

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

## AGENDA



**Thursday 25 January 2024**

**at 10.00 am**

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

MEMBERS: ADULT AND COMMUNITY BASED SERVICES COMMITTEE

Councillors Allen, Buchan, Darby, Hall, Little, Thompson and Young.

**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 7 December 2023.

**4. BUDGET AND POLICY FRAMEWORK ITEMS**

None.

**5. KEY DECISIONS**

- 5.1 Indoor Facilities and Playing Pitch Strategy – *Assistant Director, Preventative and Community Based Services*
- 5.2 Conservation Area Management Plans – *Assistant Director, Preventative and Community Based Services*
- 5.3 Parks and Open Spaces Place Based Management Plans – *Assistant Director, Preventative and Community Based Services*

**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.

**6. OTHER ITEMS REQUIRING DECISION**

None.

**7. ITEMS FOR INFORMATION**

- 7.1 Teeswide Safeguarding Adults Board Annual Report 2022/23 and Strategic Business Plan 2022-2025 – *Executive Director of Adult and Community Based Services and Independent Chair of Teeswide Safeguarding Adults Board*
- 7.2 OFSTED Inspection, Jobs and Skills Service – *Assistant Director, Preventative and Community Based Services*
- 7.3 Investing in Volunteers – *Assistant Director, Preventative and Community Based Services*
- 7.4 'Drawing Attention' Exhibition at Hartlepool Art Gallery – *Assistant Director, Preventative and Community Based Services*

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



# **ADULT AND COMMUNITY BASED SERVICES COMMITTEE**

## **MINUTES AND DECISION RECORD**

7 DECEMBER 2023

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

### **Present:**

Councillor: Bob Buchan (In the Chair)

Councillors: Gary Allen, Ged Hall, Sue Little, and Carole Thompson.

Also present: Councillor Paddy Brown as substitute for Councillor Mike Young in accordance with Council Procedure Rule 4.2.  
Evelyn Leck.

Officers: Jill Harrison, Executive Director of Adult and Community Based Services  
Gemma Ptak, Assistant Director, Preventative and Community Based Services  
Sarah Scarr, Head of Service - Heritage and Open Spaces  
Julian Heward, Communications and Marketing Team  
David Cosgrove, Democratic Services Team

### **27. Apologies for Absence**

Apologies for absence were received from Councillors Rob Darby and Mike Young.

### **28. Declarations of Interest**

None.

### **29. Minutes of the meeting held on 9 November 2023**

Received.

Councillor Hall requested that his personal declaration during the debate on the Assistive Technology Service (minute 23 refers) be recorded.

### **30. Medium Term Financial Strategy (MTFS) 2024/25 to 2026/27** *(Director of Finance, IT and Digital and Director of Adult and Community Based Services)*

#### **Type of decision**

Budget and Policy Framework.

#### **Purpose of report**

The purpose of this report is to provide an update on the MTFS and to enable the Committee to scrutinise / comment on the savings proposals referred from the Finance and Policy Committee.

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

The Executive Director of Adult and Community Based Services gave an outline of the report submitted to the Finance and Policy Committee on 27 November 2023 and went on to outline each of the savings proposed for services within this Committee's remit, as detailed in Appendix C to the report. Details of any comments made by the Committee to be forwarded to the Finance and Policy Committee are included in the decision below.

The Committee discussed the issue of removing the of the lifeguards from the Headland and noted the information set out in Appendix F to the report which showed that data taken from Headland lifeguard reports indicated that the main focus of lifeguard time was spent dealing with slips, trip and falls on the Block Sands paddling pool, rather than the wider bathing area. It was clarified during questions, that there would be five lifeguards employed during the summer season in Seaton Carew.

Members suggested the potential of using volunteers for the provision of lifeguards. The Assistant Director, Preventative and Community Based Services stated that administering volunteer programmes could be very time consuming and couldn't always guarantee cover when it was needed.

The Vice-Chair noted that the lifeguards in Seaton Carew were also engaged to switch on and off the water play area on Seaton Carew sea front. If the use of this facility was restricted only to the 6 weeks school holiday period it could reduce the attractiveness of coming to the resort for families. The Assistant Director, Preventative and Community Based Services stated that extending the operation of the water play area would require additional cleansing and legionella testing for which there was no additional budget.

The Assistant Director, Preventative and Community Based Services stated that there would be continued focus on water safety education with children and young people in schools. The work around water safety was undertaken with partners including the Coastguard and Fire Brigade.



**Decision**

That as requested by Finance and Policy Committee the Committee considered the recommended 2023/24 savings proposed detailed in Annex A - Appendix C relating to the services within this Committees portfolio and Members made the following comments to be reported back to Finance and Policy Committee on 22 January 2024 in relation to each of the savings proposed.

Budget Reduction Heading	Budget Reduction 2024/25 £000	Adult and Community Based Services Committee comments
Remodelling of beach lifeguard service	25	No specific comments were made.
Fees and Charges Increase in line with September CPI	250	No specific comments were made.

**31. Any Other Items which the Chairman Considers are Urgent**

None.

The meeting concluded at 10.20 am.

**H MARTIN**

**DIRECTOR OF LEGAL, GOVERNANCE AND HUMAN RESOURCES**

**PUBLICATION DATE: 11 DECEMBER 2023**

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

25 January 2024



**Subject:** INDOOR FACILITIES AND PLAYING PITCH STRATEGY

**Report of:** Assistant Director - Preventative and Community Based Services

**Decision Type:** Key Decision Test (ii) – Forward Plan Entry  
CJCS 146/23

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## 1. COUNCIL PLAN PRIORITIES

### Hartlepool will be a place:

- where people are enabled to live healthy, independent and prosperous lives.
- of resilient and resourceful communities with opportunities for all.

## 2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to respond to the motion submitted to Full Council on 28 September 2023 which stipulated '*That the Adult and Community Based Services Committee receive an update on the implementation of the Indoor Facilities and Playing Pitch Strategy and that all sports clubs in the town be engaged in discussion on the future provision of sporting facilities in the town.*'

## 3. BACKGROUND

- 3.1 The current Indoor Facility and Playing Pitch Strategy (IF&PPS) was developed by Neil Allen Associates in conjunction with Council officers, community colleagues, local sports clubs, National Governing Bodies of Sport and Sport England and was formally adopted in 2019 for a five year period. The strategy is therefore due for review in 2024.
- 3.2 The strategy provides a robust, ongoing evidence base for policy development and decision making in relation to current and future planning for sports

facilities across Hartlepool, by understanding existing and projected demand, set against current provision. The current strategy had a focus on indoor sports hall provision, grass and synthetic sports pitches and bowls facilities, in addition to swimming pool provision and fitness/gym facilities. Consequently, the strategy has provided a critical cornerstone in the justification of and facility mix for Highlight, the town's new active wellbeing hub.

- 3.3 The Council continues to engage with and support a range of sports clubs across Hartlepool, including booked access to facilities, development planning, marketing and communications, grant funding and capital project advice.
- 3.4 In anticipation of the need to review the strategy, elected members through the motion to Council, have acknowledged that all sports clubs be engaged in the process to consider future facility needs. All relevant sports clubs and stakeholders will therefore be engaged in the review and revision of the IF&PPS to ensure full representation of users of facilities.

#### 4. WIDER STRATEGIC CONTEXT

- 4.1 At a national level, Sport England's strategy "*Get Active: A Strategy for the future of sport and physical activity*" strongly advocates for the power of sport, physical activity and active lifestyles as a tool for building a healthier nation and in contributing positively to a wide range of social and economic outcomes. A critical part of the strategy relates to "setting the future direction for facilities and spaces where people can be active", ensuring that facilities reflect the future needs of local communities. A refreshed IF&PPS for Hartlepool will therefore play a key strategic role in identifying future investment needs.
- 4.2 In relation to Hartlepool's strategic approach to sport, physical activity, leisure and active wellbeing, the IF&PPS is only one part of setting the future strategic direction. There are a range of key, connected strategic developments that will be progressed in the short to medium term to ensure the right conditions and opportunities are created to promote physical activity, active wellbeing and to reduce physical inactivity. These are detailed below.
  - Leisure and Culture Operating Model Options Appraisal
  - Establishment of Active Hartlepool Partnership
  - Evolution of current leisure/Active Hartlepool provision to an active wellbeing approach
  - Application of a Community Led Support approach to Active and Creative Hartlepool services
  - Capital investment in Highlight Active Wellbeing hub and Brierton Sports Centre
  - Implementation of Place Based Parks Plans
  - Place partnership mapping and project development (see 4.3 below)

Future reports will be shared with committee and the community, where appropriate, to ensure a needs-led, community focussed approach.

- 4.3 Hartlepool has been identified as a future place-based partnership area by Sport England. This investment programme will provide an opportunity to submit a case for investment, with £190m to be made available nationally over the next 5 years to support place-based work in 80-100 places, developed in conjunction with Active Partnerships, such as Tees Valley Sport. The investment and approach builds upon existing Local Delivery Pilots, of which Redcar and Cleveland/Middlesbrough were one of 12 nationally. Place partnerships will be required to focus on sustainable approaches to:
- Increasing activity
  - Decreasing inactivity
  - Tackling inequality
  - Providing positive experiences for children and young people
- Work will begin shortly to consider the approach required, to robustly understand what this means for Hartlepool and to engage fully with colleagues in Public Health, wider stakeholders from key sectors and community organisations. This work will require a funded development phase but over the next 5 years will continue to support our strategic position and how we/partners deliver against the key outcomes. A future report will be shared with committee.

