other English authorities. Of these, 7 could not be compared with performance in 2003/04. Of the remaining 22, over 59% declined between 2003/04 and 2004/05, equating to 13 indicators in total.

27. Of the 32 bottom quartile indicators, when compared with all other Unitary authorities, 7 could not be compared with performance in 2003/04. 60% (15) of the remaining 25 indicators had seen a decline in performance in the 12 months since 2003/04.

TARGET SETTING

28. An integral part of the performance management process is the ability to set accurate targets for the forthcoming year. For each BVPI it is the Council's long term aim to be in the top quartile of performers nationally. For this reason all targets should be challenging, but realistic to ensure that they are achievable. Table 5 below summarises how many of the 2004/05 target were met, and is split by Council department.

Table 5: Performance indicators target accuracy – by Department

Department	Total BVPIs	Target Achieved		Target not achieved		Total BVPIs above or below target by 10% or more
		Total	Exceeded Target by 10% or more	Total	Failed to hit target by 10% or more	
Adult and Community Services	12	7 (58.3%)	4 (57.1%)	5 (41.7%)	3 (60%)	7 (58.3%)
Chief Executives	21	11 (52.4%)	3 (27.3%)	10 (47.6%)	7 (70%)	10 (47.6%)
Childrens Services	27	12 (44.4%)	1 (8.3%)	15 (55.6%)	9 (60%)	10 (37.0%)

Neighbourhood Services	24	15 (62.5%)	7 (46.7%)	9 (37.5%)	7 (77.8%)	14 (58.3%)
Regeneration and Planning8	8	7 (87.5%)	4 (57.1%)	1 (12.5%)	1 (100%)	5 (62.5%)
Total	92	52 (56.5%)	19 (36.5%)	40 (43.5%)	27 (67.5%)	46 (50%)

*NOTE: Percentages in the "Exceeded target by 10% or more" and "Failed to hit target by 10% or more" columns are calculated with reference to the "total" figure in the preceding column, and not the total number of BVPIs for the Department.

29. In 2004/05 there were a total of 92 BVPI's where targets could be set. Of these, 52 (56.5%) achieved the target. Of these, over a third (19 BVPIs) exceeded the target by more than 10%.

30. Of the remaining 40 indicators, all of which failed to achieve the target over two thirds (67.5%) failed to hit the target by 10% or more.

31. Overall, performance for exactly half of all BVPIs, where targets could be set, either exceeded or fell short of the 2004/05 target by more than 10%, suggesting that the targets that were set were not sufficiently challenging and/or realistic.

ACTION TO MONITOR AND IMPROVE PERFORMANCE INDICATORS

32. There are measures in place throughout the Council to regularly monitor performance throughout the year and ensure appropriate action where necessary to achieve improvements. The creation and implementation of the Corporate Performance Management database, in 2005/06 has ensured that at officer level, all departments have access to systems that include monitoring of performance indicators.

33. The Council has introduced quarterly reporting to Portfolio holders and this process is constantly being reviewed to improve the level of information available to Councillors to ensure that any failing indicators can be identified as soon as possible, and the necessary remedial action taken to arrest any decline in performance.

34. A new unified approach to service planning across the Council is being introduced in 2006/07, which will further improve performance monitoring and reporting to Councillors and Officers. Quarterly progress will be reported to Cabinet (Corporate Plan) and Portfolio Holders (Departmental Plans) detailing up to date performance information, and any necessary recommendations for further improvements to drive performance forward.

35. Targets for 2006/07 are being reviewed as part of the service planning process, and will be published in the Council's 2006/07 Corporate Plan. As part of this process the Corporate Strategy division will be reviewing all targets and providing an internal challenge where targets are considered to be unrealistic or unchallenging.

RECOMMENDATIONS

36. It is recommended that the Portfolio Holder notes the report and recommends any further action he deems appropriate.

Appendix 1 Bottom quartile Best Value Performance Indicators 2004/05

Community Strategy Theme	Reference	BVPI Description	Performance in 2003/04	Performance in 2004/05	Improved	Hit Target	Top Quartile	
							All England	Unitary
Corporate Performance	BVPI 11b	The percentage of top 5% of earners from black and minority ethnic communities	0.00	0.00	Same	No	3.48	3.84
Corporate Performance	BVPI 12	The number of working days/shifts lost due to sickness absence.	13.20	11.32	Yes	No	8.4	8.78
Corporate Performance	BVPI 15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.28	0.33	No	No	0.12	0.19
Corporate Performance	BVPI 16x	16a/16b % of staff with disabilities, compared with % of working age population with disabilities	10.30	11.42	Yes	Yes	31.33	19.3
Corporate Performance	BVPI 17a	The percentage of local authority employees from minority ethnic communities.	0.60	0.60	Same	No	4.6	5.7
Corporate Performance	BVPI 17x	17a/17b % of staff from the minority ethnic community compared with the % of working age population from ethnic minorities	54.05	54.55	Yes	No	100	104.6
Corporate Performance	BVPI 76d	The number of prosecutions and sanctions per 1000 caseload	1.53	1.30	No	No	5.31	4.42
Corporate Performance	BVPI 78b	Speed of processing: b) Average time in days for processing notifications of changes of circumstance.	12.60	18.90	No	No	7.4	8.7
Corporate Performance	BVPI 9	Percentage of Council Tax collected.	94.60	95.70	Yes	Yes	98.3	97.3
Community Safety	BVPI 126a	Domestic burglaries per 1,000 households	34.04	22.35	Yes	Yes	6.9	10
Community Safety	BVPI 127a	Violent offences committed by a stranger per 1000 population	11.16	10.26	Yes	Not Set	3	4.99
Community Safety	BVPI 127b	Violent offences committed in a public place per 1000 population	17.59	16.68	Yes	Not Set	5.96	8.56
Community Safety	BVPI 127c	Violent offences committed in connection with licensed premises per 1000 population	3.49	3.72	No	Not Set	0.63	0.76

Hartlepool Borough Council

Community Strategy Theme	Reference	BVPI Description	Performance in 2003/04	Performance in 2004/05	Improved	Hit Target	Top Quartile	
							All England	Unitary
Community Safety	BVPI 127d	Violent offences committed under the influence per 1000 population	8.99	10.13	No	Not Set	2	1.84
Community Safety	BVPI 127e	Robberies per 1000 population	2.54	1.28	Yes	Yes	1.34	0.65
Lifelong Learning and Skills	BVPI 181d	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in ICT Assessment	64.60	59.10	No	No	72	70
Lifelong Learning and Skills	BVPI 194a	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2: a) English	23.80	22.00	No	No	28	28
Lifelong Learning and Skills	BVPI 39	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five GCSEs or equivalent at grades A* - G including English and Maths	86.40	84.00	No	No	90.2	90.9
Lifelong Learning and Skills	BVPI 44	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1,000 pupils at all maintained schools.	2.40	2.70	No	No	0.84	0.75
Lifelong Learning and Skills	BVPI 48	Percentage of schools maintained by the local education authority subject to special measures.	0.00	2.56	No	No	0	0
Environment and Housing	BVPI 102	Local bus services (passenger journeys per year).	6,527,705	6,046,274	No	No	19,020,944	10,932,055
Environment and Housing	BVPI 203	% change in average number of families in temp accommodation compared with average from previous year		100.00	Not applicable	Not applicable	-6.94	0
Environment and Housing	BVPI 64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	5.00	4.00	No	No	56.25	91

Community Strategy Theme	Reference	BVPI Description	Performance in 2003/04	Performance in 2004/05	Improved	Hit Target	Top Quartile	
							All England	Unitary
Environment and Housing	BVPI 186b	Non principal roads not needing major repair-proportion of the non-principal road network where major structural treatment is not considered necessary divided by Average Structural Exp. per km of the non-principal road network over the past 3 years	141.00	173.00	Yes	No	352	395
Environment and Housing	BVPI 64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	5.00	4.00	No	No		91
Environment and Housing	BVPI 82a	Percentage of the total tonnage of household waste arisings which has been recycled.	11.42	12.43	Yes	No	17.89	16.03
Environment and Housing	BVPI 97b	Condition of unclassified non principal roads - percentage requiring repair	26.49	19.45	Yes	Yes	10.61	8.57
Environment and Housing	BVPI 99d	Road accident casualties - % Change in number of casualties from previous year - all killed/seriously injured		133.33	Not applicable	Not applicable	-13.16	-19.3
Environment and Housing	BVPI 99e	Road accident casualties - % Change in number of casualties from previous year – children killed/seriously injured		123.07	Not applicable	Not applicable	-25.75	-32.98
Environment and Housing	BVPI 99f	Road accident casualties - % Change in number of casualties from previous year - all slight injuries		102.00	Not applicable	Not applicable	-8	-8.7
Environment and Housing	BVPI 99g	Road accident casualties - % difference in number of casualties from most current year and average between 1994 & 1998 - all killed/seriously injured		121.21	Not applicable	Not applicable	-31.57	-36.5
Environment and Housing	BVPI 99h	Road accident casualties - Average % change in number of casualties between 1994 & 1998 -children killed/seriously injured		135.59	Not applicable	Not applicable	-52.66	-55.17
Environment and Housing	BVPI 99I	Road accident casualties - Average % change in number of casualties between 1994 & 1998 - all slight injuries		78.69	Not applicable	Not applicable	-14.2	-13.8

Community Strategy Theme	Reference	BVPI Description	Performance in 2003/04	Performance in 2004/05	Improved	Hit Target	Top Quartile	
							All England	Unitary
Environment and Housing	BVPI 106	Percentage of new homes built on previously developed land.	56.00	55.00	No	No	94	96.79
Health and Care	BVPI 196	Acceptable waiting time for care packages	81.20	70.20	No	No	89.9	87.7
Health and Care	BVPI 50	Educational qualifications of children looked after by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or General National Vocational Qualification	31.60	15.40	No	No	58	60
Health and Care	BVPI 56	Percentage of items of equipment delivered within 7 working days.	66.20	73.50	Yes	No	89	87
Health and Care	BVPI 163	Adoptions of children looked after.	7.50	6.00	No	No	9.5	9.8

Notes

- All indicators in table above are in bottom quartile in at least one category (All England or Unitary) in 2004/05.
- Performance for BVPI 127e is in quartile 1 when compared with All England authorities, but quartile 4 when compared with Unitary authorities.
- Not Applicable – Not applicable because data is not available

Appendix 2 – Performance ranked 5th in Tees Valley

Community Strategy Theme	Reference	BVPI Description	Performance in 2004/05	Best Performance in Tees Valley
Lifelong Learning and Skills	BVPI 181d	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in ICT Assessment	59.10	69.61
Lifelong Learning and Skills	BVPI 44	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1,000 pupils at all maintained schools.	2.70	0.57
Lifelong Learning and Skills	BVPI 48	Percentage of schools maintained by the local education authority subject to special measures.	2.56	0
Environment and Housing	BVPI 165	The percentage of pedestrian crossings with facilities for disabled people.	94.59	100
Environment and Housing	BVPI 186b	Non principal roads not needing major repair-proportion of the non-principal road network where major structural treatment is not considered necessary divided by Average Structural Exp. per km of the non-principal road network over the past 3 years	173.00	395
Environment and Housing	BVPI 64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	4.00	145
Environment and Housing	BVPI 97b	Condition of unclassified non principal roads - percentage requiring repair	19.45	6.03
Environment and Housing	BVPI 99d	Road accident casualties - % Change in number of casualties from previous year – all killed/seriously injured	133.33	-2.6
Environment and Housing	BVPI 99f	Road accident casualties - % Change in number of casualties from previous year - all slight injuries	102.00	-9.7

Community Strategy Theme	Reference	BVPI Description	Performance in 2004/05	Best Performance in Tees Valley
Environment and Housing	BVPI 99g	Road accident casualties - % difference in number of casualties from most current year and average between 1994 & 1998 - all killed/seriously injured	121.21	-35.1
Environment and Housing	BVPI 99h	Road accident casualties - Average % change in number of casualties between 1994 & 1998 - children killed/seriously injured	135.59	-50.0
Environment and Housing	BVPI 99I	Road accident casualties - Average % change in number of casualties between 1994 & 1998 - all slight injuries	78.69	-27.53
Health and Care	BVPI 196	Acceptable waiting time for care packages	70.20	82.5
Health and Care	BVPI 50	Educational qualifications of children looked after by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or General National Vocational Qualification	15.40	73

Notes

Tees Valley positions are in respect of information for all Tees Valley authorities in 2004/05.

Appendix 3 – All bottom quartile indicators that have declined between 2003/04 and 2004/05

Community Strategy Theme	Reference	BVPI Description	Performance in 2003/04	Performance in 2004/05	Percentage decline
Corporate Performance	BVPI 76d	The number of prosecutions and sanctions per 1000 caseload	1.53	1.30	15.03
Corporate Performance	BVPI 78b	Speed of processing: b) Average time in days for processing notifications of changes of circumstance.	12.60	18.90	50.00
Corporate Performance	BVPI 15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.28	0.33	17.86
Community Safety	BVPI 127c	Violent offences committed in connection with licensed premises per 1000 population	3.49	3.72	6.59
Community Safety	BVPI 127d	Violent offences committed under the influence per 1000 population	8.99	10.13	12.68
Lifelong Learning and Skills	BVPI 194a	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2: a) English	23.80	22.00	7.56
Lifelong Learning and Skills	BVPI 39	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five GCSEs or equivalent at grades A* - G including English and Maths	86.40	84.00	2.78
Lifelong Learning and Skills	BVPI 44	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1,000 pupils at all maintained schools.	2.40	2.70	12.50
Lifelong Learning and Skills	BVPI 48	Percentage of schools maintained by the local education authority subject to special measures.	0.00	2.56	Not Applicable – as 2003/04 performance was 0

Community Strategy Theme	Reference	BVPI Description	Performance in 2003/04	Performance in 2004/05	Percentage decline
Lifelong Learning and Skills	BVPI 181d	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in ICT Assessment	64.60	59.10	8.51
Environment and Housing	BVPI 102	Local bus services (passenger journeys per year).	6,527,705	6,046,274	7.38
Environment and Housing	BVPI 64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	5.00	4.00	20.00
Environment and Housing	BVPI 106	Percentage of new homes built on previously developed land.	56.00	55.00	-1.79
Health and Care	BVPI 196	Acceptable waiting time for care packages	81.20	70.20	-13.55
Health and Care	BVPI 50	Educational qualifications of children looked after by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or General National Vocational Qualification	31.60	15.40	-51.27
Health and Care	BVPI 163	Adoptions of children looked after.	7.50	6.00	20.00

<div style="border:1px solid black;">

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
13th March 2006

</div>

HARTLEPOOL
BOROUGH COUNCIL

Report of: Assistant Chief Executive

Subject: **VIEWPOINT – CITIZEN'S PANEL RESULTS**

SUMMARY

1.0 PURPOSE OF REPORT

1.1. To inform the Portfolio Holder of the results of the 17th phase of Viewpoint, Hartlepool Borough Council's Citizen's Panel that was distributed in October 2005.

1.2. To provide some information on the use of past Viewpoint results.

2.0 SUMMARY OF CONTENTS

2.1 A report of the results achieved in the latest Viewpoint questionnaire that included libraries, local community services on school sites, Hartbeat, and smoking in public places. It also includes feedback on how results from previous surveys have been used.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Member has responsibility for consultation issues.

4.0 TYPE OF DECISION

4.1 Non-key.

5.0 DECISION MAKING ROUTE

5.1 Portfolio Holder meeting 6th March 2006

6.0 DECISION (S) REQUIRED

6.1 Results of the survey be noted.

Report of: Assistant Chief Executive

Subject: **17th PHASE OF VIEWPOINT – CITIZEN'S PANEL RESULTS**

---

1.   PURPOSE OF REPORT

1.1   To inform the Portfolio Holder of the results from the 17th phase of Viewpoint that was distributed to panel members in October 2005, and to update him on how results from previous phases of Viewpoint have been used.

