

# REVISED AGENDA

## ADULT AND COMMUNITY BASED SERVICES COMMITTEE AGENDA



Thursday 17 February 2022

at 10.00 am

in the Council Chamber,  
Civic Centre, Hartlepool

A limited number of members of the public will be able to attend the meeting with spaces being available on a first come, first served basis. Those wishing to attend the meeting should phone (01429) 523568 or (01429) 523019 by midday on Wednesday 16 February and name and address details will be taken for NHS Test and Trace purposes.

You should not attend the meeting if you are required to self-isolate or are displaying any COVID-19 symptoms such as (a high temperature, new and persistent cough, or a loss of/change in sense of taste or smell), even if these symptoms are mild. If you, or anyone you live with, have one or more of these symptoms you should follow the NHS guidance on testing.

MEMBERS: ADULT AND COMMUNITY BASED SERVICES COMMITTEE

Councillors Cranney, Falconer, Fleming, Little, Price, Prince and Richardson.

1. **APOLOGIES FOR ABSENCE**

2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

3. **MINUTES**

- 3.1 To receive the Minutes and Decision Record in respect of the meeting held on 21 October 2021.

4. **PUBLIC QUESTION**

### CIVIC CENTRE EVACUATION AND ASSEMBLY PROCEDURE

In the event of a fire alarm or a bomb alarm, please leave by the nearest emergency exit as directed by Council Officers. A Fire Alarm is a continuous ringing. A Bomb Alarm is a continuous tone.

The Assembly Point for everyone is Victory Square by the Cenotaph. If the meeting has to be evacuated, please proceed to the Assembly Point so that you can be safely accounted for.

## 5. KEY DECISIONS

No items.

## 6. OTHER ITEMS REQUIRING DECISION

- 6.1 Teeswide Safeguarding Adults Board Annual Report 2020/21 and Strategic Business Plan 2021/22 – *Director of Adult and Community Based Services and Independent Chair of Teeswide Safeguarding Adults Board*
- 6.2 Strategic Outcomes Planning For Leisure – *Assistant Director, Preventative and Community Based Services*
- 6.3 Referral from Council – Housing for Disabled People – *Director of Adults and Community Based Services*
- 6.4 Strategic Development for Culture and Creative Sector in Hartlepool – *Director of Adults and Community Based Services*

## 7. ITEMS FOR INFORMATION

- 7.1 Annual Report of Adult Social Care Complaints and Compliments 1 April 2020 – 31 March 2021 – *Director of Adults and Community Based Services*
- 7.2 Care Home Update – *Director of Adults and Community Based Services*
- 7.3 Allotment Strategy: Update on Consultation and Engagement – *Assistant Director, Preventative and Community Based Services*
- 7.4 Leisure, Recreation and Participation Service Re-Branding – *Assistant Director, Preventative and Community Based Services i*

## 8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

### FOR INFORMATION

Forthcoming meeting dates are set out below. All meetings will be held in the Civic Centre, Hartlepool.

Thursday 17 March, 2022 at 10.00 am



# **ADULT AND COMMUNITY BASED SERVICES COMMITTEE**

## **MINUTES AND DECISION RECORD**

21 OCTOBER 2021

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

### **Present:**

Councillor: Tim Fleming (In the Chair)

Councillors: Gordon Cranney, Angela Falconer, Sue Little, Darren Price and Amy Prince.

Also present: Councillor Ben Clayton as substitute for Councillor Carl Richardson in accordance with Council Procedure Rule 4.2.

Frank Harrison and Evelyn Leck.

Officers: Jill Harrison, Director of Adult and Community Based Services  
John Lovatt, Assistant Director, Adult Social Care  
Gemma Ptak, Assistant Director, Preventative and Community Based Services  
Leigh Keeble, Head of Community Hubs and Wellbeing  
David Cosgrove, Democratic Services Team

### **16. Apologies for Absence**

Apologies for absence were received from Councillor Carl Richardson

### **17. Declarations of Interest**

None.

### **18. Minutes of the meeting held on 30 September 2021**

Received.

## **19. Community Hubs Strategy – Consultation and Engagement Plan** *(Assistant Director (Preventative and Community Based Services))*

### **Type of decision**

Non-Key decision.

### **Purpose of report**

The purpose of this report is to provide details of the proposed Community Hubs consultation and engagement plan.

### **Issue(s) for consideration**

The Assistant Director, Preventative and Community Based Services reported that a report was submitted to Adults and Community Based Services Committee on 12<sup>th</sup> March 2021 outlining a proposal to develop a Community Hub Strategy that included the future of the library service. At that time it was anticipated that consultation would take place over the summer. However with the ongoing constraints of the pandemic and with the focus in the Community Hubs on the Support Hub and supporting vulnerable people and people who are isolating, subsequent staffing pressures has led to the consultation being delayed.

A programme of consultation and engagement would now take place starting in November 2021. The consultation tools would be located on the Council's Your Say Engagement Hub but there would also be a range of methods including face to face sessions, focus groups and paper questionnaires that would be used to ensure inclusive participation.

Members welcomed the wide range of consultation methods, particularly considering the wide range of users of the hubs and libraries. There was support for the services that operated from the hubs during the pandemic voiced by Members and the public with the home library service being particularly mentioned.

There was concern expressed in relation to the budget pressure that remained with Seaton Library with the Vice-Chair particularly praising the wide range of community services based there.

### **Decision**

That the Community Hub Strategy Consultation and Engagement Plan, as reported, be approved.

## **20. Mental Health Post Covid Support Funding** *(Director of Adult and Community Based Services)*

### **Type of decision**

For information.



**Purpose of report**

To provide the Adult and Community Based Services Committee with an update on the use of Mental Health Post Covid Support Funding.

**Issue(s) for consideration**

The Director of Adult and Community Based Services reported that as part of the response to the Covid-19 pandemic some non-recurring funding had been allocated across the Tees Valley by Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) which aimed to improve the wellbeing of the local community of all ages impacted by Covid 19. Additional resources were also identified within the Council's Covid Outbreak Management Fund to support mental health related projects, giving a total allocation of £205,000.

Guidance for applications (with clear criteria) was produced in partnership with TEWV in June 2021 and publicised across the voluntary and community sector. 26 bids were received requesting total funding of £493,316. All bids were scored against the identified criteria by the panel, with 10 successful bids allocated a total £204,335. Details of the successful applications and the funding they received were set out in the report.

The Director indicated that there was ongoing monitoring of the outcomes of the various projects and Members requested that a further report evaluating those outcomes should be submitted to a future meeting. Members also requested details of the criteria used with the applications received and the Director undertook to circulate that to Members after the meeting.

**Decision**

That the report be noted.

## **21. Medium Term Financial Strategy (MTFS) 2022/23 TO 2024/25 – Issues Referred From Finance and Policy Committee** *(Director of Adult and Community Based Services)*

**Type of decision**

Budget and Policy Framework.

**Purpose of report**

The purposes of the report was to enable Members to consider the savings proposals referred from Finance and Policy Committee and to determine the feedback they wish to refer back to Finance and Policy Committee.

**Issue(s) for consideration**

The Director of Director of Adult and Community Based Services presented a detailed report to Members outlining the background to the current financial position the Council faced. At the meeting of the Finance

and Policy Committee on 13th September 2021 an updated MTFS report had detailed the forecast budget deficits for the next three years, including the impact of reducing the total deficit from £11.435m to £7.523m by increasing Council Tax up to the level of the forecast national Referendum Limit, including the 3% deferred Adult Social Care precept. Members had considered the issues detailed in the report and made detailed recommendation to Council, which were considered and approved on 30 September 2021. A savings plan now needed to be developed to deliver total savings of £7.523m. The majority of this deficit was front loaded in 2022/23. To support the plan it was recommended that reserves were used to phase the deficit over the next three years as set out in the report.

In accordance with the Council's Constitution, Finance and Policy Committee were seeking the views of individual Policy Committees on the savings proposals for their areas. Accordingly, details of proposed savings for 2022/23, 2023/24 and 2024/25 were summarised in exempt appendices which contained exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation Order 2006) namely: - Paragraph 1 - Information relating to any individual and Paragraph 2 - Information which is likely to reveal the identity of an individual) the Director stated that they only represented 65% of the total three year deficit of £7.523m. If some of these proposals were not supported by Members this percentage would reduce and alternative savings would have to be identified.

Members agreed to move into closed session to consider the savings proposals set out in the exempt appendix to the report.

### **Decision**

Details of the Committee's recommendations are set out in the exempt section of the minutes.

## **22. Any Other Items which the Chairman Considers are Urgent**

None.

The Committee noted that the next scheduled meeting would be held on Thursday 25 November 2021 commencing at 10.00 am in the Civic Centre.

## **23. Local Government (Access to Information) (Variation Order) 2006**

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

the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006.

Minute 24 – Medium Term Financial Strategy (MTFS) 2022/23 TO 2024/25 – Issues Referred From Finance and Policy Committee – This item contains exempt information under Schedule 12A Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006 namely (paragraph 1) Information relating to any individual and (paragraph 2) Information which is likely to reveal the identity of an individual.

**24. Medium Term Financial Strategy (MTFS) 2022/23 TO 2024/25 – Issues Referred From Finance and Policy Committee** *(Director of Adult and Community Based Services)*

This item contains exempt information under Schedule 12A Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006 namely (para's 1 and 2)

**Type of decision**

Budget and Policy Framework.

**Purpose of report**

The purposes of the report was to enable Members to consider the savings proposals referred from Finance and Policy Committee and to determine the feedback they wish to refer back to Finance and Policy Committee.

**Issue(s) for consideration**

Members considered the savings proposals set out in the exempt appendix to the report.

**Decision**

Details of the Committee's recommendations are set out in the exempt section of the minutes.

The meeting concluded at 12.35 pm.

**H MARTIN**

**CHIEF SOLICITOR**

**PUBLICATION DATE: 29 OCTOBER 2021**

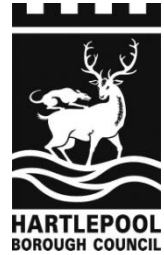
## Public questions for Adult and Community Based Services Committee

Meeting Date: 17 February 2022

1.	From: Ms Vaughan
	To: Chair of Adult and Community Based Services Committee.
	<p>Question</p> <p><i>Can you please submit the attached request to the Full Council meeting on 16 December. The request is to have a full audit of the sports clubs, sports hall and playing fields so that HBC can put together an informed sports strategy taking into account the aspirations of the clubs who use these facilities.</i></p> <p><i>I've spoken to a few clubs and all thought the new facility was going to have a sports hall and are disappointed that this is not the case. There is also concern that there are no expansion opportunities on the new site.</i></p> <p><i>A number of clubs go out of the area to compete and to set up major competitions as there are no facilities in town. So Hartlepool is not only missing out on revenue for sports hall hire it is missing out on hospitality income for hotels, restaurant and bars.</i></p> <p><i>An audit of the facilities and the sports club is required to fully understand the sporting picture in Hartlepool and the challenges they face when trying to book facilities in town.</i></p>

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

17 February 2022



**Report of:** Director of Adult & Community Based Services and  
Independent Chair of Teeswide Safeguarding Adults  
Board

**Subject:** TEESWIDE SAFEGUARDING ADULTS BOARD  
ANNUAL REPORT 2020/21 AND STRATEGIC  
BUSINESS PLAN 2021/22

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non key decision.

## 2. PURPOSE OF REPORT

2.1 To present to the Adult & Community Based Services Committee the  
Teeswide Safeguarding Adults Board Annual Report 2020/21 and Strategic  
Business Plan 2021/22.

## 3. BACKGROUND

- 3.1 The Teeswide Safeguarding Adults Board (TSAB) was established in order to meet the requirements of the Care Act, which created a legal framework for adult safeguarding, requiring all Local Authorities to set up Safeguarding Adults Boards (SABs) for their areas.
- 3.2 The four Tees Local Authorities have worked together for a number of years along with strategic partners to promote cooperation and consistency in relation to safeguarding adults work, and this collaborative working has continued, with the statutory responsibility now resting with the TSAB.
- 3.3 Darren Best has been in post as the Independent Chair of TSAB since November 2020 and will be in attendance to present the report.

#### 4. PROPOSALS

- 4.1 It is a requirement of the Care Act that a SAB publishes an annual report that sets out:
- what it has done during that year to achieve its objective,
  - what it has done during that year to implement its strategy,
  - what each member has done during that year to implement the strategy,
  - the findings of any safeguarding adults reviews which have concluded in that year,
  - any reviews which are ongoing at the end of that year,
  - what it has done during that year to implement findings of reviews; and
  - where it decides during that year not to implement a finding of a review, the reasons for its decision.
- 4.2 The Teeswide Safeguarding Adults Board Annual Report for 2020/21 is attached as **Appendix 1**.
- 4.3 It is also required under the Care Act that a SAB publishes an annual strategic plan setting out its strategy for achieving its objective and what members will do implement the strategy.
- 4.4 The Teeswide Safeguarding Adults Board Strategic Business Plan for 2021/22 is attached as **Appendix 2**.

#### 5. RISK IMPLICATIONS

- 5.1 There are no risk implications in relation to this report.

#### 6. FINANCIAL CONSIDERATIONS

- 6.1 Statutory partners (Local Authorities, Clinical Commissioning Groups and Cleveland Police) make an annual contribution to the running costs of the TSAB and the associated Business Unit.
- 6.2 There are no additional financial considerations associated with this report.

#### 7. LEGAL CONSIDERATIONS

- 7.1 As set out in the report, there are requirements within the Care Act in relation to SABs, and specifically the publication of an Annual Report and Strategic Plan each year.
- 7.2 The attached documents ensure that the Council is fulfilling these requirements.

## **8. CONSULTATION**

- 8.1 The TSAB uses a wide range of methods to engage with professionals, partners and the wider public including the TSAB website ([www.tsab.org.uk](http://www.tsab.org.uk)), online surveys, conferences, social media, focus groups, bulletins and media campaigns. A Communications & Engagement Sub Group is in place to oversee this work and a Communication & Engagement Strategy has been developed which enables these methods to be reviewed and evaluated. The strategy is underpinned by an operational work plan that is monitored by the Communications & Engagement Sub Group.

## **9. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 9.1 No child and family poverty considerations have been identified specifically associated with this report, although it is recognised that there are links between the work of TSAB and Local Safeguarding Children's Boards. Work has taken place during 2017/18 to strengthen these links and to ensure that the 'Think Family' approach is embedded in training and practice.

## **10. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 10.1 There are no equality and diversity implications specifically associated with this report. People with protected characteristics can be more vulnerable to abuse and TSAB policies and procedures address equality and diversity considerations so that the safeguarding process takes this into account.

## **11. STAFF CONSIDERATIONS**

- 11.1 There are no staffing considerations associated with this report. The TSAB Independent Chair and Business Unit staff are employed by Stockton Borough Council on behalf of the strategic partners.

## **12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations associated with this report. The TSAB Business Unit staff are hosted by Stockton Borough Council on behalf of the strategic partners and based at Kingsway House in Billingham.

## **13. RECOMMENDATION**

- 13.1 It is recommended that the Adult and Community Based Services Committee notes and endorses the Teeswide Safeguarding Adults Board Annual Report 2020/21 and Strategic Business Plan 2021/22.

**14. REASONS FOR RECOMMENDATION**

- 14.1 Safeguarding vulnerable adults is fundamental to the work of adult services and the Teeswide Safeguarding Adults Board Annual Report 2020/21 and Strategic Business Plan 2021/22 set out how statutory requirements are being delivered.

**15. CONTACT OFFICER**

Jill Harrison  
Director of Adult and Community Based Services  
Hartlepool Borough Council  
Tel: 01429 523911  
Email: [jill.harrison@hartlepool.gov.uk](mailto:jill.harrison@hartlepool.gov.uk)





# Teeswide Safeguarding Adults Board Annual Report

1 April 2020 to 31 March 2021

# Board Member Organisations

## 6 Statutory Partners

- **Cleveland Police**
- **Hartlepool Borough Council**
- **Middlesbrough Council**
- **Redcar and Cleveland Borough Council**
- **NHS Tees Valley Clinical Commissioning Group**
- **Stockton-On-Tees Borough Council**

## 19 Non-Statutory Partners

- Care Quality Commission
- Catalyst (Voluntary Development Agency)
- Cleveland Fire Brigade
- Community Rehabilitation Company:  
Durham Tees Valley
- Department of Work and Pensions
- Healthwatch Hartlepool
- Healthwatch Stockton-On-Tees
- Healthwatch South Tees
- HM Prison Service
- Middlesbrough Voluntary Development Agency
- National Probation Service
- North East Ambulance Service
- North Tees and Hartlepool NHS Foundation Trust
- Office of the Police and Crime Commissioner for Cleveland
- Redcar and Cleveland Voluntary Development Agency
- South Tees Hospitals NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust
- Teesside University
- Thirteen Housing Group

# Board Overview

The Teeswide Safeguarding Adults Board (TSAB) is a statutory body responsible for protecting and promoting an adults right to live an independent life, free from abuse and neglect.



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# Introduction

## Darren Best, Independent Chair - Teeswide Safeguarding Adults Board



I am pleased to present the Annual Report of the Teeswide Safeguarding Adults Board (TSAB) for 2020-21. I began my tenure as Chair of TSAB in October 2020 taking over from Ann Baxter. On behalf of the Board and its partners, I would like to pay tribute to Ann for her many years of commitment as Chair.

Over the last 12 months the Safeguarding landscape has continued to be hugely complex, presenting many new challenges. It is fair to say that the year has been dominated by the COVID crisis and its impact, both nationally and here on Teesside. Whilst the virus has affected all areas of society, sadly it has had a significant impact on the older, more vulnerable members of our community. Additionally, adults of all ages with complex care and support needs faced additional risks. The Board would wish to pay their respects to all those who tragically lost their lives during the crisis.

The need for safeguarding has not stopped during these unprecedented times and during this period the Board has continued to work closely with both statutory and wider partners to gain the reassurance that safeguarding issues are addressed effectively and appropriately. On behalf of the Board, I would like to express both gratitude and admiration to the people who have and continue to provide safeguarding services in Teesside – thank you to each and every one of you!

One of the key roles of the Board is to ensure that partners work together effectively. As Chair I firmly believe in partnership working; it has been proven that safeguarding issues cannot be addressed in isolation and effective partnership adds significant capacity and value to operational delivery. This has been a key area of focus for the Board over the last year and will continue to be so. Where the Board believes that standards of partnership working have contributed to a safeguarding issue, it will ensure that it learns and improves. If necessary, it will undertake a Safeguarding Adults Review (SAR). Details of the SARs undertaken here in Teesside are set out later in this report.

Finally, I would like to offer a personal thanks to all members of the Board, in particular the Chairs of the Sub-Groups and to the people who work in our Business Unit, for their professionalism, commitment, hard work and support.

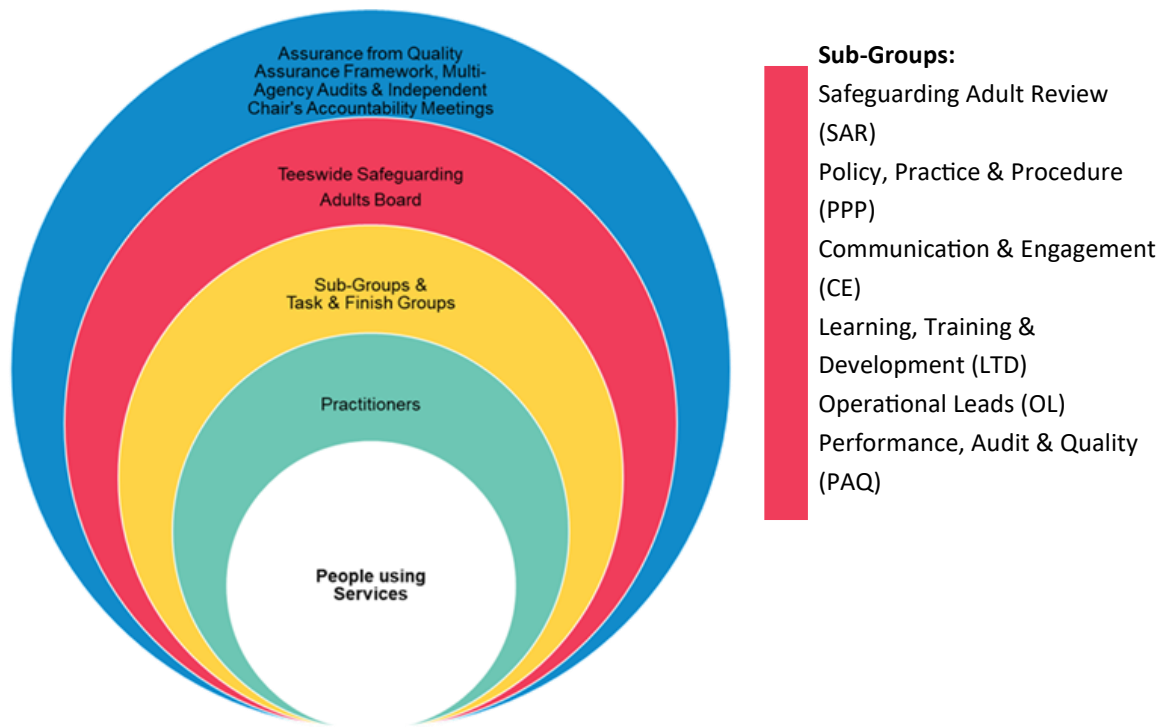
A handwritten signature in black ink, appearing to read 'Darren Best'.

Darren Best

TSAB Independent Chair

# Board Assurance

The Board has further built upon the collaborative working arrangements with key partnerships across Tees over the past 12 months, including the Local Safeguarding Children Partnerships, Health & Wellbeing Boards and Community Safety Partnerships.