## 5. INDOOR FACILITIES AND PLAYING PITCH STRATEGY – APPROACH

- 5.1 Given the importance and complexity of the work associated with developing a clear, current and fully consulted IF&PPS and to ensure understanding and expertise in relation to the modelling in relation to facility planning. The Council will be required to commission an external consultancy to lead this work. This is common practice nationally to conduct work of this nature.
- 5.2 A robust procurement process will be conducted targeting industry experts and Sport England have an approved list of quality providers to support us with this process as required. A timeline is outlined below:

Progress	Timeline
Completion of brief for IF&PPS	January 2024
Invitations to tender	January/February 2024
Appointment of lead consultant	February 2024
Commencement of IF&PPS scope	March 2024
Research, consultation and engagement process	April – July 2024
Draft report	August/September 2024
Final report	October 2024
Report to committee for adoption	December 2024

- 5.3 The purpose of the IF&PPS is to assess and inform future facility requirements in Hartlepool; indoor and outdoor for the period until 2030. This will be based upon a robust assessment of current demand and the modelling of future need. The aspiration is to ensure that the town has an appropriate network of high quality, accessible and sustainable facilities which will enable people to lead more active, healthy lives.

In terms of key strategic outcomes from the IF&PPS, these include:

- Developing a comprehensive audit/mapping of current facility provision
- A robust, current assessment of demand, participation and use of facilities
- An indication of future need and demand, based upon a robust modelling of local demographics
- Itemisation of the facilities required

The wider benefits associated with the development of an IF&PPS include:

- Providing a clear rationale and platform for capital investment choices, priorities and decisions
- Providing underpinning evidence, insight and rationale for external bids for funding
- Enhancing consideration of planning applications and in particular the use and allocation of Section 106 developer contributions
- Facilitating discussion and consideration of opportunities for collaboration and co-location of facilities and services, across public and voluntary sectors
- Informing and connecting with the development and delivery of related internal or partner strategies

- 5.4 The proposed scope of the IF&PPS is outlined below:

- **Geography:** the strategy will cover the whole of Hartlepool borough
- **Operational responsibility:** the strategy will include local authority school, community/voluntary sector and private sector operated facilities
- **Indoor sport/activities:** swimming, indoor bowls, indoor tennis, court sports (i.e. basketball, badminton, netball), squash, gymnastics, trampolining, fitness/gym, dance, martial arts
- **Outdoor sport/activities:** football, cricket, rugby union, hockey, netball, bowls, athletics
- **Demographics:** equal consideration will be given to issues of gender, disability and age, in relation to assessing current demand and identifying future facility needs

- 5.5 The project will be led by the Head of Service (Active and Creative Hartlepool) and the successful project consultants, with support from colleagues across Preventative and Community Based Services, Public Health, Asset management, Planning and Sport England.

- 5.6 With regard to the development of a project methodology, it is the responsibility of the chosen consultant to propose an acceptable approach in response to the

brief, however core to the process will be appropriate consultation of and engagement throughout, with:

- Community sports clubs and organisations
- County, regional and national governing bodies of sport
- Local affiliated leagues
- Schools/further and higher education partners
- Local gym, fitness providers
- Representative bodies (i.e. Community Led Inclusion Partnership; Dementia Friendly Hartlepool; Hartlepool Carers)

## 6. OTHER CONSIDERATIONS/IMPLICATIONS

<b>RISK IMPLICATIONS</b>	There are a number of national guidance documents identifying the importance of a strategic approach in relation to active and built environments. There is a need to revise the existing strategic documents in relation to IF&PPS to ensure our decision making, planning policy, investment planning and management of facility stock is well informed and enables our communities to live active lives.
<b>FINANCIAL CONSIDERATIONS</b>	There is funding identified for the completion of this piece of work within existing budgets.
<b>LEGAL CONSIDERATIONS</b>	Sport England is a statutory consultee with a role, guided by Town and Country Planning legislation, to protect and safeguard playing fields/sports pitches.  The strategy is a key document in relation to decision making for existing and future facilities.
<b>CHILD AND FAMILY POVERTY</b>	There is a positive impact to children, young people and families through the outcomes of this strategy in relation to accessibility to opportunities and enhancing quality of life through physical activity and sport.
<b>EQUALITY AND DIVERSITY CONSIDERATIONS</b>	Equality and diversity will be a key part of the brief to ensure impact assessments are conducted.
<b>STAFF CONSIDERATIONS</b>	There are no staffing considerations.
<b>ASSET MANAGEMENT CONSIDERATIONS</b>	The outcome of the strategy will have an impact on existing and future asset developments. All facilities associated to providing access for the purpose of sport and physical activity will be assessed as part of this process.

<b>ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS</b>	The declining conditions of buildings is having a negative impact on our wider net zero aspirations. The strategy will consider the future considerations in relation to this agenda.
<b>CONSULTATION</b>	A robust consultation process will be conducted as part of this process led by an independent representative (consultant) to collate a robust evidence based from every user of sport, leisure and physical activity facilities as identified in the report.

## 7. RECOMMENDATION

- 7.1 It is recommended that Members agree to the proposals to review and revise the existing Indoor Facility and Playing Pitch Strategy (2019 – 2024).

## 8. REASON FOR RECOMMENDATION

- 8.1 To ensure Hartlepool retains and invests in a facility stock that is fit for purpose and meets the needs of the community and users.

## 9. CONTACT OFFICERS

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Ian Gardiner, Head of Service, Active and Creative Hartlepool;  
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Sign Off:-

Managing Director	Date: 20/12/2023
Director of Finance, IT and Digital	Date: 21/12/2023
Director of Legal, Governance and HR	Date: 20/12/2023

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

25<sup>TH</sup> JANUARY 2024



**Subject:** CONSERVATION AREA MANAGEMENT PLANS

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

**Decision Type:** Key Decision, Key Test (ii), General Exception Applies

## 1. COUNCIL PLAN PRIORITY

<b>Hartlepool will be a place:</b>
- where people are enabled to live healthy, independent and prosperous lives.
- that is sustainable, clean, safe and green.
- that has an inclusive and growing economy.

## 2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to provide information on two Conservation Area Management Plans that have been developed with the support of funding from Historic England's Capacity Building Grant Scheme. The reports are completed in draft form and it is considered that these should be taken out to public consultation prior to finalising them.

## 3. BACKGROUND

- 3.1 There are eight conservation areas in the town, the focus of this work is Seaton Carew and the Headland. Understanding the character and significance of conservation areas is essential for managing change within them. Councils are required to formulate and publish proposals for the preservation and enhancement of conservations areas. They are also required to periodically review these proposals. These plans are normally presented in the form of a Conservation Area Appraisal and Management Plan (CAMP).



- 3.2 Both Headland and Seaton Carew Conservation Areas are considered to be at risk using the Historic England criteria to assess buildings at risk. Whilst having contrasting characteristics, one being a classic seaside resort with a focus on the commercial centre, and the other a more traditional coastal residential area with a rich heritage, they share similar challenges,
- Traditional details have been eroded over years of minor alterations which has slowly changed the characteristics of buildings and in some instances streetscapes.
  - There are key vacant sites and buildings both within and alongside the area impacting on amenities and the wider environment.
  - Both are ripe with opportunity which, despite efforts over a number of years, remains untapped.
- 3.3 Consultants Purcell were commissioned to prepare plans for each area. The development of the documents has provided an opportunity to,
- Review baseline data to understand the existing heritage and those alterations which are considered to be causing harm.
  - Assess the current townscape and identify opportunities for enhancement and development.
  - Develop design guidance to manage the loss of traditional detailing.
  - Carry out initial consultation with stakeholders and the community to gather information to assist in the development of the documents.

#### **4. PROPOSALS FOR CONSIDERATION**

- 4.1 The documents are now in a draft format. They are in four sections,

Part 1 defines and records the special interest of the conservation area.

Part 2 analyses the characteristics that make the area special, also referred to as 'the Appraisal'.

Part 3 provides an analysis of the current issues and opportunities facing the conservation area. It then provides an overarching vision for the conservation area, recommendations to enhance the area, and guidance and design advice on how to manage change.

Part 4 contains further information for residents and developers on where to seek advice and help, a bibliography and glossary, and detailed plans of the area.

The documents are appended to the electronic version of the report. Due to their size only a small number will be available to Elected Members at the Committee Meeting.

- 4.2 The documents are positive in their tone. They provide a wealth of information on the history of each area in order to explain the development of these places. This is further built on when describing the special character of

the area. Pallets of the materials used, which combine to create the townscape, are displayed in pages of photographs, alongside this is commentary on other aspects of the area which contributes to the uniqueness of each one.

- 4.3 The section on the management of the area sets out clear guidelines on works which will preserve and enhance the conservation areas. This includes guidance and advice on alterations to buildings and spaces for both private owners, for example changes to shop fronts or building extensions on houses, and on public land such as street furniture, footpaths and open spaces.
- 4.4 Individual sites which impact on the conservation area, providing opportunities for change are the focus of more detailed analysis, for example in the Headland there is a focus on the Friarage Manor House, in Seaton Carew consideration is given to the former Longscar site.
- 4.5 In considering the areas as a whole there are also recommendations for boundary changes, this includes proposal for both deletion of spaces and inclusion of others.
- 4.6 It is proposed that now the documents are in a draft format they are taken out to public consultation. This will be an opportunity for residents and stakeholders to review and comment on each one. Given that these are planning documents a report will be taken to update Planning Committee on the current situation.
- 4.7 The format of the consultation would be the same as at the initial stages of this work. Drop in sessions for members of the public would be held in key locations within the area at varying times of the day to allow attendance. Further to this stakeholders would be approached directly for comment. In addition the documents would be made available on line alongside an opportunity to feed in comments this way.
- 4.8 Once the consultation closed the feedback would be consider and the documents amended where appropriate. They would be presented to this committee for approval and to Planning Committee for information. The documents will form part of the evidence base that is used when considering planning applications within these conservation areas. Relevant weight would be placed on each one when making planning decisions.