2.   BACKGROUND

2.1   Viewpoint, Hartlepool Borough Council's Citizen's Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.

2.2   The aim of Viewpoint is to ensure that the Council listens to the community and involves local people in the Council's decision making. There are often important issues on which the Council needs to consult with the local population and discover what the community's' priorities are for the future.

2.3   Each phase of Viewpoint covers various topics and within this phase there were questions on:

- Libraries
- Local Community Services on School Sites
- Hartbeat
- Smoking in Public Places

2.4   The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular Viewpoint newsletter. Copies of the overall report have also been placed in the members' library, in all public libraries across the Borough for public access, and will be placed on the Council's website.

2.5   This report includes a summary of the main results and, attached as appendix A, is the full results report.

3.   SUMMARY OF MAIN RESULTS FROM THE LATEST PHASE OF VIEWPOINT

3.1.   The latest survey was carried out in October 2005, using a self-completion questionnaire returned via the Royal Mail postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned their questionnaire after a set period of time.

3.2.   A questionnaire was sent out to all active members of the panel, which in this instance equated to 1221 individuals. A response rate of 66.7 per cent was achieved with 801 questionnaires being returned.

3.3.   A small number of cases (20) were excluded from the sample because they were ineligible, due to either the panel member having moved away from the area or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health.

Libraries

3.4.   The Adult & Community Service Department wanted to find out what spare time activities Viewpoint members like to take part in and whether or not Viewpoint members have used a public library in the past year. The Library Service carries out regular Library Plus surveys of adult and child library users. The questions used in Viewpoint are those recommended for use in Community Plus library surveys of the general population.

3.5.   Viewpoint members were asked what activities they regularly pursue in their spare time, and were most likely to say they regularly watched TV (92%), read newspapers or magazines (83%), and listened to or played music (73%). Members were least likely to say they went to an adult education class (9%), belonged to a society or community group (17%), and went to a place of worship (17%). Three out of ten (30%) Viewpoint members said they visit a public or mobile library regularly in their spare time.

3.6.   Viewpoint members were asked in more detail about a range of reading, music and film activities, starting with when they last did any of them. Overall, Viewpoint members were most likely to have bought magazines or newspapers in the last month (92%), and were least likely to have rented music or film (31% have never rented music or film). Over a third (36%) of Viewpoint members have visited a public or mobile library in the past month.

3.7.   Members were most likely to say they buy or borrow books from a bookshop (60%), a supermarket (50%) or a public library (50%), and

were most likely to say they buy or borrow music or film from a supermarket (67%), or a music or film store (55%).

3.8.   When asked what the main reasons were for not visiting a public library in the last 12 months, library non-users were most likely to say they do not need to use the library (38%), or they are too busy or do not have the time to visit a public library (34%). When asked what would encourage them to visit a public library, a third said opening hours that suited them (33%), and better quality, up to date material (31%) would encourage them to visit a public library. Three out of ten non-users said nothing could encourage them. People were least likely to say that special events or promotional offers (11%); access to computer and online facilities (11%); making it easier to join the library (12%); and a home delivery service (13%) would encourage them to visit the public library.

Local Community Services on School Sites

3.9.   The Council is planning to develop a range of services for local communities on school sites as part of the Extended Schools and Children's Centres programme, and wanted to find out what Viewpoint members thought of these services.

3.10.   Viewpoint members were presented with a list of services and activities, and were asked whether they thought it would be a good idea to deliver these on some school sites. The suggested services were: childcare; parenting support; family learning; stop smoking support; neighbourhood art displays & clubs; and sporting activities. Overall, Viewpoint members thought all the suggested services and activities were a good idea, however, they were most likely to support the delivery of sporting activities, such as football or kick boxing on school sites (96%).

3.11.   Currently, some school sites already provide services for the community. The Council wanted to know if Viewpoint members had used any of these services and if so, what members thought of them. The Council also wanted to know what prevented members from using these services. Members were presented with a list of four services which are currently provided on some school sites and were asked whether or not they had used them: parent & toddler groups; breakfast and after school clubs; sports facilities; and adult education.

3.12.   The majority of members said they had not used any of these services, however, twenty-three per cent of respondents had used sports facilities. For members who had used these services, the majority of them thought the service was either good or very good. The majority of members who had used the parent and toddler groups thought the service provided was very good (58%).

3.13.   Members were then asked, if they do not use these services what is preventing them from doing so? Two out of five (41%) members said they do not use these services because they do not apply to them. Three out of ten (28%) said there was not enough information about the services on offer, and a quarter (26%) said they did not know these services existed.

3.14.   Finally, Viewpoint members were asked if there were any other services or activities they would like to see delivered on local school sites and a list of six possible services was offered. A third of members (34%) said they would like to see foreign language classes delivered on school sites. A quarter of respondents (26%) said they would like to see health visitor clinics; alternative health (24%); and dance classes (24%). A fifth of respondents (19%) said they would like to see a library service delivered on a school site, and nine per cent said they would like to see antenatal classes.

   Hartbeat

3.15.   The Council has previously used Viewpoint to consult with Hartlepool residents about the community magazine, Hartbeat. The Council wanted to find out panel members' views and opinions on this magazine and how they thought it could be improved. Responses to some of the questions were compared to responses obtained from Viewpoint 10, which was carried out in May 2003. The responses in 2005 were very similar to those obtained in 2003.

3.16.   Firstly, Viewpoint members were asked if a copy of Hartbeat had been delivered to their house in the last 12 months. Reassuringly, the majority of respondents (92%) said they had. Four per cent said they had not, and an equal number said they couldn't remember or did not know if they had had a copy delivered in the last year. Of those participants who had received a copy of Hartbeat in the past year, ninety-seven per cent said they read most or some of it. Only three per cent said they do not read it at all.

3.17.   Within each issue of Hartbeat there are regular features as well as news reports on what is happening in and around Hartlepool. The Council wanted to know how well Viewpoint members thought these were covered. Overall, Viewpoint members were most likely to find the feature on 'what's on & where to go' very well covered (35%), and most likely to think that information on employment and training was not very well covered (30%).

3.18.   Viewpoint members were presented with a list of statements about Hartbeat and were asked how much they agree or disagree with them. Overall, Viewpoint members were most likely to agree or strongly agree with the statements that the print size is big enough (85%); Hartbeat has plenty information about local activities and events (84%); and that there are enough photos used (82%). Viewpoint

members were most likely to disagree or strongly disagree with the statements that there is enough information about the Council and Council events (18%); and that articles are relevant to them (15%).

3.19.   Viewpoint members were invited to make some additional comments about things they might like or dislike about Hartbeat. Ninety-two additional comments were made about other things members like, and one-hundred and fifty were made about other things members dislike about Hartbeat. The most frequently made positive comments were: that there was good information on local activities and events (31 people), eleven people said they like that the magazine is free and a similar number said they think it gives a good overview.

3.20.   Looking at the comments on other things that members dislike about Hartbeat, thirty-one members said they felt the magazine was a waste of money and the cost of producing it should be reduced. Twenty-six participants thought there were too many adverts, and eighteen participants said the magazine should contain more local information.

3.21.   Participants were asked if there are any particular Council or community activities which they would like to see more information about in Hartbeat magazine, and were given a list of six different types of information. Viewpoint members were most likely to say they would like to see more general information on Council services (45%); environmental and recycling information (40%); and information on sport & leisure (38%).

3.22.   It was explained to Viewpoint members that the adverts within Hartbeat help cover the cost of producing the magazine and the Council wanted to know whether members find these adverts useful or not. Seven out of ten members (68%) said they find these adverts fairly useful, and only sixteen per cent said they find these adverts not useful at all.

3.23.   Finally, Viewpoint members were asked how satisfied or dissatisfied they are overall with the Hartbeat magazine. Three quarters of respondents said they were either satisfied or very satisfied.

Smoking in Public Places

3.24.   The Council wanted to find out Viewpoint members' views on smoking in public places. The information collected through Viewpoint will be used to develop a Smoke Free Hartlepool Charter and to contribute to the Regional Tobacco Control strategy.

3.25.   First of all, Viewpoint members were presented with a list of public places where smoking may occur, and were asked where they think smoking should be allowed. Members were most likely to think that smoking should not be allowed anywhere in health service buildings such as doctors' and dentists' surgeries and hospitals, and most likely

to think smoking should be allowed in separate areas or all areas of night-clubs. Smokers were more likely to think that smoking should be allowed in separate areas of different public places, than non smokers.

3.26.   Respondents were asked, overall, how much are they bothered by smoking in public places. Half of respondents (50%) said the were bothered a great deal by smoking in public places, and one in five participants (20%) said they were quite bothered. A similar number (19%) said they were a little bothered and one in eight members (12%) said they were not at all bothered. Smokers are more likely to say they are not at all bothered by smoking in public places (54%).

3.27.   Viewpoint members were presented with a list of statements about smoking policies in workplaces. Viewpoint members who work were most likely to say that smoking was allowed in separate areas outside their work place (37%), or that smoking was not allowed either on or off their work premises (35%).

3.28.   Participants were asked, overall, do they think all workplaces, including places such as pubs and clubs, and public places should be smoke free. Three quarters of respondents (74%) said yes. Twenty per cent of respondents did not agree with this, and five percent said that they did not know whether all work places and public places should be smoke free. Viewpoint members who are smokers are less likely to think that all workplaces and public places should be smoke free, with seventy-three per cent of smokers feeling that these places should not be smoke free.

3.29.   When asked if they would support a law to make all work places and public places smoke free, three quarters of participants said yes. Twenty per cent would not support it, and six per cent said they did not know. Again, smokers were more likely to say they would not support a law (77%).

3.30.   Viewpoint members were asked how much they think passive smoking is dangerous to their health. Three quarters of participants (73%) said they thought passive smoking can seriously damage your health. One in five participants thought passive smoking could slightly damage your health, and four per cent said they did not know how dangerous passive smoking is to their health. Responses from smokers were mixed. A third (32%) said they though passive smoking could seriously damage your health, two out of five (41%) smokers thought that it can slightly damage your health, and one out of ten (10%) thought that passive smoking doesn't damage your health at all.

3.31.   Seven out of ten participants said they had seen some recent advertisements in the media about health risks of passive smoking. One in ten said they had not, and five per cent said they did not know whether they had seen any recent advertisement about the health risks of passive smoking. Of the 866 Viewpoint members who said

they have seen some recent advertising, three out of ten (30%) remember seeing an advert showing a family with children inhaling smoke, and six per cent remembered an advert showing children and babies smoking. One per cent of participants remember an advert with the slogan 'If you smoke, they smoke', and less than one per cent said they remembered an advert regarding impotency.

3.32. Participants were asked whether they were a smoker or not. Thirteen per cent of Viewpoint members identified themselves as smokers, however, the vast majority of members said they were a non smoker. A quarter of Viewpoint members said they were an ex-smoker.

3.33. When asked whether a law making work places and public places smoke free would help these members to stop smoking, over half (56%) said that it would have no effect on the amount they smoked. A third (34%) said it would help them reduce the amount they smoked, and eight per cent said it would help them to stop smoking.

3.34. The next question asked Viewpoint members, if they have given up smoking, why they chose to give up. The majority of ex-smokers (75%) said they gave up because of concerns over current or future health, and just under half (46%) said they gave up to save money.

3.35. Finally, Viewpoint members were asked, overall, would they prefer public places in Hartlepool to be completely smoke free. Four out of five (79%) members were in favour of a smoke free Hartlepool. Smokers were more likely to say they would not prefer this, with fifty-seven per cent giving a negative response. Only twenty-three per cent of smokers were in favour of a smoke free Hartlepool, as compared with ninety-two per cent of non smokers. However, one in five (18%) smokers said they did not know whether they would prefer public places in Hartlepool to be smoke free.

4.   VIEWPOINT 'CLOSING THE LOOP'

4.1   One of the main aims of the Viewpoint panel is to provide service departments with useable information to assist in service development and delivery. The Corporate Strategy Division has been getting feedback from departments on how Viewpoint results have been used and how they have influenced how services are provided. This information will be fed back to Viewpoint members to keep them up to date on how their contribution is being used.

Rights of Way

4.2   In August 2004 Viewpoint members were asked some questions about 'Rights of Way'. Through this survey Viewpoint members told us that they were not really sure where their local Rights of Way are, and that a particular reason for them not using Rights of Way as often as they would like to, was that Viewpoint members did not know where to go.

Additionally, over half of Viewpoint members agreed or strongly agreed with the statement "*I would use Rights of Way more if there was more information available on them*". Thirty-eight per cent of members said they use brochures and leaflets to decide where to go when visiting the countryside. When asked what they feel could improve access to the Hartlepool countryside, forty per cent of Viewpoint members said to publish more leaflets.

4.3   The information collected through Viewpoint on Rights of Way will be used to feed into the Rights of Way Improvement Plan, which needs to be published by November 2007. Additionally, the Parks and Countryside Section worked alongside Adult & Community Services, to develop a self guided walking pack: 'Walk Your Way to Health In and Around Hartlepool' partly based on the information gathered through Viewpoint. This pack contains twelve self-guided walking leaflets which are free to members of the public. This pack is distributed in public places, such as libraries, some leisure centres, and community centres.

Customer Care

4.4   In February 2005 the Neighbourhood Services Department, included some questions in Viewpoint on Customer Care. The questions were included to inform the review of the department's Customer Care Strategy 2005. Through this consultation, Viewpoint members were asked if they were aware of the standards of service they could expect to receive from the Neighbourhood Services Department, such as, how long the phone should ring before it is answered or how quickly the department aims to reply to customer letters. The majority of members (69%) said they were unaware of these standards. When asked if they would like to receive more information on standards of service, fifty-six per cent said they would not. However, that still left many who said they would like a copy of the documentation available on Customer Care Standards (38%) and the Customer Care Strategy (28%).

4.5   As a result of this information, Neighbourhood Services developed a 'Customer Care Standards' leaflet which outlines the standards of care members of the public can expect to receive from the Department. This leaflet is distributed in public places, such as libraries, receptions areas, and community centres.

4.6   Furthermore, Viewpoint members were given the opportunity to provide additional comments to the Neighbourhood Services Department, and were also asked if they wanted to receive a personal response to these comments. A small number of additional comments were received, which were followed up and responded to by the Neighbourhood Services Department.

5.   RECOMMENDATIONS

5.1.   It is recommended that the Portfolio Holder note the results.

CORPORATE STRATEGY

HARTLEPOOL
BOROUGH COUNCIL

Seventeenth Viewpoint Survey Results Overall Report

Lisa Anderson

January 2006

CONTENTS

1. INTRODUCTION

Background

1.1   Viewpoint, Hartlepool Borough Council's Citizens' Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.

1.2   The panel was refreshed in 2003 with two thirds of the panel being replaced to ensure that each member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. From the returns approximately 1200 local residents, with characteristics matching the profile of the local population, were selected for Viewpoint. The panel members are kept informed of the findings of the Viewpoint project, and what the Council is doing in response, via a regular newsletter. A section of the panel is refreshed on a regular basis to ensure that each member serves for a limited time.

1.3   This report details the results from the latest questionnaire, which was distributed in June 2005.

Aims of Viewpoint

1.4   The aims of the survey are:

- To listen to the community

- To involve local people in the Council's decisions and in its policy planning and reviews

- To consult the panel regularly on important local issues

- To discover what are the community priorities for future Council activities

- The specific areas covered in this phase of Viewpoint included:

    - Libraries
    - Local Community Services
    - Hartbeat
    - Smoking in Public Places

2. METHODOLOGY

2.1 Viewpoint was launched in August 1999 with a recruitment campaign under the original name of Viewpoint 1000. A random sample of 10,000 residents was selected from the electoral register and each resident was sent the self-completion recruitment questionnaire. The recruitment questionnaire was developed to capture all the necessary background information needed to obtain a representative sample of the total population.