## Sub Group Aims

### **Safeguarding Adult Review (SAR)**

Lead on the development and implementation of the Teeswide SAR policy and procedures to ensure that learning from any reviews undertaken locally and nationally is disseminated appropriately. The Sub-Group also considers notifications for SARs and makes recommendations to the Independent Chair.

### **Policy, Practice & Procedure (PPP)**

Lead the development, implementation and evaluation of the Teeswide Policies, Procedures and Practice guidance, and ensure that local partners operate in accordance with the Teeswide framework. (This group meets ad hoc, progressing specific workstreams as required).

### **Communication & Engagement (CE)**

Lead the development, implementation and evaluation of a multi-agency strategy aimed at increasing awareness of safeguarding adults and promoting the involvement of adults at risk, carers and advocates in the Teeswide safeguarding adults processes.

### **Learning, Training and Development (LTD)**

Lead the development, implementation and evaluation of a multi-agency learning, training & development strategy.

### **Operational Leads (OL)**

To provide a forum to enable safeguarding adults operational leads from TSAB partner agencies to share good practice, problem-solve and access peer support. The Sub-Group also provides qualitative data to inform the development of person-centred policies, procedures and strategies.

### **Performance, Quality & Audit (PAQ)**

Lead the development and implementation of a performance framework and provides an audit and quality assurance function on behalf of the TSAB .

# Annual Board Highlights



## July – September 2020

- The Operational Leads Sub-Group met informally to share good practice and any issues arising as a result of the COVID-19 pandemic and restrictions.
- A full review and refresh of the TSAB website was undertaken.
- Self-Neglect webinar pilot took place.
- Easy Read Annual Consultation Survey was developed in collaboration with a local inclusion service.

## January – March 2021

- Self-Neglect awareness campaign, following a recommendation from the Josh SAR and Adult D Learning Lessons Review (LLR).
- Adult D LLR published.
- TSAB Chair interviewed for media articles and local news following the Annual Report publication.
- TSAB supported the Vulnerable, Exploited, Missing, Trafficked (VEMT) Task & Finish Group's including: transitions, communications, training and contextual safeguarding.

## April – June 2020

- The Board adapted its ways of working in response to the COVID-19 pandemic and national/ local lockdown restrictions.
- A dedicated COVID-19 Communication Plan was developed to share key messages across local communities.
- New Me-Learning platform was launched in collaboration with the two Local Safeguarding Children's Partnerships.
- A digital resource pack and online activity plan was published and shared with key partners in advance of World Elder Abuse Awareness Day.

## October – December 2020

- TSAB new Independent Chair recruited.
- Annual Report 2019/20 was published.
- First TSAB Statutory partners meeting held.
- TSAB and partners delivered key messages across National Safeguarding Adults week.
- Joint Children & Adults Task & Finish Group (Eve Serious Case Review).
- Training programme reinstated virtually, to comply with restrictions.



# Our Year in Figures 2020-21



**464,287** adults live in Tees



**6** per 100,000 Section 42 Enquiries took place in Tees



**110** Concerns were received, on average per week across Tees



**54** Section 42 Enquiries were carried out, on average, per week across Tees



**13%** increase in the overall number of Concerns



**Significant improvement** this year to work towards achieving the Boards 5 Performance Indicators.

## Concerns Received

Care Homes	<b>2,045</b>
NHS Secondary Care	<b>755</b>
Social Care	<b>472</b>

**56% increase** in Concerns received from Police

**49% increase** in Concerns received from NHS Primary Care

**28% decrease** in Concerns received from Family/Friends

**59% of Concerns** led to a Section 42 Enquiry

## Section 42 Enquiries commenced

**5% decrease** in Care Home category

**4% decrease** in Own Home category

**Varied increases** have been recorded across all other locations of abuse



**62% of ALL Section 42 Enquiries** relate to females

**81% of Domestic Abuse** cases reported involved a female victim

**51% of Section 42 Enquiries** relate to an adult aged over 65+

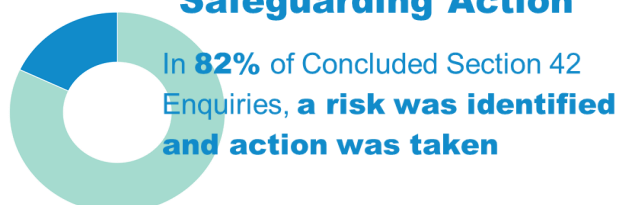
**19% increase** in the number of Section 42 Enquiries relating to people aged under 50

## Outcomes of Concluded Section 42 Enquiries

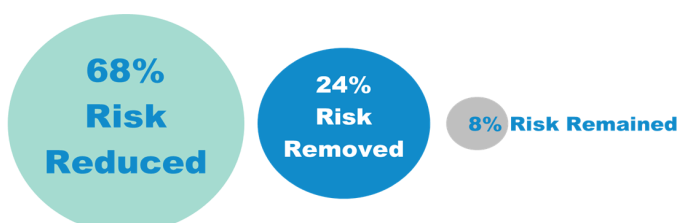
### Source of Risk to the Adult



### Safeguarding Action



### Safeguarding Outcome



### Adults Voice

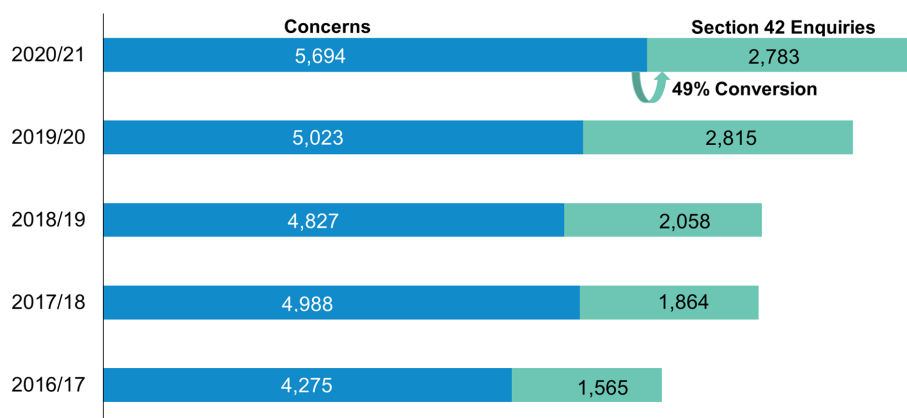
**73% of peoples** outcomes were fully or partly met

**91% of people** were asked what outcome they would like



# Concerns and S42 Enquiries\*

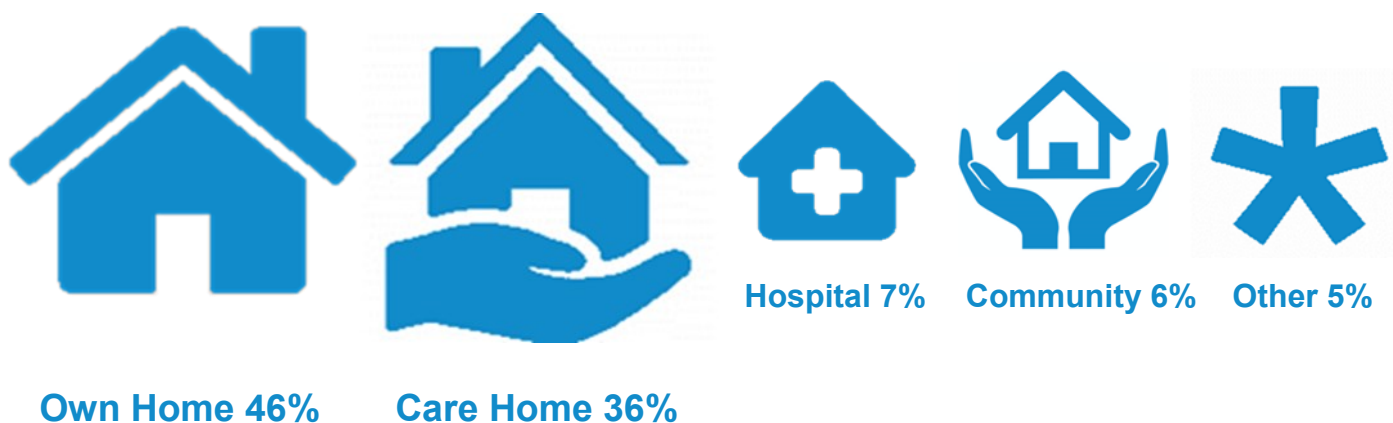
\*Data on this page relates to Section 42 Enquiries commenced



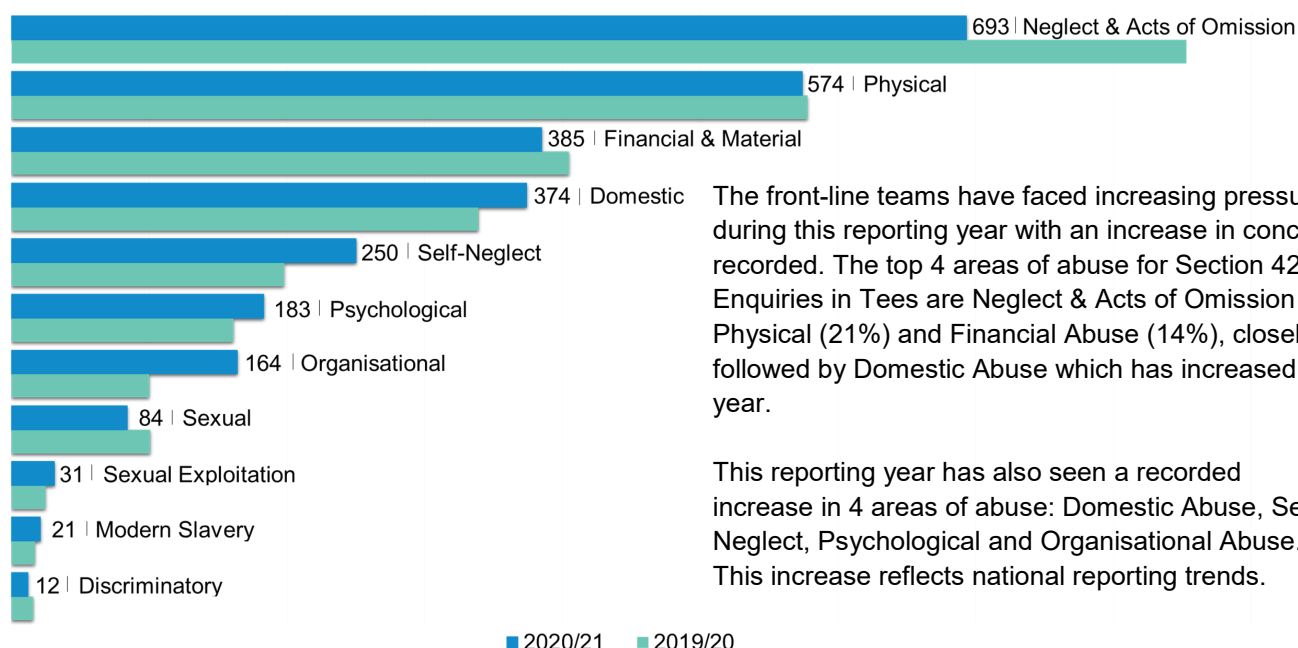
**Safeguarding Concern** - a report made to the lead agency for the safeguarding process to raise concerns of adult abuse/neglect.

**S42 Enquiries** - The Care Act 2014 (Section 42) requires that each Local Authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse and/or neglect.

## Location of Adult Abuse



## Types of Adult Abuse



The front-line teams have faced increasing pressures during this reporting year with an increase in concerns recorded. The top 4 areas of abuse for Section 42 Enquiries in Tees are Neglect & Acts of Omission (25%), Physical (21%) and Financial Abuse (14%), closely followed by Domestic Abuse which has increased each year.

This reporting year has also seen a recorded increase in 4 areas of abuse: Domestic Abuse, Self-Neglect, Psychological and Organisational Abuse. This increase reflects national reporting trends.



# Communication & Engagement

COVID-19 has brought with it many challenges for the Board, one of which has been changes to communication and engagement activities across the year. Methods were adopted utilising innovative techniques of engagement to ensure communication remained clear and far-reaching, whilst adhering to national and local restrictions.



**85,837** website views\*  
\*highest yearly views to date



**649,500** people reached via  
local media, press & radio



**740** Twitter followers  
**93,900** Twitter Impressions



**5360** Newsletter reads  
**756** Safeguarding  
Champion Bulletin reads



**589** Facebook followers\*  
\*73% increase on previous year



**1million** reached via local  
magazines & other promotions

The Board's [Annual Communication & Engagement Report 2020/21](#) is available to view on the TSAB website.

Middleton Grange Shopping Centre

Teeswide Bus Stop campaign



The Board took part in National Safeguarding Adults Week 2020, collaborating with partners across Tees to develop a joint communication and engagement plan. Key activity included Middlesbrough Football Club featuring a 2 page article in the matchday programme and promoting TSAB on a pitch side banner. A shop window display was created using key materials and resources on safeguarding, Local Authority residents magazines featured safeguarding articles and a Bus Stop campaign took place across Tees.

## Help protect others from abuse

The Teeswide Safeguarding Adults Board is urging everyone to ensure they know what to do if they suspect an adult may be suffering abuse.

Everyone has the right to live in safety, free from abuse or neglect. If you suspect someone is suffering from abuse or neglect, support is available. There are many forms of abuse and neglect, all of which have no age limit, including:

- Domestic abuse** - this includes physical, emotional and sexual abuse in couple relationships or between family members
- Elder abuse** - people unfortunately may take advantage of older parents/grandparents, relatives or friends, often to gain money or other benefits

- Financial abuse** - a way of controlling a person's ability to acquire, use and maintain their own money
- Scams** - there are many forms including internet scams, romance scams, postal scams and doorstep crime. Always be vigilant
- Self-neglect** - this can include neglecting personal hygiene, hoarding and neglecting to care for their own surroundings or health

Typical warning signs are that the victim may become withdrawn, less confident, lose weight and just not seem their normal self.



If you are concerned about someone please email [FirstContactAdults@stockton.gov.uk](mailto:FirstContactAdults@stockton.gov.uk) or call 01642 527764

For more information visit [www.tsab.org.uk](http://www.tsab.org.uk)



Safeguarding is everyone's business  
**Safeguarding Adults Week**  
16-22 November 2020

Tees residents magazine article

## 130 Safe Place Locations across Tees

A full audit and review will take place across 2021/22 in light of the impact of COVID-19 on venues.



Hartlepool Borough Council (HBC) through the Communication & Engagement Sub-Group has supported a number of local and national safeguarding awareness campaigns, including a Q&A session with Radio Hartlepool. HBC has also continued to disseminate information through its Adult Practice Sub-Group.





# Training

The Board provides free multi-agency training, designed specifically to supplement single agency training provision.

The Board commissioned a new E-Learning platform in May 2020, in collaboration with the Local Safeguarding Children Partnerships.

Over **3500** users registered for Me-Learning adult courses from over **1000** organisations across Tees.

There were over **9890\*** course registrations with **94%** completion rate.

\*44% increase on the previous year

135 Workbooks completed

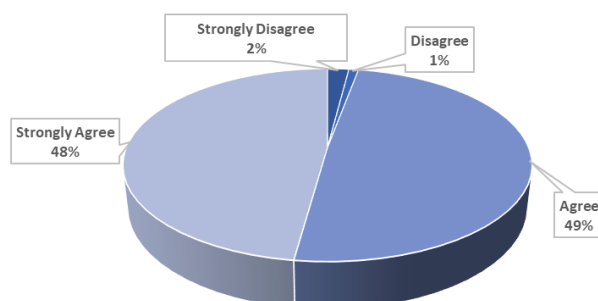


All 8 workbooks were refreshed and reviewed across the year

<https://www.tsab.org.uk/training-resources/>

## E-Learning Feedback

Did you find the course interesting & useful?



*"The scenarios are a great learning resource and supportive tool"*

*"User friendly and lots of helpful resources and information"*

*"The course was informative and to the point which allowed me to keep focused and remember the key learning. I liked the opportunity to answer key questions and then receive feedback and reasoning on my answers"*

*"The course was easy to follow and lots of links to look more in depth at particular aspects"*

Face to face training was suspended due to COVID restrictions, however following a successful webinar pilot, 21 virtual learning sessions took place across the year, covering a number of subject areas, including Self-Neglect and Legal Literacy.

Webinar sessions were restricted to ensure that group sizes remained small enough for questions and discussion to take place. Although a fully virtual process was successful during the pandemic, plans are in place to reinstate face to face training and host a mixed approach towards the end of 2021/22. This follows feedback from delegates regarding a preference for the shorter virtual courses to fit in flexibly around busy work schedules.

## Webinar Feedback

I found the training extremely informative and particularly enjoyed the delivery of the information and examples of the use of legislation.



I loved the outside the box thinking and options, sometimes we stick with what we know, it's great to hear other options.

I feel more confident about working with people who self-neglect and involving and challenging other agencies.

A very interesting session which has challenged my thinking around safeguarding practices.



# Priorities across 2020-21

## Prevention

### What we said we would do:

- Provide accessible information, advice and support in relation to all aspects of adult abuse and neglect.
- Further raise general awareness of safeguarding and how people can protect themselves.
- Improve engagement with local communities.
- Help efforts to reduce social isolation and loneliness.

### What we did:

- A comprehensive communication plan was developed to ensure accessible information, advice and guidance was shared as widely as possible. A separate plan was also developed to share advice and support options throughout the pandemic, including translated materials, British Sign Language videos and short wordless stories for individuals with a learning disability.
- Digital resource pack and online activity plan was published and circulated across our communication networks for World Elder Abuse Awareness Day.
- A full review of all safeguarding leaflets was carried out, including all 7 translated versions.  
<https://www.tsab.org.uk/key-information/posters/>
- Full TSAB website review undertaken, ensuring compliance with the WCAG 2.0 accessibility guidelines, this work will continue into 2021-22. <https://www.tsab.org.uk/>
- TSAB Annual Consultation Survey took place from October 2020 to February 2021, with an Easy Read Survey available.
- Comprehensive plans and activity took place for National Safeguarding Adults Week with partners.\*
- A dedicated Self-Neglect campaign took place following recommendations from the Josh SAR and Adult D Learning Lessons Review.\*
- Further to the success of the 'Spotlight On' campaign, another dedicated week of information sharing, support and advice options took place in relation to Scams and Financial Abuse, following a rise in reporting across Tees.\*
- TSAB Annual Report 2019-20 was featured in the local media.

\*Further detailed information regarding these campaigns features on page 8.

Throughout the COVID-19 pandemic, Thirteen has put the safety of its customers and workforce at the forefront of its actions. Essential and emergency repairs were carried out following the guidelines laid down by government. As face to face visits were restricted, those customers that are known to us as vulnerable were contacted by telephone to ensure they were safe and well and to maintain a semblance of contact with the outside world. Our support staff continued to operate and maintain services to those living in our Independent Living, Extra Care and Older persons properties. We continued to support the work of TSAB by attending the virtual Board and Sub-Group meetings. Safeguarding information from TSAB was distributed through our internal intranet page and also through our social media pages.

**thirteen**  
Managing and building homes

# Protection

## What we said we would do:

- Provide effective, consistent, timely and proportionate responses to reported abuse.
- Encourage a trauma-informed, strengths based and person-centred approach to all safeguarding work.
- Focus on specific aspects of adult safeguarding to determine best practice and a consistent approach.
- Learn from the findings of local, regional and national SARs, LLRs and applicable Domestic Homicide Reviews and Safeguarding Children Practice Reviews.

## What we did:

- Multi-Agency audits continued throughout the COVID lockdown, partners committed to virtual and subsequent COVID safe meetings. Audit themes included; Medication, Hospital Discharge and Homelessness.
- All newly commissioned training courses included a direct focus on trauma informed practice.
- TSAB undertook a survey to determine the effectiveness of the revised Inter-Agency Safeguarding Procedures. The survey was developed to specifically seek views on how well the procedures were working from a professional perspective. The findings identified that the revised procedures were working well however there were some recommendations for consideration, subsequent follow up work will be reported on in 2021-22.
- Following a recommendation from the Adult D Learning Lessons Review, a piece of work commenced on developing a guidance document on Mental Capacity Assessments, a Task & Finish Group will be established and this work will be reported on further in 2021-22
- The Mental Capacity Act policy was reviewed and a reference to COVID-19 included.  
<https://www.tsab.org.uk/key-information/policies-strategies/>
- Operational Leads across partner agencies received a presentation from Cleveland Police regarding their Intelligence Hub and reporting processes.
- There was a significant increase in the identification of safeguarding concerns received from Partner agencies across Tees, including: Cleveland Fire Brigade, Cleveland Police, Housing and NHS Hospital Trusts and NHS Primary Care Services.
- The Board continue to share regional and national learning from reviews at the SAR Sub-Group meetings, this is a standing agenda item.

Over the last year we have seen an increase in cases in which childhood and early adulthood trauma has impacted on our most vulnerable adults who experience multiple disadvantages in relation to Substance Misuse, Homelessness, Sexual Exploitation and Domestic Abuse. As a result we have focused on how Trauma Informed Practice can be embedded into our social work practice and safeguarding work. This has led us to increase our assertive outreach approach and to consider how trauma can impact on an individual's day to day functioning and decision making.

We are now developing a Trauma Informed Practice Lead post which will work in partnership with strategic leads across Children and Adult Services and our Integrated Services Model. We envisage that this post will lead and direct services to ensure they effectively implement trauma informed practice and collaborate with staff, service users and external organisations to ensure the delivery of trauma informed principles and practice are embedded by taking a system wide approach.