## 5. OTHER CONSIDERATIONS/IMPLICATIONS

<b>RISK IMPLICATIONS</b>	Both the Headland and Seaton Carew Conservation Areas are identified as being 'At Risk' on the annual survey published by Historic England. This work supports other policy initiatives in creating a framework upon which positive enhancements can be made in order to address the issues that exist at the moment.
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	The Planning Committee have highlighted the need for guidance for those wishing to carry out alterations on buildings in conservation areas, particularly residential properties. This work supports that request.
<b>FINANCIAL CONSIDERATIONS</b>	Historic England provided grant assistance of £20,000 to support the work. This was matched by £10,000 of council funding from the Adult and Community Services Budget.
<b>LEGAL CONSIDERATIONS</b>	The local authority has a statutory duty under the Planning (Listed Buildings and Conservation Areas) Act 1990 Section 71(1) to 'formulate and publish proposals for the preservation and enhancement of any parts of their area which are conservation areas'. These works are discharging that duty.
<b>CHILD AND FAMILY POVERTY</b>	There are no issues.
<b>EQUALITY AND DIVERSITY CONSIDERATIONS</b>	There are no issues.
<b>STAFF CONSIDERATIONS</b>	The project was overseen by the Head of Service (Heritage and Open Spaces) with the grant assistance provided used to bring in the consultants Purcell to compile the CAMPs.
<b>ASSET MANAGEMENT CONSIDERATIONS</b>	Both areas include significant buildings in the council's ownership and more widely the public realm. This work supports the management and enhancement of the environment in both places.
<b>ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS</b>	The documents consider the issue of sustainability and climate change and provide suitable guidance and commentary of the impact of this on the conservation areas.
<b>CONSULTATION</b>	<p>Throughout the development of the documents an internal officer group was involved feeding in thoughts and comments.</p> <p>Further to this in the Headland a small steering group of stakeholders was involved in the process, this included,</p> <ul style="list-style-type: none"> <li>• Headland Parish Council</li> <li>• Hartlepool Civic Society</li> <li>• Heugh Battery Museum</li> <li>• Thirteen Group</li> </ul>

	<p>This was an opportunity for these representatives to be involved in the initial development stage and put forward issues and comments on the area.</p> <p>At the beginning of the process two public consultation events were held in the areas, one in Seaton Carew Library and the other at the Heugh Battery Museum. The events were advertised so individuals from either area could attend rather than be restricted to those in their area. Alongside this consultation was carried out on line. The purpose of this consultation was to gather initial thoughts which could be used to shape the document.</p>
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## 6. RECOMMENDATIONS

- 6.1 It is recommended that the Committee agrees to the proposed consultation.

## 7. REASONS FOR RECOMMENDATIONS

- 7.1 The local authority has a statutory duty under the Planning (Listed Buildings and Conservation Areas) Act 1990 Section 71(1) to 'formulate and publish proposals for the preservation and enhancement of any parts of their area which are conservation areas'. In the case of both of these conservation areas the current management plans are dated, this is an opportunity to ensure that relevant and timely information is available to all those who wish to carry out works in the area or have an interest in the heritage of these places.

## 8. BACKGROUND PAPERS

- 8.1 Adult and Community Based Services Committee - Historic England Grant Funding; Conservation Area Management Plans - 17/3/22. Printed copies are available from Democratic Services if necessary.

## 9. CONTACT OFFICERS

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Sign Off:-

Managing Director	Date: 09/01/2024
Director of Finance, IT and Digital	Date: 09/01/2024
Director of Legal, Governance and HR	Date: 08/01/2024

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

25<sup>th</sup> January 2024



**Subject:** PARKS AND OPEN SPACES PLACE BASED MANAGEMENT PLANS

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

**Decision Type:** KEY DECISION – Test (ii). Forward Plan Entry CJCS 136/23

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## 1. COUNCIL PLAN PRIORITY

<b>Hartlepool will be a place:</b>
- where people are enabled to live healthy, independent and prosperous lives.
- of resilient and resourceful communities with opportunities for all.
- that is sustainable, clean, safe and green.

## 2. PURPOSE OF REPORT

- 2.1 To provide the Committee with an update on the public consultation held in August 2023 on the parks placed based plans and the resultant development of the plans.

## 3. BACKGROUND

- 3.1 Hartlepool is rich in parks, open spaces, coast and recreation grounds which supports communities to engage in infrastructure that facilitates play, physical activity, social engagement, community development and more.

- 3.2 Throughout the Covid pandemic there was a significant increase in the use of outdoor spaces with this continuing as lockdown measures eased and people were able to engage with others in an outdoor environment.
- 3.3 Considering the volume of people using our outdoor spaces, most people have used them responsibly. We have however seen a minority of people causing significant concern in these environments. Although this has always been an issue, these problems have increased in recent years including damage to park assets including toilets, bowling greens, play equipment, benches and fences.
- 3.4 The impact of this has been significant and the demand on resources is challenging. This has led to a review of the way these spaces are managed, and consideration of how this can be done differently.

#### 4. PROPOSALS

- 4.1 Place-based management plans have been developed for each park, which will be followed by the development of plans for the open spaces. This will enable a more proactive approach to review the strengths, challenges, opportunities and risks within each site.
- 4.2 Accompanying this report are the Public Consultation Outcomes Summary and the updated Action Logs taken from the management plans (**Appendix A**), and the Summary Document of strategic aims and objectives for all sites (**Appendix B**).
- 4.3 The percentage of positive responses to the survey and consultation give enough confidence to continue with the majority of the aims and objectives set out in the parks management plans. Of those that scored low in positive responses, and were not re-visited during in person sessions, objectives have been amended or removed from plans. The main areas of priority for respondents were based around the themes of maintenance, security, tackling antisocial behaviour, community involvement and protecting park assets. Priority has been given to action points relating to these themes.

#### 5. OTHER CONSIDERATIONS/IMPLICATIONS

<b>RISK IMPLICATIONS</b>	There are significant challenges relating to some of the infrastructure in parks. In implementing these plans, it will be possible to identify areas where funding and investment are required to manage this.
<b>FINANCIAL CONSIDERATIONS</b>	Budgets have been reviewed as part of the ongoing planning process. It is hoped that having the plans in place

	<p>will open up opportunities to draw down funding as medium to long term plans develop, as part of the wider strategy.</p> <p>Priorities for each site have been clearly presented throughout the plans, to easily identify where funding should be targeted.</p>
<b>LEGAL CONSIDERATIONS</b>	No specific legal considerations are identified at this time.
<b>CHILD AND FAMILY POVERTY</b>	Improved planning and development of outdoor spaces will support the health and social inequalities that many communities face.
<b>EQUALITY AND DIVERSITY CONSIDERATIONS</b>	Impact on equality and diversity has been considered throughout the process.
<b>STAFF CONSIDERATIONS</b>	A two year fixed term Project Officer was appointed to lead on the development of the management plans and public consultation. This post will conclude on 31 <sup>st</sup> December 2023 with existing staff working in the parks implementing the plans.
<b>ASSET MANAGEMENT CONSIDERATIONS</b>	This proposal supports improved asset management and considerations have been integrated into the development of the plans.
<b>ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS</b>	Environment, sustainability and climate change considerations form a key part of the management plans, with specific sections dedicated to each point.
<b>CONSULTATION</b>	Public consultation has been undertaken through an online consultation and survey via Your Say, Our Future, and on-site drop in sessions located in the parks.

## 6. RECOMMENDATIONS

- 6.1 It is recommended that the Committee support the adoption of the place-based management plans for the four parks.

## 7. REASONS FOR RECOMMENDATIONS

- 7.1 Following public consultation, the aims and objectives put forward within the plans were supported by survey respondents. Residents and interested



parties have fed into the plans, ensuring they reflect the needs of the wider community of Hartlepool.

- 7.2 The management plans are written in line with Green Flag Award criteria, which is a benchmark international standard for publicly accessible parks and green spaces. Adoption and implementation of the plans will eventually bring all parks up to standard.
- 7.3 Management plans will open up opportunities to draw down funding, unlocking further investment for parks.

## 8. BACKGROUND PAPERS

- 8.1 Report to Adult & Community Based Services Committee – 15 June 2023
- 8.2 Report to Adult & Community Based Services Committee – 28 February 2023

## 9. CONTACT OFFICERS

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## Parks and Open Spaces

### Place-Based Management Plans – Consultation Outcomes



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## INTRODUCTION

Hartlepool has a wide variety of green and blue infrastructure consisting of parks, nature reserves, cemeteries, allotments, coast and recreation grounds. The Parks & Open Spaces team within Adults & Community Based Services manage 9 sites across the borough, including 4 town parks and 5 local nature reserves.

A series of challenges including antisocial behaviour, budget cuts to park maintenance, and a changing climate have led to a review on how these parks and open spaces are managed, and how this can be done differently.

## PURPOSE OF MANAGEMENT PLANS

Place-based management plans have been developed to enable a proactive and joined-up approach to the management of Hartlepool's parks. Plans are intended to be viewed as strategic guides to the sites, their features, and the associated maintenance, management, and conservation involved. They will be subject to frequent review and adjusted accordingly in response to economic and environmental uncertainty. Through clearly communicated aims and objectives, plans inform key stakeholders of the day-to-day management and long term strategic planning. These aims have been inspired by the following:

- [Hartlepool Borough Council's Council Plan \(2021/22 – 2023/24\)](#)
- [Hartlepool Borough Council Green Infrastructure SPD \(2020\)](#)
- [Green Flag Award –Assessment Criteria Themes](#)

Split into clear areas of focus, specific aims and objectives have been identified across all parks, which detail a clear road map to success – with success being a network of healthy, welcoming and safe parks that serve the local community and allow nature to thrive.

The development of management plans and input from the public has helped to identify key priorities, areas in need of investment, and potential future development opportunities. It is hoped that having the plans in place will open up opportunities to draw down on funding as medium to long term plans develop, as part of the wider strategy.