2.2 Just under 2,500 people from the 10,000 sample volunteered to take part in Viewpoint 1000 and from this group, the panel of 1,000 was selected to mirror the Hartlepool community as closely as possible. A range of variables was used to produce a balanced sample including gender, age and geographical location.

2.3 The panel is refreshed at regular intervals and at the beginning of 2003 a major recruitment exercise took place. Several different methods were used to recruit new members which included asking people who were recruited from the original recruitment questionnaire whether they still wanted to take part. Secondly, when the BVPI survey was completed in 2003, respondents were asked if they would be interested in taking part in the Viewpoint panel and during this recruitment exercise they were invited to join the refreshed panel. We also sent out just over 10,000 recruitment questionnaires to a random selection of people from the edited electoral register from which we received a substantial number of returns. Finally, as there was a shortage of young males, on-street interviewing was used to boost these numbers and enable the panel to be balanced.   This re-recruitment process helps avoid the problems of drop-out, consultation fatigue and respondents becoming local government "experts".

2.4 The decision was also taken to increase the size of the panel to make it more statistically sound when looking at the results. The panel currently stands at 1180 members.   This resulted in a slight name change to Viewpoint instead of Viewpoint 1000.

2.5 The setting up of this type of panel gives the authority the advantage of access to a large group of people from across the community who have agreed to be involved in consultation exercises several times a year. The disadvantage that this type of consultation brings is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel members represent the demographic make up of the area and to include all sectors of the community.

2.6 In practice most surveys are weighted as it is rare to achieve samples of population that are perfectly representative of a community. It was therefore decided that the data would be weighted for analysis purposes. The main potential weakness of the survey is differential response rates, because although the full panel is statistically balanced, not all Viewpoint members return the questionnaire at each phase. There is a tendency for certain groups to be less likely to respond than other e.g. young male respondents. Therefore to achieve a

better representative result the data was weighted slightly by age, gender and geographical location. However when the weighted and unweighted results were compared there was very little difference in the overall results and the weighting did not come into effect until small minority groups were examined.

2.7   In September 2005, the latest survey was carried out using a self-completion questionnaire returned via the postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned the questionnaire after a set period of time.

The Sample

2.8   A questionnaire was sent out to all active members of the panel, which equated to 1221 individuals.

Response Rates

2.9   A response rate of 66.7 per cent was achieved. A small number of cases were excluded from the sample because they were ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health. These exclusions resulted in a possible sample of 1221 with a total of 801 questionnaires being returned.

Table 2.1   Response Rates

	Number of Cases
Total Sample	1221
Unsuitable/Ineligible Cases	20
Total Possible Sample	1201
Completed Questionnaires	**801**
No Response	400
Response Rate	**66.7%**

The Report

2.10   All percentages in all tables are rounded to the nearest whole number. In some tables the total number of respondents may be less than the total number of returned questionnaires. This is because some respondents may choose not to answer a particular question. In some instances the number of responses is greater than 100 per cent due to the fact that respondents have been asked to choose multiple answers.

3.   LIBRARIES

KEY FINDINGS

- In their spare time, Viewpoint members usually watch TV (92%), read newspapers or magazines (83%) or listen to or play music (73%).
- People who are retired (51%) or looking after the home (64%) are most likely to visit a public library.
- Members are more likely to buy or borrow books from a bookshop (60%), a supermarket (50%), or a public library (50%).
- Members were most likely to buy or borrow music or film from a supermarket (67%), or a music or film store (55%).
- If Viewpoint members have not visited a public library in the last 12 months, this is more likely to be because they do not need to use the library (38%), or that they are too busy or do not have the time (34%).
- A third of respondents said opening hours that suited them (33%), and better quality, up to date material (31%) would encourage them to visit the library.

3.1   The Adult & Community Service Department at Hartlepool Borough Council wanted to find out what activities Viewpoint members like to take part in, in their spare time. They also wanted to know where members prefer to get their books, music, and film. Additionally, the Council wanted to find out whether or not Viewpoint members have used a public library in the past year, and what they thought would encourage people to use public libraries more. The Library Service will use the information collected from these questions to help improve the services they provide. The Library Service carries out regular Library Plus surveys of adult and child library users. The questions used in Viewpoint are those recommended for use in Community Plus library surveys of the general population.

Spare Time Activities

3.2   The first question asked Viewpoint members what activities they regularly pursue in their spare time. Members were presented with a list of activities and were asked to chose all they regularly take part in.

3.3   Viewpoint members were most likely to say they regularly watched TV (92%), read newspapers or magazines (83%), and listened to or played music (73%). Members were least likely to say they went to an adult education class (9%), belonged to a society or community group (17%), and went to a place of worship (17%). See Table 3.1 for full results.

3.4   Three out of ten (30%) Viewpoint members said they visit a public or mobile library regularly in their spare time. Residents or more likely to say they visit a public or mobile library if they live in South Hartlepool (35%) than if they live in Central (31%) or North (26%) areas of Hartlepool.

Table 3.1   Which of the following activities do you regularly pursue in your spare time?

	%	(No.)
Watch TV	92	(1100)
Read newspapers or magazines	83	(1001)
Listen to or play music	73	(870)
Read books	69	(823)
Shopping	68	(801)
Eat out or go to pub	66	(792)
Listen to the radio	65	(778)
Use a computer / internet / email	60	(724)
Play sport / take exercise	42	(509)
Go to cinema or theatre	38	(456)
Follow a hobby	38	(454)
Watch live sport	32	(383)
Visit a public or mobile library	30	(361)
Go to place of worship	17	(204)
Belong to a society / community group	17	(201)
Go to adult education classes	9	(102)
Other	2	(26)
No answer	1	(15)
(N=1200)		

Reading, Music, And Film

3.5   Viewpoint members were asked in more detail about a range of reading, music and film activities, starting with when they last did any of them.   Overall, Viewpoint members were most likely to have bought magazines or newspapers in the last month (92%), and were least likely to have rented music or film (31% have never rented music or film).   Over a third (36%) of Viewpoint members have visited a public or mobile library in the past month. People who are retired (51%) or looking after the home (64%) are more likely to visit a public library than people of other employment statuses. See Table 3.2 and Chart 3.1 for a summary of results.

Buy a book

3.6 Half of Viewpoint members (50%) said they had bought a book (including audio books) in the last month, and seven per cent said they have never bought a book.

3.7 When looking at the detailed results, Viewpoint members were most likely to have bought a book in the last month if they were aged between twenty-five and thirty-four (56%), and most likely to say they have never bought a book if aged seventy-five years and over (21%). Viewpoint members from the AB socio economic group are more likely to say they have bought a book in the last month (59%) compared to members from the DE socio economic group (41%). (See Appendix 1 for socio economic group definitions).

Buy magazines or newspapers

3.8 The majority of Viewpoint members (92%) have bought a magazine or newspaper in the last month. Only one per cent of participants said they have never bought a magazine or newspaper.

3.9 Viewpoint members aged between seventeen and twenty-four were least likely to say they had bought a magazine or newspaper in the past month (78%, compared with between 93% - 96% for other age groups).

Buy music or film

3.10 Over half (55%) of Viewpoint members have bought music or film (including CDs, DVDs, tapes, and videos) in the past month. Five per cent said they have never bought music or film.

3.11 The detailed results show that people aged between twenty-five and thirty-four are more likely to buy music or film than people from any other age group (73%, compared with between 37% - 59% for other age groups). Also, members who have children under eighteen years in the household were more likely to buy music and film (61%) than members without (52%).

Rent music or film

3.12 Two out of ten Viewpoint members (21%) said they had rented music or film (including CDs, DVDs, tapes, and videos) in the past month. Three out of ten Viewpoint members (31%) said they have never rented music or film.

3.13 Members aged between seventeen and twenty-four were more likely to say they had rented music or film in the past month (33%). Members aged seventy-five years and older were least likely to rent this, with ninety-five per cent answering they have never rented music or film. Also, members who have children under eighteen years in the household were more likely to rent music and film (27%) compared to members without (15%).

Visit a public or mobile library

3.14 Over one third of Viewpoint members (36%) have visited a public or mobile library in the past month. Thirteen per cent of members said they have never visited a public or mobile library.

3.15 Members aged sixty-five years and older were most likely to say they had visited a public or mobile library in the past month than people from other age groups (52%, compared to 23% of 25-34 year olds). Also, Viewpoint members who are retired (51%) or looking after the home (64%) are most likely to visit a public library than members from other employment statuses.

Table 3.2   **When did you last do any of the following for yourself?**

	In last month	**In last 6 months**	**In last year**	**Over a year ago**	**Never**
Buy a book	**50%**	**22%**	**9%**	**12%**	**7%**
Buy magazines or newspapers	**92%**	**5%**	**1%**	**1%**	**1%**
Buy music or film	**55%**	**26%**	**8%**	**6%**	**5%**
Rent music or film	**21%**	**16%**	**7%**	**25%**	**31%**
Visit a public or mobile library	**36%**	**17%**	**11%**	**23%**	**13%**
(N=1200)					

Chart 3.1   **When did you last do any of the following for yourself?**
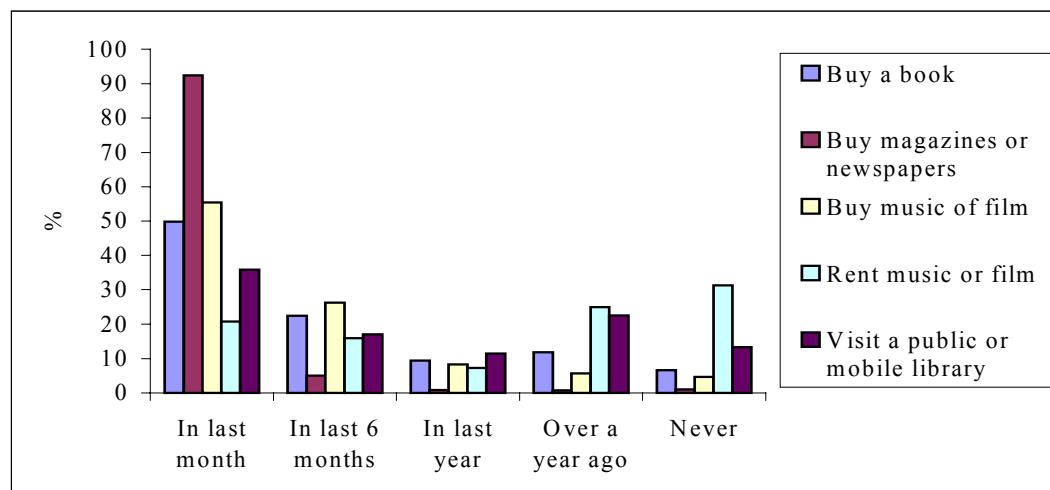
Places to Buy or Borrow Books

3.16   Viewpoint members were asked, if they had bought or borrowed books in the last year, which places were they most likely to choose them from. Members were most likely to say they buy or borrow books from a bookshop (60%), a supermarket (50%) or a public library (50%).

3.17   Members aged between seventeen and twenty-four were more likely to say they bought a book from a bookshop (73%, compared to between 50% - 61% for other age groups. Also people aged sixty-five years and over were more likely to borrow books from a public library (63%, compared to between 42% - 55% for other age groups). Full results can be seen in Table 3.3.

Table 3.3   If you have bought or borrowed books in the last year, which places were you most likely to choose them from?

	%	(No.)
Bookshop	60	(617)
Supermarket	50	(514)
Public library	50	(508)
Family or friends / social group	29	(291)
Internet / on-line bookstore	27	(278)
Charity shop	21	(216)
Newsagent	21	(213)
Second hand bookstore	17	(176)
Car boot sales / jumble sales	11	(108)
Postal book club	9	(94)
Other	1	(12)
No answer	1	(10)
(N=1022)		

Places to Buy or Borrow Music or Film

3.18   Viewpoint members were asked, if they had bought or borrowed music or film (CDs, DVDs, tapes, videos) in the last year, what places were they most likely to choose them from. Members were most likely to say they buy or borrow music or film from a supermarket (67%), or a music or film store (55%).

3.19   The detailed results show that people aged between seventeen and twenty-four are more likely to buy or borrow music or film from a music or film store (81%, compared to between 37% - 57% for other age groups), as are men (61%, compared to 49% for women). Three quarters (74%) of women said they prefer to go to a supermarket to buy or borrow music or film, compared to three fifths (61%) of men. Full results can be seen in Table 3.4.

Table 3.4   **If you have bought or borrowed music or film (CDs, DVDs, tapes, videos) in the last year, which places were you most likely to choose them from?**

	%	(No.)
Supermarket	67	(653)
Music or film store	55	(531)
Internet / on-line store	33	(323)
Music or film rental shop	27	(260)
Family or friends / social group	24	(229)
Public library	8	(76)
Charity shop	8	(76)
Car boot sale / jumble sales	6	(58)
Other	5	(47)
No answer	1	(12)
(N=970)		

Factors Encouraging Members to Buy or Borrow Books, Music or Film

3.20   Viewpoint members were asked, if they had bought or borrowed books, or music or film, in the last year, which factors encouraged them to buy or borrow from the places they used.

3.21   Members were most likely to say that the factors that encourage them were: a wide range of items to choose from (60% for books, 62% for music or film); special or cheap prices or offers (58% for books, 64% for music or film); and places that are easy to reach from home (56% for books, 51% for music or film).

3.22   Viewpoint members were least likely to think that comfortable seating (15% for books, 6% for music or film), toilets (12% for books, 6% for music or film), and a play area for children (4% for books, 3% for music or film) were factors which encouraged them to buy or borrow books, music or film from the places they did. Full results can be seen in Table 3.5.

Table 3.5   If you have bought or borrowed books / music or film in the last year, factors encouraged you to buy or borrow from the places you used?

	Books		Music or Film	
	%	(No.)	%	(No.)
Wide range of items to choose from	60	(609)	62	(604)
Special price offers / cheap prices	58	(595)	64	(616)
Places easy to reach from home	56	(574)	51	(496)
Well set out and easy to find	48	(494)	24	(230)
Suitable opening hours	47	(484)	40	(388)
Items free to borrow (libraries)	40	(411)	11	(107)
Pleasant and welcoming	36	(363)	22	(214)
Easy parking	31	(313)	26	(248)
Comfortable seating to look at items	15	(152)	6	(57)
Toilet	12	(121)	6	(62)
Play area for children	4	(44)	3	(29)
Other	2	(20)	2	(15)
No answer	3	(32)	9	(86)
	(N = 1022)		(N = 970)	

Why People Have Not Visited A Public Library in the Last 12 Months

3.23   When asked what the main reasons were for not visiting a public library in the last 12 months, library non-users were most likely to say they do not need to use the library (38%), or they are too busy or do not have the time to visit a public library (34%).

3.24   Men were more likely to say they do not need to use the library than women (45% and 30% respectively). Also, members who are unemployed were more likely to say they do not need to use a public library (63%, compared to between 21% - 47% for other employment statuses).

Table 3.6 **If you have not visited a public library in the last 12 months, what are the main reasons you have not visited?**

	%	(No.)
Do not need to use the library	38	(144)
Too busy / do not have the time	34	(127)
No reason	26	(98)
Prefer to buy or rent elsewhere	19	(71)
Libraries are not for people like me	3	(11)
Other	6	(24)
No answer	4	(16)
(N=379)		

Encouraging Members To Use A Public Library

3.25   Viewpoint members were then asked what would encourage them to visit a public library. A third of respondents said opening hours that suited them (33%), and better quality, up to date material (31%) would encourage them to visit a public library. Three out of ten non-users said nothing could encourage them.

3.26   People were least likely to say that special events or promotional offers (11%); access to computer and online facilities (11%); making it easier to join the library (12%); and a home delivery service (13%) would encourage them to visit the public library.