# Partnership

## What we said we would do:

- Ensure Board partners work together in an effective manner to protect adults from abuse and neglect.
- Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships and Strategic VEMT to deliver joint priorities and objectives and further embed a Think Family approach.
- Influence and challenge existing and emerging strategic groups and networks on specific and relevant safeguarding issues.
- Contribute regionally and nationally to the further development of the safeguarding adults agenda.

## What we did

- The Board hosted a joint development day involving Local Safeguarding Children Partnerships, Community Safety Partnerships and wider partners; discussions assisted in informing the future direction and priorities for the Board for 2021-22.
- The Board supported and engaged with the Tees VEMT action plan development work with Task & Finish Groups focusing on; Transitions, Communications, Training and Contextual Safeguarding.
- A joint child and adults Task & Finish Group was established following a Serious Case Review commissioned by the Hartlepool & Stockton Safeguarding Children Partnership. This resulted in the development of a Safeguarding Adults, Children and Family checklist for practitioners.
- The Board partnered with Local Safeguarding Children Partnerships, Cleveland Police and Barnados to raise awareness on Child Sexual Exploitation Day, communicating key messages and sharing resources across social media platforms.
- The Board attended a number of partner events across the year, including a local specialist services virtual event on 'Ending Violence Against Sex Workers'.
- The Board continued to communicate effectively with the TSAB Safeguarding Champions, sharing key messages and circulating information via bulletins.
- 4 editions of the TSAB newsletter were produced and circulated across networks and partners covering a variety of themes, including COVID-19, Self-Neglect and Keeping People Connected.
- TSAB regularly attend and contribute to the National SAB manager network meetings scheduled twice per month, sharing national learning, 'problem solving', and guest presentations.
- The Board form part of the North East SAR Champions network, work is currently underway to develop a regional SAR/Learning Review library.
- A joint Communication & Engagement plan was developed in collaboration with the Local Children Safeguarding Partnerships to further embed a Think Family approach.

Cleveland Anti Slavery Network was set up in 2018 and supported by the Police and Crime Commissioner and four Local Authorities has worked closely with TSAB since inception. The recent publication of a victim care pathway which was supported by the Independent Anti Slavery Commissioner was seen as national good practice. We will soon be publishing a further guide on post rescue and pre National Referral Mechanism (NRM) accommodation standards which will also be shared nationally. Working in partnership is essential to address all the issues and challenge of human trafficking and exploitation regionally and nationally.



# Professional Accountability

## What we said we would do:

- Adopt a proportionate and pragmatic approach to safeguarding adults work during and following the COVID-19 pandemic.
- Gain assurance from partners about the effective delivery of their services.
- Ensure individuals accessing safeguarding services are involved with informing the future direction and priorities of the Board.
- Deliver and achieve the Board's performance benchmarks.

## What we did:

- The Quality Assurance Framework (QAF) Self-Audit Tool was streamlined for 2020-21, taking into account the additional pressures across organisations as a result of the pandemic. The process remained focused on evaluating the effectiveness of internal safeguarding arrangements and identifying and prioritising any areas which require further development over the next 12 months.
- Despite the significant pressure faced by the Statutory Partners during 2020/21, the majority were able to complete the TSAB Quality Assurance Framework process.
- The Multi-Agency Audit programme continued on a virtual basis with audits presented to Board including relevant findings, good practice and recommendations for improvement.
- The Board carried out its Annual Consultation Survey 2020-21, the results of which were used to inform the future priorities for the Board. Despite the difficulties in engaging with service users, due to lockdown restrictions and some services temporarily closing, the Board were able to gain service user feedback as part of the Annual Survey process.
- 4 out of 5 Performance Indicators were successfully achieved across 2020-21.
- A Task & Finish Group was established to collaboratively understand the current pressures on the care sector linked to COVID-19 and safeguarding.
- In addition to the main Board meetings, Statutory Partner meetings were established in light of the pandemic to highlight any emerging issues, share good practice and gain additional assurance in relation to COVID-19.
- 4 SAR notifications were received throughout 2020-21, further information is noted on page 13.

In January 2021, whilst still being in the midst of the pandemic, the height of winter pressures, and a national lockdown, we were required to undertake a 6-week Safeguarding Quality Assurance Audit of our safeguarding practice. As a statutory partner of the Board, we are required to do this on a 2-yearly cycle, to give assurance that our safeguarding of adults meets the standards set out by the Board. Although we were dealing with staffing capacity issues at the time, we met the deadline for providing our portfolio of evidence and this was assessed by an independent panel. The feedback we received was very positive with several areas of good practice highlighted and a request to share some of our good practice with other partners. There was one recommendation of fully embedding our think family approach to safeguarding, which we will be strengthening in 2021-22. We are further developing our Making Safeguarding Personal and customer engagement processes to ensure individuals have the opportunity to feedback their experience of safeguarding services in a meaningful way, which can help to inform Redcar & Cleveland's priorities and ultimately feed into the Board's future direction and priorities.





# Safeguarding Adult Reviews (SARs)

## Safeguarding Adults Review (SAR) Definition

A SAR is undertaken when agencies who worked with an adult who has been subject to abuse or neglect, come together to find out if they could have done things differently and prevented serious harm or death from happening. A SAR does not blame an individual or organisation for their actions, its purpose is to learn from what happened and to see what can be changed so that harm is less likely to happen in the same way to other people in the future.

The Care Act 2014 says that Safeguarding Adults Boards must arrange a SAR when an adult dies or is seriously harmed as a result of suspected or known abuse or neglect and there is reasonable cause for concern about how partners worked together to safeguard the adult.

### Adult C

Adult C was a 30-year-old lady who died following cardiac arrest after diagnosis and treatment for pneumonia. Adult C had a long history of alcohol dependency and showed some signs of wanting to reduce her alcohol consumption. Adult C was known to have been in an abusive relationship with reports of injuries from both her partner and her ex father in law as well as others. Adult C was also considered to be a perpetrator of physical violence against her partner and other adults. Adult C was known to many agencies as a result of her alcoholism and the abuse she suffered. On the date of her death, it was her partner who called an ambulance; her ex father in law was also present. They were originally arrested on suspicion of the murder of Adult C, but her death was later found to be from physical health causes. An inquest confirmed death by natural causes.

The Learning Lessons Review looked at the 6 month period prior to Adult C's death and the report was published in May 2020, the full report and the learning briefing can be accessed here:

<https://www.tsab.org.uk/professionals/safeguarding-adult-review-sar-reports/>

### Adult D

Adult D was a gentleman in his sixties who had physical health problems which led to a decline in his mental health. This resulted in admissions to and between hospitals. On one discharge from hospital, he was reported as being homeless and was placed in Bed and Breakfast accommodation, following which his physical and mental health declined further. Concerns were raised that Adult D had been sectioned under the Mental Health Act, but his detention had been to a Primary Care Hospital which was not registered with the Care Quality Commission to detain individuals who are sectioned under the Mental Health Act. Adult D sadly died of natural causes.

The Learning Lessons Review looked at how services worked together to support Adult D and specifically considered how services responded to the following key issues: self-neglect, application of the Mental Health Act, communicating an unconfirmed diagnosis of a terminal illness, safeguarding, housing, and transfers between hospitals. The report was published in March 2021, the full report and the learning briefing can be accessed here:

<https://www.tsab.org.uk/professionals/safeguarding-adult-review-sar-reports/>

# SARs

## SAR Sub-Group activity

The role of the Sub-Group is to consider new SAR notifications, oversee any ongoing SARs or other reviews, ensure any learning from reviews (locally, regionally, nationally) is considered by TSAB partners and taken forward in their own organisations, and to oversee the implementation of action plans arising from review activity across Tees. The SAR Sub-Group met 6 times in 2020-21 including 1 SAR Notification meeting which was held to ensure notifications were considered in a timely way. Membership of the Sub-Group comprises of senior managers from our key partner organisations.

The following work was carried out:

- 4 SAR notifications were considered this year (compared to 8 in 2019-20); none met the SAR criteria in full, however the Sub-Group agreed 1 case as a multi-agency Learning Lessons Review and 1 case as a Rapid Review. The outcome of both reviews will be reported in 2021-22.
- 1 case was progressed as a single agency 'other enquiry' investigation and 1 case was deemed to require no further action.
- The Adult C Learning Lessons Review report was published in May 2020 and the Adult D Learning Lessons Review report was published in March 2021; action plans are ongoing for these cases.
- The Sub-Group monitored actions identified from the above cases as well as some cases from previous years, a total of 12 cases: all actions were completed on 8 cases and the remainder will continue to be monitored into 2021-22.
- Members of the SAR Sub-Group considered learning from 3 national SARs, the National Analysis of SARs Report which was published in October 2020, a local Domestic Homicide Review case and a local Serious Case Review (Children).

## What has the SAR Sub-Group achieved?

- ✓ A SAR Sub-Group members' introduction pack has been developed which outlines the role of the Sub-Group and supports new members to be able to take on their role with confidence.
- ✓ The statutory work of the Sub-Group has continued throughout the pandemic: procedures and processes have been updated to ensure they are effective and meet deadlines and a virtual review process has been developed to ensure ongoing and new reviews can continue.
- ✓ The TSAB Professional Challenge procedure has been refreshed by the SAR Sub-Group and a guidance note developed and promoted to support practitioners to confidently challenge decisions made within the safeguarding arena.
- ✓ As a result of considering a SAR Notification the Department of Work and Pensions (DWP) were invited to attend a TSAB meeting to outline their safeguarding arrangements and following this discussion they have now become TSAB members.

## North East SAR Champions Network

TSAB are represented in the NE SAR Champions network; the aim of this group is to share learning across the region arising from SAR's, other learning reviews, training support and national learning. A dedicated work programme has been created to develop a regional SAR/Learning Review library and a regional SAR Quality Markers Checklist. These workstreams will be further reported on in 2021/22.

### **SAR Notification Themes:**

- |                          |                        |                          |                |
|--------------------------|------------------------|--------------------------|----------------|
| ▶ Domestic Abuse         | ▶ Organisational Abuse | ▶ Substance Misuse       | ▶ Self-Neglect |
| ▶ Physical Health Issues | ▶ Falls                | ▶ Professional Curiosity | ▶ COVID-19     |
|                          |                        | ▶ Mental Capacity        |                |

# Partner Activity

## Throughout the COVID-19 Pandemic

Cleveland Police now have a fully embedded omni-competent specialist crime team supporting the area of both Children and Adults across Cleveland. This team has evolved and developed over the past 12 months notwithstanding the challenges of the COVID pandemic which we have all faced. We continue to work with Adult Social Care Team Managers to support working relationships and apply a stronger approach to protecting some of the most vulnerable in our community. We remain on our Road to Improvement Journey implemented following inspection from HMIC with a significant area around Vulnerability.

We are reviewing our response to Missing From Home, introducing Missing from Home Co-ordinators who aim to effectively manage the Police response to people going missing by recognising and highlighting trends, repeat missing persons and locations, and informing a co-ordinated and intelligence led response from all partner agencies.

In line with the force plan to protect and safeguard the most vulnerable and at risk, the 'Complex Exploitation Team' aims to identify and safeguard adults who because of their vulnerabilities are subject to complex exploitation following the methodology of Prepare, Prevent, Protect, Pursue and Partnerships to develop a collaborative exploitation framework to identify victims and develop contextual safeguarding arrangements with key partners.



The COVID-19 pandemic has changed the way our services have responded to the public, our partners and staff. The physical limitations put in place by the national lockdown required the council to shift its resources at short notice to meet the needs of its most vulnerable. In order to support those identified as both clinically extremely vulnerable as well as socially isolated there was a need to quickly train a number of volunteers and non-care staff to provide essential care and support whilst understanding and recognising the signs of abuse. 40 volunteers received adult safeguarding awareness training through the TSAB Me-Learning platform and felt confident they could spot the signs of abuse whilst undertaking essential support in the community.



In response to the COVID-19 pandemic our Access Safeguarding Team have focused on prevention, recognising that social isolation and loneliness have been an increasing risk factor. Our Customer Advisors have supported our HELP BORO telephone line and have signposted adults to support services for prevention and low level support. We have also ensured that our Customer Advisors are mindful of the potential for safeguarding concerns to increase as a result of the pandemic, therefore their screening of incoming work has taken an increased focus on the prevention of abuse and neglect, using our safeguarding officers to provide advice and guidance to the public as required.



In 2020–21 Redcar & Cleveland worked in conjunction with partner agencies and authorities to ensure that we delivered our safeguarding duties to the public despite COVID-19 challenges. Under normal circumstances, it is most effective if social care intervention is conducted face to face, for example, an assessment of need being conducted in the presence of the potential service user, so a rapport can be built, and detailed observations of the persons abilities can be undertaken. There has been a continual balance of risk between infection control and ensuring the right support is given to people in need of support. Despite the challenges, keeping adults safe has remained our top priority and so where safeguarding issues have been identified that require immediate action and an onsite visit, these have taken place using appropriate infection control procedures. We have utilised technology to ensure that formal meetings could be held and found this increased professional attendance which ultimately benefited the adult and supported the risk assessing process. Despite the limitations of COVID 19, Redcar & Cleveland contributed and delivered a comprehensive programme for National Safeguarding Adults Week 2020. This included raising the profile of the Safe Place Scheme and focusing upon isolated and hard to reach groups, we are currently proactively planning our communication and delivery for National Safeguarding Adults Week 2021, working closely with our communications colleagues. We have contributed to the development of TSAB Communication & Engagement Operational Work Plan which included our revision of local documentation and identifying more creative ways to reach a wider public audience.






In August 2020 as part of our Transformation agenda for Care Home and Home Care services and Pandemic response, Stockton-on-Tees Borough Council established 'The Hub'. The Hub was a designated team on Microsoft Teams where Providers could access up to date resources and information in a single place, and network with colleagues and fellow professionals. The Hub had a range of channels including Adult Safeguarding, COVID 19 resources, North Tees and Hartlepool Education Alliance and many more. Each dedicated channel was managed by a channel lead which meant that Providers could have direct access to that professional allowing for any questions and issues to be resolved quickly. The Hub was developed as a multi-disciplinary, multi-organisational space for Providers and professionals to work collaboratively and continue to build strong and positive peer relationships.



North Tees and Hartlepool NHS Foundation Trust continues to be an active member of TSAB and supports all of the associated Sub-Groups. The Board has developed a robust support network involving all organisations within the safeguarding arena. During the pandemic, safeguarding contact and communication has been maintained via virtual platforms to ensure continued support.

 Safeguarding Adult Reviews (SAR) and Lessons Learned Review (LLR) events continue to showcase areas of good practice in addition to identifying any areas for improvement.

North Tees and Hartlepool  
NHS Foundation Trust

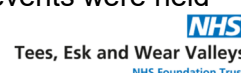
We write this update now as a unified Probation Service but during 2020/21 we were working as two separate teams in what was the National Probation Service and the Durham and Tees Valley Community Rehabilitation Company. Last year when the pandemic struck and we had to find new ways of working we paid particular attention to raising staff awareness about Domestic Abuse and Suicide and Self Harm. We worked in Covid secure ways with stakeholders and people on probation who were vulnerable or extremely clinically vulnerable, and created bespoke rehabilitation work to use during the pandemic. We created a card to share with people on probation at induction and at points of crisis that highlighted sources of help and support, especially for people feeling suicidal.



In 2020-21 South Tees NHS Foundation Trust maintained the delivery of safeguarding responsibilities in the face of service activity challenges presented by the pandemic. The safeguarding operational model was adapted to release support into clinical areas whilst continuing the work of the Board through its subgroups. STHFT has worked in partnership with agencies; contributing to performance reports, multi-agency audits and promoting the message that safeguarding as being everybody's responsibility. In supporting the development of others the Trust has worked within 'Responding to Serious Concerns' procedures and has experienced a positive practice development opportunity through the participation of a Learning Lessons Review. In response to the exploitation of adults the Trust has contributed to the development of a Victim Care Pathway and regularly attended TATI panels across the different Local Authorities. Safeguarding training compliance has been maintained through alternative methods of delivery. The ethos of Making Safeguarding Personal has remained a focus for development, with evidence of an improved understanding of staff through the audit process. Best practice and lessons learned identified from safeguarding concerns raised in relation to the Trust have continued to be shared through internal governance structures and external to the Trust through Operational Leads forums.



Tees, Esk and Wear Valleys NHS Foundation Trust continued to be operational throughout the COVID-19 pandemic. Services were kept under close scrutiny in light of the increasing COVID cases in communities and implications of local lockdown for users and their families, partners and stakeholders and our own staff. A new suite of safeguarding training was rolled out so that staff who work within TEWV are better equipped to identify, raise concerns and support those at risk of abuse or neglect and their families as a whole. Real time 'flash safety briefings' and learning events were held across the Trust to discuss the impact of COVID on safeguarding and risk, including 'hidden harm', domestic abuse and the impact of parental mental health during these difficult times.



# Our Priorities 2021-22



The Board's strategic objectives for 2021-22 have been extended to include empowerment and proportionality in their own right, following feedback from partners at the Board's Development Day and learning from current strengths and areas for development.

This will ensure that the work of the Board is underpinned by the six safeguarding principles.

## **Empowerment:**

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

## **Prevention:**

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

## **Protection:**

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

## **Partnership:**

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

## **Proportionality:**

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

## **Accountability:**

I understand the role of everyone involved in my life and so do they.

The Board's Strategic Business Plan 2021-22 has been developed and directly informed by the results of the Annual Consultation Survey and feedback from professionals at the Board's Development Day.

The top 3 priorities identified by professionals, service users and the general public included within the Strategic Business Plan 2021-22 are as follows;

1. Continue to improve general awareness of safeguarding and how people can protect themselves.
2. Help efforts to reduce loneliness and isolation.
3. Concentrate efforts on preventing adult abuse and neglect.

**The Board's Strategic Business Plan 2021-22 can be viewed here:**  
[www.tsab.org.uk/the-board/strategic-plan/](http://www.tsab.org.uk/the-board/strategic-plan/)

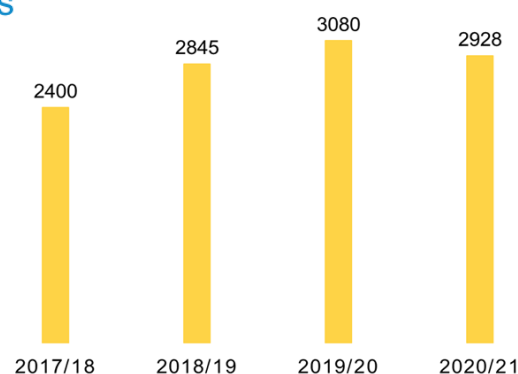
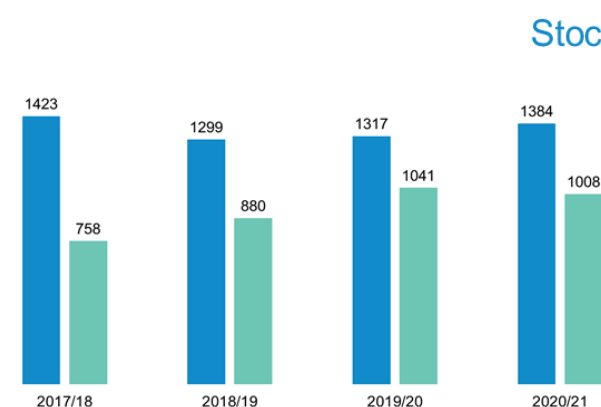
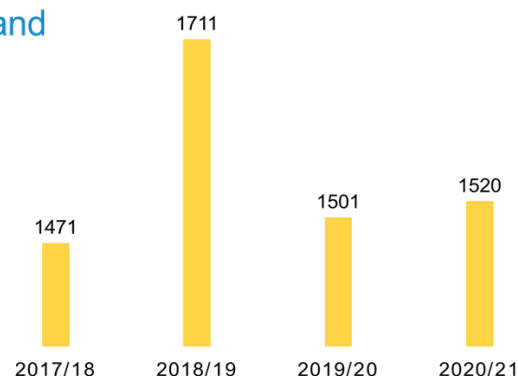
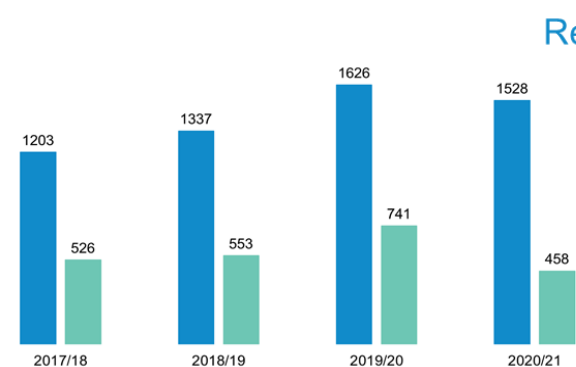
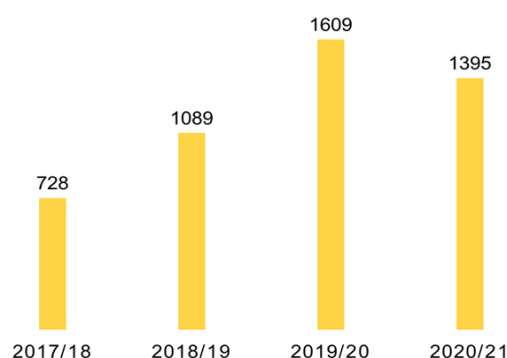
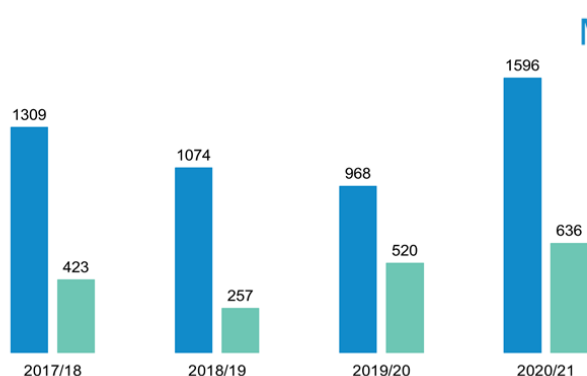
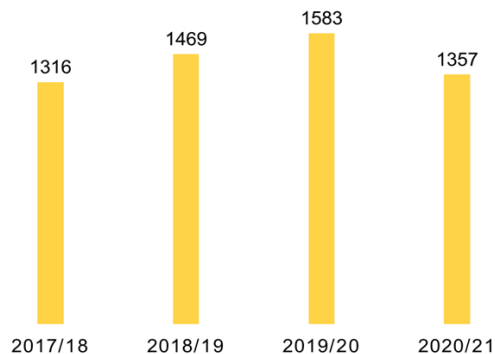
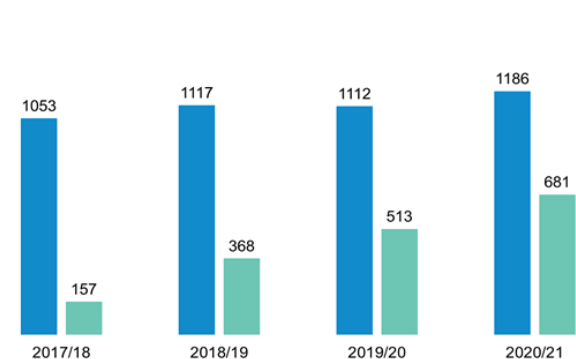
# Appendix

The Deprivation of Liberty Safeguards, under The Mental Capacity Act 2005, provide legal protection for those individuals who are 18 years old and above and who are, or may become deprived of their liberty, in a hospital or a care home.