## CORE AIMS

It is the aim that adoption of the place-based management plans will ensure the following:

1. Parks are welcoming, easily accessible sites that cater to all users.
2. Parks provide an inclusive and safe space, focused on health and wellbeing.
3. Parks are kept to a high standard, through impactful maintenance and cleansing routines.
4. Park management ensures nature is considered, not compromised, protecting the parks natural assets against an uncertain climate.
5. Parks provide a mosaic of biodiverse habitats that support a wide range of wildlife.
6. Historical park features are preserved and the sites heritage is showcase and celebrated.
7. Partnerships with local businesses, charities, community groups and residents are supported and encouraged throughout the parks and open spaces.
8. Parks and open spaces updates are communicated across a variety of channels, including digital, physical signage and in person events.
9. Parks are futureproofed against uncertain economic and environmental scenarios.

## MANAGEMENT PLANS CONSULTATION

In order to ascertain the views of residents and visitors, a public consultation was held throughout August and September 2023. The purpose was to ensure the objectives put forward in each management plan accurately reflect the views of Hartlepool's residents and park visitors, and the service provided continues to meet the needs of the community.

The consultation comprised of an online survey which gave users the option to download and read draft copies of the management plans, as well as an ideas board to submit suggestions and a Q&A function. Paper copies of the survey and ideas map were provided at a series of in-person drop in sessions located in the parks and Community Hub. The sessions were split between daytime and evening sessions to accommodate different working schedules. The online consultation page attracted over 1,100 views with approximately 800 people engaged with the page, and over 450 survey responses (online and paper). A summary of key findings from the consultation can be made available on request.

Throughout the survey, respondents were shown a series of primary and site-specific objectives, and were asked to vote on whether or not a series of objectives were a priority, and whether they agreed or disagreed with another series of objectives. The percentage of positive responses to the survey and consultation gave enough confidence to continue with the majority of the objectives originally set out in the first draft of the management plans. Of the objectives that scored low in positive responses and were not re-visited during in person sessions or suggested elsewhere in the consultation, objectives have been amended or removed from the plans.

The following section of this document will set out the aims, objectives and priority areas of focus for the plans going forward. The main areas of priority for respondents were based around the themes of maintenance, security, tackling antisocial behaviour, community involvement and protecting park assets. It is for this reason that the following aims will be given priority to, when funding or capacity allows:

- Aim #2: Healthy, Safe and Secure
- Aim #3: Maintenance and Cleanliness
- Aim #4: Environmental Management
- Aim #7: Community Engagement

## STRATEGIC AIMS AND OBJECTIVES

### AIM #1: WELCOME AND ACCESS

PARKS ARE WELCOMING, EASILY ACCESSIBLE SITES THAT CATER TO ALL USERS.

Objectives:

- Make sure pathways, seating and play equipment are accessible for all.
- Ensure signage serves a purpose and is positioned appropriately.
- Make sure the parks are maintained in line with park visitors expectations.

Actions Include:

- Review pathways network to prioritise works.
- Consider all users when installing new features (e.g. braille text on Burn Valley Gardens nature trail posts, wheelchair accessible sensory maze).
- Planting bulbs and wildflowers at park entrances to create a welcoming entrance.
- Apply for funding for accessible play equipment and furniture at Seaton Park.
- Removal of outdated signs and expired temporary notices.

How Can You Help?

- Volunteer your time to help with the upkeep of the park through gardening, maintenance and planting activities.
- Respect your surroundings and other park users.

### AIM #2: HEALTHY, SAFE AND SECURE

PARKS PROVIDE AN INCLUSIVE AND SAFE SPACE, FOCUSED ON HEALTH AND WELLBEING.

Objectives:

- Use 'designing out crime' techniques to reduce the occurrence of vandalism, antisocial behaviour and other security related issues.
- Ensure there are opportunities for play and activity across all sites through robust play equipment, well-kept sports facilities and other recreational activities.
- Share information with the public on how to report incidents to the police and Hartlepool Borough Council, and the importance of doing so.

Actions Include:

- Working with Cleveland Police to develop strategies to reduce vandalism and ASB. Reports received for Burn Valley Gardens with other sites to follow.

- Support Hartlepool and District Bowling Association with recruitment and works to bowling greens and pavilions across the borough.

#### How Can You Help?

- Report any incidents witnessed or experienced in and around the parks to the police and to HBC.
- Adhere to rules and expected park behaviours.
- Respect park features and facilities. Replacement of features after vandalism adds pressure to already stretched resources.

### AIM #3: MAINTENANCE AND CLEANLINESS

PARKS ARE KEPT TO A HIGH STANDARD, THROUGH IMPACTFUL MAINTENANCE AND CLEANSING ROUTINES.

#### Objectives:

- Regularly check the park to make sure everything is in good condition, and report arising issues in good time.
- Effectively manage park issues such as graffiti, litter, dog waste and building facilities to ensure parks are kept to a high standard.
- Cut back hedges and other flora during winter maintenance to improve sightlines and deter hidden antisocial behaviour.

#### Actions Include:

- Trial of park audit system throughout 2023 to identify and report any issues. Implementation of improved method to commence in 2024.
- Data monitoring of outcomes of park audits where parks are given a score based on how many issues were arising. This will identify consistent and recurrent issues.

#### How Can You Help?

- Use the online platform to report any issues that need resolving in the park (i.e. tree works, damage to play equipment): [Hartlepool Online: Parks and Recreational Areas](#)
- Responsibly dispose of your litter in the parks or volunteer to do a litter pick.
- Volunteer your time to help with park maintenance.

### AIM #4: ENVIRONMENTAL MANAGEMENT

PARK MANAGEMENT ENSURES NATURE IS CONSIDERED, NOT COMPROMISED, PROTECTING THE PARKS NATURAL ASSETS AGAINST AN UNCERTAIN CLIMATE.

#### Objectives:

- Consider nature-based solutions to help with future impacts of climate change, such as flood alleviation and habitat restoration.
- Protect and enhance the current tree cover through tree surveys, unlocking external funding and identifying opportunities for planting.
- Investigate alternative maintenance practices relating to the use of pesticides, mowing routines and re-use of natural waste.

#### Actions Include:

- Borough-wide tree survey ongoing to monitor tree health and planting opportunities.
- Removal of hazardous trees in Burn Valley Gardens through the Levelling Up Parks Fund, and replacement of 33 heavy standard trees throughout the park.
- Implement 'no-spray' zones within Burn Valley Gardens with potential to roll out to other sites next year.

#### How Can You Help?

- Get involved with volunteering opportunities to help monitor tree health and to plant new trees.
- Get involved with planting, gardening and weeding volunteering activities in your local park.
- Use public transport or walk to your local park to minimise your carbon footprint.

### AIM #5: BIODIVERSITY AND LANDSCAPE

PARKS PROVIDE A MOSAIC OF BIODIVERSE HABITATS THAT SUPPORT A WIDE RANGE OF WILDLIFE.

#### Objectives:

- Increase the amount of plants, trees, and habitats there are in the parks with wildflowers, bulbs and tree planting.
- Restore and protect park habitats including ponds or beck.
- Share resources and information with park visitors relating to biodiversity and identifying invasive species.

#### Actions Include:

- Identify funding opportunities with the Trees on Tees team at TVCA for tree planting and maintenance.
- Planting annual wildflower meadows across the parks. Successful meadows in Rossmere Park and Burn Valley Gardens throughout summer 2023.

#### How Can You Help?

- Conduct your own biodiversity and wildlife studies by taking part in a bird watch, insect survey or flower count, for example. Resources can be found online via groups such as the RSPB and Wildlife Trusts.
- Respect wildlife in the park and ensure litter and waste does not find its way into habitats.
- Look out for invasive species and ensure your boots and kit have been cleaned if you have been near invasive species.

### AIM #6: HERITAGE AND CONSERVATION

HISTORICAL PARK FEATURES ARE PRESERVED AND THE SITES HERITAGE IS SHOWCASED AND CELEBRATED.

#### Objectives:

- Restore and protect park features such as sculptures or buildings.
- Use the parks history to inspire future installations, heritage trails and events.

#### Actions Include:

- Create heritage trail content to install QR code trail on to already existing trail posts in Burn Valley Gardens.

#### How Can You Help?

- Tell us your stories of past times in the parks.
- Respect the parks heritage features and do not cause any damage to them.
- Report any damage or graffiti found to park features.

### AIM #7: COMMUNITY ENGAGEMENT

PARTNERSHIPS WITH LOCAL BUSINESSES, CHARITIES, COMMUNITY GROUPS AND RESIDENTS ARE SUPPORTED AND ENCOURAGED THROUGHOUT THE PARKS AND OPEN SPACES.

#### Objectives:

- Support volunteers and community groups in their park activities with a successful volunteering strategy, to create a sense of pride and ownership in the park.
- Offer volunteering opportunities to wider groups including corporate, the Youth Justice Service and Probation Services.
- Enable groups to hold events and activities in the parks at varying scales.

#### Actions Include:

- Working with the Youth Justice Service and Community Payback Team for tree planting opportunities and park maintenance across all parks.



- Setting up a Tree Warden Network with the Tree Council for volunteering activities.

#### How Can You Help?

- Be a community champion or join a volunteering group such as a 'Friends of [Local Park]' group to conduct activities in your local park.
- Join in with volunteering sessions when they are planned in.
- Get in touch with HBC to hold an event in the park.

#### AIM #8: MARKETING AND COMMUNICATION

PARKS AND OPEN SPACES UPDATES ARE COMMUNICATED ACROSS A VARIETY OF CHANNELS, INCLUDING DIGITAL, PHYSICAL SIGNAGE AND AT IN PERSON EVENTS.

##### Objectives:

- Improve communication about the management of the park to inform the public in decision-making.
- Utilise communication methods such as the parks website and physical park signage to inform park visitors about a variety of topics.

##### Actions Include:

- Regular meetings with the Communications team within HBC for social media plans.
- Updates ongoing to digital resources for all parks.

#### How Can You Help?

- Get in touch with the Parks & Open Spaces team with any queries about the park.
- Follow HBC's social media pages, local news outlets and Hartbeat magazine for updates and information about the park, new installations or events being held.