3.27   Members aged between seventeen and twenty-four were more likely to say they would be encouraged to visit a public library if there was better quality, up to date material (57%, compared to between 7% - 36% for other age groups). Also, members who are employed full time are more likely to say they would be encouraged if the opening hours suited them (46%). Full results can be seen in Table 3.7.

Table 3.7   **If you have not visited a public library in the last 12 months, which of the following would encourage you to visit?**

	%	(No.)
Opening hours that suit me	33	(126)
Better quality, up to date material	31	(119)
Nothing	30	(115)
Friendly and helpful staff	28	(107)
Services that are quick and easy to use	27	(102)
Greater choice of material	23	(86)
Pleasant and welcoming environment	22	(82)
Better physical access (e.g. parking)	19	(72)
Customer facilities (e.g. toilets or café)	17	(64)
No fines or penalties	17	(62)
Easier to renew or bring books back	16	(61)
Home delivery service	13	(50)
Making it easier to join the library	12	(45)
Access to computer and online facilities	11	(41)
Special events or promotional offers	11	(40)
Other	7	(25)
No answer	2	(7)
(N=379)		

4. LOCAL COMMUNITY SERVICES ON SCHOOL SITES

KEY FINDINGS

- Viewpoint members thought that all suggested services for school sites were good ideas, but were most likely to think sporting activities (such as football or kick boxing) was a good idea (96%).
- The majority of members have not used services already provided on some school sites, although, 23% of members have used sports facilities provided.
- Members say they don't use the services provided on school sites because they do not apply to them (41%), there is not enough information about what's available (28%), or they didn't know they existed (26%)
- Members would like to see foreign language classes (34%), health visitor clinics (26%), alternative health (24%), and dance classes (24%) delivered on school sites.

4.1 The Council is planning to develop a range of services for local communities on school sites as part of the Extended Schools and Children's Centres programme, and wanted to find out what Viewpoint members thought of these services.

Suggested Services & Activities On School Sites

4.2 Viewpoint members were presented with a list of services and activities, and were asked whether they thought it would be a good idea to deliver these on some school sites. The suggested services were: childcare; parenting support; family learning; stop smoking support; neighbourhood art displays & clubs; and sporting activities.

4.3 Overall, Viewpoint members thought all the suggested services and activities were a good idea, however, they were most likely to think that delivering sporting activities such as football or kick boxing on school sites was a good idea (96%). Women were more likely to think the provision of these different services on school sites are good ideas, compared to men. Also, surprisingly there was very little difference in the responses for members who have children under the age of eighteen living in the household and members who do not.

Childcare

4.4 Nine out of ten members thought the provision of childcare on a school site was a good idea. Surprisingly, there was no difference between the responses for people who have children under the age of eighteen in their household and people who do not (88% and 90% respectively). Women were more likely to think this was a good idea than men (93% and 85% respectively). Also, members aged between seventeen and twenty-four were least likely to think this was a good idea (76%, compared to between 88% - 95% for other age groups).

- Yes - **89 per cent** (826 respondents)
- No - **11 per cent** (100 respondents)

Parenting Support

4.5   Nine out of ten Viewpoint members thought the delivery of parenting support on a school site is a good idea. Women were more likely to think this, compared to men (96% and 89% respectively).

- Yes   -   **92 per cent** (852 respondents)
- No   -   **8 per cent** (71 respondents)

Family Learning

4.6   Nine out of ten Viewpoint members thought the delivery of family learning (e.g. ICT classes and shared reading classes) on a school site would be a good idea. Women were more likely than men to think this (96% and 90% respectively)

- Yes   -   **93 per cent** (877 respondents)
- No   -   **7 per cent** (67 respondents)

Stopping Smoking Support

4.7   Three quarters of Viewpoint members thought the delivery of stopping smoking support was a good idea. However, of the list of suggested services and activities to be provided on a school site, this service was the least likely to be selected. Again, women were more likely to think this was a good idea (84% compared to 71% for men).

4.8   When looking at the difference between the socio economic groups it would seem that people in the AB socio economic group are least likely to think the delivery of this service on a school site is a good idea (68%) compared to DE socio economic group (89%) (see Appendix 1 for socio economic group definitions).

- Yes   -   **77 per cent** (686 respondents)
- No   -   **23 per cent** (203 respondents)

Neighbourhood Art Displays & Art Clubs

4.9   Eight out of ten respondents thought that the delivery of neighbourhood art displays and art clubs was a good idea on a school site. Members living in North areas of Hartlepool were more likely to think this (87%) than members living in South or Central areas (82%).

- Yes   -   **84 per cent** (702 respondents)
- No   -   **16 per cent** (137 respondents)

Sporting Activities

4.10   Viewpoint members were most likely to think the delivery of this activity on a school site was a good idea. Again, women were slightly more likely to think this, compared to men (98% and 94% respectively).

- Yes   -   **96 per cent** (1004 respondents)
- No   -   **4 per cent** (43 respondents)

Current Services & Activities On School Sites

4.11 Currently, some school sites already provide services for the community. The Council wanted to know if Viewpoint members had used any of these services and if so, what members thought of them. The Council also wanted to know what prevented members from using these services.

4.12 Viewpoint members were presented with a list of four services, which are currently provided on some school sites: parent & toddler groups; breakfast and after school clubs; sports facilities; and adult education. Members were asked whether or not they had used them.

4.13 The majority of members said they had not used any of these services, however, twenty-three per cent of respondents had used sports facilities. For members who had used these services, the majority of them thought the service was either good or very good. The majority of members who had used the parent and toddler groups thought the service provided was very good (58%).

Parent & Toddler Groups

4.14 Only eight per cent of Viewpoint members have used parent and toddler groups based on a school site (e.g. Sure Start). This is the lowest response for the services listed. People in Central Hartlepool were least likely to use this service (6%) compared to people living in North or South areas of Hartlepool (9%). Also people aged between twenty-five and forty-four were most likely to use this service (14% , compared to 2% - 5% for other age groups). Members who are employed part time (17%) and who are looking after the home (15%) were also more likely to use this service.

- Yes   -   **8 per cent** (80 respondents)
- No   -   **92 per cent** (948 respondents)

4.15 Out of the respondents who said they had used this service, the majority of them said they thought it was very good or good (98%). Viewpoint members were least likely to think this if they live in Central Hartlepool (94%) than if they lived in North or South parts of Hartlepool (100%).

- Very good   -   **58 per cent** (40 respondents)
- Good   -   **41 per cent** (28 respondents)
- Neither good nor poor   -   **2 per cent** (1 respondent)
- Poor   -   **0 per cent**
- Very poor   -   **0 per cent**

Adult Education

4.16   Fifteen per cent of Viewpoint members have used an adult education service, which has been provided on a school site. Women were twice as likely to use this service than men (20% and 10% respectively). Also, Viewpoint members who are looking after the home (30%), retired (20%), and employed part time (17%), were more likely to say they have used this service. Viewpoint members in the AB socio economic group are more likely to say they have used this service (22%) compared to DE socio economic group (12%).

- Yes   -   **15 per cent** (157 respondents)
- No   -   **85 per cent** (882 respondents)

4.17   Again, the vast majority of users (86%) found this service to be good or very good. People living in Central Hartlepool were more likely to think this (89%) than people living in North (86%) or South (82%) parts of Hartlepool.

- Very good   -   **34 per cent** (51 respondents)
- Good   -   **52 per cent** (78 respondents)
- Neither good nor poor   -   **10 per cent** (15 respondent)
- Poor   -   **3 per cent** (5 respondents)
- Very poor   -   **1 per cent** (2 respondent)

Breakfast & After School Clubs

4.18   One in ten Viewpoint members have used breakfast and after school clubs. People living in the South areas of Hartlepool are more likely to say they have used this service (13%) than people living in Central or North parts of Hartlepool (9% and 8% respectively). Also, members who are aged between twenty-five and forty-four are more likely to say they have used this service (18%, compared to between 2% - 7% for other age groups).

- Yes   -   **10 per cent** (101 respondents)
- No   -   **90 per cent** (935 respondents)

4.19   Ninety-five per cent of service users thought this service was either good or very good. People living in Central Hartlepool were least likely to think this service was good (85%) compared to people living in North or South parts of Hartlepool (100%).

- Very good   -   **50 per cent** (48 respondents)
- Good   -   **45 per cent** (42 respondents)
- Neither good nor poor   -   **5 per cent** (5 respondents)
- Poor   -   **0 per cent**
- Very poor   -   **0 per cent**

Sports Facilities

4.20 Viewpoint members were most likely to say they have used this service, compared to the other services presented in the list of services currently provided at some school sites. Viewpoint members with children under the age of eighteen living in the household were more likely to say they have used this service than people without (35% and 15% respectively).

- Yes   -   **23 per cent** (242 respondents)
- No   -   **73 per cent** (802 respondents)

4.21 Eighty-five per cent of people who had used sport facilities at schools thought this service was good or very good. People living in Central Hartlepool were more likely to think this (92% compared with 80% for North and South). Also, members with children under the age of eighteen living in the household were more likely to think this service was good or very good (88%) compared with members who do not (79%)

- Very good   -   **32 per cent** (74 respondents)
- Good   -   **53 per cent** (124 respondents)
- Neither good nor poor -   **14 per cent** (32 respondents)
- Poor   -   **1 per cent** (2 respondents)
- Very poor   -   **1 per cent** (1 respondent)

What Prevents Members Using Services & Activities On School Sites

4.22 Members were then asked, if they do not use these services what is preventing them from doing so? Two out of five (41%) members said they do not use these services because they do not apply to them. Three out of ten (28%) said there was not enough information about the services on offer, and a quarter (26%) said they did not know these services existed. See Table 4.1 for full results.

Other Services Or Activities on School Sites

4.23 Finally, Viewpoint members were asked if there were any other services or activities they would like to see delivered on local school sites and a list of six possible services was offered as listed in Table 4.2.

4.24 A third of members (34%) said they would like to see foreign language classes delivered on school sites. A quarter of respondents (26%) said they would like to see health visitor clinics; alternative health (24%); and dance classes (24%). A fifth of respondents (19%) said they would like to see a library service delivered on a school site.

Table 4.1   **If you don't [use services provided on school sites], what is preventing you from doing so?**

	%	(No.)
Does not apply	41	(326)
Not enough information about the services on offer	28	(218)
Didn't know they existed	26	(203)
The opening times don't suit me	7	(56)
Age / health (suggested in the other category)	5	(36)
They cost too much to use	3	(24)
Because they are based at a school	3	(22)
The schools are too far away from me or too difficult to get to	2	(12)
The buildings are difficult to get around	1	(7)
Other	1	(9)
No answer	9	(70)
(N=787)		

Table 4.2   **Are there other services/activities you would like to see delivered on local school sites?**

	%	(No.)
Foreign language classes	34	(409)
Health visitor clinics	26	(313)
Alternative health (e.g. aromatherapy)	24	(291)
Dance Classes	24	(287)
Library services	19	(233)
Antenatal Classes	9	(111)
Other adult education classes (suggested in the Other category)	1	(13)
Other	3	(34)
None / no answer	37	(441)
(N=1200)		

5.   HARTBEAT

KEY FINDINGS

- The majority (92%) of respondents have had a copy of Hartbeat delivered in the last 12 months.
- Of these respondents, 97% had read most or some of it.
- Ninety-seven per cent found Hartbeat either helpful or very helpful in explaining the activities of the Council and what goes on in Hartlepool.
- The vast majority (96%) of members thought that Hartbeat was easy to read.
- Viewpoint members were most likely to say they would like to see more general information on Council services (45%); environmental and recycling information (40%); and information on sport & leisure (38%) in Hartbeat.
- Seven out of ten members (68%) said they find the adverts in Hartbeat fairly useful, and only sixteen per cent said they find these adverts not useful at all.
- Three quarters of respondents (75%) said they were either satisfied or very satisfied with the magazine.

5.1   The Council has previously used Viewpoint to consult with Hartlepool residents about the community magazine, Hartbeat. The Council wanted to find out panel members' views and opinions on this magazine and how they thought it could be improved. Responses to some of the questions will be compared to responses obtained from Viewpoint 10, which was carried out in May 2003.

Receiving Hartbeat

5.2   Firstly, Viewpoint members were asked if a copy of Hartbeat had been delivered to their house in the last 12 months. Reassuringly, the majority of respondents (92%) said they had. Four per cent said they had not, and an equal number said they couldn't remember or did not know if they had had a copy delivered in the last year. These figures are almost identical to the results obtained in 2003.

5.3   Of those participants who had received a copy of Hartbeat in the past year, ninety-seven per cent said they read most or some of it. Only three per cent said they do not read it at all. Again, these results are almost identical to the results obtained in 2003. Viewpoint members who have a disability are more likely to say they read most of Hartbeat (76%), compared to people who do not have a disability (58%).

- Read most of it   -   **62 per cent** (672 respondents)
- Read some of it   -   **35 per cent** (381 respondents)
- Not read it at all   -   **3 per cent** (36 respondents)

How Helpful is Hartbeat

5.4   When asked how helpful members found Hartbeat in explaining the activities of the Council and what goes on in Hartlepool, ninety-five per cent said they found it either helpful or very helpful.   This figure was ninety-four per cent in 2003.

5.5   Viewpoint members aged between seventeen and twenty-four were least likely to say they find this magazine very helpful (20%), and most likely to think the magazine was not helpful at all (12%). Also, members with children under the age of eighteen living in the household were less likely to find the magazine very helpful (27% compared with 44% for members without) and were more likely to say they find the magazine fairly helpful (67% compared to 52% for members without). Men were more likely than women to say they did not find Hartbeat helpful at all (8% and 2% respectively).

- Very helpful   -   **38 per cent** (421 respondents)
- Fairly helpful   -   **57 per cent** (640 respondents)
- Not helpful at all -   **5 per cent** (58 respondents)

5.6   The results in 2005 show a move towards people saying they find the magazine fairly helpful into the very helpful option, compared to the results obtained in 2003 from Viewpoint 10. See Chart 5.1 for summary results.

Chart 5.1:   Overall, how helpful do you find the Hartbeat magazine in explaining the activities of the Council and what goes on in Hartlepool? – *a comparison between 2003 & 2005*
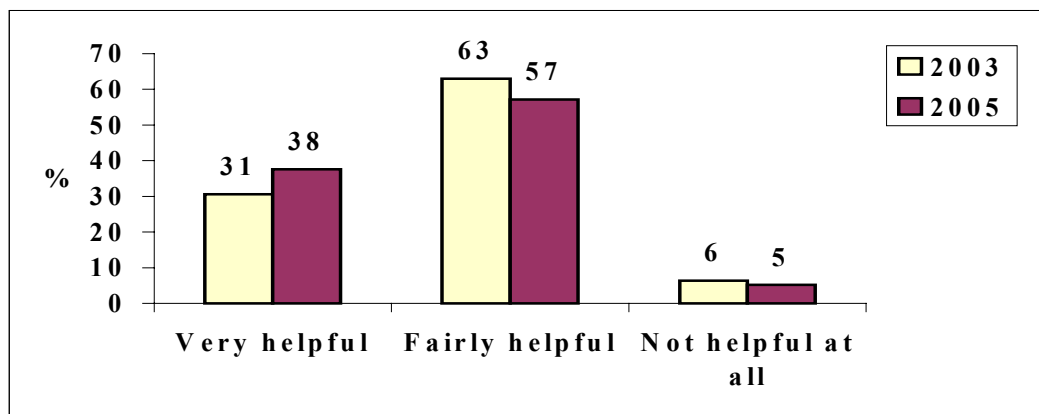
Regular Features

5.7   Within each issue of Hartbeat there are regular features as well as news reports on what is happening in and around Hartlepool. The Council wanted to know how well Viewpoint members thought these were covered. Overall, Viewpoint members were most likely to find the feature on 'what's on & where to go' very well covered (35%), and most likely to think that information on employment and training was not very well covered (30%). Women were more likely to think these features and news reports were very well covered, compared to men.