## Concerns and Section 42 Enquiries

## Deprivation of Liberty Safeguards (DoLS) Applications

■ Concerns ■ Section 42 Enquiries





[www.tsab.org.uk](http://www.tsab.org.uk)



Teeswide Safeguarding  
Adults Board



Kingsway House, Billingham, Stockton-On-Tees



01642 527263



TeeswideSAB



TeeswideSAB

## See it, report it!

If you suspect a neighbour, friend or family member is being neglected or abused, or you need help yourself.

Call **Cleveland Police** 101 or 999 in emergency

Call your local Adult Social Care team:

**Hartlepool** 01429 523 390

**Middlesbrough** 01642 065 070

**Redcar and Cleveland** 01642 065 070

**Stockton-on-Tees** 01642 527 764

**Evenings and Weekends** 01642 524 552



## Strategic Business Plan 2021-22



**Vision:** Our safeguarding arrangements will effectively prevent and respond to adult abuse

*The TSAB will seek assurance from statutory organisations and multi-agency partners that the following six aims, associated objectives and actions are delivered.*

Aim	Objectives; we will:
<b>Empowerment:</b> I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.	<ol style="list-style-type: none"><li>1) Establish mechanisms that allow service users and carers to better inform the future direction and priorities of the Board.</li><li>2) Ensure individuals requiring safeguarding services are asked what they want as outcomes from the safeguarding process and that their views inform what happens.</li><li>3) Strengthen professionals' understanding of the legislative framework and trauma informed practice to ensure the best outcomes for adults at risk.</li></ol>
<b>Prevention:</b> I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.	<ol style="list-style-type: none"><li>1) Provide accessible, clear and simple information, advice and support that helps people to understand what abuse is, how to recognise the signs and how help can be sought.</li><li>2) Improve engagement with local communities.</li><li>3) Help efforts to reduce social isolation and loneliness.</li></ol>
<b>Proportionality:</b> I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.	<ol style="list-style-type: none"><li>1) Provide effective, consistent, timely and proportionate responses to reported abuse.</li><li>2) Continue to adopt a proportionate and pragmatic approach to safeguarding adults work during and following the Covid-19 pandemic.</li><li>3) Communicate with and seek feedback from service users and carers to ensure safeguarding responses are the least intrusive possible and appropriate to the risk(s) presented.</li></ol>
<b>Protection:</b> I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.	<ol style="list-style-type: none"><li>1) Encourage a trauma-informed, strengths based and person-centred approach to all safeguarding work.</li><li>2) Use the concept of contextual safeguarding to protect adults at risk.</li><li>3) Learn from the findings of local, regional and national Safeguarding Adult Reviews and Learning Lessons Reviews, and applicable Domestic Homicide Reviews, and Safeguarding Children Practice Reviews.</li></ol>
<b>Partnership:</b> I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.	<ol style="list-style-type: none"><li>1) Ensure Board partners work together in an effective manner to protect adults from abuse and neglect.</li><li>2) Collaborate with the LSPPs, CSPs and Strategic VEMT to deliver joint priorities and objectives.</li><li>3) Work with partners and partnerships to support the development of a 'Missing Adults' protocol and to further develop 'Transitions' work.</li><li>4) Seek assurance from partners that the NICE guidelines for Safeguarding Adults in Care Homes are met when commissioning and supporting services.</li></ol>
<b>Accountability:</b> I understand the role of everyone involved in my life and so do they.	<ol style="list-style-type: none"><li>1) Gain assurance from partners about the effective delivery of their services.</li><li>2) Deliver and achieve the Board's performance benchmarks.</li><li>3) Promote the Teeswide adult safeguarding competencies as a framework for the delivery of safeguarding adults training.</li></ol>



## Strategic Business Plan 2021-22



**Vision:** Our safeguarding arrangements will effectively prevent and respond to adult abuse

*The TSAB will seek assurance from Statutory organisations and multi-agency partners that the following six aims, associated objectives and actions are delivered.*

### Aim

#### **Empowerment:**

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

### Actions; we will do this by:

- 1) Develop a Service User/Carer Engagement Strategy.
- 2) Carrying out multi-agency case file audits.
- 3) Monitoring the TSAB Performance Indicators relating to service user outcomes.
- 4) Continuing to use the Safeguarding Champions initiative to seek the views of people who use safeguarding services.
- 5) Reviewing the TSAB Training Strategy and Training Plan.

#### **Prevention:**

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

- 1) Using appropriate methods to increase public and professionals' knowledge of all sources of support available linked to adult abuse and neglect and promoting 'Safeguarding is everyone's business'.
- 2) Continuing to develop and publicise the Safe Place Scheme to increase the number of venues across Tees.
- 3) Publishing regular themed articles to ensure harder to reach, lonely and isolated people (including carers) are receiving key information, advice and available support options.
- 4) Further development of the Safeguarding Champion scheme to include 'Community Safeguarding Champions'.

#### **Proportionality:**

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

- 1) Promoting the TSAB Inter-Agency Safeguarding Adults procedures and monitoring their implementation through multi-agency audits.
- 2) Reflecting on how the Covid-19 pandemic has changed safeguarding practice and adopting new work methods, as appropriate.
- 3) Developing tools and processes as part of the Service User/ Carer Engagement Strategy to assist with seeking feedback from users and carers.

#### **Protection:**

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

- 1) Delivering an effective learning, training, and development programme to include trauma informed practice and contextual safeguarding.
- 2) Developing and implementing actions plans for all SARs and LLRs, applicable DHRs and SCPRs; including sharing learning across partner agencies and using this to inform future practice.
- 3) Preparing for the implementation of the MCA Amendment Bill (LPS).
- 4) Developing a Rapid Review process which includes thematic reviews for those cases which do not meet the criteria for a SAR.

#### **Partnership:**

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

- 1) Supporting the delivery of a joint development session with the LSCPs, CSP, HWBs to look at themes from reviews, joint and individual responsibilities.
- 2) Engaging with the multi-agency development work regarding Transitions through Strategic VEMT.
- 3) Supporting work to develop an 'Adult missing from home' protocol.

#### **Accountability:**

I understand the role of everyone involved in my life and so do they.

- 1) Delivering the Quality Assurance programme which includes: peer review, Quality Assurance Framework/Self Audit (QAF) and multi-agency audits.
- 2) Producing high quality performance reports to support the analysis and further development of multi-agency safeguarding practice.
- 3) Reviewing and updating the Teeswide adult safeguarding competencies in line with the NICE guidelines for Care Homes.

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

17 February 2022



**Report of:** Assistant Director (Preventative and Community Based Services)

**Subject:** STRATEGIC OUTCOMES PLANNING FOR LEISURE

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-Key decision.

## 2. PURPOSE OF REPORT

2.1 To provide the Adult & Community Based Services Committee with the final report following the completion of the Strategic Outcomes Planning Model (SOPM) for leisure services.

## 3. BACKGROUND

3.1 Max Associates were commissioned in 2020 to apply Sport England's Strategic Outcomes Planning Model (SOPM) in Hartlepool, to:

- Reflect, position and optimise the essential contribution of sport and physical activity in addressing wider wellbeing and social outcomes across the town
- Inform and shape the future delivery of the sport and physical activity – "Leisure, Recreation & Participation" (LRP) - service
- Support and inform the capital investment in "Highlight", and
- Provide a strong, insight-led platform for a funding application to Sport England's Strategic Facilities Fund

3.2 The SOPM also provides the Council with service and facility interventions for delivering and facilitating community leisure and wellbeing in the Borough, to meet the needs of the local population. It is based on a well evidenced and researched review of existing and future provision and includes clear recommendations, a delivery framework and action plans.

3.3 The SOPM consists of four key stages:

1. The development of shared local outcomes
2. An understanding of community and place - Insight
3. Identification of how outcomes can be delivered – Interventions
4. Securing investment and commitment to local delivery – Commitment

## 4. OUTCOMES

- 4.1 To establish the shared themes and outcomes for Hartlepool, consultation was carried out with Members, officers and more than 25 key external stakeholders. This was supplemented by a review of related, national, regional and local strategies to develop an understanding of the strategic context, objectives and opportunities to connect, embed and utilise sport and physical activity as a tool.
- 4.2 Beyond identifying that “local strategies positively reflect those nationally, in identifying the role that sport and physical activity can play in developing healthier communities” and that “the Council has a strong evidence base and understanding of socio-economic profiles, demographics, inequalities and social issues”, common consultation themes included:
- Positivity surrounding the impact that physical activity is currently making to people’s lives, across local communities.
  - The need to address the age, quality and stock of facilities – to address barriers (i.e. quality of facilities) and encouragement factors (i.e. improved facilities; cleanliness).
  - Widespread support for the development of new/improved leisure provision and the associated beneficial impact on physical and mental wellbeing, community connectivity and economic regeneration.
  - Recommendation that the co-location of services be replicated across existing sites.
  - The need to focus specific interventions on elderly and young people’s populations.
- 4.3 The Outcomes stage identified three clear recommendations, to optimise the value and impact of sport and physical activity:
- That the Joint Health and Wellbeing Strategy (2018-25) framework be adopted as the basis for identifying headline outcomes and actions:
    - *Starting Well: All children and young people in Hartlepool have the best start in life*
    - *Working Well: Workplaces in the Borough promote and support healthy living*
    - *Living Well: Hartlepool is a safe and healthy place to live, with strong communities*
    - *Ageing Well: Older people in Hartlepool live active and independent lives and are supported to manage their own health and wellbeing*
  - That “Highlight” be used as a positive catalyst for change.
  - That a new systems thinking, leadership and partnership approach is developed to support and sustain the town’s immediate and long-term post-Covid recovery. Previous reference has been made to the development of an Active Hartlepool Strategic Partnership.

## 5. INSIGHT

- 5.1 To establish a “current position” for the Borough in relation to the outcomes, extensive research into the demographics and health profile of the Borough was



completed. Public consultation also took place along with a headline assessment of current users and existing leisure provision. From the insight data future targets for the leisure services were established.

- 5.2 The findings of stage 2 are too extensive to fully address here, however they are detailed numerically in the central, “Where we are now” column of the diagram on the following page.

In summary:

- There is a direct correlation between deprivation (IMD); socio-economic classification (NS-SEC) and inactivity.
- Hartlepool is one of the most inactive local authorities in England (ranked 11<sup>th</sup> nationally) and is the worst in the North East region. Neither children nor adults meet recommended levels of activity.
- The health of people in Hartlepool is worse, in general, than the UK national average set against the majority of key indicators (i.e. life expectancy; childhood obesity; mental wellbeing; falls in older people etc) however almost all indicators can be improved, through access to a more active lifestyle.

- 5.3 With regard to pre-Covid analysis of who uses the Council’s leisure facilities in the town, the key messages are:

- Facilities over 20yrs old have less than 1/3 of the memberships of new facilities (UkActive).
- 96% of users live in Hartlepool, yet only 11.4% of the Hartlepool population use one of our leisure centres.
- There are proportionately more users aged 0-45yrs relative to their population size than for those aged over 45yrs. Therefore the current offer appeals more to young people than older people.
- Positively - women are over-represented users in relation to their population size.
- 99% of survey respondents think regular physical activity is important and 91% would like to do more.
- The key reasons people don’t use our facilities are: not good enough quality (17%); cost (12%); and prefer outdoor activity (8%).
- Encouragement factors to become active include: improved facilities (88%); cleanliness (88%); better facilities/equipment (86%); and lower costs/prices (83%).

- 5.4 Building on outcomes and insight sections, the SOPM has proposed a number of potential future targets, under the heading “Where do we want to be?”:

## Starting Well

All children and young people living in Hartlepool have the best start in life

### Outcome

- Narrow the gap in childhood obesity against regional and national averages
- Secure a downward trend in obesity levels in children
- Increase the number of children reaching CMO recommended activity levels
- Promote healthy activities for children
- Encourage active travel to schools
- Increase water confidence and safety in children
- Physical literacy is a focus for school PE delivery
- Build positive attitudes, experiences and healthy activities for children

### Where we are now

- In Year 6, 23.7% of children are obese
- 31.7% children less active (<30 mins/day)
- 34.7% children fairly active (30-59 mins/day)
- 33.7% children active everyday (>60 mins per day)
- 28.6% of children live in poverty compared to 17% in England
- The 'Income Deprivation Affecting Children Index' (IDACI) ranks Hartlepool as the 8th most deprived local authority in England

### Where do we want to be?

- Higher numbers of children who are active everyday
- Reduced number of year 6 children reported as obese
- Higher number of children reaching CMO recommended activity levels (>60 mins/day)
- All KS1 and KS2 children to meeting the three national curriculum outcomes for swimming
- All schools implementing the Primary School Physical Literacy Framework
- Higher number of children using active travel for school

## Working Well

Workplaces in Hartlepool Borough promote and support healthy living

### Outcome

- Encourage active travel and participation in cycle to work schemes
- Encourage more participation in wellbeing at work schemes

### Where we are now

- 12% workforce cycle <5miles occasionally to work

### Where do we want to be?

- Improved wellbeing of Hartlepool workforce
- Increased number of people engaging in active travel (to leisure centres, work and town centres)

## Living Well

Hartlepool is a safe and healthy place to live with strong communities

### Outcome

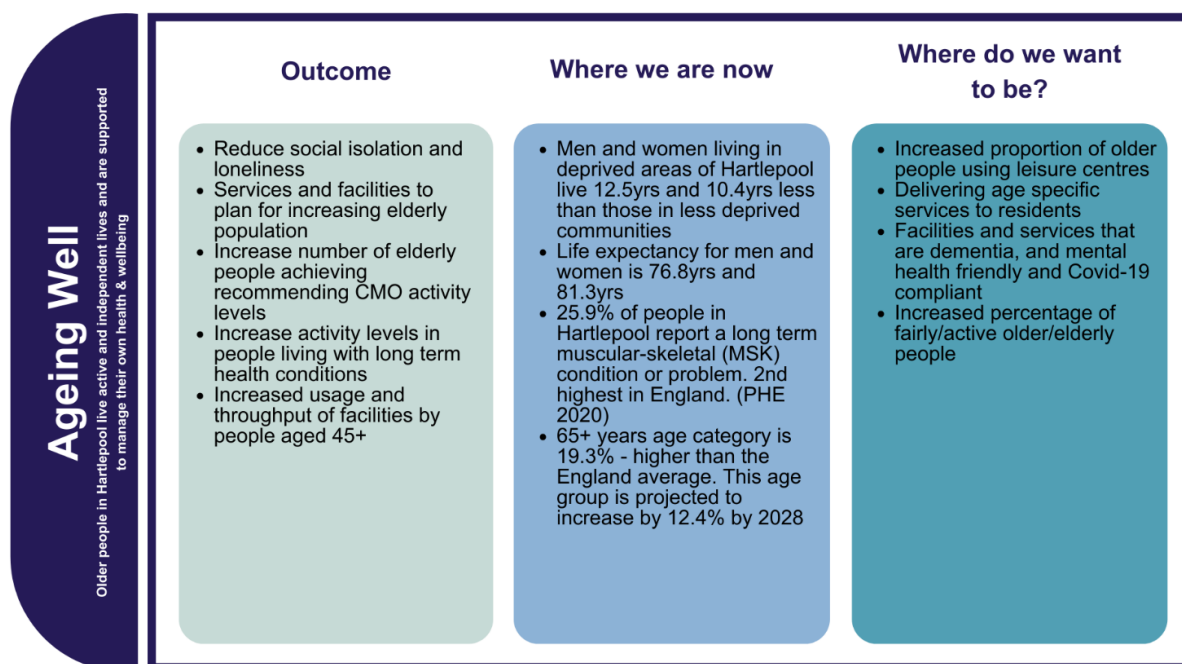
- Reduce the proportion of inactive adults (doing <30 mins activity/week)
- Increase the number of adults reaching CMO recommended activity levels (150 mins of moderate intensity activity per week)
- Narrow the gap in adult obesity levels against regional and national average
- Reduce health inequalities across Hartlepool
- Utilise physical activity to promote good mental health and wellbeing
- Promote cohesive, strong and active communities through provision and access to high quality, needs-led, local facilities and opportunities

### Where we are now

- 36.5% adults are inactive (<30mins/wk)
- 10.7% adults are fairly active (30-149mins/wk)
- 52.8% adults are active (>150mins/wk)
- 14% adults have a long-term illness or disability
- Hartlepool as the 10th most deprived local authority in England (IMD2019)
- Adult obesity is the 2nd highest in England with 76% adults (18+;(PHE 18/19)) being overweight or obese.
- 27.5% adults are obese (24.1% England average)
- Hartlepool is the 6th least active adult population, of local authorities in England (Active Lives survey)
- 35.3% of people (> 33,000 people) have no access to a vehicle
- 6.6% (travel) and 10.4% (recreation) cycled in the last 28 days (Active Lives)
- 55.2% walked (travel/recreation) in the last 28 days (Active Lives)

### Where do we want to be?

- The number of adults that are classed as active to be in line with national average as a minimum
- Reduced the adult obesity rate to equal to or lower than the national average
- Improved active lives stats for mental health and volunteering
- Increased numbers of smokers that are physically active
- Activity levels amongst disabled people comparable to/better than non-disabled adults
- Increased access to green and blue spaces for physical activity
- Developed and implemented a robust place based approach



5.5 Given the nature of the targets proposed and the aspiration to develop strengthened partnerships and systems thinking across the Borough, it is proposed that the targets are reviewed as a priority action, by the Active Hartlepool Strategic Partnership, to ensure commonality of view and focus.

## 6. INTERVENTIONS

6.1 In order for the Council to achieve the strategic outcomes and future targets – “Where we want to be”, the SOPM recommends the following infrastructure interventions.

1. Mill House Leisure Centre - replace with a new destination leisure centre development at the waterfront, delivering a high quality, competitive fitness offer alongside intergenerational, family activities catering for all age groups.
2. Investment into Brierton - to extend its purpose as a dry side and outdoor community sports hub, with an increased focus on young people/youth engagement
3. Headland Sports Centre - consider delivery options and/or investment as a community hub focussed on delivering a wide range of health and wellbeing services

6.2 Clearly, the Council has already made a commitment to the development of Highlight, which is at RIBA stage 4, but as anticipated, the development of the facility, its ethos, focus and component parts, fully and positively align with the SOPM recommendations.

6.3 The SOPM also highlights the opportunity for capital funding via Sport England’s strategic facilities fund. Sport England have been heavily involved in the development of Highlight to date, but the alignment of the SOPM recommendations to the proposed scale, facility mix and business case for Highlight is extremely positive.

6.4 With regard to recommended service interventions linked to the strategic outcomes framework, Max Associates have highlighted a number of potential ideas for consideration. Examples are detailed below. Given the wider implications for service priorities and resources, further work will be undertaken within Preventative & Community Based Services to consider these proposals. However, in the context of the Active Hartlepool Strategic Partnership, any developed or proposed interventions will be considered and reviewed by wider sector partners, as part of a broader, town-wide approach.