#### AIM #9: LOOKING FORWARD

PARKS ARE FUTUREPROOFED AGAINST UNCERTAIN ECONOMIC AND ENVIRONMENTAL SCENARIOS.

##### Objectives:

- Conduct studies to better understand each park, for people and for the environment.
- Identify areas in need of funding or partnership work.

##### Actions Include:

- Develop an investment strategy following publication of management plans.

- Continue to identify funding opportunities to enable works to commence.

#### How Can You Help?

- Continue to participate in surveys and consultations to let us know your views.
- Consider applying for community grant funding (where appropriate) for community led projects that can be based in the parks.

### DELIVERY OF ACTIONS

The objectives detailed within this document have been identified as priority areas for the parks. Associated action logs with site-specific actions are available in the Appendix. When funding, resource and capacity allow, action points will be implemented. It is important to note that the purpose of the management plans is to provide strategic guides for the effective management and development of the parks, through identifying site priorities. It may not always be possible to commence works on each action, due to budgets and capacity. Outlining priority areas for development is essential in order to be prepared for when opportunities become feasible.

APPENDIX

ACTION LOGS

### 5.3 Appendix A

BURN VALLEY GARDENS					
Aim	Item	Action	Progress Update	Timeline	Assigned To
1	Potholes	Review path network and prioritise potholes to be repaired across site.	<i>Some LUPF funding may be allocated to path repairs.</i>	Funding Dependent	Parks & Open Spaces Highways
	Atmosphere	Plant bulbs and wildflowers at park entrances.	<i>Wildflowers will be funding dependent.</i>	Winter 2023 Spring 2024	Grounds Maintenance Volunteers
	Signage	Remove broken or outdated signage including temporary notices.	<i>Site-wide signage review required and co-ordination with Grounds Maintenance team.</i>	Spring 2024	Parks & Open Spaces Grounds Maintenance
2	Designing Out Crime	Develop and implement DOC strategies to reduce vandalism, ASB and other security issues.	<i>Report received from Cleveland Police.</i>	2024	Parks & Open Spaces Cleveland Police
	Reporting Crime	Share information with the public on the importance of reporting incidents to police and HBC, and how to report incidents.	<i>Working with Comms on social media schedule.</i>	Quarterly Updates	Parks & Open Spaces Communications
	Health and Activity	See 7 - Events		Spring 2024	Parks & Open Spaces Communications Active Hartlepool
	Bowling Green	Conduct audit of Bowling Greens and pavilions.		Completed	Parks & Open Spaces Grounds Maintenance Hartlepool & District Bowling Association
		Review and prioritise maintenance works on required pavilions.		January 2024	
		Investigate funding for Bowling Green pavilion maintenance works.		Spring 2024	
		Assist Hartlepool and District Bowling Association with member recruitment and player participation.	<i>Ongoing talks with Bowling Association for repairs and recruitment.</i>	Summer 2024	

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	Facilities	Create rentable pitch and booking system for temporary food and beverage offer (i.e. coffee van).	<i>Meeting with Estates required to develop paperwork.</i>	Delayed – Change in Staff	Parks & Open Spaces
	Playground	Install natural play features (trim trail, sensory maze and nature trail posts) using robust and vandal-proof materials where possible.	<i>Funded via DLUHC Levelling Up Parks Fund.</i>	Completed	Parks & Open Spaces
3	Park Audits	Schedule regular park audits.	<i>Trial park audit system took place throughout 2023, improved methods to continue in 2024.</i>	Bi-monthly	Parks & Open Spaces
		Monitor data emerging from regular park audits.		Bi-monthly	Parks & Open Spaces
	Graffiti	Site-wide removal of graffiti.	<i>Regular park audits will help to identify and report new graffiti on site.</i>	February 2024	Parks & Open Spaces Grounds Maintenance
	Horticulture	Cut back hedges during winter maintenance to improve sightlines.		Winter 23/24	Grounds Maintenance Volunteers
4	Pesticide Use	Implement 'no-spray' zones where pesticide use is banned for alternative management practices.	<i>Implemented successfully for 2024 growing season. Paired with wildflower meadows. Educational signage could benefit the scheme further.</i>	Annual	Grounds Maintenance Parks & Open Spaces
		Investigate alternatives to pesticide use for eventual phase-out across all sites where possible.	<i>Alternative methods may add extra pressures on to parks staff capacity.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Waste Management	Assess location of bins and frequency of collection as bins are often overflowing.	<i>Co-ordinate with Grounds Maintenance.</i>	January 2024	Parks & Open Spaces Grounds Maintenance
		Trolleys and other fly tipping into the beck and across the site to be removed in a timely manner.		Ongoing	
	Natural Waste	Use natural waste from tree works to produce mulch for tree bases and wildlife habitats.	<i>Set up of Tree Warden Network will help establish</i>	Spring 2024	Grounds Maintenance Horticulture

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			<i>volunteer assistance with this work.</i>		Tree Warden Coordinator (pending)
	Nature-Based Solutions	Schedule maintenance of the wetland conservation area.	<i>Complete for 2023, further maintenance required before and after 2024 growing season.</i>	Complete Winter 2023	Parks & Open Spaces Volunteers
		Schedule volunteering sessions for dredging and clearing Burn Valley Beck.	<i>2024 volunteering days TBC</i>	Winter 2024	
	Tree Health	Conduct borough-wide tree survey.		Complete	Arboriculture Officer
		Train staff to informally identify signs of disease or other threats.	<i>Lantra Tree Survey Course</i>	Complete	Parks Staff
		Remove hazardous trees on the site.	<i>Funding via DLUHC LUPF</i>	Complete	Grounds Maintenance
		Set up Tree Warden Network.	<i>See 7 - Volunteers</i>	Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
5	Tree Cover	Work with Trees on Tees team at TVCA to unlock external funding for tree planting schemes.	<i>Looking at: Urban Tree Challenge Fund, Tree Council Branching Out Fund, and others.</i>	Ongoing	Parks & Open Spaces Trees on Tees
		Plant whips in areas of low cover in collaboration with Probation Service.	<i>Successful application for woodland tree whips from The Conservation Volunteers Dig Trees Project.</i>	February 2024	Parks & Open Spaces Horticulture Probation Service
	Biodiversity	Plant annual wildflower meadows.	<i>Dependent on horticultural team budget.</i>	Spring 2024	Horticultural Officer
	Burn Valley Beck	Research funding opportunities to re-naturalise a further section of Burn Valley Beck.	<i>Appropriate section has been identified however unable to proceed without external funding.</i>	Funding Dependent	Parks & Open Spaces Landscape Architect
6	Heritage Trails	Create heritage trail content.	<i>Engage with Community Hub Local family and history service.</i>	Summer 2024	Parks & Open Spaces Communications

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		Use nature trail posts to attach QR codes with heritage trail on.			Community Hub Service
	Peter Pan Statue	Statue to be re-stained and oiled to preserve the wood.	<i>Volunteers required.</i>	Summer 2024	Parks & Open Spaces Volunteers
7	Volunteering Strategy	Set up Tree Warden Network with the Tree Council.		Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
		Review and adapt volunteering strategy to a model that resembles Tree Warden Network approach, for non-tree related volunteering activities in the parks and open spaces.	<i>Volunteer handbook currently exists and info shared via social media and word of mouth.</i>	Ongoing	Parks & Open Spaces
		Integrate with wider HBC volunteering programme.		Ongoing	Volunteer Coordinator
	Friends Of	Kick-start a Friends of Burn Valley Gardens volunteering/community group to take ownership of volunteering activities within the park.	<i>Further consultation with park users and local residents required. Community champion needed.</i>	2024	Parks & Open Spaces Volunteers
	Corporate Partners	Reach out to local and national businesses to arrange corporate volunteering activities.	<i>Use contacts from Tall Ships event.</i>	Ongoing	Parks & Open Spaces
	Youth Justice Service	Reach out to Youth Justice Service (YJS) to provide opportunities to help with park maintenance.		Complete	Parks & Open Spaces Grounds Maintenance Youth Justice Service
		Plan activities with YJS for young people to undertake.	<i>Working with YJS to design and create mural along park perimeter fencing.</i>	Quarterly	
	Community Payback Team	Work with Community Payback Team for park maintenance assistance.	<i>Partnership with CPT for tree planting event. Grounds Maintenance to continue providing jobs list.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Events	Develop a trial booking system for events, fitness classes or similar activities in the park.		Ongoing	Parks & Open Spaces

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		Explore opportunities for HBC and external partners to organise events on the site.			
8	Communication	Regular meetings with Communications team for social media and communications calendar of park updates.		Bi-monthly	Parks & Open Spaces Communications
	Website	Update the Parks & Open Spaces webpage within HBC wider website.	<i>HBC web developments planned for 2024.</i>	End of 2024	Communications Parks & Open Spaces
9	Consultation	Share management plan drafts with the public for comment, suggestions and to complete associated survey.	<i>Outcomes of the consultation have helped to dictate contents of this management plan. Repeat consultation will take place when necessary.</i>	Complete	Parks & Open Spaces
	Ecological Surveys	Conduct casual wildlife surveys to gather ecological data.	<i>Completed Big Garden Bird Watch in January 2023. Repeat surveys to take place.</i>	Ongoing	Parks & Open Spaces Volunteers
		Work with an ecologist for professional site surveys.	<i>Trees on Tees team park surveys. HBC Ecologist post currently vacant.</i>	Complete 2023 Annual	Parks & Open Spaces Trees on Tees Ecologist
	Investment Strategy	Develop investment strategy to assist with unlocking external funding, identifying priorities and enabling partnership work.	<i>Coordinate with Strategic Development and Sustainability team at HBC for assistance on development of strategy.</i>	Autumn 2024 (due to staff changes)	Parks & Open Spaces Strategic Development and Sustainability