What's on & where to go

5.8   Ninety-five per cent of Viewpoint members thought that this feature was either very or fairly well covered in Hartbeat. These results are almost identical as the results obtained in 2003 (94%).

- Very well covered   -   **35 per cent** (35% in 2003)
- Fairly well covered   -   **60 per cent** (59% in 2003)
- Not very well covered   -   **5 per cent** (6% in 2003)

5.9   Women are more likely than men to think this feature is very well covered (40% and 29% respectively). Also, people aged sixty-five years and over are more likely to think this (50%) compared to members aged between seventeen and twenty-four (20%).

The Environment

5.10   Nine out of ten (88%) Viewpoint members felt that this feature was either very well or fairly well covered in Hartbeat. The results are almost identical to responses obtained in 2003 (87%).

- Very well covered   -   **19 per cent** (15% in 2003)
- Fairly well covered   -   **69 per cent** (72% in 2003)
- Not very well covered   -   **13 per cent** (13% in 2003)

5.11   Again, women are more likely than men to think this feature has been very well covered (22% and 15% respectively). Members aged between seventeen and twenty-four were more likely to say they thought this feature was not very well covered (28%, compared to between 7% - 15% for other age groups).

Leisure & Sport

5.12   Eighty-six per cent of members thought that leisure and sport were either very or fairly well covered in Hartbeat. Again, the results are almost identical to the responses obtained in 2003 (87%).

- Very well covered   -   **19 per cent** (20% in 2003)
- Fairly well covered   -   **67 per cent** (67% in 2003)
- Not very well covered   -   **14 per cent** (13% in 2003)

5.13   The detailed results show that people from DE socio economic group are more than twice as likely to think this issue is very well covered in Hartbeat (26%) than people from AB socio economic group (11%). Also, a quarter of women (24%) thought this issue was very well covered, compared to fourteen per cent of men.

5.14   Men were twice as likely to think this issue was not very well covered (19% compared to 10% for women). Members aged between seventeen and twenty-four were also more likely to think this issue was not very well covered in Hartbeat (29%, compared to between 9% - 16% for other age groups).

Health

5.15 Seventy-seven per cent of members thought that health issues were very or fairly well covered in Hartbeat. These results are broadly the same as in 2003 (74%). However, between 2003 and 2005, there has been a slight move away from people saying they felt this issue was not very well covered into the fairly well covered category.

- Very well covered - **14 per cent** (14% in 2003)
- Fairly well covered - **63 per cent** (60% in 2003)
- Not very well covered - **23 per cent** (26% in 2003)

5.16 Members from AB socio economic groups are less likely to think this issue has been very well covered (6% compared to 18% for DE socio economic group). Also, respondents with children under the age of eighteen living in the household were more likely to think this (32%) compared to members without (18%). A quarter (25%) of members with a disability thought this issue has been very well covered compared to members without a disability (12%).

Regeneration

5.17 Over eight out of ten (82%) Viewpoint members thought that regeneration is either very or fairly well covered in Hartbeat. Results are broadly similar to responses obtained in 2003 (80%), although in 2005 there are slightly more people saying they think this issue is very well, and slightly less thinking it is not very well covered.

- Very well covered - **19 per cent** (17% in 2003)
- Fairly well covered - **63 per cent** (63% in 2003)
- Not very well covered - **18 per cent** (20% in 2003)

5.18 The detailed results show that people from the AB socio economic group are less likely to think this issue is very well covered in Hartbeat (11% compared to 20% - 21% for the other socio economic groups).

Crime & Safety

5.19 Over eight out of ten (81%) members thought that crime and safety is either very or fairly well covered in Hartbeat (compared to 72% in 2003). There has also been a reduction in the number of members who think this issue is not very well covered, from twenty-eight per cent in 2003 to nineteen per cent in 2005.

- Very well covered - **21 per cent** (15% in 2003)
- Fairly well covered - **60 per cent** (57% in 2003)
- Not very well covered - **19 per cent** (28% in 2003)

5.20 People living in South areas of Hartlepool are more likely to think this issue is very well covered (26%), compared to people living in Central (20%) or North (19%) parts of Hartlepool. Also, people who have children under the age of 18 living in their household were more likely to think this issue isn't very well covered (25%) compared to members without (16%).

Schools & Education

5.21   Three quarters (76%) of Viewpoint members thought that schools and education are fairly or very well covered in Hartbeat. These results are identical as in 2003.

- Very well covered   -   **16 per cent** (16% in 2003)
- Fairly well covered   -   **60 per cent** (60% in 2003)
- Not very well covered   -   **24 per cent** (24% in 2003)

5.22   People living in South areas of Hartlepool are more likely to think that schools and education are very well covered (21%) compared to members living in Central (16%) or North (12%) parts of Hartlepool. However, members with children under the age of eighteen living in the household are more likely to think this issue is not very well covered (31%, compared to 19% for members without).

Employment & Training

5.23   Seven out of ten (70%) Viewpoint members thought employment and training issues are very or fairly well covered in Hartbeat (compared to 76% in 2003). However, three out of ten (30%) think this issue is not very well covered, compared to twenty-four per cent in 2003. Viewpoint members are more likely to think this issue is not very well covered, than any other issue asked about in this question.

- Very well covered   -   **14 per cent** (16% in 2003)
- Fairly well covered   -   **56 per cent** (60% in 2003)
- Not very well covered   -   **30 per cent** (24% in 2003)

5.24   Over half of members (51%) in full time education do not think this issue is very well covered. Also, respondents with children under the age of eighteen living in the household are more likely to think this than respondents without (39% and 24% respectively). Women are more than twice as likely to think this issue is very well covered in Hartbeat than men (19% and 9% respectively)

General Council Activities

5.25   Eight out of ten (78%) Viewpoint members thought general Council activities are very or fairly well covered in Hartbeat (compared to 80% in 2003). There has been a slight increase in the number of participants who think this issue is not very well covered, which has increased from twenty per cent in 2003 to twenty-three per cent in 2005.

- Very well covered   -   **17 per cent** (18% in 2003)
- Fairly well covered   -   **61 per cent** (62% in 2003)
- Not very well covered   -   **23 per cent** (20% in 2003)

5.26   Men are more likely than women to think general Council activities are not very well covered in Hartbeat (29% and 17% respectively). People living in the North area of Hartlepool are more likely to think that general council activities are very well covered than people living in Central or South areas (20%, 14%, 16% respectively).

Reading Hartbeat

5.27   Viewpoint members were asked how easy they thought it was to read Hartbeat. Reassuringly, the vast majority of members (96%) said they thought it was easy to read. This is almost identical to the results obtained in 2003 (97%).

5.28   Members aged between seventeen and twenty-four were more likely to think Hartbeat is not easy to read (14%, compared to between 1% - 4% from other age groups).

Likes & Dislikes

5.29   Viewpoint members were presented with a list of statements about Hartbeat and were asked how much they agree or disagree with them. Overall, Viewpoint members were most likely to agree or strongly agree with the statements that the print size is big enough (85%); Hartbeat has plenty information about local activities and events (84%); and that there are enough photos used (82%).

5.30   Viewpoint members were most likely to disagree or strongly disagree with the statements that there is enough information about the Council and Council events (18%); and that articles are relevant to them (15%).

5.31   Viewpoint members who are aged between seventeen and twenty-four are more likely to disagree or strongly disagree with the different statements than any other age group, and women were more likely to agree or strongly agree with these statements then men.

"There is plenty of information about local activities & events"

5.32   Viewpoint members were most likely to strongly agree with the statement that there is plenty information about local activities and events, such as the Tall Ships event, Summerhill, & the farmers market, than any other statement presented in this question.

- Strongly agree   -   **19 per cent** (208 respondents)
- Agree   -   **65 per cent** (704 respondents)
- Neither agree nor disagree -   **13 per cent** (140 respondents)
- Disagree   -   **3 per cent** (29 respondents)
- Strongly disagree   -   **1 per cent** (5 respondents)

5.33   Viewpoint members living in Central areas of Hartlepool were more likely to say the disagreed or strongly disagreed with this statement (6%, compared to 1% for South and 2% for North areas of Hartlepool). Women were more likely to agree or strongly agree with this statement than men (89% and 79% respectively).

"It covers local news issues well"

5.34 Six out of ten (62%) Viewpoint members agree or strongly agree with this statement. Women were more likely to agree or strongly agree with this statement than men (69% and 53% respectively), as were Viewpoint members who are aged sixty-five years and over (74%, compared to 47% for 17-24 year olds).

- Strongly agree   -   **10 per cent** (104 respondents)
- Agree   -   **52 per cent** (560 respondents)
- Neither agree nor disagree   -   **30 per cent** (327 respondents)
- Disagree   -   **8 per cent** (82 respondents)
- Strongly disagree   -   **1 per cent** (9 respondents)

"There is enough information about the Council and Council events"

5.35 Viewpoint members were most likely to disagree or strongly disagree with the statement that there is enough information about the Council and Council events, such as Council meetings, than any of the other statements in this question (18%).

- Strongly agree   -   **7 per cent** (73 respondents)
- Agree   -   **37 per cent** (380 respondents)
- Neither agree nor disagree   -   **38 per cent** (395 respondents)
- Disagree   -   **17 per cent** (171 respondents)
- Strongly disagree   -   **2 per cent** (20 respondents)

5.36 Members aged between seventeen and twenty-four are more likely to disagree or strongly disagree with this statement (26%). Also, women were more likely to agree or strongly agree with this statement than men (50% and 36% respectively).

"The style & layout is good"

5.37 Three quarters (73%) of Viewpoint members agree or strongly agree that the style & layout of Hartbeat is good. Only six per cent disagreed or strongly disagreed with this statement.

- Strongly agree   -   **13 per cent** (145 respondents)
- Agree   -   **60 per cent** (653 respondents)
- Neither agree nor disagree   -   **20 per cent** (218 respondents)
- Disagree   -   **4 per cent** (48 respondents)
- Strongly disagree   -   **2 per cent** (22 respondents)

5.38 Again, women were more likely to agree or strongly agree with this statement (79%) than men (68%). Members aged between seventeen and twenty-four were more likely to disagree or strongly disagree with this statement (29%, compared to between 0% - 7% for other age groups.

"The print size is big enough"

5.39   Viewpoint members were most likely to agree or strongly agree with this statement (85%), than any other statement presented in this question. Eighty-five per cent of Viewpoint members thought the print size in Hartbeat was big enough.

- Strongly agree   -   **15 per cent** (165 respondents)
- Agree   -   **70 per cent** (762 respondents)
- Neither agree nor disagree   -   **12 per cent** (128 respondents)
- Disagree   -   **2 per cent** (26 respondents)
- Strongly disagree   -   **1 per cent** (5 respondents)

5.40   Viewpoint members with children under the age of eighteen living in the household were less likely to think that the print size was big enough (76%) than members without (91%).

"There are enough photos used"

5.41   Only two per cent of Viewpoint members disagreed or strongly disagreed with this statement. This is the lowest proportion for people disagreeing with a statement out of the list of statements presented with the question. Eighty-three per cent of respondents agreed or strongly agreed that there are enough photos used in Hartbeat.

- Strongly agree   -   **14 per cent** (147 respondents)
- Agree   -   **69 per cent** (737 respondents)
- Neither agree nor disagree   -   **15 per cent** (165 respondents)
- Disagree   -   **2 per cent** (25 respondents)
- Strongly disagree   -   **0 per cent** (0 respondents)

5.42   Seven per cent of Viewpoint members aged between seventeen and twenty-four disagreed or strongly disagreed with this statement. This is compared to between zero per cent and three per cent for members from other age groups.

"Articles have enough detail"

5.43   Two thirds of Viewpoint members agreed or strongly agreed that articles in Hartbeat have enough detail.

- Strongly agree   -   **8 per cent** (84 respondents)
- Agree   -   **58 per cent** (610 respondents)
- Neither agree nor disagree   -   **28 per cent** (292 respondents)
- Disagree   -   **7 per cent** (69 respondents)
- Strongly disagree   -   **1 per cent** (7 respondents)

5.44   A fifth (20%) of members aged between seventeen and twenty-four disagreed or strongly disagreed with this statement. This is compared to between four per cent and eight per cent for members from other age groups. Again, women were more likely to agree or strongly agree with this statement then men (70% and 60% respectively).

"A good variety of issues & topics are covered"

5.45 Sixty-eight per cent of Viewpoint members agree or strongly agree with the statement that a good variety of issues and topics are covered in Hartbeat.

- Strongly agree   -   **12 per cent** (125 respondents)
- Agree   -   **56 per cent** (599 respondents)
- Neither agree nor disagree -   **24 per cent** (262 respondents)
- Disagree   -   **7 per cent** (79 respondents)
- Strongly disagree -   **1 per cent** (10 respondents)

5.46 Again, Viewpoint members aged between seventeen and twenty-four are more likely to disagree or strongly disagree with this statement than members from other age groups (22%, compared to between 1% - 9%). Also, members with children under the age of eighteen living in the household are less likely to agree or strongly agree with this statement that members without children under the age of eighteen living in the household (60% and 72% respectively).

"Articles are relevant to me"

5.47 Viewpoint members are least likely to agree or strongly agree with this statement than any other presented in the question. Responses to this question were split with an equal number or respondents agreeing or strongly agreeing (43%), or neither agreeing nor disagreeing (43%).

- Strongly agree   -   **7 per cent** (69 respondents)
- Agree   -   **36 per cent** (378 respondents)
- Neither agree nor disagree -   **43 per cent** (441 respondents)
- Disagree   -   **13 per cent** (131 respondents)
- Strongly disagree -   **2 per cent** (19 respondents)

5.48 A large proportion of members aged between seventeen and twenty-four (37%) disagree or strongly disagree with this statement. This is compared with between five and seventeen per cent for members from other age groups.

Any Other Likes And Dislikes

5.49 Viewpoint members were invited to make some additional comments about things they might like or dislike about Hartbeat. Ninety-two additional comments were made about other things members like, and one-hundred and fifty were made about other things members dislike about Hartbeat. Below is an overview of the main themes to come out from these additional comments. Full results can be seen in Appendix 2.

5.50 From the comments made about other things that members like about Hartbeat, six main themes were identified. Thirty-one participants commented that there was good information on local activities and events, eleven people said they like that the magazine is free, and a similar number said they think it gives a good overview.

5.51   From the comments received about other things members dislike about Hartbeat, eight main themes were identified. Thirty-one members said they felt the magazine was a waste of money and the cost of producing it should be reduced. Twenty-six participants thought there were too many adverts, and eighteen participants said the magazine should contain more local information.

More Information On Council / Community Activities

5.52   Participants were asked if there are any particular Council or community activities which they would like to see more information about in Hartbeat magazine, and were given a list of six different types of information. Viewpoint members were most likely to say they would like to see more general information on Council services (45%); environmental and recycling information (40%); and information on sport & leisure (38%). See Table 5.1 for full results.

5.53   Members who are aged sixty-five years and over were more likely to say they would like to see more general information on Council services (58%) as were members who are retired (57%). Also, participants with a disability were more likely to want to see more information on this subject, than members without a disability (53% and 44% respectively). However, members who have children under the age of eighteen living in the household were less likely to want to see this information, compared to members without (36% and 51% respectively)

5.54   Viewpoint members aged between seventeen and twenty-four years were more likely to say they would like to see information on sport and leisure activities (57%, compared to 22% for members aged 65 years and over). Also, respondents with children under the age of eighteen living in the household were more likely to say they would like to see more information on this subject than members without (49% and 31% respectively).

Table 5.1   Are there any particular Council / community activities which you would like to see more information about in Hartbeat magazine?