Starting Well	<ul style="list-style-type: none"> <li>• Deliver / maintain education sessions to parents and children to increase understanding of the benefits of physical activity.</li> <li>• Offer casual activity sessions for children to try new activities.</li> <li>• Extend programmed sessions for older children and teenagers.</li> <li>• Increase and extend opportunities for children to learn to ride a bike/complete “Bikeability” courses.</li> </ul>
Working Well	<ul style="list-style-type: none"> <li>• Develop opportunities/promotions for employees/companies to reduce sickness absence.</li> <li>• Improve marketing and promotion of corporate opportunities linked to leisure facilities.</li> <li>• Implement a co-ordinated Active Travel Plan for the Borough.</li> </ul>
Living Well	<ul style="list-style-type: none"> <li>• Improve marketing and communication of the Council’s services – online and digitally to increase community awareness of opportunities.</li> <li>• Introduce inter-generational activities to enable whole family participation.</li> <li>• Improve the existing website/online “hub”, where all information on physical activity opportunities, programmes etc can be found.</li> </ul>
Ageing Well	<ul style="list-style-type: none"> <li>• Extend and co-ordinate walking programmes within social care.</li> <li>• Ensure all staff are Dementia Friendly trained.</li> <li>• Deliver age specific services at times that fit public transport timetable.</li> <li>• Provide marketing material in appropriate formats for older residents.</li> </ul>
Leisure, Recreation & Participation Service Delivery	<ul style="list-style-type: none"> <li>• Implement new branding to create a contemporary identity for physical activity and wellbeing across the Borough.</li> <li>• Improve and increase marketing materials, website and digital offer.</li> <li>• Implement and promote Covid cleaning procedures, to develop customer confidence.</li> <li>• Develop a co-ordinated approach to walking and cycling delivery and promotion.</li> </ul>

## **7. COMMITMENT AND NEXT STEPS**

- 7.1 The core focus of stage 4 – Commitment, is to secure commitment to a strategic approach and the delivery of outcomes.
- 7.2 The findings from the SOPM work have been presented to the Council's Corporate Management Team and support for the next steps has been confirmed. This report seeks the same support from the Adult & Community Based Services Committee.

From a Sport England perspective, in relation to submitting a bid for funding, corporate and political sign-off and support of the SOPM is critical.

- 7.3 Incorporating and building upon recommendations within the SOPM, the proposed next steps are outlined below:
- Establish the Active Hartlepool Strategic Partnership (AHSP) in early 2022, as a key governance structure to drive the co-ordinated development of cross-sector sport and physical activity across the Borough
  - Utilise the AHSP to:
    - Oversee the development of a Hartlepool Physical Activity Strategy, building upon the SOPM report
    - Review and refine the shared outcomes and targets proposed in the SOPM report, to ensure alignment and ongoing engagement
    - Oversee the revision of the Indoor Facilities & Playing Pitch Strategy, with a particular focus on reviewing the availability of schools sports halls across the Borough, for community use
    - Inform and focus shared priorities and interventions
  - Progress with the development of Highlight
    - Ensure that design and operational decisions reflect SOPM findings
    - Develop a draft business plan for the facility
    - Progress with the development of the business model for the site
  - Progress with the development and submission of a bid to Sport England Strategic Facilities Fund
  - Review the facility improvement priorities, identify capital programme resources and manage programmes of work to improve Headland and/or Brierton facilities and align their business models with Highlight
  - Utilise insight generated within the SOPM report to revise and re-focus Leisure, Recreation and Participation service priorities, specifically in relation to the services:
    - re-branding
    - marketing, promotions and campaigns
    - operational delivery
    - demographic and community targeting

## **8. LEGAL CONSIDERATIONS**

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

## **9. FINANCIAL CONSIDERATIONS**

- 9.1 There are no financial considerations specifically related to this report but the detail of the SOPM is critical to support the future operational model and effective business planning of any future leisure provision and securing Sport England funding.

## **10. RISK IMPLICATIONS**

- 10.1 There are no risk implications specifically associated with the SOPM. There will be a need to use the SOPM to support the prioritisation of investment and there will also be a need to manage expectations regarding what can be delivered within the funding available.

## **11. STAFFING IMPLICATIONS**

- 11.1 There are no staffing implications associated with this report.

## **12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are a range of assets that will be considered in the future planning of sport, leisure and physical activity.

## **13. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 13.1 There are no child and family poverty considerations specifically associated with this report, but the importance of sport and physical activity for the whole population is recognised along with the need to make services accessible for people who are financially disadvantaged.

## **14. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 14.1 Inclusion is a key consideration throughout and the aim is for services to be accessible by all, regardless of age, disability or other protected characteristics.

## **15. RECOMMENDATION**

- 15.1 It is recommended that Committee note report and support the recommendations and actions referenced throughout.

## **16. REASON FOR RECOMMENDATION**

- 16.1 To enable a strategic and evidence based approach to sport, physical activity and leisure.

**17. CONTACT OFFICERS**

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# ADULTS AND COMMUNITY BASED SERVICES COMMITTEE

17<sup>th</sup> February 2022



**Report of:** Director of Adults and Community Based Services

**Subject:** REFERRAL FROM COUNCIL – HOUSING FOR DISABLED PEOPLE

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For decision.

## 2. PURPOSE OF REPORT

2.1 For Members to consider the motion in relation to suitable accommodation for disabled people that was referred to Committee by Full Council on the 16 December 2021.

## 3. BACKGROUND

3.1 This report is in response to the council motion referred to this committee as set out below:

*The Equality and Human Rights Commission has reported that around 2% of households in Britain includes a disabled person who does not live in appropriate housing and that disabled people are far less likely to own their own home. (EHRC, May 2018).*

*The impact of living within unsuitable and un-adapted accommodation is multifaceted. The impact on the mental and physical health of the disabled person and their carers can be significant, and that's without the additional financial cost on the health service from accidents caused by inadequate housing.*

*In Hartlepool, we have a significant number of families who are in need of social rented and adapted accommodation to meet the needs of a disabled person in that family. Anecdotally, we have around 20 families waiting for suitable family size accommodation to meet their needs, with no clear timeline for when this will happen.*



*We have an obligation, both legal and moral, to provide accommodation for someone with an assessed need, or a need for adapted accommodation.*

*Our own Housing Strategy, strapline states “Developing and maintaining successful communities, where people choose to live, by meeting the housing needs of our residents now and in the future”, but we are failing to meet this for some of our most vulnerable families.*

*Therefore, Council resolves to:*

- *Undertake an audit of those people with an assessed need for adapted, family size accommodation to identify the scale of need;*
- *Bring an action plan to the appropriate committees for how we intend to meet those needs, using any tools at our disposal;*
- *Consider how we further improve our housing offer to families with a disabled member in future and bed this into our Local Plan and Housing Strategies moving forward.*
- *Consider compiling an “Accessible Housing Register” to provide a potential solution to future supply problems.*

#### 4. INITIAL RESPONSE

- 4.1 There are currently the following number of families on the housing waiting list who need 3 bedrooms and more, with one of those bedrooms being on the ground floor. The makeup of these families are as followings:

Family Make Up	No of families on waiting list
Single Person + 2 Dependents	3
Couple + 2 Dependents	5
Single + 3 Dependents	1
Single + 4 Dependents	1
Single + 5 Dependents	1
Couple + 3 Dependents	7
Couple + 4 Dependents	3
Couple + 5 Dependents	1

- 4.2 It is clear from the information above that there are not enough suitable homes for families who need accessible housing. The Council (Special Needs Housing Team) have the ability to make adaptations through Disabled Facilities Grant and also liaise with providers when adapted accommodation becomes available to ensure that the property is allocated to the person in most need and who would make best use of the adaptations within that property. The special needs housing team work closely with social housing providers to share information about unmet needs to ensure that accessible accommodation is included within new developments.

- 4.3 The Council fulfils its housing duties via a numbers of council teams therefore it is proposed that an officer working group is established to explore the issues and develop recommendations to meet this need. It would also be beneficial to involve social housing providers to contribute to the discussion and recommendations.
- 4.4 We also have the opportunity to deliver additional new homes through the HRA to respond to specific housing needs as set out above. This will be fully explored within the working group.
- 4.5 The working group will be chaired by the Assistant Director, Joint Commissioning and consist of representatives from the following teams: Housing Strategy, Special Needs Housing Team, Housing Advice Team, Estates and Asset Management Team.

The working group will review the current situation and explore actions to meet the needs of families and respond to the council motion. Recommendations will be presented to committee in June 2022.

## **5. RISK IMPLICATIONS**

- 5.1 There are no risk implications identified.

## **6. FINANCIAL CONSIDERATIONS**

- 6.1 It is unknown at this point what the financial requirements will be to meet these needs however this will be explored within the working group and presented to committee as part of the final report.

## **7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal considerations identified within this report, however these will be considered in further reports.

## **8. CONSULTATION**

- 8.1 There is no consultation required in relation to this report.

## **9. CHILD AND FAMILY POVERTY**

- 9.1 There are no child and family poverty considerations identified with this report.

## **10. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 10.1 There are no equality and diversity considerations identified regarding this report however such considerations will be considered in further reports.

## **11. STAFF CONSIDERATIONS**

- 11.1 There are no staff considerations identified at this time.

## **12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations identified.

## **13. RECOMMENDATIONS**

- 13.1 That members of Adults and Community Based Services Committee approve the establishment of an officer working group which also involves relevant partners to allow further consideration of the motion.

## **14. REASONS FOR RECOMMENDATIONS**

- 14.1 To ensure that the Council motion is actioned and that families have access to housing that meet their needs.

## **15. CONTACT OFFICER**

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Director of Finance and Policy ☒

Chief Solicitor ☒

# ADULTS AND COMMUNITY BASED SERVICES COMMITTEE

17 February 2022



**Report of:** DIRECTOR OF ADULTS AND COMMUNITY BASED SERVICES

**Subject:** STRATEGIC DEVELOPMENT FOR CULTURE AND CREATIVE SECTOR IN HARTLEPOOL

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-Key Decision

## 2. PURPOSE OF REPORT

2.1 To update on progress and present final draft of a Cultural Strategy for Hartlepool, that will inform the priorities for the creative sector, ensure sustainable recovery from COVID 19 and develop a vision for the town that will be led by a Creative Partnership.

## 3. BACKGROUND

3.1 Hartlepool is rich in culture and heritage, it is what defines much of the town's foundations and its influence on local residents and the visiting population.

3.2 There are a significant number of opportunities to pursue investment into the cultural sector including infrastructure, business and assets however it is essential that all developments are collaborated, well informed and there are clear outcomes.

3.3 With key developments within the town including investment into Borough Hall, development of Film and TV Studios, Tall Ships 2023 and being identified as part of Arts Council Priority Places there are some significant opportunities for Hartlepool to be put on the map as a leader in creative industry.

3.4 TVCA have identified their investment priorities alongside the continued delivery of the Let's Create Strategy from Arts Council. Having a clear

evidence based and working collaboratively will ensure Hartlepool is better placed for future investment and opportunities.

#### 4. PROPOSALS

- 4.1 The cultural strategy was developed considering the context of evolving agendas within HBC and across the town including destination management, regeneration, investment and funding opportunities and emerging critical mass of projects, events and activities consideration included but not exclusive to:
- Borough Hall capital investment
  - Tall Ships 2023
  - Waterfront developments to include leisure and events space
  - National Museum of the Royal Navy
  - Museum of Hartlepool
  - Art Gallery
  - Town Hall Theatre
  - Innovation & Skills Quarter and Church Street development
  - CECA
  - Northern School and film studio
  - Creative People & Places bid
  - Cultural activity
  - Libraries and archives strategy
  - Local History Centre
- 4.2 The aims of the work was to:
- Set out shared strategic direction and priorities for the cultural and creative sector that can inform individual decisions and work
  - To create a document that provides and evidence base for a needs-led and stakeholder-led strategy
  - To identify the appropriate governance or vehicle for collaborative or coordinated strategic activity in future (eg a Cultural/creative Partnership)
- 4.3 The methodology included scoping, planning, engagement and prioritising to ensure stakeholders were involved throughout the process and analysis of key information and intelligence created the basis for discussions and developments.
- 4.4 Emerging outcomes and recommendations were shared with stakeholders throughout the process to enable discussion and refinement so that the final document is accurate and fit for purpose.
- 4.5 The strategy (**Appendix A**) provides a positive foundation and will continue to evolve as the landscape changes and further priorities emerge. It is evident that a Creative Partnership is a critical development to ensure greater impact in the development of the sector.

- 4.6 The strategy will interact and inform other key strategic developments internally and across the town including Economic Growth Strategy, Heritage Strategy, ISQ development and Capital Programme.
- 4.7 The Economic Growth Team are working with the Local Government Agency to expand on the insight and recommendations in relation to creative business. This piece of work will expand on some specific opportunities for the development of route ways and pathways in the creative industry, the investment, growth and expansion opportunities of the sector and how shared governance can be implemented to ensure collaboration of approach.

## **5. RISK IMPLICATIONS**

- 5.1 There is significant risk attached to continuing to progress with priority planning and development in the absence of a clear evidence base.
- 5.2 A collaborative approach to the sector is needed and ensuring this is managed appropriately will minimise the risk of duplication and the ability to capitalise on investment and opportunities.
- 5.3 Lack of sustainability across the sector. Detail of weaknesses have been considered as part of the strategy development in section 5.

## **6. FINANCIAL CONSIDERATIONS**

- 6.1 Resource and financial implications will need to be considered as part of the ongoing development and implementation of the strategy. The sector has been significantly impacted by the COVID 19 pandemic including the assets and services led by HBC. This work will ensure robust plans can be developed to recover the sector in the best possible way.

## **7. CONSULTATION**

- 7.1 Consultation has been conducted throughout the process including online questionnaires, face to face and virtual meetings, workshops and strategic review. This was with a broad range of internal and external stakeholders, sector experts, freelancers, businesses and public.
- 7.2 Consultation and engagement will need to continue to be a key element of the management of this strategy moving forward.

## **8. LEGAL CONSIDERATIONS**

- 8.1 No considerations at this time.

## **9. CHILD AND FAMILY POVERTY**

- 9.1 Ensuring an accessible cultural offer in town will support to reduce inequalities and raise aspirations of residents and businesses. Enhance the social, health and economic impact. This will be a key consideration within the ecology mapping of the sector.

## **10. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 10.1 Equality and diversity will be a critical part of successful progression ensuring that the process is inclusive. Inclusion is a priority across the national, Tees Valley and local frameworks and there will be a bespoke piece of work considering how we embed inclusion into planning and delivery across the sector.

## **11. STAFF CONSIDERATIONS**

- 11.1 Not applicable at this time.

## **12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 Assets and facilities will be and have been considered throughout the development and implementation of this work.

## **13. RECOMMENDATIONS**

- 13.1 That the committee note the content of the strategy and support the principles, aims and proposed recommendations of this work as outlined in section 9, 10 and 11 of the strategic document.

## **14. REASONS FOR RECOMMENDATIONS**

- 14.1 To enable implementation and progress to be made.

## **15. BACKGROUND PAPERS**

- 15.1 Regeneration Committee, Culture Outcome Pathway, 23 July 2020

## **16. CONTACT OFFICER**

- 16.1 Gemma Ptak, Assistant Director Preventative and Community Based Services  
01429 523441  
[Gemma.ptak@hartlepool.gov.uk](mailto:Gemma.ptak@hartlepool.gov.uk)



## Hartlepool Cultural Strategy 2022

### Our Hartlepool, Our Stories, Our (Creative) Business



## 6.4 Appendix A

### 1. What is the Cultural Strategy?

This strategy sets out a shared vision and priorities for culture and creativity in Hartlepool and how it might be worked on over the next five to ten years. It includes mapping of relevant activities and strategic developments and an analysis of strengths, weaknesses, opportunities and threats. It summarises key activities and projects that contribute to the strategy. It is the written version of a set of shared commitments to action, to guide future activity.

### 2. What is it for?

The strategy is needed to:

- Set out a shared vision for how culture can contribute to the overall vision for Hartlepool to be a place where people are enabled to live healthy, independent and prosperous lives
- Summarise the shared strategic direction and priorities for culture that will inform individual decisions and work
- Provide an evidence base for needs-led and stakeholder-led development, including future partnerships
- Identify an appropriate governance vehicle for collaborative or coordinated strategic activity

### 3. Who is it for?

This strategy aims to inform the work of anyone active in creativity and culture in Hartlepool. This includes the Council; arts, culture and heritage organisations; creative businesses; commercial operators; the voluntary sector; health and well-being, education and community groups, as well as partners in Tees Valley and nationally.

It has been commissioned by Hartlepool Borough Council but aims to apply more broadly than Council-managed services. It has been written by Mark Robinson, Thinking Practice, based on consultation and research with many people in the cultural and voluntary sectors in Hartlepool and beyond.

4. One Page Summary

**Our Hartlepool, Our Stories, Our Creative Business**

Hartlepool will become a place where creativity is an everyday part of community and business life, celebrated for its stories and its imagination, its heritage and its future, with a flourishing sector creating high quality work for talented people, and a unique combination of landscapes, venues, production facilities and festivals generating pride in the town by attracting visitors and attention from around the world.



## 6.4 Appendix A

### 5. SWOT Analysis

The table below provides a high-level analysis of strengths, weaknesses, opportunities and threats.

<b>Strengths</b> Sense of identities (often very local), heritage, place and pride Physical and environmental assets: blue/green spaces, parks, town centre, villages Innovation and Skills Quarter (ISQ) and BIS creative workspace Northern School of Art Film studios and production centre National Museum of the Royal Navy/HMS Trincomalee Museum of Hartlepool missing (and relation to NMRN) Community Hubs Volunteer and community groups Festivals, performance venues and gallery TV Museums NPO TVCA relationship and funding Meanwhile spaces available	<b>Opportunities</b> Hartlepool/Tees Valley strategic focus for ACE, NFM, NHLF A cultural partnership - connection and collaboration Work experience schemes and 'pipeline' plan, eg Crew School Telling story of place via arts/heritage/destination marketing Film Studio: production, companies, opportunities in craft tech Tall Ships 2023: programme, engagement, volunteering legacy Community Hubs offer connecting to creative and VCS New performance spaces Expand festivals, programming and audiences Use of museum/collection and maritime assets Place-based health and well-being and intergenerational work Collaboration across Tees Valley Action oriented networks Meanwhile spaces
<b>Weaknesses</b> Lot of freelancers but few independent companies Lack of leaders and sector catalysts Lack of join-up Lack of opportunities to do things in partnership Lack of animation and day time opportunities Few applications for funding to ACE/NFM Patchy ecosystem Work-readiness of young people Lack of confidence, experience and ambition Network needs to bring positive influences in collaboration <i>Lack of shared aspirations</i>	<b>Threats</b> Lack of applications for potential sources of funding leads to funders/creatives becoming disenchanted Creatives move to other areas of Tees Valley Lack of confidence grows Film Studios don't attract productions anticipated New capital develop not able to attract products or audiences Further funding cuts to local authority and others Ongoing impact of Covid restricts events and growth

### 6. Mapping and assessment of assets

## 6.4 Appendix A

Hartlepool has a strong range of cultural and creative assets:

- Hartlepool Museum and collection
- Hartlepool Art Gallery
- Town Hall Theatre
- Borough Hall
- Heugh Battery Museum
- Centre for Excellence in Creative Arts (CECA)
- Artrium Studio
- Innovation and Skills Quarter
- Northern School of Art
- Northern Studios
- Scott Building
- BIS Business Centre
- Elephant Rock Amphitheatre (in 2022)
- Four parks
- National Museum of the Royal Navy
- HMS Trimcomalee
- Network of Community Hubs
- Library mobile service
- Seaton Carew
- The Historical Headland
- Summerhill Country Park

It also has a strong suite of festivals and events that happen regularly across the town:

- Tall Ships (2023)
- Waterfront Festival
- Wintertide Festival
- Festival of Illustration
- Borough Hall Live
- Hartlepool Folk Festival

There is also a wide range of commercial providers – especially in dance education – and many artists, writers, filmmakers, photographers and creative businesses of all sorts.

We have mapped and analysed assets against five categories. Key points in each area include the following.