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WARD JACKSON PARK					
Aim	Item	Action	Progress Update	Timeline	Assigned To
1	Potholes	Review path network and prioritise potholes to be repaired across site.	<i>Funding not allocated in current budgets.</i>	Funding Dependent	Parks & Open Spaces Highways
		Re-surface external car park.	<i>Funding not allocated in current budgets.</i>	Funding Dependent	
	Atmosphere	Continue with current horticultural maintenance regimes.	N/A	Ongoing through year	Grounds Maintenance
	Functional Signage	Replace safety signage positioned by pond and play area.	<i>Signage damaged on a regular basis and requires frequent replacement, adding to ongoing financial pressures.</i>	2024	Quality & Safety Officer
2	Designing Out Crime	Develop and implement DOC strategies to reduce vandalism, ASB and other security issues.	<i>Working with Cleveland Police, awaiting report of site and strategy advice.</i>	2024	Parks & Open Spaces Cleveland Police
	Reporting Crime	Share information with the public on the importance of reporting incidents to police and HBC, and how to report incidents.	<i>Working with Comms on social media schedule.</i>	Quarterly Updates	Parks & Open Spaces Communications
	Health and Activity	See 7 - Events		Spring 2024	Parks & Open Spaces Communications Active Hartlepool
	Bowling Green	Install security fencing around Bowling Green to stop vandalism.		Complete	Parks & Open Spaces Grounds Maintenance Hartlepool & District Bowling Association
		Conduct audit of Bowling Greens and pavilions.		Complete	
		Review and prioritise maintenance works on required pavilions.		January 2024	
		Investigate funding for Bowling Green pavilion maintenance works.		Spring 2024	

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		Assist Hartlepool and District Bowling Association with member recruitment and player participation.	<i>Ongoing talks with Bowling Association for repairs and recruitment.</i>	Summer 2024	
3	Park Audits	Schedule regular park audits.	<i>Trial park audit system took place throughout 2023, improved methods to continue in 2024.</i>	Bi-monthly	Parks & Open Spaces
		Monitor data emerging from regular park audits.		Bi-monthly	Parks & Open Spaces
	Graffiti	Remove graffiti on sandstone clock tower base.	<i>Researching quotes as works to be completed externally. Funding not allocated in current budgets.</i>	Funding Dependent	Parks & Open Spaces Grounds Maintenance
	Horticulture	Cut back hedges during winter maintenance to improve sightlines.		Winter 23/24	Grounds Maintenance Volunteers
	Buildings and Facilities	Investigate ongoing issues with toilet block facilities.	<i>Under investigation. Continued ASB adds further pressure on funding and capacity to fix reoccurring issues.</i>	Spring 2024	Buildings Maintenance
		Investigate opportunities for Probation Service to help maintain toilet block facilities.			Parks & Open Spaces Grounds Maintenance
4	Pesticide Use	Investigate alternatives to pesticide use for eventual phase-out across all sites where possible.	<i>Alternative methods may add extra pressures on to parks staff capacity.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Natural Waste	Use natural waste from tree works to produce mulch for tree bases and wildlife habitats.	<i>Set up of Tree Warden Network will help establish volunteer assistance with this work.</i>	Spring 2024	Grounds Maintenance Horticulture Tree Warden Coordinator (pending)
	Nature-Based Solutions	Schedule maintenance of the wetland conservation area.	<i>Complete for 2023, further maintenance required before</i>	Complete Winter 2023	Parks & Open Spaces Volunteers

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			<i>and after 2024 growing season.</i>		
	Tree Health	Conduct borough-wide tree survey.		Complete	Arboriculture Officer
		Train staff to informally identify signs of disease or other threats.	<i>Lantra Tree Survey Course</i>	Complete	Parks Staff
		Set up Tree Warden Network.	<i>See 7 - Volunteers</i>	Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
5	Tree Cover	Work with Trees on Tees team at TVCA to unlock external funding for tree planting schemes.	<i>Looking at: Urban Tree Challenge Fund, Tree Council Branching Out Fund, and others.</i>	Ongoing	Parks & Open Spaces Trees on Tees
	Pond Conservation	Investigate erosion prevention methods to conserve the pond and island.	<i>Research ongoing however capital works will require external funding. Funding not allocated in current budgets.</i>	Funding Dependent	Parks & Open Spaces
		Trial blue dye to combat algae spread as alternative to barley straw.		Spring 2024	Parks & Open Spaces Grounds Maintenance
6	Memorial Features	Landscaping around plinth and base of Boer War memorial statue.		Complete	Parks & Open Spaces Grounds Maintenance
		Add planted border and landscaping around the Zeppelin Bomb memorial stone.	<i>Co-ordination with Grounds Maintenance team required.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Fountain	Raise electrical box above ground to resolve continuous flooding or electrics and bring fountain back to use.	<i>Affordable short term fixes have led to continued issues. Long term solution identified but is significantly more expensive. External funding required. Funding not allocated in current budgets.</i>	Funding Dependent.	Parks & Open Spaces
	Bandstand	Find alternative storage for park equipment currently stored in the bandstand.	<i>Temporary storage in Bowling Pavilion – long term solution required.</i>	January 2024	Parks & Open Spaces Communications

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		Develop trial booking system for groups and individuals to hold events or performances in bandstand.	<i>Research into digital infrastructure required.</i>	Spring 2024	Parks & Open Spaces
7	Volunteering Strategy	Set up Tree Warden Network with the Tree Council.		Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
		Review and adapt volunteering strategy to a model that resembles Tree Warden Network approach, for non-tree related volunteering activities in the parks and open spaces.	<i>Volunteer handbook currently exists and info shared via social media and word of mouth.</i>	Ongoing	Parks & Open Spaces
		Integrate with wider HBC volunteering programme.		Ongoing	Volunteer Coordinator
	Corporate Partners	Reach out to local and national businesses to arrange corporate volunteering activities.	<i>Use contacts from Tall Ships event.</i>	Ongoing	Parks & Open Spaces
	Youth Justice Service	Reach out to Youth Justice Service (YJS) to provide opportunities to help with park maintenance.		Complete	Parks & Open Spaces Grounds Maintenance Youth Justice Service
		Plan activities with YJS for young people to undertake.	<i>Working with YJS to design and create mural along park perimeter fencing.</i>	Quarterly	
	Community Payback Team	Work with Community Payback Team for park maintenance assistance.	<i>Partnership with CPT for tree planting event. Grounds Maintenance to continue providing jobs list.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Events	Develop a trial booking system for events, fitness classes or similar activities in the park.		Ongoing	Parks & Open Spaces
		Explore opportunities for HBC and external partners to organise events on the site.	<i>Mini Tall Ships event took place in June 2023. Successful and provided a model for organising future similar events.</i>	Ongoing	Parks & Open Spaces

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8	Communication	Regular meetings with Communications team for social media and communications calendar of park updates.		Bi-monthly	Parks & Open Spaces Communications
	Website	Update the Parks & Open Spaces webpage within HBC wider website.	<i>HBC web developments planned for 2024.</i>	End of 2024	Communications Parks & Open Spaces
	Educational Signage	Install park signage for educational campaigns on themes such as litter disposal, wildlife and protecting the environment.		Funding Dependent	Parks & Open Spaces
9	Consultation	Share management plan drafts with the public for comment, suggestions and to complete associated survey.	<i>Outcomes of the consultation have helped to dictate contents of this management plan. Repeat consultation will take place when necessary.</i>	Complete	Parks & Open Spaces
	Ecological Surveys	Conduct casual wildlife surveys to gather ecological data.	<i>Completed Big Garden Bird Watch in January 2023. Repeat surveys to take place.</i>	Ongoing	Parks & Open Spaces Volunteers
		Work with an ecologist for professional site surveys.	<i>Trees on Tees team park surveys. HBC Ecologist post currently vacant.</i>	Complete 2023 Annual	Parks & Open Spaces Trees on Tees Ecologist
	Investment Strategy	Develop investment strategy to assist with unlocking external funding, identifying priorities and enabling partnership work.	<i>Coordinate with Strategic Development and Sustainability team at HBC for assistance on development of strategy.</i>	Autumn 2024 (due to staff changes)	Parks & Open Spaces Strategic Development and Sustainability

### 5.3 Appendix A

SEATON PARK					
Aim	Item	Action	Progress Update	Timeline	Assigned To
1	Potholes	Review path network and prioritise potholes to be repaired across site.	<i>Funding not allocated within current budgets.</i>	Funding Dependent	Parks & Open Spaces Highways
	Atmosphere	Plant bulbs and wildflowers at park entrances.	<i>Wildflowers will be funding dependent.</i>	Winter 2023 Spring 2024	Grounds Maintenance Volunteers
	Signage	Remove broken or outdated signage including temporary notices.	<i>Site-wide signage review required and co-ordination with Grounds Maintenance team.</i>	Spring 2024	Parks & Open Spaces Grounds Maintenance
	Play Equipment	Replace accessible playground equipment.	<i>Funding bid pending.</i>	Funding Dependent	Quality & Safety Officer
2	Designing Out Crime	Develop and implement DOC strategies to reduce vandalism, ASB and other security issues.	<i>Working with Cleveland Police, awaiting report of site and strategy advice.</i>	2024	Parks & Open Spaces Cleveland Police
	Reporting Crime	Share information with the public on the importance of reporting incidents to police and HBC, and how to report incidents.	<i>Working with Comms on social media schedule.</i>	Quarterly Updates	Parks & Open Spaces Communications
	Health and Activity	Better promotion of sports facilities at Seaton Park through scheduled communications.	<i>See 8 - Communications</i>		Parks & Open Spaces Communications
		See 7 - Events		Spring 2024	Active Hartlepool
	Bowling Green	Conduct audit of Bowling Greens and pavilions.		Completed	Parks & Open Spaces Grounds Maintenance Hartlepool & District Bowling Association
		Review and prioritise maintenance works on required pavilions.		January 2024	
		Investigate funding for Bowling Green pavilion maintenance works.		Spring 2024	
		Assist Hartlepool and District Bowling Association with member recruitment and player participation.	<i>Ongoing talks with Bowling Association for repairs and recruitment.</i>	Summer 2024	