	%	(No.)
General information on Council services	45	(543)
Environmental & recycling information	40	(480)
Information on sport & leisure activities	38	(455)
More job & employment information	33	(397)
More information on Councillors	30	(355)
Information on children's activities	27	(329)
Other	2	(21)
No answer	16	(192)
(N=1200)		

Adverts In Hartbeat

5.55   It was explained to Viewpoint members that the adverts within Hartbeat help cover the cost of producing the magazine and the Council wanted to know whether members find these adverts useful or not.

5.56   Seven out of ten members (68%) said they find these adverts fairly useful, and only sixteen per cent said they find these adverts not useful at all. The results show no real difference between responses obtained in 2003 and in 2005.

5.57   Residents aged sixty-five years and older are more likely to think these adverts are very useful (22%, compared to between 13% - 15% for other age groups). Also, members with a disability were more likely to find these adverts useful (23%) than members without a disability (14%). Men were more than twice as likely to think the adverts were not useful at all (22%) than women (10%).

Satisfaction With Hartbeat

5.58   Finally, Viewpoint members were asked how satisfied or dissatisfied they are overall with the Hartbeat magazine. Three quarters of respondents said they were either satisfied or very satisfied with the magazine.

5.59   The results are broadly similar to those obtained in 2003, however there has been a slight move away from people indicating they are fairly satisfied (55% - 2003; 50% - 2005) to saying they are very satisfied (22% - 2003; 25% - 2005). See Table 5.2 for full results.

5.60   Viewpoint members aged sixty-five years and over are more likely to say they are very satisfied with Hartbeat magazine overall (36%, compared to between 12% - 27% for other age groups), as were members who are sick or disabled (31%) or retired (33%)

Table 5.2   Overall Satisfaction with Hartbeat

	2003		2005	
	%	(No.)	**%**	(No.)
Very satisfied	22	(112)	25	(282)
Fairly satisfied	55	(279)	50	(561)
Neither satisfied nor dissatisfied	19	(98)	20	(225)
Fairly dissatisfied	3	(14)	3	(37)
Very dissatisfied	2	(8)	1	(16)
	(N=511)		(N=1121)	

6.   SMOKING IN PUBLIC PLACES

KEY FINDINGS

- More than nine out of ten members thought that smoking should not be allowed in health service buildings such as doctors and dentists, surgeries and hospitals.
- Half of members said they were bothered a great deal by smoking in public places.
- Three quarters of participants (73%) said they thought passive smoking can seriously damage your health.
- Thirteen per cent of Viewpoint members identified themselves as smokers, sixty-two per cent said they were non smokers, and twenty-six per cent said they were ex-smokers.
- Three quarters (75%) of Viewpoint members who are ex-smokers said they gave up smoking because of concerns over current or future health.
- Viewpoint members would prefer public places in Hartlepool to be completely smoke free (79%).
- Members who identified themselves as smokers were more likely to say they would not prefer public places in Hartlepool to be completely smoke free, with fifty-seven per cent saying no.

6.1   The Council wanted to find out Viewpoint members' views on smoking in public places. The information collected through Viewpoint will be used to develop a Smoke Free Hartlepool Charter and to contribute to the Regional Tobacco Control strategy.

Smoking In Different Public Places

6.2   First of all, Viewpoint members were presented with a list of public places where smoking may occur, and were asked where they think smoking should be allowed.

6.3   Members were most likely to think that smoking should not be allowed anywhere in health service buildings such as doctors and dentists, surgeries and hospitals., and most likely to think smoking should be allowed in separate areas or all areas of night-clubs. Full results can be seen in Table 6.1.

6.4   Smokers were more likely to think that smoking should be allowed in separate areas of different public places, than non smokers.

Health service buildings
6.5   More than nine out of ten Viewpoint members thought that smoking should not be allowed in health service buildings such as doctors, dentists and hospitals. Viewpoint members were more likely to say that smoking should not be allowed anywhere here than any other public place presented in the list.

6.6   Viewpoint members who are smokers were also more likely to say they think smoking should not be allowed in health service buildings (82%). However, smokers are more likely to think that smoking should be allowed in separate areas of health service buildings (17%) than non smokers (4%).

Pubs & Social Clubs That Serve Food

6.7   Seven out of ten respondents think that smoking should not be allowed in pubs and social clubs that serve food. However, three out of ten members think that smoking in separate areas should be allowed.

6.8   The detailed statistics show that three quarters (76%) of smokers think that smoking should be allowed in separate areas of pubs and social clubs that serve food. Men are more likely than women to think that smoking should not be allowed in pubs or social clubs that serve food (73% and 66% respectively).

Pubs & Social Clubs That Do Not Serve Food

6.9   Twelve per cent of members thought that smoking should be allowed in all areas of pubs and social clubs that do not serve food. The vast majority of members think that smoking should be allowed in separate areas (49%).

6.10   Viewpoint members who are smokers are more likely to think that smoking should be allowed in all areas of pubs and social clubs that do not serve food (47%) than non smokers (4%), and least likely to think that smoking should not be allowed (5%, compared to 47% of non smokers).

6.11   Viewpoint members who are aged between seventeen and twenty-four are more likely to think that smoking should be allowed in all areas of pubs and social clubs that do not serve food (18% compared to between 10% - 13% for other age groups). The detailed statistics also show a difference between the socio economic groups, where people from the AB socio economic group are more likely to think that smoking should not be allowed in this public place (46%) than people from DE socio economic group (30%).

Shopping Centres

6.12   Eight out of ten Viewpoint members think smoking should not be allowed in shopping centres. Responses from Viewpoint members who are smokers are varied, with a quarter (27%) saying smoking should be allowed in all areas, two out of five respondents (42%) saying smoking should be allowed in separate areas, and three out of ten (31%) saying it should not be allowed in shopping centres.

Restaurants / Cafes

6.13   Eight out of ten participants think smoking should not be allowed in restaurants and cafes (78%). However, one in five participants think smoking should be allowed in separate areas.

6.14   Viewpoint members who smoke are more likely to think smoking should be allowed in separate areas (56%). However, over a third of smokers (37%) thought smoking should not be allowed in this public place at all.

6.15   The detailed results show that members from DE socio economic group are less likely to think that smoking should not be allowed in restaurants or cafes (69%) than people from other socio-economic groups (between 81% and 83%).

Night-clubs

6.16   Two out of five respondents thought that smoking should be allowed in separate areas of night-clubs (40%), and a similar number thought smoking should not be allowed (45%).

6.17   Over half of smokers (54%) thought that smoking should be allowed in all areas of night-clubs, and only six per cent thought that smoking should not be allowed anywhere.

Leisure Facilities

6.18   Seven out of ten Viewpoint members thought that smoking should not be allowed in leisure facilities such as bingo halls, cinemas, or theatres. However, a third of participants thought that smoking should be allowed in separate areas.

6.19   Smokers are more likely to think that smoking should be allowed in separate areas (63%), however, over one in five smokers (23%) thought that smoking should not be allowed in these places at all.

6.20   Again, members from the DE socio economic group are less likely to think that smoking should not be allowed at all in these places (52%) compared to members of other socio economic groups (between 69% - 77%).

Other Workplaces & Offices

6.21   Two thirds of respondents thought that smoking should not be allowed in other workplaces and offices. However, a third of respondents thought that smoking should be allowed in separate areas. Again, smokers are more inclined to think smoking should be allowed in separate areas (76%), with one fifth (21%) of smokers thinking smoking should not be allowed anywhere in other workplaces and offices.

Table 6.1   **Where do you think smoking should be allowed?**

	Allow in all areas		Allow in separate areas		Not allow at all	
	%	(No.)	%	(No.)	%	(No.)
Health service buildings	1	(4)	7	(77)	93	(1092)
Pubs & Social Clubs That Serve Food	2	(20)	29	(343)	69	(816)
Pubs & Social Clubs That Do Not Serve Food	12	(136)	49	(574)	39	(461)
Shopping Centres	5	(58)	17	(198)	78	(900)
Restaurants / Cafes	2	(23)	20	(238)	78	(923)
Night-clubs	15	(157)	40	(427)	45	(474)
Leisure Facilities	3	(31)	29	(331)	69	(798)
Other Workplaces & Offices	1	(15)	32	(367)	67	(772)
(N=1173)						

Bothered By Smoking In Public Places

6.22   Respondents were asked, overall, how much are they bothered by smoking in public places. Half of respondents (50%) said the were bothered a great deal by smoking in public places, and one in five participants (20%) said they were quite bothered. A similar number (19%) said they were a little bothered and one in eight members (12%) said they were not at all bothered.

6.23   Smokers are more likely to say they are not at all bothered by smoking in public places (54%), as are members from the DE socio economic group (18%, compared to between 7% - 12% for other socio economic groups).

Workplace Smoking Policies

6.24   Viewpoint members were presented with a list of statements about smoking policies in workplaces. Four-hundred and thirty participants said the question did not apply to them as they did not work, and thirteen said they were not sure what the smoking policy of their workplace is.

6.25   Viewpoint members who work were most likely to say that smoking was allowed in separate areas outside their work place (37%), or that smoking was not allowed either on or off their work premises (35%). The detailed results showed no substantial difference between responses from members who smoke or not, or between the different demographic groups. See Table 6.2 for full results.

Table 6.2   **Which of the following best describes the smoking policy in your work place?**

	%	(No.)
People can smoke in separate areas outside the premises	37	(260)
Smoking is not allowed at my work either on or off the premises	35	(245)
There are separate areas inside the premises where people smoke	23	(159)
Smoking is allowed everywhere or in most areas of where I work	3	(23)
There are areas both inside and outside where people can smoke	3	(22)
(N=709)		

Should All Workplaces And Public Places Be Smoke Free?

6.26   Participants were asked, overall, do they think all workplaces, including places such as pubs and clubs, and public places should be smoke free. Three quarters of respondents (74%) said yes. Twenty per cent of respondents said no, and five percent said that they did not know whether all work places and public places should be smoke free.

6.27   Viewpoint members who are smokers are less likely to think that all workplaces and public places should be smoke free, with seventy-three per cent of smokers saying no, these places should not be smoke free. However, ten per cent of smokers and the same number of ex-smokers said they did not know whether work places and public places should be smoke free.

6.28   Viewpoint members from the AB socio economic group are more likely to think that work places and public places should be smoke free (80%) compared to people from the DE socio economic group (66%).

6.29   When asked if they would support a law to make all work places and public places smoke free, three quarters of participants said yes. Twenty per cent said no, and six per cent said they did not know. Again, smokers were more likely to say they would not support a law (77%).

Smoking In Your Car

6.30   Nine out of ten participants (89%) said they do not allow smoking in their car; eleven per cent said they do. When looking at the detailed results for smokers, forty-three per cent said they do not allow smoking in their car, and fifty-seven per cent said they do.

Smoking In Your Home

6.31   Participants were then asked how they feel about smoking in their homes. Three out of five participants (59%) said they only let people smoke outside their home, in the garden or yard, for example. One out of five (19%) said they do not allow smoking in any part of their home, inside or outside. Full results can be seen in Table 6.3.

6.32   Viewpoint members who are smokers are more likely to say that they allow people to smoke in certain rooms in their homes (48%). A quarter of smokers (26%) said they only let people smoke outside their home, and a similar number (25%) say people can smoke anywhere in their home.

Table 6.3   How do you feel about smoking in your home?

	%	(No.)
People can smoke anywhere in my home	7	(81)
There are only certain rooms in my home where people can smoke	15	(164)
I only let people smoke outside my home	59	(673)
I do not allow smoking in any part of my home, inside or outside	19	(214)
(N=1132)		

Passive Smoking

6.33   Viewpoint members were asked how much they think passive smoking is dangerous to their health. Three quarters of participants (73%) said they thought passive smoking can seriously damage your health. One in five participants thought passive smoking could slightly damage your health, and four per cent said they did not know how dangerous passive smoking is to their health. See Table 6.4 for full results.

6.34   Responses from smokers were mixed. A third (32%) said they though passive smoking could seriously damage your health, two out of five (41%) smokers thought that it can slightly damage your health, and one out of ten (10%) thought that passive smoking doesn't damage your health at all.

Table 6.4   **How much do you think that passive smoking is dangerous to your health?**

	%	(No.)
Seriously damages your health	73	(871)
Can slightly damage your health	20	(244)
Doesn't damage your health at all	2	(28)
Don't know	4	(50)
No answer	1	(7)
(N=1132)		

Advertisements About Passive Smoking

6.35   Seven out of ten participants said they had seen some recent advertisement in the media about health risks of passive smoking. One in ten said they had not, and five per cent said they did not know whether they had seen any recent advertisement about the health risks of passive smoking.

6.36   Of the 866 Viewpoint members who said they have seen some recent advertising, three out of ten (30%) remember seeing an advert showing a family with children inhaling smoke, and six per cent remembered an advert showing children and babies smoking. One per cent of participants remember an advert with the slogan 'If you smoke, they smoke', and less than one per cent said they remembered an advert regarding impotency.

6.37   Some participants commented on the different media's they had seen recent advertising about the health risks of passive smoking. These were TV adverts (24%); newspapers (5%); posters (2%); and on the radio (1%). Full results can be seen in Appendix 2.

Viewpoint Members And Smoking

6.38   Participants were asked whether they were a smoker or not. Thirteen per cent of Viewpoint members identified themselves as smokers, however, the vast majority of members said they were a non smoker. A quarter of Viewpoint members said they were an ex-smoker.

6.39   People from the DE socio economic group are more likely to be a smoker (16%) compared to members from the AB socio economic group (8%). Also, Viewpoint members with children under the age of eighteen living in the household were less likely to be a smoker compared to members without (10% and 14% respectively).

- A Smoker   -   **13 per cent** (149 respondents)
- A non smoker   -   **62 per cent** (736 respondents)
- An ex-smoker   -   **26 per cent** (303 respondents)

6.40 The one-hundred and forty-nine Viewpoint members who identified themselves as a smoker were asked, on average, how much do they smoke daily. Viewpoint members were most likely to say they smoke between 11 – 20 cigarettes a day. See Table 6.5 for full results.

Table 6.5   If you currently smoke, on average how much do you smoke daily?

	%	(No.)
Less than 5 cigarettes a day	21	(31)
5 – 10 cigarettes a day	28	(42)
11 – 20 cigarettes a day	37	(55)
21 – 30 cigarettes a day	9	(14)
31 – 40 cigarettes a day	2	(3)
41 – 50 cigarettes a day	1	(2)
More than 50 cigarettes a day	1	(1)
No answer	2	(2)
(N=149)		

6.41 Viewpoint members who identified themselves as smokers were presented with a list of statements and were asked to identify which one best describes them.

6.42 A quarter (27%) of respondents said they do not wish to stop smoking; a third (33%) said they would like to stop one day but they are not ready yet; a similar number (32%) said they have tried to give up in the past but they still smoke now; and eight per cent said they were currently trying to quit smoking.

6.43 When asked whether a law making work places and public places smoke free would help these members to stop smoking, over half (56%) said no, it would have no effect on the amount they smoked. A third (34%) said it would help them reduce the amount they smoked, and eight per cent said it would help them to stop smoking. Only 2 participants (1%) said that a law to make work places and public places smoke free would increase the amount they smoke.

6.44 Viewpoint members who were current or ex-smokers were asked at what approximate age they started smoking. Forty-three per cent said they started smoking under the age of sixteen; forty-one per cent said they started between the ages of sixteen and nineteen; thirteen per cent said they started smoking in their twenties; ten per cent started in their thirties; and less than one per cent started later than this.

6.45 The next question asked Viewpoint members, if they have given up smoking, why they chose to give up. The majority of ex-smokers (75%) said they gave up because of concerns over current or future health, and just under half (46%) said they gave up to save money. See table 6.6 for full results.

Table 6.6   If you have given up smoking, why did you choose to give up?