### Creative

- Good range of venues/ programmes/festivals
- Creatives – music, dance, film are all strengths – but disparate
- Hartlepool has an unusually high concentration of dance schools, partnering with national organisations too
- Institutions – some strong ‘anchors’ with potential for more impact – including in CVS sector
- Few organisations for leaders to ‘stick’ to, leading to small number of active leaders
- Skills/ Training – potential for stronger plan, using industry connections of colleges NAS, NFM etc
- Lack of bid writers/ bidding experience
- Low engagement statistically but some events popular

### Environmental

- Green spaces and parks are important and could be used even more

## 6.4 Appendix A

- Marina, coastline, Headland, Seaton Carew all positives to build on

### Physical

- Cultural Facilities: good range, and new developments including Community Hubs
- Capital investment is being made in important venues: e.g. Art Gallery and Borough Hall
- Workspace – good for size, need for critical mass and activation
- Studios (and screen partners)
- Affordable housing for artists – though issues with quality

### Social

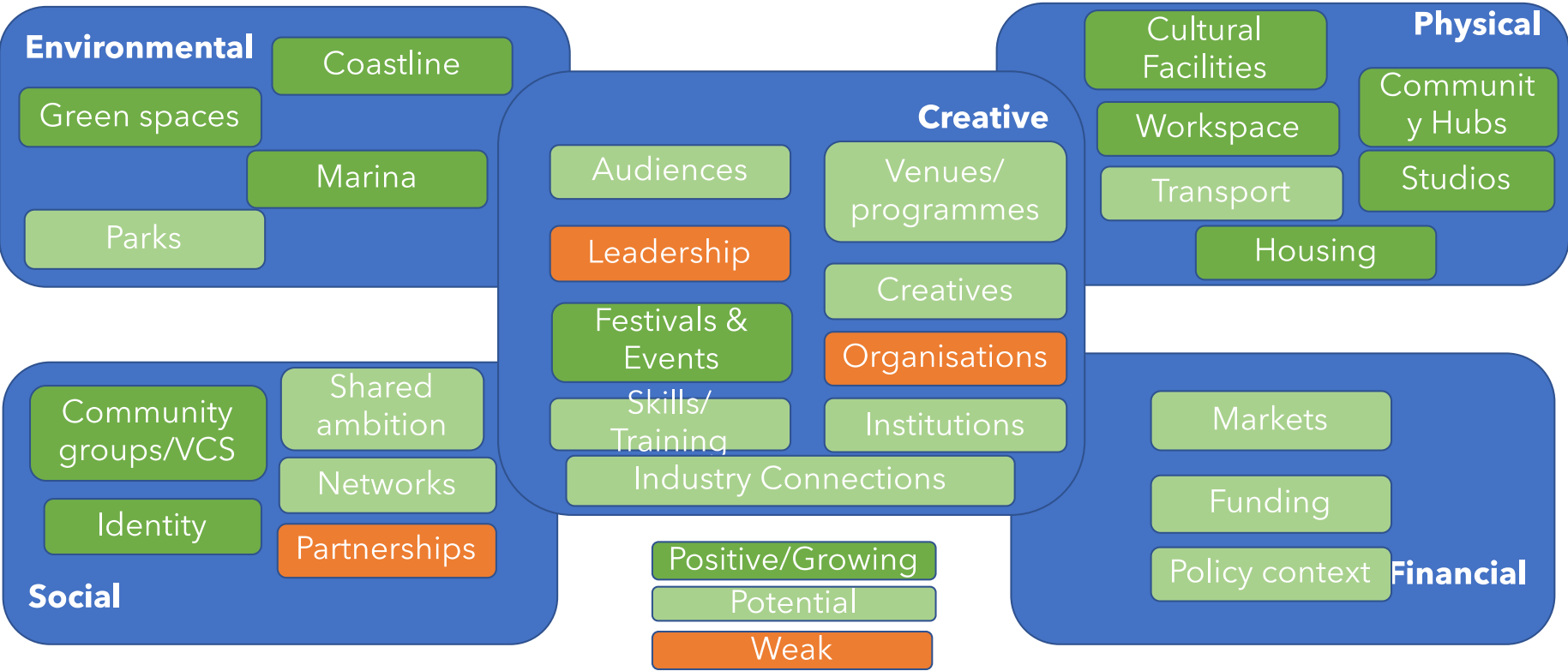
- Love Hartlepool positive example
- Creative Hartlepool idea
- Some sense of shared purpose but networks patchy, need building – off Great Place, BIS, CPP bid etc
- Strong CVS groups: Hartlepower, Love Hartlepool, Wharton Trust
- Strong sense of very particular identities and heritages – more diverse than thought
- Challenges of deprivation and ill-health

### Financial

- Who is 'buying' creative product – scope for focused purchasing?
- Levelling up opportunity
- Creative Industries growth
- Policy conducive, though poverty challenge

The diagram below summarises the relative condition of assets in each of the categories, showing a need to improve leadership, partnerships and organisations. Our strategy aims to address these areas, while building on areas of strength and potential.

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(Appendix One provides more detail on assets mentioned in this overview.)



## 6.4 Appendix A

### 7. Strategic context

The strategic context is influenced to a large degree by patterns and characteristics of Hartlepool as a borough. The town of Hartlepool is both the administrative, retail and cultural centre and to large degree the external identity. There are also outlying coastal and rural small towns and villages with their own heritages: Seaton Carew, Greatham, Hart Village, Dalton Piercy and Elwick. It is a port with a rich heritage especially related to its maritime history and its significance in the early Christian church. It is geographically somewhat isolated from population centres in County Durham and Teesside, to which it has historically been connected. It now forms part of the area covered by the Tees Valley Combined Authority, alongside the four other unitary authorities in the area.

The borough faces a number of long-standing social, economic and health challenges, which relevant strategies address:

- It is in the 20% most deprived districts/unitary authorities in England, with over a quarter of children in low-income families
- Life expectancy for both men and women is lower than the England average. It is also highly unequal: life expectancy is 12.5 years lower for men and 10.4 years lower for women in the most deprived areas of Hartlepool than in the least deprived
- In Year 6, 26.9% (311) of children are classified as obese, worse than the average for England
- Levels of teenage pregnancy, GCSE attainment, breastfeeding and smoking in pregnancy are worse than the England average

The financial context is also undoubtedly challenging. The local authority has had to reduce its investment into its own cultural services and investment in other programmes, due to reductions in its funded. This means that new ways to deliver current and future services will need to be identified. This should include consideration of partnership models of delivery through existing infrastructure, more entrepreneurial income generation-focused styles from the authority, and consideration of asset-transfer where appropriate. Three approaches central to this strategy should be kept in mind when facing future difficult decisions: partnership and collaboration, making the most of current assets and developing a stronger cohort of leaders and catalysts

The cultural and creative ambition described here fits well with other strategies currently being delivered in the town, in the Tees Valley and nationally. This diagram summarises our view of the strategy landscape, whilst the table below it highlights aspects of the plans and strategies which have particular relevance to the potential ambition of any cultural strategy.

## 6.4 Appendix A

**TVCA strategy:** infrastructure and creatives focus, to make a step change with economic and social impact

**Hartlepool Borough Council strategic context**

**ACE:** Lets Create, place-based approached and Tees valley a 'Priority Place'

**National Lottery Heritage Fund:** landscapes and nature, community heritage and "a wider range of people involved in heritage"

**Covid Recovery context:** economic, social, town centre animation etc

**Hartlepool Borough Council financial context**

Positive/Growing

Potential

Challenging

<p><b>Council Plan: Hartlepool will be a place...</b>  ... where people are enabled to live healthy, independent and prosperous lives  ... where those who are vulnerable will be safe and protected from harm  ... that is sustainable, clean, safe and green  ... of resilient and resourceful communities with opportunities for all  ... that has an inclusive and growing economy</p>	<p><b>Economic growth Strategy: 'three masts': Creative, Productive and Connected Hartlepool</b>  C1 Build on Hartlepool's reputation as a creative town which supports creative people, ideas and enterprise  C2 Develop the assets and skilled workforce to sustain a creative and inclusive local economy  CN 1 Improve external connectivity to strategic economic opportunities</p>	<p><b>Preventative and Community Based Services Strategy</b></p> <ul style="list-style-type: none"> <li>Engage, explore and play through providing and encouraging access to well-maintained green and blue environments</li> <li>Aspire, learn and achieve through enabling economic prosperity for all</li> <li>Connect, inspire and empower to unite communities and reduce inequalities</li> <li>Educate, motivate and change to prevent and manage long-term limiting conditions</li> </ul>
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## 6.4 Appendix A

... with a Council that is ambitious, fit for purpose and reflects the diversity of its community	<p>CN 2 Enhance network of assets to increase Hartlepool's draw as a destination</p> <p>CN 3 Develop and strengthen local supply chains for key sectors</p>	<ul style="list-style-type: none"> <li>• Participate, enjoy and socialise through providing high quality, accessible and innovative assets and services</li> <li>• Grow, fulfil and thrive through raising aspirations by increasing opportunities and purpose</li> </ul>
<p><b>The Town Deal Board /Town Investment Plan vision for Hartlepool:</b></p> <ul style="list-style-type: none"> <li>• An inclusive, proud and productive town where aspiration and creativity are valued</li> <li>• A town which supports and welcomes visitors, learners and innovation businesses</li> <li>• Where people are inspired and enabled to get more out of their work and investment</li> <li>• A town which promotes itself with pride and makes its mark in the wider world</li> </ul>	<p><b>Town Centre Masterplan 2021</b></p> <p><i>A new heart for the town, connecting ISQ, Waterfront, Leisure/Civic and Retail quarters</i></p> <p>Connecting (transport)</p> <p>Place-making (attractiveness)</p> <p>Growing (housing, employment, leisure)</p> <p>Community (skills and jobs)</p>	<p><b>TVCA strategy:</b> infrastructure and creatives focus, to make a step change with economic and social impact</p> <p><b>National Lottery Heritage Fund:</b> landscapes and nature, community heritage and "a wider range of people involved in heritage"</p> <p><b>ACE:</b> Lets Create, place-based approached and Tees valley a 'Priority Place'</p> <p><b>Covid Recovery context:</b> economic, social, town centre animation etc</p> <p><b>Hartlepool Borough Council</b> financial context</p>

## 8. Vision and Priorities

### Long-term vision: Making and Sharing Our Stories

Hartlepool will be celebrated for its stories and its imagination, its heritage and its future, where creativity is an everyday part of community and business life, with a flourishing sector creating high quality work for talented people, and a unique combination of landscapes, venues, production facilities and festivals generating pride in the town by attracting visitors and attention from around the world.

### Priority themes

We will focus our work on four main themes, with an additional overarching priority to contribute to Covid recovery:

## 6.4 Appendix A

- Build on our people and our communities and what they love about **Hartlepool stories and imaginations**, the many ways they identify with the town, its heritage and its future, its landscapes and coast and cultural facilities
- Create a generation of creative **catalysts and leaders** of all ages and backgrounds who can take creativity in Hartlepool forward in new ways, including founding Creative Hartlepool Partnership
- Develop **creative people and businesses** in Hartlepool to fulfill their potential economically, socially, and creatively, adopting new models where needed, building creative clusters for future growth
- Create sustainable ways for people to **connect and collaborate** more, on projects with wide reach commercially and in the visitor economy as well as in communities to create clusters and critical mass, that animates the town, its and encourages engagement with creativity
- Ensure creativity and culture play leading roles in the **recovery from the impact of Covid** on the town, the economy and local people, and their well-being

## 6.4 Appendix A

### 9. Strategic Aims

#### **1. Build on our people and our communities and what they love about Hartlepool stories and imaginations, the many ways they identify with the town, its heritage and its future, its landscapes and coast and cultural facilities**

Indicative activity:

- Plan a series of year-round activities that draw people actively into the environmental and physical assets/landscapes of Hartlepool's towns, villages and beaches, exploring the contemporary nature of the maritime heritage, with Council, creatives and voluntary sectors collaborating
- Tell the stories of Hartlepool – its heritage and its imaginative future - through a series of high-profile commissions and events, using Tall Ships and other events and the Northern Studios for leverage
- Work in partnership with Love Hartlepool to establish a Creative Hartlepool brand
- Establish the new Waterfront attractions so they flourish financially and are valued by local people
- Work with the social and health sectors to create new projects addressing role in health inequalities, well-being and loneliness

What you would see and hear:

- Many different perspectives on Hartlepool's past present and future: in films, television, books, music, theatre, heritage et al
- A high profile 'branding' campaign that drives up attendance at the attractions and activities in Hartlepool
- Opportunities to engage with culture and creativity right across the Borough, including in blue/green spaces
- Creative and heritage projects with those who face the greatest barriers to involvement

Long-term impact

- Even deeper sense of local identities across the Borough and the many stories of heritage, history and future
- Positive attention changes negative narratives about Hartlepool
- People feel deeper, positive sense of ownership of where they live and work
- More pro-social behaviour, increased well-being

#### **2. Found a Creative Hartlepool Partnership to nurture a generation of creative catalysts and leaders of all ages and backgrounds who can take creativity in Hartlepool forward in new ways**

## 6.4 Appendix A

Indicative activity:

- Establish a cross-sector Creative Hartlepool Partnership, potentially growing out of partnerships involving Love Hartlepool the Council, Northern School of Art and local creatives
- Raise funds for and deliver a leadership development programme to identify and support a cohort of cultural and creative catalysts/leaders across Hartlepool, using established mentors
- Encourage new and existing facilities to adopt 'local-first' policies to employ/use locally-based freelancers and companies – and to attract others to work in Hartlepool
- Create a 'catalyst fund' to provide small amounts of money to support innovative ideas (no more than £1-2000) – eg internships, growth, networks, start-ups, go-and-sees visits
- Create better links with schools/education and with the Tees Valley Cultural Education Partnership
- Develop a collaborative service to support people writing funding bids – either funded or 'time swapped'
- Work with Love Hartlepool to bring town-based leadership dev practitioners together to build capacity

What you would see and hear:

- A cross-sector Partnership leading workstreams arising from this strategy
- New leaders being developed and making connections nationally through development programmes
- Local creatives being employed regularly and growing their businesses
- New ideas being generated in and brought to Hartlepool
- Increased levels of funding coming to Hartlepool

Long-term impact:

- Increased confidence leading to greater achievement
- More leaders able to achieve more, working together
- Young people seeing examples of successful careers in the creative industries

**3. Develop creative people and businesses in Hartlepool to fulfill their potential economically, socially, and creatively, adopting new models where needed, building creative clusters for future growth**

Indicative activity:

- Connect business support services to Northern School of Art, Studio developments and other major events, and to colleges

## 6.4 Appendix A

- Strengthen independent and voluntary sector – funding, commissions, building into partnerships and activity – and connection with vigorous Council-managed facilities
- Animate public spaces including town centre to promote Hartlepool as a creative and connected place to live and work
- Explore how the local authority could reduce control and increase freedoms by reviewing licensing, rate holidays etc and by exploring new models of delivery for some activities
- Invest in creative activities in non-traditional spaces and smaller venues, including the idea of 'venues beyond walls'
- Create and promote a 'use-our-space' service in community hubs and other spaces for creative use, especially to people from outlying areas or elsewhere in Tees Valley, including all sectors

What you would see and hear:

- Improved business support offer
- New ways of working between community, public and private sectors
- More entrepreneurial culture
- More activity in public spaces, including those in community facilities

Long-term impact:

- More sustainable creative businesses, growing at greater rate
- Greater sustainability of activity through greater partnership working and income generation
- Creative clusters with greater connection you schools, colleges and higher education
- Further investment into facilities driven by demand

**4. Create sustainable ways for people to connect and collaborate more, on projects with wide reach commercially and in the visitor economy as well as in communities to create clusters and critical mass, that animates the town, its and encourages engagement with creativity**

Indicative activity:

- Strengthen industry networks including across screen, museums and heritage sectors, and across Tees Valley/North East – encourage clustering and collaboration
- Build community networks (eg voluntary/health) with culture through a 'Creative People and Places' style project
- Establish a 'collaboration fund' to give small pots of funding for experimentation



## 6.4 Appendix A

- Develop shared approaches eg to creative volunteering in Hartlepool, using the Tall Ships as a first focus/stimulus
- Create joint projects with industry and education including live briefs and commission for students
- Create new pop-up partnerships with business and education

What you would see and hear:

- Collaborative projects developed in partnership
- Increased activity by Hartlepool creatives locally, regionally and nationally
- Increased graduate retention
- Increased investment
- Increased volunteering in creative/community activity
- Increased profile for creative industries as a valuable and diverse sector for careers

Long-term impact:

- More creative businesses based in Hartlepool, with greater growth/success rates
- Increased confidence and bolder programming and project activity
- More people drawn into creative engagement
- Increased well-being and employment as a result of creative volunteering

## 5. Ensure creativity and culture play leading roles in the recovery from the impact of Covid on the town, the economy, and local people, and their well-being

Indicative activity:

- Use culture in Covid recovery – for sector, town and community – from well-being projects to business growth
- Bringing people together via events and activities, in a safe but communal way
- Invest in animating outdoor spaces and assets
- Invest in digital infrastructure and programmes
- Ensure Northern Studios create increase in screen sector activity working with NFM and others

What you would see and hear:

- Animation of public spaces, encouraging Covid-safe return to community life

## 6.4 Appendix A

- New digital programmes, reaching a broad cross-section of communities
- New partnerships encouraging film and television productions to be based in Hartlepool – in Studios and externally
- More production companies with Hartlepool offices/bases

Long-term impact:

- Increased economic activity in town centre, with more visitors and longer dwell-time
- Changed profile for town through screen sector depictions
- Boost to local economy as a result of productions and their primary/secondary expenditure

## 10. Action Plan

Section 8 above describes indicative actions in pursuit of this strategy. These should be reviewed by the Hartlepool Creative Partnership when established and lead responsibilities agreed. The key to this strategy is that this work is taken forward together: with people leading and working alone where appropriate, but as part of a co-ordinated and shared strategy. There are, however, some actions or projects which need to be undertaken in the next two years, which we set out in this section. They flow from the first major action which is to establish a cross-sector Creative Hartlepool Partnership.

Hartlepool Borough Council and other partners will come together to create a Creative Hartlepool Partnership. An independent chair will be identified. Its remit will include the following, subject to shared agreement,

- Overseeing this strategy and co-ordinating activity in partnership with Hartlepool Borough Council
- Sharing intelligence, skills and resources
- Advising Council and other major partners on future direction/decisions needed
- Raising funds for shared activity
- Acting on behalf of the communities of Hartlepool

## 6.4 Appendix A

Year One objectives	Year Two objectives
<ul style="list-style-type: none"><li>• Agree founding membership of around 12-15 people</li><li>• Identify an independent chair</li><li>• Agree purpose, roles and responsibilities</li><li>• Identify key workstreams and develop a workplan</li><li>• Engage with local creatives through networking events</li><li>• Create collaboration/micro-grants fund</li><li>• Identify leads for and make funding bids for work in support of this strategy (eg leadership development)</li><li>• Create a shared plan for making the most of Tall Ships 2023 in support of this strategy, especially around programme and volunteering ambitions</li></ul>	<ul style="list-style-type: none"><li>• Deliver Tall Ships 2023 so that it serves the aims of this strategy</li><li>• Deliver year-round programme of events and festivals</li><li>• Deliver branding/marketing activity</li><li>• Evaluate and refine collaboration/micro-grants fund</li><li>• Review Partnership membership and working, identifying gaps and areas for improvement</li></ul>

### Appendix

*This appendix gives more detail on some of the 'infrastructural' assets in Hartlepool.*

#### **Museum of Hartlepool**

The Museum is sited on the Marina, adjacent to the National Museum of the Royal Navy. It opened in 1996 and tells the story of the town, including the 1914 bombardment of Hartlepool. The museum is free to enter and is jointly managed with the National Museum of the Royal Navy and Council.

#### **Hartlepool Art Gallery**

The Art Gallery is a Grade II\* Listed building reopened in 1996. It houses the fine art collection of the Council, whose main themes are local landscapes and scenes relating to events, maritime and seascapes, portraiture including civic dignitaries, and animals. The collection includes work by Lucien Freud, Margaret Green, Basil Beattie, Frank Auerbach and L.S. Lowry. It also displays temporary exhibitions throughout the year and is home to the Vestry Café and the Gallery Shop selling locally produced gifts and artwork.

#### **Town Hall Theatre**

The theatre has a capacity of 400 and puts on a variety of professional and community-based shows. It also has rehearsal spaces used by local dance schools and dressing rooms. The Town Hall Theatre is also home to a theatre school, small scale upstairs theatre and the Empire Bar.

## 6.4 Appendix A

### **Heugh Battery Museum**

Heugh Battery Museum is the UK's only open air First World War Museum, on the site of the only First World War battlefield in Britain. It tells the story of the bombardment of the Hartlepools in December 1914. It is run by the Heugh Gun Battery Trust.

### **Hartlepool Borough Hall**

The Borough Hall is in the headland area and was built in 1865. It now functions as an entertainment venue with meeting rooms, offices, a library and a wedding venue. The main auditorium has a capacity of 1,200.

### **Centre for Excellence in Creative Arts (CECA)**

CECA is a state-of-the-art facility which boasts a TV studio, sound recording studio, 120 seat theatre, media suite, meeting rooms plus dance and rehearsal studios. The centre is funded by The Tees Valley Combined Authority and delivered by Hartlepool Borough Council. CECA primarily offers technical training routes and learning pathways for young people into the creative industries, focussing on sound production, theatre and live events, sound production and digital media.

### **Innovation and Skills Quarter**

The Innovation and Skills Quarter is a location centred in the area around Church Street, the Railways Station, Art gallery and Northern School of Art, and a strategic development partnership between Hartlepool Borough Council and the Northern School of Art to deliver a series of initiatives. These include new teaching and production facilities in the Scott Building, and Northern Studios: new film and TV studios for commercial and educational use to include sound stage, green screen studios, workshops and production office.

### **Northern School of Art**

Northern School of Art has a campus in Hartlepool, with a variety of buildings and facilities in the Innovation and Skills Quarter. It offers degree courses in film and television, acting, costume and set design amongst others. The School provides high contact time, specialist support, career and business coaching and was awarded GOLD in The Teaching Excellence Framework. (It also has a campus in Middlesbrough.)

### **Northern Studios**

The Northern Film & TV Studios is the only large-scale commercial television and film studio complex in the North East, due to launch in 2021 to provide large sound stage facilities for a range of content producers – from feature films through HETV and promo to immersive. Stages can be configured for single or multiple users. There will also be connected production offices.

## **6.4 Appendix A**

### **The BIS Business Centre**

The BIS is an award-winning 28-unit centre for business start-ups in the creative industries sector, developed from the Grade II listed former General Post Office building on Whitby Street., close to Hartlepool Train Station. The centre offers a range of studio, office and workshop space together ranging from 13sqm to 172 sqm with specialist business support. It is used by a range of creative businesses.

### **Elephant Rock Amphitheatre**

The amphitheatre is being developed adjacent to Heugh Battery Museum on the Headland, and will provide a new outdoor space for sports, cultural and community events. The site will be mainly used May – September and is managed by the Council but can be hired by community and commercial partners.

### **National Museum of the Royal Navy and HMS Trincomalee**

The National Museum of the Royal Navy Hartlepool takes in the historic quayside and HMS Trincomalee, as well as events spaces. It opened in this format in 2016. It forms part of the family of venues and historical vessels cared for by the Museum and is the only National Museum in the North East. Hartlepool Borough Council and the National Museum have a Memorandum of Understanding to work in partnership in developing the Waterfront.

### **Summerhill Country Park and Outdoor Nature Reserve**

Summerhill Country Park is both a Local Nature Reserve and Outdoor Activity Centre within a 100-acre site. It includes sculptures around the park, ponds, play areas and climbing boulders.