### 5.3 Appendix A

	Facilities	Refurbishment of Community Hub Seaton.	<i>Development works ongoing, capital works date TBC.</i>	Spring 2024	Community Hubs Landscape Architect
		Installation of new pathways between hub and car park.		Spring 2024	Community Hubs Landscape Architect
		Install chess tables and chairs.	<i>Funded via DLUHC Levelling Up Parks Fund.</i>	Spring 2024	Parks & Open Spaces
3	Park Audits	Schedule regular park audits.	<i>Trial park audit system took place throughout 2023, improved methods to continue in 2024.</i>	Bi-monthly	Parks & Open Spaces
		Monitor data emerging from regular park audits.		Bi-monthly	Parks & Open Spaces
	Horticulture	Cut back hedges during winter maintenance to improve sightlines.		Winter 23/24	Grounds Maintenance Volunteers
4	Pesticide Use	Assess the site for appropriate locations for alternative management practices such as 'no-spray' or 'no-cut' zones.	<i>Trials in BVG over 2023 summer – roll out where possible in 2024.</i>	2024	Grounds Maintenance Parks & Open Spaces
		Investigate alternatives to pesticide use for eventual phase-out across all sites where possible.	<i>Alternative methods may add extra pressures on to parks staff capacity.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Natural Waste	Use natural waste from tree works to produce mulch for tree bases and wildlife habitats.	<i>Set up of Tree Warden Network will help establish volunteer assistance with this work.</i>	Spring 2024	Grounds Maintenance Horticulture Tree Warden Coordinator (pending)
	Nature-Based Solutions	Schedule maintenance of the wetland conservation area.	<i>Complete for 2023, further maintenance required before and after 2024 growing season.</i>	Complete Winter 2023	Parks & Open Spaces Volunteers
	Tree Health	Conduct borough-wide tree survey.		Complete	Arboriculture Officer
		Train staff to informally identify signs of disease or other threats.	<i>Lantra Tree Survey Course</i>	Complete	Parks Staff

### 5.3 Appendix A

		Set up Tree Warden Network.	<i>See 7 – Volunteering Strategy</i>	Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
5	Tree Cover	Work with Trees on Tees team at TVCA to unlock external funding for tree planting schemes.	<i>Looking at: Urban Tree Challenge Fund, Tree Council Branching Out Fund, and others.</i>	Ongoing	Parks & Open Spaces Trees on Tees
		Plant whips in areas of low cover in collaboration with Probation Service.	<i>Successful application for woodland tree whips from The Conservation Volunteers Dig Trees Project.</i>	February 2024	Parks & Open Spaces Horticulture Probation Service
	Biodiversity	Identify locations for wildflower and bulb planting.	<i>Dependent on horticultural team budget.</i>	Spring 2024	Horticultural Officer
	Sustainable Drainage Systems	Research funding opportunities to install sustainable drainage systems to combat flooding and create habitats.	<i>Unable to start project without external funding. Funding not allocated in current budgets.</i>	Funding Dependent	Parks & Open Spaces Landscape Architect
6	Park Features	Conduct regular checks to record any damage to features.	<i>Part of park audits.</i>	Bi-monthly	Parks & Open Spaces
	Park History	Research park history to inspire future installations.	<i>Low priority – delay due to staff changes.</i>		Parks & Open Spaces
7	Volunteering Strategy	Set up Tree Warden Network with the Tree Council.		Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
		Review and adapt volunteering strategy to a model that resembles Tree Warden Network approach, for non-tree related volunteering activities in the parks and open spaces.	<i>Volunteers handbook currently exists and info shared via social media and word of mouth.</i>	Ongoing	Parks & Open Spaces
		Integrate with wider HBC volunteering programme.		Ongoing	Volunteer Coordinator
	Friends Of	Kick-start a Friends of Seaton Park volunteering/community group to take	<i>Further consultation with park users and local residents</i>	2024	Parks & Open Spaces Volunteers



### 5.3 Appendix A

		ownership of volunteering activities within the park.	<i>required. Community champion needed.</i>		
	Corporate Partners	Reach out to local and national businesses to arrange corporate volunteering activities.	<i>Use contacts from Tall Ships event.</i>	Ongoing	Parks & Open Spaces
	Youth Justice Service	Reach out to Youth Justice Service (YJS) to provide opportunities to help with park maintenance.		Complete	Parks & Open Spaces Grounds Maintenance Youth Justice Service
		Plan activities with YJS for young people to undertake.		Quarterly	
	Community Payback Team	Work with Community Payback Team for park maintenance assistance.	<i>Partnership with CPT for tree planting event. Grounds Maintenance to continue providing jobs list.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Events	Develop a trial booking system for events, fitness classes or similar activities in the park.		Ongoing	Parks & Open Spaces
		Explore opportunities for HBC and external partners to organise events on the site.			
8	Communication	Regular meetings with Communications team for social media and communications calendar of park updates.		Bi-monthly	Parks & Open Spaces Communications
	Website	Update the Parks & Open Spaces webpage within HBC wider website.	<i>HBC web developments planned for 2024.</i>	End of 2024	Communications Parks & Open Spaces
9	Consultation	Share management plan drafts with the public for comment, suggestions and to complete associated survey.	<i>Outcomes of the consultation have helped to dictate contents of this management plan. Repeat consultation will take place when necessary.</i>	Complete	Parks & Open Spaces
	Ecological Surveys	Conduct casual wildlife surveys to gather ecological data.	<i>Completed Big Garden Bird Watch in January 2023. Repeat surveys to take place.</i>	Ongoing	Parks & Open Spaces Volunteers
		Work with an ecologist for professional site surveys.	<i>Trees on Tees team park surveys.</i>	Complete 2023	Parks & Open Spaces Trees on Tees

### 5.3 Appendix A

			<i>HBC Ecologist post currently vacant.</i>	Annual	Ecologist
	Investment Strategy	Develop investment strategy to assist with unlocking external funding, identifying priorities and enabling partnership work.	<i>Coordinate with Strategic Development and Sustainability team at HBC for assistance on development of strategy.</i>	Autumn 2024 (due to staff changes)	Parks & Open Spaces Strategic Development and Sustainability

### 5.3 Appendix A

ROSSMERE PARK					
Aim	Item	Action	Progress Update	Timeline	Assigned To
1	Potholes	Review path network and prioritise potholes to be repaired across site.	<i>Funding not allocated within current budgets.</i>	Funding Dependent	Parks & Open Spaces Highways
	Atmosphere	Plant bulbs and wildflowers at park entrances.	<i>Wildflowers will be funding dependent.</i>	Spring 2024	Grounds Maintenance Volunteers
	Signage	Remove broken or outdated signage including temporary notices.	<i>Site-wide signage review required and co-ordination with Grounds Maintenance team.</i>	Spring 2024	Parks & Open Spaces Grounds Maintenance
2	Designing Out Crime	Develop and implement DOC strategies to reduce vandalism, ASB and other security issues.	<i>Working with Cleveland Police, awaiting report of site and strategy advice.</i>	2024	Parks & Open Spaces Cleveland Police
	Reporting Crime	Share information with the public on the importance of reporting incidents to police and HBC, and how to report incidents.	<i>Working with Comms on social media schedule.</i>	Quarterly Updates	Parks & Open Spaces Communications
	Health and Activity	See 7 - Events		Spring 2024	
	Facilities	Investigate ongoing issues with toilet facilities and solutions to continued vandalism.	<i>Increasing pressure on finance and resource to fix vandalism. Likely to be permanently closed.</i>		Parks & Open Spaces
3	Park Audits	Schedule regular park audits.	<i>Trial park audit system took place throughout 2023, improved methods to continue in 2024.</i>	Bi-monthly	Parks & Open Spaces
		Monitor data emerging from regular park audits.		Bi-monthly	Parks & Open Spaces

### 5.3 Appendix A

	Graffiti	Site-wide removal of graffiti.	<i>Regular park audits will help to identify and report new graffiti on site.</i>	February 2024	Parks & Open Spaces Grounds Maintenance
	Horticulture	Cut back hedges during winter maintenance to improve sightlines.		Winter 23/24	Grounds Maintenance Volunteers
4	Pesticide Use	Assess the site for appropriate locations for alternative management practices such as 'no-spray' or 'no-cut' zones.	<i>Trials in BVG over 2023 summer – roll out where possible in 2024.</i>	2024	Grounds Maintenance Parks & Open Spaces
		Investigate alternatives to pesticide use for eventual phase-out across all sites where possible.	<i>Alternative methods may add extra pressures on to parks staff capacity.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Natural Waste	Use natural waste from tree works to produce mulch for tree bases and wildlife habitats.	<i>Set up of Tree Warden Network will help establish volunteer assistance with this work.</i>	Spring 2024	Grounds Maintenance Horticulture Tree Warden Coordinator (pending)
	Tree Health	Conduct borough-wide tree survey.		Complete	Arboriculture Officer
		Train staff to informally identify signs of disease or other threats.	<i>Lantra Tree Survey Course</i>	Complete	Parks Staff
		Set up Tree Warden Network.	<i>See 7 – Volunteering Strategy</i>	Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
5	Tree Cover	Work with Trees on Tees team at TVCA to unlock external funding for tree planting schemes.	<i>Looking at: Urban Tree Challenge Fund, Tree Council Branching Out Fund, and others.</i>	Ongoing	Parks & Open Spaces Trees on Tees
	Biodiversity	Identify locations for wildflower and bulb planting.	<i>Dependent on horticultural team budget.</i>	Spring 2024	Horticultural Officer
	Sustainable Drainage Systems	Research funding opportunities to install sustainable drainage systems to treat surface run-off into the pond for A689.	<i>Unable to start project without external funding.</i>	Funding Dependent	Parks & Open Spaces Landscape Architect
	Pond Conservation	Trial blue dye to combat algae spread as alternative to barley straw.		Spring 2024	Parks & Open Spaces Grounds Maintenance