	%	(No.)
Concerns over current / future health	75	(227)
To save money	46	(140)
Felt it was now socially unacceptable to smoke	24	(72)
Concerns over other peoples health	23	(68)
Pressure from friends & family	19	(59)
Pregnancy	11	(32)
Not sure / no reason	6	(17)
Other	2	(6)
Does not apply	Less than 1%	1
No answer	Less than 1%	1
(N=303)		

Smoke Free Hartlepool

6.46 Finally, Viewpoint members were asked, overall, would they prefer public places in Hartlepool to be completely smoke free. Four out of five (79%) members were in favour of a smoke free Hartlepool.

- Yes   -   79 per cent (944 respondents)
- No   -   15 per cent (180 respondents)
- Don't know   -   6 per cent (55 respondents)
- No answer   -   1 per cent (9 respondents)

6.47 Smokers were more likely to say they would not prefer this, with fifty-seven per cent saying no to a smoke free Hartlepool. Only twenty-three per cent said yes, compared to ninety-two per cent of non smokers. However, one in five (18%) smokers said they did not know whether they would prefer public places in Hartlepool to be smoke free.

APPENDIX 1

BACKGROUND INFORMATION ON RESPONDENTS

Table A1   Age of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
17 to 24	12	(139)	8	(66)
25 to 34	16	(196)	12	(98)
35 to 44	20	(237)	18	(145)
45 to 54	17	(209)	18	(142)
55 to 64	14	(165)	18	(144)
65 to 74	12	(146)	17	(140)
75+	9	(108)	8	(65)
No answer	-	-	Less than 1	(1)
Total	**100**	**(1200)**	**100**	**(801)**

Table A2   Sex of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Female	53	(633)	55	(441)
Male	47	(567)	45	(360)
Total	**100**	**(1200)**	**100**	**(801)**

Table A3   Location of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
North	34	(408)	34	(269)
Central	39	(463)	38	(308)
South	27	(329)	28	(224)
Total	**100**	**(1200)**	**100**	**(801)**

Table A4   Economic activity of respondent

	Weighted		Unweighted	
	%	**(No.)**	**%**	**(No)**
Employed full-time	39	(470)	36	(286)
Employed part-time	10	(118)	9	(75)
Unemployed	3	(30)	2	(19)
Retired	25	(296)	30	(240)
Full-time student	7	(84)	5	(42)
Self employed	4	(52)	4	(33)
Permanently sick or disabled	5	(64)	6	(48)
Other (inc. housewife/husband)	7	(86)	7	(57)
No answer	-	-	Less than 1	(1)
Total	**100**	**(1200)**	**100**	**(801)**

Table A5   Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
One car	56	(677)	58	(463)
Two or more cars	23	(271)	22	(178)
No car	21	(247)	19	(156)
No answer	Less than 1	(5)	Less than 1	(4)
Total	**100**	**(1200)**	**100**	**(801)**

Table A6   Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Yes – disabled	17	(202)	19	(153)
No – not disabled	82	(986)	80	(640)
No answer	1	(12)	1	(8)
Total	**100**	**(1200)**	**100**	**(801)**

Table A8   Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
AB	22	(261)	22	(175)
C1	24	(293)	23	(186)
C2	24	(287)	24	(195)
DE	21	(257)	22	(178)
Don't Know	9	(103)	8	(67)
Total	**100**	**(1200)**	**100**	**(801)**

Social Group Definitions:

Social group		Occupation of Chief wage earner
A	Upper middle class	Higher managerial, administrative or professional
B	Middle class	Intermediate managerial, administrative or professional
C1	Lower middle class	Intermediate or clerical and junior managerial, administrative or professional
C2	Skilled working class	Skilled manual workers
D	Working class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	Long term unemployed (6+ months), State pensioners, etc. with no earnings, Casual workers and those without a regular income

APPENDIX 2

FULL RESULTS

Viewpoint

Viewpoint
Your Views are Important

This latest Viewpoint questionnaire seeks your views on a variety of local issues. It aims to find out what you and others from across the community think about these matters so that we can take your views into account when making decisions that affect your daily life. The questionnaire should only take about 10 to 15 minutes to complete. Within this latest round the issues covered include:

Libraries
Local Community Services
Hartbeat
Smoking in Public Places

There are no right or wrong answers to any of the questions; we just want to find out what you think of our services and other important issues that affect your daily lives. If you can't complete a question or feel you don't want to answer a particular question, don't worry, just leave it blank and move on to the next one.

When you have completed the questionnaire please return it to us in the enclosed reply paid envelope, no stamp required, by **30th September 2005**

We will look at what the Viewpoint members say and the Council's response in the next Viewpoint Newsletter, which you receive with your next Viewpoint questionnaire.

All the information you provide is confidential and we will never pass your name or address to any other organisation. What's more, if at any time you wish to leave Viewpoint, for whatever reason, simply let us know.

If you require any further information, need a large print questionnaire or any help filling it in then please contact Lisa Anderson
at
Hartlepool Borough Council
Civic Centre, Hartlepool, TS24 8AY
Telephone: (direct line) 01429 523584

66.7% response rate, 801 completed questionnaires

CEX1227P

Viewpoint

Libraries

The Adult & Community Service Department at Hartlepool Borough Council would like to find out what activities you like to take part in, in your spare time. They would also like to know where you prefer to get your books, music, and film. Additionally, the Council would like to find out whether or not you have used a public library in the past year, and what you think would encourage people to use public libraries more. The Library Service will use the information collected from these questions to help improve the services provided to you.

1. **Which of the following activities do you regularly pursue in your spare time?**
   (PLEASE TICK ALL THAT APPLY)

Listen to the radio	64.8%
Watch TV	91.6%
Listen to or play music	72.5%
Go to cinema or theatre	38%
Read books	68.6%
Read newspapers or magazines	83.4%
Use a computer / internet / email	60.4%
Visit a public or mobile library	30.1%
Watch live sport	31.9%
Play sport / take exercise	42.4%
Eat out or go to pub	66%
Belong to a society / community group	16.7%
Follow a hobby	37.8%
Go to adult education classes	8.5%
Go to place of worship	17%
Shopping	67.9%
Other (please specify)_____	2.2%
No answer	1.2%

2. **When did you last do any of the following for yourself?** (PLEASE TICK <u>ONE</u> BOX ON EACH LINE)

	In last month	In last 6 months	In last year	Over a year ago	Never	
Buy a book (including audio books)	44.7%	20.1%	8.4%	10.6%	5.9%	10.4%
Buy magazines or newspapers	89.7%	4.8%	0.8%	0.7%	1%	2.9%
Buy music or film (CDs, DVDs, tapes, videos)	48.9%	23.2%	7.3%	4.9%	4%	11.6%
Rent music or film (CDs, DVDs, tapes, videos)	15.5%	11.9%	5.4%	18.7%	23.4%	25.2%
Visit a public or mobile library	31.6%	15%	10.1%	19.9%	11.7%	11.8%

CEX1227P

Viewpoint

3. **If you have bought or borrowed books in the last year, which places were you most likely to choose them from?** (PLEASE TICK ALL THAT APPLY)

Bookshop	60.4%
Newsagent	20.8%
Supermarket	50.3%
Public library	49.7%
Postal book club	9.2%
Internet / On-line bookstore	27.2%
Family or friends / social group	28.5%
Second hand bookstore	17.2%
Charity shop	21.1%
Car boot sales / jumble sales	10.6%
Other (please specify)_____	1.1%
_____	
No answer	1.0%

4. **If you have bought or borrowed books in the last year which factors encouraged you to buy or borrow from the places you used?** (PLEASE TICK ALL THAT APPLY)

Places easy to reach from home	56.2%
Pleasant and welcoming	35.5%
Wide range of items to choose from	59.6%
Books well set out and easy to find	48.3%
Comfortable seating to look at items	14.8%
Suitable opening hours	47.4%
Special price offers / cheap prices	58.2%
Items free to borrow (libraries)	40.2%
Play area for children	4.3%
Toilet	11.9%
Easy parking	30.7%
Other (Please specify)_____	2%
_____	
No answer	3.2%

View*point*

5. **If you have bought or borrowed music or film (CDs, DVDs, tapes, videos) in the last year, which places were you most likely to choose them from?** (PLEASE TICK ALL THAT APPLY)

Music or film store	54.7%
Music or film rental shop	26.8%
Supermarket	67.3%
Public library	7.8%
Internet / Online store	33.3%
Family or friends / social group	23.6%
Charity shop	7.8%
Car boot sale / jumble sales	6%
Other (Please specify)_____	1.2%
No answer	4.9%

6. **If you have bought or borrowed music or film (CDs, DVDs, tapes, videos) in the last year, which factors encouraged you to buy or borrow from the places you used?** (PLEASE TICK ALL THAT APPLY)

Places easy to reach from home	51.1%
Pleasant and welcoming	22.1%
Wide range of items to choose from	62.3%
Books well set out and easy to find	23.7%
Comfortable seating to look at items	5.9%
Suitable opening hours	40%
Special price offers / cheap prices	63.5%
Items free to borrow (libraries)	11%
Play area for children	3%
Toilet	6.4%
Easy parking	25.5%
Other (Please specify)_____	1.6%
No answer	8.9%

7. **If you have not visited a public library in the last 12 months, what are the main reasons you have not visited?** (PLEASE TICK ALL THAT APPLY)

Too busy / do not have the time	33.6%
Do not need to use the library	38%
Libraries are not for people like me	2.8%
Prefer to buy or rent elsewhere	18.7%
No reason	25.8%
Other (Please specify)_____	6.4%
No answer	4.3%

CEX1227P

Viewpoint

8. **If you have not visited a public library in the past 12 months, which of the following would encourage you to visit?** (PLEASE TICK ALL THAT APPLY)

Pleasant and welcoming environment	21.6%
Services that are quick and easy to use	27%
Greater choice of material	22.6%
Better quality, up to date material	31.3%
Access to computer and online facilities	10.8%
Friendly and helpful staff	28.2%
Making it easier to join the library	11.8%
Easier to renew or bring things back	16%
No fines or penalties	16.5%
Home delivery service	13.3%
Special events or promotional offers	10.6%
Customer facilities (e.g. toilets or café)	17.0%
Opening hours that suit me	33.2%
Better physical access (e.g. parking)	18.9%
Nothing	30.3%
Other (Please specify)_____	1.8%
_____	
No answer	6.6%

If you would like any further information on this topic please contact: Susan Atkinson on (01429) 523612 or via e-mail susan.atkinson@hartlepool.gov.uk

CEX1227P

Viewpoint

Local Community Services

The council is planning to develop a range of services for local communities on school sites. These schools will be open for longer hours, at weekends and during school holidays. The Council would like to find out what you think of these services, and whether you think this is a good idea.

If you would like any further information on this topic please contact: Ian Merritt on (01429) 523774 or via e-mail ian.merritt@hartlepool.gov.uk

9. **Do you think that the delivery of the following services & activities on a school site is a good idea?** (PLEASE TICK ONE BOX ON EACH LINE)

	Yes	No	Don't know	No answer
Childcare	68.8%	8.4%	12.3%	10.5%
Parenting support (e.g. advice on parenting problems)	71%	5.9%	13%	10.2%
Family learning (e.g. ICT classes/shared reading classes)	73.1%	5.6%	9.7%	11.6%
Stopping smoking support	57.2%	16.9%	13.1%	12.8%
Neighbourhood art displays & art clubs	58.5%	11.4%	15.7%	14.4%
Sporting activities (e.g. five-a-side football/ kick boxing)	83.7%	3.6%	5.3%	7.5%

10. **Some schools already provide services for the community on site. Have you used any of the following services at a school site?** (PLEASE TICK ONE BOX ON EACH LINE)

	Yes	No	Don't know	No answer
Parent & toddler groups, e.g. Sure Start	6.7%	79%	1.3%	12.9%
Adult education	13.1%	73.5%	1.2%	12.2%
Breakfast & after school clubs	8.4%	77.9%	1.2%	12.5%
Sports facilities	20.2%	66.9%	1.2%	11.8%

IF YOU HAVE NOT USED ANY OF THESE SERVICES, GO TO Q12

11. **If yes, what do you think of them?** (PLEASE TICK ONE BOX ON EACH LINE)

	Very Good	Good	Neither good nor poor	Poor	Very poor	Don't know	No answer
Parent & toddler groups, e.g. Sure Start	50.5%	35.3%	1.5%	0%	0%	1.9%	10.8%
Adult Education	32.4%	49.8%	9.3%	2.9%	1%	0%	4.6%
Breakfast & after school clubs	47.1%	41.7%	4.8%	0%	0%	0%	6.4%
Sports facilities	30.4%	51.3%	13.2%	0.6%	0.6%	0.5%	3.4%

12. **If you don't, what is preventing you from doing so?** (PLEASE TICK ALL THAT APPLY)

The opening times don't suit me	7.2%
The schools are too far away from me or too difficult to get to	1.6%
Because they are based at a school	2.8%
The buildings are difficult to get around	0.8%
They cost too much to use	3.1%
Not enough information about the services on offer	27.7%
Didn't know they existed	25.7%
Other (please specify)_____	1.2%
Does not apply	41.4%
No answer	8.9%
Age/health	4.6%

13. **Are there other services/activities you would like to see delivered on local school sites?** (PLEASE TICK ALL THAT APPLY)

Dance Classes	24%
Antenatal Classes	9.3%
Alternative health, e.g. aromatherapy	24.2%
Health visitor clinics	26.1%
Foreign language classes	34.1%
Library services	19.4%
Other (please specify)_____	2.8%
None/no answer	36.8%
Other Adult Education classes	1.1%

HARTBEAT

The Council is involved in producing the community magazine **Hartbeat** several times a year and this publication is delivered to every household across the borough of Hartlepool. We are interested in finding out your views and opinions on this magazine and if you think it could be improved.