### **Historic Headland**

Hartlepool Headland is a historic part of the town, with several heritage sites and distinctive architecture, as well as visitor attractions including the Heugh Battery Museum and Elephant Rock Amphitheatre. The 12th century St Hilda's Church which features many of its original Norman parts. The Headland has a religious history stretching right back to the earliest spread of Christianity in Britain: St Aidan founded a monastery on Hartlepool Headland around AD 640.

### **Seaton Carew**

Seaton Carew grew into a successful seaside resort in the 19<sup>th</sup> century. The promenade is used for festivals and the town's annual firework display. It has four miles of beach and a variety of attractions on the front. A promenade now allows visitors to walk from Seaton Carew to Hartlepool Marina. Along the coastline is the Hartlepool Submerged Forest, a Site of Special Scientific Interest.

### **Waterfront Festival**

## 6.4 Appendix A

Hartlepool Waterfront Festival is a large-scale outdoor arts festival, situated in the heart of Hartlepool's historic marina. The festival works on a Pay-What-You-Decide basis. It commissions new and touring work in dance, music, theatre and street arts, and also has an Associate Artist scheme. In 2021 a series of 'Little Waterfronts' happened across Hartlepool, to respond to Covid restrictions.

### **Festival of Illustration**

The Northern Festival of Illustration was founded in 2015 by The Northern School of Art as a showcase for illustrators across print, digital, product design and many other fields. It promotes illustration as an artform and as a career open to young people. In 2021, the Festival developed The Monkey Trail, 35 monkey sculptures decorated by the community and hosted by businesses. In 2019 the Festival began the Northern Illustration Prize.

### **Wintertide Festival**

Wintertide Festival is an independent volunteer-run festival that takes place on The Headland, in homes, pubs and public spaces. It aims to bring spaces and places alive with arts, music and performance.

### **Hartlepool Folk Festival**

Hartlepool Folk Festival is an annual weekend festival showcasing the finest folk music.

### **Karen Liddle School of Dance**

Karen Liddle School of Dance is an inclusive not for profit community orientated dance studio based in Hartlepool. Established in 1987 it offers dance classes to local children in all forms of popular dance including Acrobatics, Tap, Jazz, Ballet, Street Dance & Musical Theatre.

### **Artrium Studio**

A community art studio focussed on the rehabilitation of people who have lived experiences of mental ill health. As well as art led therapy, it also offers signposting services, support with external issues, and accredited training.

# ADULTS AND COMMUNITY BASED SERVICES COMMITTEE

17 February 2022



**Report of:** Director of Adults and Community Based Services

**Subject:** ANNUAL REPORT OF ADULT SOCIAL CARE  
COMPLAINTS AND COMPLIMENTS 1 APRIL 2020 –  
31 MARCH 2021

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 No decision required; for information.

## 2. PURPOSE OF REPORT

2.1 To present to members the Annual Report of Adult Social Care Complaints and Compliments 2020/21.

## 3. BACKGROUND

3.1 The Annual Complaints and Compliments Report provides information on complaints and compliments relating to adult social care received and responded to within the reporting period.

## 4. ANNUAL REPORT

4.1 The report is attached as **Appendix 1** and provides an analysis of complaints and compliments and demonstrates learning that has occurred from complaints and actions implemented as a result.

4.2 The report includes:

- Complaints and compliments received in 2020/21;
- Outcomes of complaints;
- Learning lessons and service improvement; and
- Complaints considered by the Local Government and Social Care Ombudsman in 2020/21.

**5. ADULT SOCIAL CARE COMPLIMENTS / COMPLAINTS**

- 5.1 During 2020/21, 66 compliments were received relating to adult social care.
- 5.2 A total of 25 complaints were received during the same period; a decrease of 10 compared to the previous year. Of the 25 complaints received, 7 were not considered further and 18 complaints were investigated; 5 less than the previous year.
- 5.3 Of the 18 complaints investigated in 2020/21, 17 have concluded the local statutory complaints processes and 1 complaint remains ongoing which will be carried forward to 2021/22.

**6. RISK IMPLICATIONS**

- 6.1 There are no risk implications identified.

**7. FINANCIAL CONSIDERATIONS**

- 7.1 There are no financial considerations identified.

**8. LEGAL CONSIDERATIONS**

- 8.1 There are no legal considerations identified.

**9. CONSULTATION**

- 9.1 There is no consultation required in relation to this issue.

**10. CHILD AND FAMILY POVERTY**

- 10.1 There are no child and family poverty considerations identified.

**11. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 11.1 There are no equality and diversity considerations identified.

**12. STAFF CONSIDERATIONS**

- 12.1 There are no staff considerations identified.



**13. ASSET MANAGEMENT CONSIDERATIONS**

- 13.1 There are no asset management considerations identified.

**14. RECOMMENDATIONS**

- 14.1 It is recommended that the Adult and Community Based Services Committee note the contents of the Annual Report of Complaints and Compliments 2020/21 and note that the report will be published online.

**15. REASONS FOR RECOMMENDATIONS**

- 15.1 It is a requirement that an Annual Report regarding complaints is prepared presented to the relevant Policy Committee and published on the Council's website.

**16. CONTACT OFFICER**

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# Annual Report of Adult Social Care Complaints and Compliments 2020/21



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## Appendices

**A:** Examples of compliments received across Adult Social Care

**B:** Examples of complaints and actions taken in Adult Social Care

## 1. Introduction

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Welcome to Hartlepool Borough Council's Annual Report of Adult Social Care Complaints and Compliments. The report covers statutory complaints and compliments received for adult social care services for the period 1 April 2020 to 31 March 2021.

The report outlines:

- Details of the complaints and compliments received over the reporting period;
- Actions implemented and resulting improvements following enquiries into complaints;
- Performance in relation to handling of complaints.

## 2. Background

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Complaints and compliments are valued as an important source of feedback on the quality of services. Each complaint is investigated and, where appropriate, redress is made. Equally important is the work to improve services to prevent a repeat of failure in service quality and continually improve services.

### 2.1. What is a complaint?

A complaint is any expression of dissatisfaction about a service that is being delivered, or the failure to deliver a service. The Local Government and Social Care Ombudsman define a complaint as “*an expression of dissatisfaction about a council service (whether that service is provided directly by the council or on its behalf by a contractor or partner) that requires a response.*”

A complaint can be made in person, in writing, by telephone or email or through the council's website. It can be made at any office. Every effort is made to assist people in making their complaint and any member of staff can take a complaint.

### 2.2. Who can complain?

A complaint can be made by:

- A person who uses services;

- A carer on their own behalf;
- Someone who has been refused a service for which they think they are eligible;
- The representative of someone who uses services or a carer acting on their behalf. This could be with the consent of the service user or carer or in the case of someone who does not have the capacity to give consent (within the meaning of the Mental Capacity Act 2005), where they are seen to be acting in the best interests of that person; or
- Anyone who is or is likely to be affected by the actions, decisions or omissions of the service that is subject to a complaint.

### **3. Adult Social Care Complaint Framework**

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#### **3.1. Complaint management arrangements**

The statutory complaint function for adult social care sits within the Quality and Review Team under the management of the Head of Service (Quality and Review). The remit of the Complaints Manager's function is:

- Managing, developing and administering the complaint procedure;
- Providing assistance and advice to those who wish to complain;
- Overseeing the investigation of complaints that cannot be managed at source;
- Supporting and training staff; and
- Monitoring and reporting on complaints activity.

#### **3.2. The complaint regulations and procedure**

A single level integrated complaints process was introduced on 1 April 2009 with the implementation of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

These regulations place a duty on NHS bodies and adult social care organisations to coordinate handling of complaints and to advise and support complainants through the procedure.

The complaints procedure aims to be as accessible as possible. The policy is flexible to ensure that the needs of the complainant are paramount and allows the Department and the complainant to agree on the best way to reach a satisfactory outcome. On receipt of a complaint the level of impact is determined and complaints are screened according to their content as being red (high impact), amber (moderate impact) or green (low impact). The process for handling the complaint is dependent on the impact.

### **3.3. Timescales for the resolution of complaints**

Staff will always try to resolve problems or concerns before they escalate into complaints and this ensures that, wherever possible, complaints are kept to a minimum.

Since the introduction of the 2009 regulations the only mandatory timescale is that the complainant receives an acknowledgement within 3 working days. The legislation allows for a maximum 6 month timescale to investigate and respond to a complaint. This offers a more flexible approach to the amount of time in which complaints should be dealt with. The Council's policy aims for even the most complex of complaints to be resolved within 65 working days. If timescales cannot be met, a new timescale should be discussed with the complainant. Locally, timescales have been introduced for amber and green complaints of 40 and 20 working days respectively.

There is a time limit of 12 months from when the matter being complained about occurred to when a complaint may be made. After this time, a complaint will not normally be considered. However, there is discretion to accept a complaint after the 12 month time limit where the local authority is satisfied that the complainant had good reason(s) for not making the complaint within that time and where it is still possible to investigate the complaint effectively and fairly.

Whilst the Council accepted all adult social care complaints made and continued with its ongoing complaint investigations during the worldwide health crisis, Covid-19, there were minor practical adjustments made with different ways of working implemented to eliminate any face-to-face meetings taking place. In some cases, these adjustments increased the timescales to respond

but complainants were kept informed at regular intervals and acknowledged the unprecedented situation which was beyond the Council's control.

### **3.4. Referral to the Local Government and Social Care Ombudsman**

If, at the end of the complaints procedure, the complainant remains dissatisfied with the outcome or the way in which their complaint has been handled, they may ask the Local Government and Social Care Ombudsman (LGSCO) to investigate their complaint. Complainants may also approach the LGSCO directly without accessing the complaints process. In these cases it is usual for the LGSCO to refer them back to the Council for the complaint to be examined through the relevant complaints process before they intervene.

## **4. Principles and outcomes**

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Good handling of complaints and representations involves:

- Keeping the complainant at the centre of the complaints process;
- Being open and accountable;
- Responding to complainants in a way that is fair;
- Being committed to try to get things right when they go wrong; and
- Seeking to continually improve services.

Statutory complaints are underpinned by the following:

- A procedure that aims to be fair, clear, robust and accessible;
- Support being available to those wishing to make a complaint;
- Timely resolution following enquiry into complaints/representations;
- Action taken following complaints and the quality of services improved as a result; and
- Monitoring being used as a means of improving performance.

## **5. Public information**

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Information about the complaints and representations framework is accessible via the Council's public access points and also the Council's website at:

[https://www.hartlepool.gov.uk/info/20076/adults\\_and\\_older\\_people/93/get\\_in\\_touch](https://www.hartlepool.gov.uk/info/20076/adults_and_older_people/93/get_in_touch)

Service users and carers are provided with factsheets explaining the procedure when they take up a new service and when support plans are agreed and reviewed.

Information in other formats such as large print, Braille or translation in languages other than English are made available upon request.

## **6. Summary of representations**

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### **6.1. Compliments**

Compliments are generally recognised to be an indicator of good outcomes for service users and carers. They also serve to provide wider lessons regarding the quality of services.

During 2020/21, 66 compliments were received relating to adult social care. This is a decrease of 11 compliments from 2019/20. These range from an expression of thanks and appreciation in the form of a thank-you card to written communication. In particular, they broadly reflect the work being delivered across adult social care, service users expressing thanks for pieces of equipment which improve their daily living and a general appreciation of the social work teams who have made a difference to the lives of service users and their carers. Appendix A provides some examples of compliments received during the period.

### **6.2. Complaints received in 2020/21**

A total of 25 complaints were received during 2020/21. The number of complaints received has decreased by 10 from last year. Of the 25 complaints received, 7 complaints were not considered further leaving 18 complaints investigated. This is a decrease of 5 complaints being investigated from the previous year.

The number of complaints received in the first quarter of 2020/21 (April to June) was significantly low compared to previous years. This coincided with the worldwide health crisis, Covid-19, and the first national lockdown which may account for the low number of complaints received in this period.



Of the 7 complaints not considered further, this was because:

- 1 complaint was not accepted for investigation because the service user had not provided their consent for someone else to act on their behalf in the matter of the complaint;
- 1 complaint was not accepted for investigation because the service complaint about was not provided by the Council. The complainant was signposted to the correct organisation;
- 1 complaint was not accepted for investigation under the complaints framework before relevant safeguarding enquires had been completed. The complainant was advised that their concerns must conclude the appropriate S42 enquiries under the Care Act 2014 before a complaint investigation could commence if they remained dissatisfied;
- 1 complaint was withdrawn by the Council when it was found that the substance of the complaint had already been resolved to the complainant's satisfaction;
- 1 complaint was withdrawn by the Council when the complainant's family initiated legal action in relation to the substance of the complaint; and
- 2 complaints were not accepted for investigation because the substance of the complaint was deemed to be a service requests rather than complaints which could be responded to in another way.

Of the 18 complaints investigated in 2020/21, 17 complaints have concluded local statutory complaints processes and 1 complaint remains ongoing which will be carried forward to 2021/22.

### 6.3. Client groups and general data

<b>Adult Social Care</b>			
<b>Client group</b>	<b>2020/21</b>	<b>2019/20</b>	<b>2018/19</b>
<b>Older Persons</b>	10	15	13
<b>Learning Disabilities</b>	3	5	2
<b>Physical Disabilities and Sensory Loss</b>	3	3	6
<b>Adult Mental Health (Integrated Service prior to 2019/20) or AMHP function</b>	5	4	0
<b>Contracted Services</b>	4	3	9
<b>Carers</b>	0	5	1
<b>Total number of complaints received</b>	25	35	31

In 2020/21:

- Complaints were received from 8 males and 17 females.
- Complaints which were considered either complex or have a number of elements to them are usually investigated by someone independent of the Council. Independent Investigators were appointed to 10 of the 17 complaints investigated. The remaining 7 complaints were investigated and responded to internally.
- Of the 25 complaints received, 10 complaints were received within the older person's service followed by 5 complaints within adult mental health services and 4 complaints were about contracted service providers. There was an increase in the number of complaints received in 2020/21 about adult mental health services and contracted service providers but a decrease in the number of complaints received about the older person's service and learning disability services whilst complaints about physical disabilities and sensory loss remained the same.
- Of the 25 complaints received, 10 complaints were received directly from the person concerned. There were 3 complainants who chose to have an advocate assist them with their complaint, 6 complainants signed their

consent for someone else to represent them and act on their behalf in the matter of the complaint, 5 complainants represented a deceased relative in bringing their complaint and 1 complainant represented someone who lacked capacity within the meaning of the Mental Capacity Act 2005.

#### **6.4. Timescales and the Grading of Complaints**

There is a maximum 6 month statutory timescale for investigating and responding to a complaint relating to adult social care. However, the overall aim is to respond to complaints in a timely manner. The likely timescales for investigation are discussed with the complainant at the outset of a complaint investigation and updates on progress of the investigation are provided by the Investigating Officer at regular intervals. There are a range of factors that can impact upon timescales such as:

- Whether the complaint has been considered low, moderate or high impact;
- The number of points of complaint for investigation;
- The availability of the complainant and other key people the Investigating Officer needs to interview;
- The time taken to conduct interviews with key people;
- Seeking appropriate consent for obtaining information from partner agencies and awaiting the necessary information to inform the complaint investigation;
- Reading case files and records and obtaining copies of local policies and procedures;
- Consideration of all available information and the drafting of a complaint investigation report; and
- Carrying out factual accuracy checks on the draft report and providing feedback to the complainant before finalising and submitting the final report.

#### **6.5. Complaints carried forward to 2021/22**

Of the 18 complaints investigated, 1 complaint remained the subject of investigation as at 31 March 2020 which has been carried forward to 2021/22.

## **6.6. Complaints considered by the Local Government and Social Care Ombudsman (LGSCO) in 2020/21**

There was 1 complainant who approached the LGSCO about their adult social care complaint in late March 2020 which was referred to in last year's annual complaint report (2019/20). This was at the same time the LGSCO made the unprecedented decision to pause all their casework activity. This was because the LGSCO did not want to place an additional demand upon Councils and Care Providers in having to respond to their enquiries at a time when capacity to deliver vital frontline services to its local communities during the Covid-19 crisis was essential. The LGSCO made enquires of the Council about this complaint when their casework activity resumed in June 2020 where they found fault relating to inconsistent information being given to the complainant about the nature of a placement as well as the care costs not being made clear until after an assessment period had ended. The Council implemented actions to remedy the shortfall identified in the service delivery.

## **7. Actions taken following complaints**

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Actions implemented are an important aspect of the complaints framework. Appendix B outlines some improvements that have been put in place as a direct result of complaints and representations received in adult social care during 2020/21.

## **8. Conclusions and way forward**

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### **8.1. Going forward**

There is an ongoing commitment to ensure that a person-centred approach is adopted for the handling and investigation of each complaint. The Council is focused on ensuring that: complainants receive appropriate and timely feedback on complaints; appropriate apologies are offered; any redress is made and any service improvement recommendations are delivered.

## 8.2. Action plan

Actions for 2021/22 are as follows:

- Continue to raise awareness of and promote appropriate use of the complaints procedure for adult social care.
- Continue to raise awareness of lessons learnt from complaints and ensure that they are fed into policies, procedures and practice.
- Continue to remind and encourage the workforce to inform the Quality and Review Team when expressions of thanks have been received. These provide an indication of satisfaction with services and should be recorded and reported.
- Review the training needs of managers and commission relevant training for those managers who are allocated complaints to investigate.

## Appendix A: Examples of compliments received across Adult Social Care

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*“Just a note of thanks to you for the work you are all doing in these unprecedented times. Dedicated, committed, brave and courageous are just a few words that come to mind when I think about the work you and your work mates have done, are doing and will continue to do. As I stand on my doorstep you'll be unable to hear the noise I'll be making for the Adults Services in Hartlepool.”*

### **Service User about Reablement Services**

*“I don't know how I would have managed without our Social Worker. She has a really kind caring nature and always there to help if I was worried or not sure about anything.”*

### **Service user about a Social Worker**

*“Staff very lovely, extremely caring & friendly and went above and beyond to help her. The service you gave was fantastic. I would like to place on record the highest level of kindness and professionalism I experienced from two members of staff. The assistance I received during their visit would not be surpassed. There is a saying 'Angels walk amongst us' - I can assure you that I have met two of them.”*

### **Service User about the Telecare Service**

*“X has always been kind and attentive with my needs and also helped me with information where I might find the right people. Thank you so much.”*

### **Carer about the Hospital Discharge Team**

*“I spoke to mam earlier and I just wanted to let you know that your phone call lifted her spirits. It was nice to hear her a little more upbeat than she has been of late. I've never heard her speak so highly of and trust a professional as she does you and I just wanted to say thank you.”*

### **Service User's family about a Social Worker**

*“Thank you so much! And I’d like to personally thank you for your visit today, it was very helpful and informative but most of all your empathy and understanding really help Dad & Mam feel much more confident about accessing help, which they’ve never had to do in their lives before.”*

**Service User’s family about OT**

*“Thank you. Thank you also for all the help and advice you have given in the past 4 years. You helped make a difficult time for the whole family so much easier to get through.”*

**Service User’s family about User Property and Finance Services**

*“I just wanted to let you know how amazing X has been. X has been exceptional in the way she interacted with myself but more importantly my father. It’s made caring for my father so much easier knowing we had the support of one of your dedicated team members.”*

**Service User’s family about Locality Team**

*“Thank you for all your help in the past and to praise your staff in the way that they have helped me recently in relation to my mam. X has been excellent, understanding and very helpful with advice. Also X has been excellent and very understanding. Thank you again for your professionalism and for giving me your time in the past.”*

**Service User’s family about Preventative Mental Health**

## Appendix B: Examples of complaints and actions taken in Adult Social Care

Details of complaint/Outcome	Actions following findings
<p>The complainant (a representative of a deceased service user) was unhappy that the Council failed to notify him of the death of his relative.</p> <p>The complaint was responded to by a Head of Service.</p>	<p>Although it was explained to the complainant that his late relative was under the care of the NHS rather than Adult Social Care at the time of her death, staff were reminded of the importance of communication and the need to keep interested parties updated on key aspects of someone's care and support needs.</p>
<p>The complainant (who was supported by an Advocate) alleged that a decision to remove a direct payment was made purely with regard to whether she was in a position to manage the direct payment without any consideration for her ongoing care and support needs.</p> <p>The complaint was independently investigated.</p>	<p>Although the Independent Investigator did not uphold the complaint, it was noted during the course of the complaint investigation that the service user had been waiting some time for a financial reconciliation to be completed.</p> <p>An apology was provided to the complainant for this, the reconciliation completed and the matter resolved within 7 days. The Council also considered whether the complainant had suffered any hardship as a result of the delay she encountered.</p>



<p>The complainant (a representative of the service user) was unhappy with the care workers (from a commissioned service provider) confronting her relative and allegedly making an offensive comment and other associated matters.</p> <p>The complaint was independently investigated.</p>	<p>Given the Independent Investigator had partly upheld the complaint the Council conveyed an apology to the complainant's relative in this regard.</p>
<p>The complainant (a representative of the service user) expressed his dissatisfaction about matters relating to reviewing and facilitating contact, a commissioned care provider's staff using their mobile telephones whilst supervising contact, a lack of person-centred approach, and a failure to ensure appropriate and regular communication between him and his relative.</p> <p>The complaint was independently investigated.</p>	<p>The Independent Investigator made some recommendations for service improvement with were accepted and implemented by the Council. These included:</p> <ul style="list-style-type: none"> <li>• Instructing the commissioned care provider that their staff should not use their work mobile phones during a supervised contact session unless a matter of urgency develops; and</li> <li>• Revisiting advocacy support for the complainant in his own right.</li> </ul>
<p>The complainant (a representative of a deceased service user) was unhappy about the standard and quality of care being delivered by carers from a commissioned care provider and that the Council's Safeguarding Officer did not respond to a referral made in an appropriate or efficient way.</p> <p>The complaint was independently investigated.</p>	<p>Although the Independent Investigator did not uphold the complaint made, the Council implemented a recommendation made which has led to improvements in the Council's safeguarding documentation.</p> <p>The Council welcomes the external scrutiny of Independent Investigators in this regard. Their independent scrutiny adds value to learning from complaints and enables wider service improvements to be implemented as a result of a single complaint made.</p>

<p>The complainant (who was supported by an Advocate) expressed that her support hours were inadequate to meet her care needs especially with the impacts of the Covid-19 virus and a request for an independent Social Worker had not been progressed.</p> <p>The complaint was responded to by a Head of Service.</p>	<p>Although the majority of the complaint was not upheld and the Council had considered the complainant's request for an independent Social Worker, it was noted that the outcome had not been clearly to the complainant at the time. An apology was provided to the complainant for this oversight.</p>
<p>The complainant (a representative of a service user) was unhappy with a contracted provider. The focus of the complaint investigation related to communication issues and the processing of information.</p> <p>The complaint was independently investigated.</p>	<p>An apology was provided to the complainant for a processing anomaly. The contracted provider demonstrated to the independent investigator how they had already implemented changes to improve their processes as a result of the anomaly that had been identified before the complaint investigation had commenced.</p> <p>The Commissioned Services Team discussed with the care provider whether a greater reliance on electronic communications during the Covid-19 crisis had created some technical challenges for some people and whether assistance needed to be provided to those people requiring such support.</p>

The complainant (a representative of a service user) was unhappy that her relative had contacted the Council to request a social work assessment of need but was informed such a referral could only be made a GP or Nurse.

The complaint was responded to by a Team Manager.

A Team Manager contacted the complainant to explain the referral process and allocated her relative's case for assessment. It was believed there could have been initial confusion and the complainant expressed her appreciation for the swift response and resolution to the matter following the submission of her complaint.

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

17<sup>th</sup> February 2022



**Report of:** Director of Adult and Community Based Services

**Subject:** CARE HOME UPDATE

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## **1. TYPE OF DECISION/APPLICABLE CATEGORY**

1.1 No decision required; for information.

## **2. PURPOSE OF REPORT**

2.1 To provide the Adult & Community Based Services Committee with an update in relation to care home provision for older people.

## **3. BACKGROUND**

3.1 There have been regular updates to the Committee for a number of years providing details of CQC inspection ratings, occupancy levels, quality assurance, fee negotiations and support to the care home market.

## **4. CURRENT POSITION**

4.1 Since the last report in July 2021, there have been further developments, outlined below, many of which relate to the COVID19 pandemic.

4.2 Care home occupancy has decreased slightly to approximately 87% in older people's care homes across the town and there are currently 97 vacancies across the 16 older peoples care homes. Officers continue to monitor care home vacancies closely to understand both short and long term impact and to assess whether further support is required by the homes affected.

4.3 The number of out of borough placements currently stands at 99, which is reduced from 109 in March 2020 and 127 in March 2019, meaning proportionately more people are now being supported in care homes in Hartlepool.

- 4.4 There have been a significant number of Covid outbreaks in care homes across Hartlepool (particularly since December 2021) and in early January all 16 older peoples care homes were experiencing outbreaks at the same time, meaning new admissions were not possible. A number of homes have now come out of outbreak, and a number of homes are accepting new admissions following a detailed risk assessment.

These outbreaks are monitored and supported by Public Health, Adults Commissioning, Environmental Health Officers, Public Health England and where required the Care Quality Commission (CQC) and Health & Safety Executive.

- 4.5 The number of Covid positive cases within older peoples care homes is tightly monitored. There were 31 new resident cases from October to December 2021 and 83 staff cases. This has increased from the previous quarter, where there were 27 new resident cases and 56 staff cases.

The number of new cases in both residents and staff has increased significantly, with 144 residents and 195 staff new cases between 1 and 28 January 2022 lined to the prevalence of the new variant. These rates have begun to reduce towards the end of January 2022 in line with regional and national reporting.

- 4.6 Personal Protective Equipment (PPE) is available at acceptable levels, and care homes know to contact the council if any supplies are needed urgently.
- 4.7 Covid premium payments ceased in November 2020, but two further schemes of support were introduced:
- Covid Recovery support scheme to all older peoples care homes – additional payment equivalent to 2% paid between March and September 2021, which was reduced to 1% for a further period of September to December 2021.
  - Occupancy support scheme for those homes where occupancy fell by more than 5%, with 75% of the difference was funded by the council. This ceased in January 2022.
- 4.8 Significant funding for care homes and other care providers via national grants has been delivered during 2020 and 2021, including:
- Infection Control Grant.
  - Rapid Testing Grant
  - Workforce Capacity Grant (second allocation confirmed in January 2022)
  - Vaccine funding.
- 4.9 A detailed testing process is now in place for both staff and residents in care homes, as well as testing processes for staff in other areas, e.g. domiciliary care. The government grant to support rapid testing has supported the roll out of testing across the care sector.
- 4.10 Older people's care homes across the town had been allowing visits on a limited basis, except where the home was currently in an outbreak (when

visits are paused, apart from 'essential care giver' roles). This is continually reviewed as national guidelines are updated and new guidelines introduced from the end of January 2022 state 'There will be no limit on the number of visitors a resident can have and no requirements to test or isolate after 'visits out' (providing visits are not deemed to be "high risk").

- 4.11 Quality assurance remains high in care homes with 96% of all care homes rated as 'Good' by the Care Quality Commission. This has improved significantly in recent years and has remained consistently high over the last 2 years.
- 4.12 The Adults Commissioning team continues to support all older peoples care homes with regular contact, including more frequent support where outbreaks are occurring or additional issues arise. Commissioning officers have now started to visit care homes, as opposed to the previous position where the majority of support was given via telephone and video calls.
- 4.13 There are no homes with suspensions in place for new admissions.
- 4.14 Vaccinations of both care home residents and staff continues, with the position in December 2021 at 95% of residents vaccinated with the both the first and second dose

Since 11 November 2021, all staff working in care homes must have received both vaccinations (except where a medical exemption applies), and would not be allowed to work in a care home if not vaccinated. There have been very small numbers of workers who have refused the vaccine for a range of reasons and these workers will have left these roles.

The rollout of the booster (third) vaccination continues across the care sector. At 13 December 2021, 83% of residents in older peoples care homes have received this with plans being implemented to get the figure as close to 100% as possible over the coming weeks.

Staff uptake of the booster dose have not reached the levels of residents yet with approximately 60% of staff having received this. Some staff will have only received their second dose immediately prior to the 11 November deadline and will not, therefore, be eligible for their third dose until 2 months after this. Additionally, this third dose is not legally required (as in the first and second dose) so numbers who refuse will be monitored.

The position on booster vaccinations in care homes will be closely monitored over the next 2 months to ensure this continues to increase, but the figures in Hartlepool for the booster vaccination are higher than the national average.

## 5. RISK IMPLICATIONS

- 5.1 There have been concerns in recent years about the availability of sufficient care home places for older people. This continues to be closely monitored

as additional factors such as Covid outbreaks in care homes reduce the number of homes able to accept new admissions.

Additionally, recent storm damage to one care home resulted in 17 residents having to be moved to other homes whilst remedial work was undertaken. All but 4 were moved to other care homes in Hartlepool which has utilised some of the capacity in other care homes.

Furthermore, the announcement of a nursing home closing in Hartlepool by 31 March 2022 will have a significant impact on residents and their families, as well as the availability of new placements across the town. This will inevitably lead to more use of Out of Borough placements.

A new care home that will have capacity to support 90 older people is due to open in May 2022 (estimated date) which will potentially increase capacity significantly.

- 5.2 Pressures on care home staffing levels due to staff absent with Covid or self-isolating is a risk. Staffing levels and reliance on agency staff are monitored regularly and national guidance to care homes indicates that the Infection Control Fund should be used to minimise movement of staff between care homes.
- 5.3 Any reduction in care home capacity would increase the need for older people to access out of area placements and can also impact on delayed transfers of care from hospital.

## **6. FINANCIAL CONSIDERATIONS**

- 6.1 There are significant financial considerations associated with care home provision, including the fair cost of care and implementation of the National Living Wage. There is an expectation that all Local Authorities undertake Fair Cost of Care assessments for older people's care homes (as well as home care services) during 2022/23. The impact of this is not yet known.
- 6.2 There has been significant funding announced nationally to support care home provision. The Council continues to allocate this funding to care providers in line with grant conditions in a timely way and monitor and report on how funding is utilised.

## **7. LEGAL CONSIDERATIONS**

- 7.1 Care home provision for older people supports the Council to fulfill its statutory duties in relation to the provision of adult social care in line with the Care Act 2014 and other relevant legislation.
- 7.2 There are no legal implications specifically associated with this report.

**8. CONSULTATION**

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

**9. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 9.1 There are no child and family poverty considerations associated with this report.

**10. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 10.1 There are no equality and diversity considerations associated with this report.

**11. STAFF CONSIDERATIONS**

- 11.1 There are no staff considerations associated with this report.

**12. ASSET MANAGEMENT CONSIDERATIONS**

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

**13. RECOMMENDATION**

- 13.1 It is recommended that the Adult & Community Based Services Committee note the contents of this report and receive further updates as deemed necessary.

**14. REASON FOR RECOMMENDATION**

- 14.1 The Committee has identified care home provision for older people as a priority due to the role of care homes in supporting vulnerable older people.

**15. CONTACT OFFICERS**

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Sign Off:

Director of Finance and Policy ☐

Chief Solicitor ☐

**Care Home Update: Supporting Information****A. Number of people in residential and nursing care**

Position at:	31-Dec-2019	31-Mar-2020	30-Jun-2020	30-Sep-2020	31-Dec-2020	31-Mar-2021	30-Jun-2021	30-Sep-2021	31-Dec-2021
Over 65's	597	612	581	626	569	569	592	610	583
18-64's	87	87	90	91	92	84	78	74	82
<b>Total</b>	<b>684</b>	<b>699</b>	<b>671</b>	<b>717</b>	<b>661</b>	<b>653</b>	<b>670</b>	<b>684</b>	<b>665</b>
% over 85	55%	52%	51%	52%	51%	50%	51%	52%	53%

**B. Number of out of Borough placements for Hartlepool residents**

OOB Snapshot	31-Dec-2019	31-Mar-2020	30-Jun-2020	30-Sep-2020	31-Dec-2020	31-Mar-2021	30-Jun-2021	30-Sep-2021	31-Dec-2021
Over 65's	70	70	66	63	59	59	64	70	69
18-64's	40	39	40	41	39	35	33	31	30
<b>Total</b>	<b>110</b>	<b>109</b>	<b>106</b>	<b>104</b>	<b>98</b>	<b>94</b>	<b>97</b>	<b>101</b>	<b>99</b>

**C. Vacancies in older peoples care homes in Hartlepool**

	31-Dec-2019	31-Mar-2020	30-Jun-2020	30-Sep-2020	31-Dec-2020	31-Mar-2021	30-Jun-2021	30-Sep-2021	31-Dec-2021
Total vacancies	87	50	111	61	98	78	73	63	97
% occupied	88%	93%	85%	92%	87%	90%	90%	91%	87%

**D. COVID positive cases in Older peoples care homes (Quarters))**

Number	31-Dec-2019	31-Mar-2020	30-Jun-2020	30-Sep-2020	31-Dec-2020	31-Mar-2021	30-Jun-2021	30-Sep-2021	31-Dec-2021
Resident Cases	0	1	156	15	151	67	3	27	31
Worker cases	N/A	N/A	N/A	26	143	67	6	56	83

**E. Deaths in care homes (Quarters)**

Number	31-Dec-2019	31-Mar-2020	30-Jun-2020	30-Sep-2020	31-Dec-2020	31-Mar-2021	30-Jun-2021	30-Sep-2021	31-Dec-2021
Over 65's	56	43	97	36	61	49	32	38	48
18-64's	0	0	1	1	1	1	0	0	0

**F. CQC Quality Ratings - % Rated Outstanding or Good**

	31-Dec-2019	31-Mar-2020	30-Jun-2020	30-Sep-2020	31-Dec-2020	31-Mar-2021	30-Jun-2021	30-Sep-2021	31-Dec-2021
Hartlepool (All)	96%	98%	96%	96%	96%	96%	96%	98%	98%
NE Average	87%	89%	89%	91%	92%	91%	90%	91%	90%
Family Average	83%	86%	85%	87%	87%	87%	86%	86%	85%
Hartlepool (Homes)	88%	96%	92%	92%	92%	92%	92%	96%	96%

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

17 February 2022



**Report of:** Assistant Director (Preventative and Community Based Services)

**Subject:** ALLOTMENT STRATEGY: UPDATE ON CONSULTATION AND ENGAGEMENT

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information.

## 2. PURPOSE OF REPORT

2.1 The purpose of this report is to provide an update on the consultation and engagement that was completed last year and to outline the next steps that will be taken in order to deliver the Allotment Strategy.

## 3. BACKGROUND

3.1 A report was submitted to committee on 29 July 2021 outlining the suggested approach which would be taken to the consultation. The consultation began in October 2021 and ended in mid-November and comprised:

- meetings with nine Allotment Associations;
- 17 drop in sessions at allotment sites at varying times of day including week days and weekends;
- two drop in sessions at the Central Hub, one on an afternoon and the other on an evening;
- paper questionnaires sent out to all tenants; and
- an online questionnaire which could be completed by tenants, partners, people on the waiting list and anyone else with an interest in allotments.

#### **4. CONSULTATION OUTCOMES**

- 4.1 183 completed questionnaires were received. Of those who indicated their connection to allotments,
- 55% were allotment tenants;
  - 13% partners on a plot;
  - 13% were on the waiting list;
  - 3% said they were informal users i.e. helped out on a plot; and
  - 16% didn't currently have a connection with the allotments.
- 4.2 A presentation will be provided outlining the detailed response to the consultation.

#### **5. NEXT STEPS**

- 5.1 The Allotment Strategy will be developed to reflect the issues emerging from the consultation with a draft prepared by the end of March 2022.

#### **6. LEGAL CONSIDERATIONS**

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

#### **7. FINANCIAL CONSIDERATIONS**

- 7.1 There are no financial considerations associated with this report. The consultation was delivered within the existing budget. Responses collected as part of the work will feed into the considerations regarding opportunities for the service to become more efficient.

#### **8. RISK IMPLICATIONS**

- 8.1 The consultation ensures that the Allotment Strategy is reflective of the needs and aspirations of tenants and the wider community.
- 8.2 While there are no specific financial risks identified at the present time, it must be noted that it may not be possible to deliver the aspirations of current tenants and potential future users of the service within the available budget and resources. Efforts will be made to minimise this through use of more innovative approaches, engagement of the Voluntary and Community Sector and use of social capital to support further development of allotment provision but it will be important to manage expectations.

**9. STAFFING IMPLICATIONS**

- 9.1 There are no staffing implications associated with this report. The consultation was delivered within the existing staff resource.

**10. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS**

- 10.1 Historically, allotments have suffered from crime and anti social behaviour including vandalism, arson, theft and fly tipping. The Communication Strategy was an opportunity to engage with tenants to understand the issues and experiences on site in relation to security and other connected matters.

**11. ASSET MANAGEMENT CONSIDERATIONS**

- 11.1 Allotments are an important Council asset comprising 38 hectares (94 acres) of public land within the Borough. The service continues to manage the land in the most appropriate, cost effective way.

**12. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 12.1 Allotments provide benefits through increasing access to a healthy diet (fresh fruit and vegetables), physical activity, engagement with the natural environment and social interaction, all of which have proven benefits to health and wellbeing. The Allotment Strategy will provide opportunities for wider engagement with the community to understand how the service can be more responsive to their needs and consider opportunities for different ways in which the service can be accessed.

**13. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 13.1 Access and inclusion will be key considerations within the Allotment Strategy. The consultation assists in understanding the demographic of allotment holders and their specific needs and requirements.

**14. RECOMMENDATION**

- 14.1 It is recommended that the Committee note the outcome of the consultation and the timescale for development of the Allotment Strategy.

**15. REASON FOR RECOMMENDATION**

- 15.1 It was agreed at Council on 17 September 2020 that a review of the allotment service would be carried out. This consultation provides the basis of the evidence gathering which the review will be built on.

## 16. BACKGROUND PAPERS

Adult and Community Based Services Committee, 29 July 2021, Allotment Communication Strategy

Adult and Community Based Services Committee, 12 March 2021, Allotment Review Update

Council, 17 September and 20 October, Allotments Service Review and Dispute Resolution Process

Neighbourhood Services Committee Report 13 March 2020, Allotments Service Review and Dispute Resolution Process

Neighbourhood Services Committee Report 26 July 2016 Allotment Review

Neighbourhood Services Committee Report 19 February 2018 – Phase two Allotment Strategy and Review

Council Minutes – 12 September 2019

## 17. CONTACT OFFICERS

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# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

17 February 2022



**Report of:** Assistant Director (Preventative and Community Based Services)

**Subject:** LEISURE, RECREATION & PARTICIPATION  
SERVICE RE-BRANDING

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information only.

## 2. PURPOSE OF REPORT

2.1 To share details of the rebranding of the Leisure, Recreation & Participation Service.

## 3. BACKGROUND

3.1 Traditionally, branding has involved giving a company, service or product a particular and unique design, logo or symbol to help promotion and advertising to customers.

Branding has evolved into a much broader, more complex concept, with greater attention being paid to the “emotional feelings and perceptions” that customers can have of a service or product: i.e.

- how “up-to-date” or exciting a product / service may appear to be;
- how accessible it may be (i.e. whether customers feel that “it’s for them?”);
- how appealing a service / product is to buy; and
- how important customer experience is, in linking reputation directly with brand identity.

3.2 Branding is important because it can:

- help to distinguish a service or product from competitors;
- raise awareness and recognition of who you are, what you do and what your offer is to customers;
- illustrate the values that you have as an organisation – through colours, design, language and image;

- create connections between different services, under a common identity;
- generate new custom and business; and
- positively impact on staff pride and identity.

- 3.3. The current brand in place is “Get Hartlepool Active” (see Appendix 1), which is used on social media platforms, the services’ website and on other printed or promotional materials.

It was initially designed and developed a number of years ago to promote leisure facilities (i.e. Mill House, Brierton and Headland), however since then the service has evolved and now includes the Participation Team, Summerhill Country Park and Visitor Centre, Carlton Adventure and the management of grass sports pitches.

Allied to the need to re-fresh and re-design the services’ website, the current brand is considered to be out-of-date and too traditional in design.

## 4. PROPOSAL

- 4.1 Designed with support from TA6, the brief included developing a brand logo and brand name that:

- is vibrant, dynamic and colourful;
- is contemporary and less “corporate” in style;
- encourages and supports active lifestyles;
- represents inclusivity;
- illustrates connection and coming together of services, people and/or partners;
- positions the service across the town, at the heart of the community;
- supports the wider service: both facilities and participation teams; and
- reflects and appropriately represents the state-of-the-art strategic leisure facility (Highlight) due to open in 2025.

- 4.2 The new brand name will be “Active Hartlepool”. The new logo and brand design is attached as **Appendix 1**.

- 4.3 The new brand will be launched in spring 2022, alongside a new website and will also dovetail with a new leisure management system, all of which will raise awareness of services, make it easier to access information and book activities and facilities.

These changes are being aligned as part of a service-wide transformation process, to minimise confusion for customers.

## 5. RISK IMPLICATIONS

- 5.1 There is a risk for the Council that the service will fail to compete with many commercial leisure providers both within and beyond Hartlepool without



re-branding. Additionally, if services fail to attract or appeal to local residents, there will be an ongoing impact upon income generation, long-term quality and the sustainability of the service.

## **6. FINANCIAL CONSIDERATIONS**

- 6.1 The costs associated with development and application of the re-branding and logo are being met through existing service budgets.
- 6.2 Although it is not possible to quantify the positive impact of the re-brand in income generation terms, the re-brand and new logo form part of a wider transformation of the service and is expected to play a part in generating new customers and in retaining existing customers too.

## **7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal considerations associated with this issue.

## **8. CONSULTATION**

- 8.1 The views of colleagues within the service have been canvassed and the process has benefitted from input from the Council's Communications & Marketing Manager.

## **9. CHILD AND FAMILY POVERTY IMPLICATIONS**

- 9.1 There are no child and family poverty implications specifically associated with the re-branding but the service aims to be inclusive for all residents.

## **10. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 10.1 There are no equality and diversity considerations associated with the re-brand or logo that require an impact assessment form to be produced. The use of a broad spectrum of colour is intended to represent the accessibility and opportunity for everyone in the community, to participate and be active.

In more practical terms, there will be a design guidance document for colleagues to refer to, to ensure that the logo is used in an appropriate manner (e.g. large print or monochrome versions for those with visual impairment).

## **11. STAFF CONSIDERATIONS**

- 11.1 There are no staff considerations associated with this report.

## **12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no significant asset management issues, although consideration is being given to the replacement of existing signage to the exterior of the services' buildings.

## **13. RECOMMENDATIONS**

- 13.1 It is recommended that Members note the contents of the report.

## **14. REASON FOR RECOMMENDATION**

- 14.1 To ensure that Members are aware of the re-branding of the Leisure, Recreation & Participation Service.

## **15. CONTACT OFFICERS**

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## Appendix 1

Existing Brand Identity : Get Hartlepool Active



New Brand Identity : Active Hartlepool



Example of brand use on printed assets