If you would like any further information on this topic please contact: Alastair Rae on (01429) 523510 or via e-mail alastair.rae@hartlepool.gov.uk

14. **Firstly, have you had a copy of Hartbeat delivered to your house in the last 12 months?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Yes	91.8%	GO TO Q15
No	4.1%	GO TO Q16
Don't know/cannot remember	4%	GO TO Q16
No answer	0.1%	

View*point*

15. **If yes, when you get it do you:** (PLEASE TICK <u>ONE</u> BOX ONLY)

Read most of it	61%
Read some of it	34.6%
Not read it at all	3.3%
Don't know/cannot remember	0.7%
No answer	0.4%

16. **Overall, how helpful do you find Hartbeat magazine in explaining the activities of the Council and what goes on in Hartlepool?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Very helpful	35.1%
Fairly helpful	53.3%
Not helpful at all	4.8%
Don't know/did not read	5.3%
No answer	1.5%

17. **Within each issue of Hartbeat there are regular features as well as news reports on what is happening in and around Hartlepool. Looking at the list below please tell us how well each is covered:** (PLEASE TICK ONE BOX ON EACH LINE)

	Very well covered	Fairly well covered	Not very well covered	Don't know/do not read	No answer
What's on & where to go	30.2%	52.5%	4.4%	6.2%	6.7%
The environment	14.7%	53.6%	9.8%	11.1%	10.9%
Leisure & sport	15.1%	53.6%	11.4%	10.6%	9.4%
Health	10.6%	48.4%	18%	13.5%	9.5%
Regeneration	14%	46.6%	13.3%	13.4%	12.8%
Crime & safety	17.4%	49%	15.7%	9.6%	8.2%
Schools & education	12%	44.6%	17.8%	14.5%	11.2%
Employment and training	10%	40%	21.6%	17.5%	10.8%
General Council activities	12.8%	47.2%	17.7%	13.8%	8.5%

18. **Do you think Hartbeat is easy to read?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Yes, it is easy to read	88.4%
No, it is not easy to read	3.5%
Don't know/don't read	6.2%
No answer	1.9%

View*point*

19.   **a)** **How much do you agree or disagree with the following statements about Hartbeat?** (PLEASE TICK <u>ONE</u> BOX ON EACH LINE)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	No answer
There is plenty information about local activities & events (e.g, Tall Ships event, Summerhill, & farmers market,)	17.3%	58.6%	11.7%	2.4%	0.4%	5.1%	4.4%
It covers local news issues well	8.7%	46.6%	27.2%	6.8%	0.8%	4.9%	5%
There is enough information about the Council and Council events (e.g. Council meetings)	6.1%	31.6%	32.9%	14.3%	1.7%	7.5%	6%
The style & layout is good	12.1%	54.5%	18.1%	4%	1.8%	4.4%	5.1%
The print size is big enough	13.7%	63.5%	10.7%	2.2%	0.4%	4.2%	5.3%
There are enough photos used	12.2%	61.4%	13.8%	2.1%	0%	4.7%	5.8%
Articles have enough detail	7%	50.8%	24.3%	5.8%	0.5%	5.5%	6.1%
A good variety of issues & topics are covered	10.5%	49.9%	21.8%	6.5%	0.8%	5%	5.5%
Articles are relevant to me	5.7%	31.5%	36.8%	10.9%	1.6%	5.3%	8.1%

b) **Are there any other things you like about Hartbeat?** (PLEASE DESCRIBE BELOW)

Good information on local activities and events	2.6%
It's free	0.9%
Gives a good overview	0.9%
It's good	0.8%
Looks good/well presented	0.7%
A regular publication	0.5%
Other	1.3%

c) **Are there any other things you dislike about Hartbeat?** (PLEASE DESCRIBE BELOW)

Waste of money/reduce the cost of it	2.6%
Too many adverts	2.2%
Should contain more local information	1.5%
It's Council propaganda	1.5%
Make the contents more simple	1%
Should be more about local people	0.8%
Produce more regularly	0.7%
It's rarely delivered	0.7%
Other	1.5%

View*point*

20. **Are there any particular Council / community activities which you would like to see more information about in Hartbeat magazine?** (PLEASE TICK ALL THAT APPLY)

Information on children's activities	27.4%
Information on sport & leisure activities	37.9%
Environmental & recycling information	40%
More job & employment information	33.1%
General information on Council services	45.2%
More information on Councillors	29.6%
Other (please specify)_____	1.8%
_____	
No answer	16%

21. **The adverts within Hartbeat help cover the cost of producing the magazine and we would like to know if you find these adverts useful or not.** (PLEASE TICK <u>ONE</u> BOX ONLY)

Very useful	13.8%
Fairly useful	60%
Not useful at all	14%
Don't know/did not read	9.1%
No answer	3%

22. **Finally, overall, how satisfied or dissatisfied are you with Hartbeat magazine?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Very satisfied	23.5%
Fairly satisfied	46.7%
Neither satisfied nor dissatisfied	18.7%
Fairly dissatisfied	3.1%
Very dissatisfied	1.3%
Don't know	4.3%
No answer	2.4%

CEX1227P

Viewpoint

Smoking in Public Places

The North-East has the highest smoking rates in the country, and smoking remains the single biggest cause of preventable death and disease in Hartlepool. Passive smoking, otherwise known as second hand smoking, is where non smokers inhale other people's smoke. Passive smoking is an issue that affects everybody – not just smokers.

The Neighbourhood Service Department at Hartlepool Borough Council is interested in finding out your views on smoking in public places and your feelings on smoking in your property. It is not about whether people should smoke but <u>where</u> they should smoke.

The Neighbourhood Services Department will use the information you provide to feed into a Smoke Free Hartlepool Charter and to contribute to the Regional Tobacco Control strategy.

If you would like any further information on this topic please contact: Emma Tierney on (01429) 523587or via e-mail <u>emma.tierney@hartlepool.gov.uk</u>

23. **Below is a list of public places where smoking may occur. Where do you think smoking should be allowed?** (PLEASE TICK <u>ONE</u> BOX ON EACH LINE)

	Allow in all areas	Allow in separate areas	Not allow	Don't know/ No opinion	No answer
Health service buildings, e.g. doctors, dentists, hospitals	0.3%	6.4%	91%	0.1%	2.2%
Pubs and social clubs that serve food	1.6%	28.6%	68%	0.2%	1.6%
Pubs and social clubs that do not serve food	11.3%	47.8%	38.4%	0.8%	1.6%
Shopping centres	4.9%	16.5%	75%	0.9%	2.7%
Restaurants / cafes	2%	19.8%	77%	0.1%	1.2%
Night-clubs	13.1%	35.5%	39.5%	7.8%	4.0%
Leisure facilities e.g. bingo halls, cinema, theatres.	2.6%	27.5%	66.5%	1.0%	2.3%
Other workplaces & offices	1.3%	30.6%	64.3%	1.3%	2.6%

24. **Overall how much are you bothered by smoking in public places?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Not at all	11.6%
A little	18.4%
Quite bothered	19.7%
A great deal	49.5%
Don't know / not applicable	0.5%
No answer	0.3%

Viewpoint

25. **Which of the following best describes the smoking policy in your work place?**
(PLEASE TICK <u>ONE</u> BOX ONLY)

Smoking is not allowed at my work either on or off the premises	20.4%
There are separate areas inside the premises where people smoke	13.3%
People can smoke in separate areas outside the premises	21.7%
There are areas both inside and outside where people can smoke	1.8%
Smoking is allowed everywhere or in most areas of where I work	1.9%
Don't know / I am not sure what the smoking policy of my workplace is	1.1%
Doesn't apply, I don't work	35.8%
No answer	4.0%

26. **Overall do you think all workplaces (including public places such as pubs and clubs) and public places should be smoke free?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Yes	73.8%
No	20.1%
Don't know	5.2%
No answer	0.9%

27. **Would you support a law to make all workplaces (including public places such as pubs and clubs) smoke free?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Yes	73%
No	20.2%
Don't know	6.4%
No answer	0.4%

28. **Do you allow smoking in your car?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Yes	9.4%
No	76.4%
Don't know	13.3%
No answer	0.8%

29. **How do you feel about smoking in your home?** (PLEASE TICK <u>ONE</u> BOX ONLY)

People can smoke anywhere in my home	6.7%
There are only certain rooms in my home where people can smoke	13.7%
I only let people smoke outside my home, e.g. in the garden/yard	56.0%
I do not allow smoking in any part of my home, inside or outside	17.9%
Don't know, not applicable	3.8%
No answer	1.9%

View*point*

30. **How much do you think that passive smoking is dangerous to your health?**
(PLEASE TICK <u>ONE</u> BOX ONLY)

Seriously damages your health	72.6%
Can slightly damage your health	20.3%
Doesn't damage your health at all	2.3%
Don't know	4.2%
No answer	0.6%

31. **a)** **Have you seen any recent advertising in the media about the health risks of passive smoking?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Yes	72.2%	**GO TO 31.b**
No	21%	**GO TO Q32**
Don't know	4.8%	**GO TO Q32**
No answer	2%	

b) **If yes, could you please describe it.**

Advert showing family with children inhaling smoke	30.3%
TV advert	24.2%
Advert showing children/babies smoking	6.2%
In newspapers	4.7%
Posters	1.9%
On the radio	1.1%
Advert with slogan 'If you smoke they smoke'	0.9%
Advert regarding impotency	0.5%
Other	4.4%

32. **Are you currently ....**   (PLEASE TICK <u>ONE</u> BOX ONLY)

A smoker	12.4%	**GO TO Q33**
A non-smoker	61.3%	**GO TO Q38**
An ex-smoker	25.3%	**GO TO Q36**
No answer	1%	

33. **If you currently smoke, on average how much do you smoke daily?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Less than 5 cigarettes a day	20.6%
5 – 10 cigarettes a day	27.9%
11 – 20 cigarettes a day	37%
21 – 30 cigarettes a day	9.3%
31 – 40 cigarettes a day	1.7%
41 – 50 cigarettes a day	1.0%
More than 50 cigarettes a day	0.9%
Other (Please specify) _____	0%
_____	
No answer	1.6%

Viewpoint

34. **If you currently smoke, which of the following best describes you?** (PLEASE TICK ONE BOX ONLY)

I do not wish to stop	25.4%
I would like to stop one day but am not ready yet	32%
I have tried to give up in the past but still smoke now	30.5%
I am currently trying to quit smoking	8%
No answer	4.1%

35. **Would a law making work places and public places smoke-free, help you to stop smoking?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Yes, it would help me stop smoking	7.4%
It would help me reduce the amount I smoke	31.3%
No, it would have no effect on the amount I smoke	51.3%
It would increase the amount I smoke	1.0%
Don't know	0%
No answer	8.9%

36. **If you smoke or used to smoke, at what age approximately did you start smoking?** (PLEASE TICK <u>ONE</u> BOX ONLY)

Under the age of 16	41.3%
Between 16 – 19	39.8%
In my 20's	12.5%
In my 30's	2.1%
Other (Please specify)_____ Later_____	0.5%
No answer	3.8%

37. **If you have given up smoking, why did you choose to give up?** (PLEASE TICK ALL THAT APPLY)

Concerns over current / future health	75%
Concerns over other peoples health	22.6%
To save money	46.1%
Pregnancy	10.6%
Felt it was now socially unacceptable to smoke	23.9%
Pressure from friends & family	19.4%
Not sure / no reason	5.7%
Other (please specify)_____	1.9%
Does not apply	0.4%
No answer	0.4%

CEX1227P

38. **Overall, would you prefer public places in Hartlepool to be completely smoke free?**
(PLEASE TICK <u>ONE</u> BOX ONLY)

Yes	78.7%
No	15.0%
Don't know	5.5%
No answer	0.8%

And finally……………

a) **Please use the space below to suggest any subjects that you would like to see covered in future Viewpoint surveys or any further comments you would like to make about Viewpoint in general**

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 30ᵗʰ September 2005

By completing this questionnaire you give Hartlepool Borough Council the authority to collect and retain information about you. The information collected about you will be held securely and will be processed to produce statistical reports. No personal data will be disclosed. In order to run Viewpoint Citizens Panel, the Council has entered into a contract with ADTS, and will share the information with that organisation.

For the purposes of provision of this service, ADTS acts as a department of the Council and is bound by the contract to treat your information confidentially. Hartlepool Borough Council is the Data Controller for the purposes of the Data Protection Act.

View*point*

CORPORATE STRATEGY
HARTLEPOOL BOROUGH COUNCIL
Civic Centre
Hartlepool TS24 8AY

PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
13th March 2006

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – October to December 2005

SUMMARY

1.   PURPOSE OF REPORT

1.1   To report to the Portfolio Holder on corporate complaints performance for the third quarter of 2005/06.

2.   SUMMARY OF CONTENTS

2.1   The report covers performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the third quarter of 2005/06.

3.   RELEVANCE TO PORTFOLIO MEMBER

3.1   The Portfolio Member has responsibility for performance management issues.

4.   TYPE OF DECISION

4.1   Non-key

5.   DECISION MAKING ROUTE

5.1   Portfolio Holder meeting on 13th March 2006

6.   DECISION(S) REQUIRED

6.1   That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – October to December 2005

---

1.   PURPOSE OF REPORT

1.1   To inform the Portfolio Holder of performance information on formal complaints for the third quarter of 2005/06. Where appropriate, comparisons are made with performance in the first and second quarters of the year.

2.   FORMAL COMPLAINTS INFORMATION – October to December 2005

2.1   In the second quarter of 2005/06, a total of 15 formal complaints were recorded by departments. This is five more than were dealt in the first and second quarters of the year. The departments handling the highest numbers of complaints are the Finance Division of the Chief Executive's Department (7 complaints) and Neighbourhood Services Department (6 complaints). (See Appendix 1 for detailed figures). There has been an increase in Finance Division complaint s which was largely due to the recent initiative which is reviewing all households in receipt of the Single Person Discount for Council Tax.

   Meeting targets

2.2   The corporate complaints procedure has a target of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. In the third quarter of 2005/06, this target was achieved in 14 out of the 15 complaints. This is a slight drop from the 100% performance in the first quarter. However the difference is accounted for by a single complaint which was particularly complex and had to be investigated in conjunction with a partner organisation. The current quarter's 90% figure still compares favourably with the overall figure for 2004/05 of 73% of cases which were responded to within the target time.

   Outcomes of complaints investigations

2.3   When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether the authority has been at fault and hence the complaint is upheld, either fully or in part. There has been a slight decrease in the proportion of cases where the authority was found to be at fault. In the most recent quarter, 33% of complaints were fully upheld (50% in the 2nd quarter) and 27% were partly upheld (30% in the 2nd^t quarter). Given the small numbers of complaints investigated and the wide variety of services covered, it is difficult to identify reasons for this change.

Remedies for complainants

2.4   When reporting complaints performance, departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In the nine cases where the complaint was upheld fully or in part, remedies were offered to all complainants. The remedies vary depending on the circumstances of the complaint. In some cases the problem that had caused the complaint can be quickly resolved, e.g. the emptying of an uncollected waste bin. However resolution is not always possible, but other remedies are available. In all cases a written apology was given and, where appropriate, an explanation of how the problem arose and how it would be avoided in future. In one case the complainant received compensation, in the form of complimentary tickets, as result of ticketing and publicity errors by a partner organisation.

Learning from complaints

2.5   Departments are also asked to outline what has been done to prevent recurrence of the complaints which have been upheld. Wherever possible, actions have been taken to avoid further complaints. Procedures have been revised (1 case); staff have been briefed or had reminders of procedures and good practice (3 cases); systems have been reviewed or checked to see if the problems could have been avoided (3 cases) and communications have improved (1 case). For example, in the case of the Single Person Discount review where the Council has been using information provided by a data management company, the complaints received in the first phase of this project have led to a reassessment of the process and highlighted the need for additional checking of data before the query letters are sent out. Overall, departments are keen to learn from complaints and are taking steps to prevent their recurrence.

3.   RECOMMENDATIONS

3.1   That the report be noted.

Finance and Performance Management – 13th March 2006 **3.3**

APPENDIX 1 - COMPLAINTS MONITORING –Quarter 3 - October 1st to December 31st 2005 *(Figures for Quarters 1 & 2 in italics)*

	Total no. of complaints			Reported on within 15 working days			Reported on outside 15 day target			Not upheld			Partly upheld/partly not upheld			Upheld		
	Q1	*Q2*	**Q3**	*Q1*	*Q2*	**Q3**	*Q1*	*Q2*	**Q3**	*Q1*	*Q2*	**Q3**	*Q1*	*Q2*	**Q3**	*Q1*	*Q2*	**Q3**
CHIEF EXECUTIVES' (Divisions)																		
Corporate Strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Finance	*4*	*3*	**7**	*4*	*3*	**7**	-	-	-	*4*	*2*	**3**	-	*1*	**3**	-	-	**1**
Legal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Personnel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CHIEF EXECUTIVE'S (Totals)	*4*	*3*	**7**	*4*	*3*	**7**	-	-	-	*4*	*2*	**3**	-	*1*	**3**	-	-	**1**
ADULT & COMMUNITY SERVICES*	*2*	*2*	**1**	*2*	*2*	**1**	-	-	-	*1*	-	-	-	-	-	*1*	*2*	**1**
CHILDREN'S SERVICES*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
REGENERATION & PLANNING	-	*1*	**1**	-	-	-	-	*1*	**1**	-	-	**1**	-	-	-	-	*1*	-
NEIGHBOURHOOD SERVICES	*4*	*4*	**6**	*4*	*4*	**6**	-	-	-	*2*	-	**2**	*2*	*2*	**1**	-	*2*	**3**

TOTAL DEALT WITH UNDER CORPORATE PROCEDURE	10	10	**15**	10	9	**14**	-	1	**1**	7	2	**6**	2	3	**4**	1	5	**5**
				100%	90%	**93%**	-	10%	**7%**	70%	20%	**40%**	20%	30%	**27%**	10%	50%	**33%**

* Social Care complaints for children and adults are statutorily dealt with through separate complaints procedures with different targets and outcomes. Regular reports are made to the appropriate portfolio holders. Complaints reported here are non-social care complaints only.