### 5.3 Appendix A

6	Park History	Research park history to inspire future installations.	<i>Low priority – delay due to staff changes.</i>		Parks & Open Spaces
7	Volunteering Strategy	Set up Tree Warden Network with the Tree Council.		Ongoing	Parks & Open Spaces Arboriculture Officer Horticultural Officer
		Review and adapt volunteering strategy to a model that resembles Tree Warden Network approach, for non-tree related volunteering activities in the parks and open spaces.	<i>Volunteers handbook currently exists and info shared via social media and word of mouth.</i>	Ongoing	Parks & Open Spaces
		Integrate with wider HBC volunteering programme.		Ongoing	Volunteer Coordinator
	Corporate Partners	Reach out to local and national businesses to arrange corporate volunteering activities.	<i>Use contacts from Tall Ships event.</i>	Ongoing	Parks & Open Spaces
	Youth Justice Service	Reach out to Youth Justice Service (YJS) to provide opportunities to help with park maintenance.		Complete	Parks & Open Spaces Grounds Maintenance Youth Justice Service
		Plan activities with YJS for young people to undertake.		Quarterly	
	Community Payback Team	Work with Community Payback Team for park maintenance assistance.	<i>Partnership with CPT for tree planting event. Grounds Maintenance to continue providing jobs list.</i>	Ongoing	Parks & Open Spaces Grounds Maintenance
	Events	Develop a trial booking system for events, fitness classes or similar activities in the park.		Ongoing	Parks & Open Spaces
		Explore opportunities for HBC and external partners to organise events on the site.			Parks & Open Spaces
8	Communication	Regular meetings with Communications team for social media and communications calendar of park updates.		Bi-monthly	Parks & Open Spaces Communications
	Educational Resources	Install educational signage around the pond to inform park users about wildlife and protection of the pond.	<i>External funding required</i>	Funding Dependent	Parks & Open Spaces

### 5.3 Appendix A

	Website	Update the Parks & Open Spaces webpage within HBC wider website.	<i>HBC web developments planned for 2024.</i>	End of 2024	Communications Parks & Open Spaces
9	Consultation	Share management plan drafts with the public for comment, suggestions and to complete associated survey.	<i>Outcomes of the consultation have helped to dictate contents of this management plan. Repeat consultation will take place when necessary.</i>	Complete	Parks & Open Spaces
	Ecological Surveys	Conduct casual wildlife surveys to gather ecological data.	<i>Completed Big Garden Bird Watch in January 2023. Repeat surveys to take place.</i>	Ongoing	Parks & Open Spaces Volunteers
		Work with an ecologist for professional site surveys.	<i>Trees on Tees team park surveys. HBC Ecologist post currently vacant.</i>	Complete 2023  Annual	Parks & Open Spaces Trees on Tees Ecologist
	Investment Strategy	Develop investment strategy to assist with unlocking external funding, identifying priorities and enabling partnership work.	<i>Coordinate with Strategic Development and Sustainability team at HBC for assistance on development of strategy.</i>	Autumn 2024 (due to staff changes)	Parks & Open Spaces Strategic Development and Sustainability

# Parks and Open Spaces

## Place-Based Management Plans Summary Document



HARTLEPOOL PARKS AND OPEN SPACES



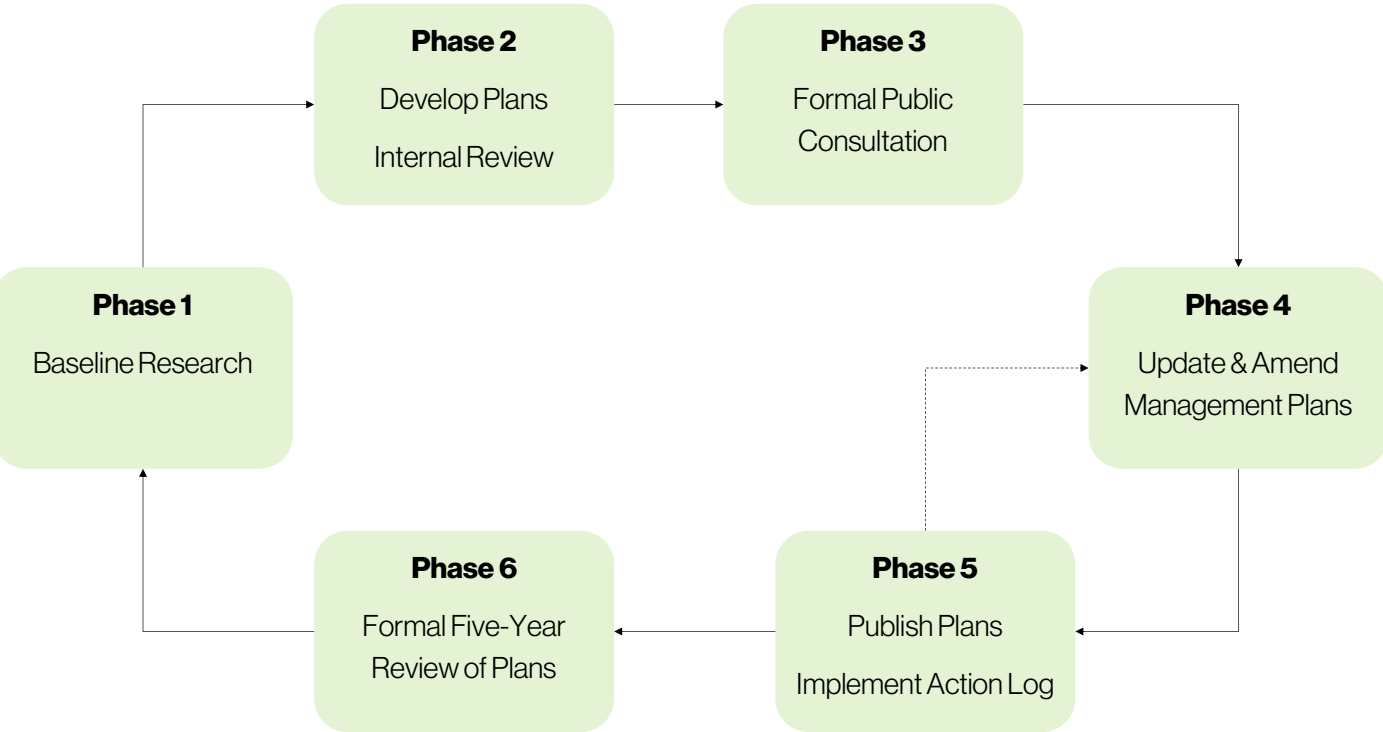
# Overview

Hartlepool has a wide variety of green and blue infrastructure consisting of parks, nature reserves, cemeteries, allotments, coast and recreation grounds. A series of challenges including antisocial behaviour, budget cuts to park maintenance, and a changing climate have led to a review on how these parks and open spaces are managed, and how this can be done differently.

Place-based management plans have been developed to enable a proactive and joined-up approach to the management of Hartlepool's parks. Plans are intended to be viewed as strategic guides to the sites, their features, and the associated maintenance, management, and conservation involved. They are subject to frequent review and adjusted accordingly in response to economic and environmental uncertainty. Through clearly communicated aims and objectives, plans inform key stakeholders of the day-to-day management and long term strategic planning. These aims have been inspired by the following:

- Hartlepool Borough Council's Council Plan (2021/22 – 2023/24)
- Hartlepool Borough Council Green Infrastructure SPD (2020)
- Green Flag Award – Assessment Criteria Themes

Plans will be subject to a full, formal consultation, review and re-publication every five years. Regular check-ins, surveys and informal consultations will take pace annually. This will identify any changes in site usage and public perception, ensuring parks continue to provide appropriate facilities for the community. Plans will also be regularly updated in line with any feedback, works progress, or changes to plans and budgets, on an ad-hoc basis. footpaths, seating, play equipment and signage.





# Aims and Objectives

Split into clear areas of focus, specific aims and objectives have been identified across all parks, which detail a clear road map to success – with success being a network of healthy, welcoming and safe parks that serves the local community and allows nature to thrive. Site-specific objectives and actions are detailed within each individual management plan.

## Welcome and Access

*Parks are welcoming, easily accessible sites that cater to all users.*

- Make sure pathways, seating and play equipment are accessible for all.
- Ensure signage serves a purpose and is positioned appropriately.
- Make sure the parks are maintained in line with park visitors expectations.

## Healthy, Safe and Secure

Parks provide an inclusive and safe space, focused on health and wellbeing.

- Use ‘designing out crime’ techniques to reduce the occurrence of vandalism, antisocial behaviour and other security related issues.
- Ensure there are opportunities for play and activity across all sites through robust play equipment, well-kept sports facilities and other recreational activities.
- Share information with the public on how to report incidents to the police and Hartlepool Borough Council, and the importance of doing so.

## Maintenance and Cleanliness

Parks are kept to a high standard, through impactful maintenance and cleansing routines.

- Regularly check the park to make sure everything is in good condition, and report arising issues in good time.
- Effectively manage park issues such as graffiti, litter, dog waste and building facilities to ensure parks are kept to a high standard.
- Cut back hedges and other flora during winter maintenance to improve sightlines and deter hidden antisocial behaviour.

## Environmental Management

Park management ensures nature is considered, not compromised, protecting the parks natural assets against an uncertain climates.

- Consider nature-based solutions to help with future impacts of climate change, such as flood alleviation and habitat restoration.
- Protect and enhance the current tree cover through tree surveys, unlocking external funding and identifying opportunities for planting.
- Investigate alternative maintenance practices relating to the use of pesticides, mowing routines and re-use of natural waste.

## Biodiversity and Landscape

Parks provide a mosaic of biodiverse habitats that support a wide range of wildlife.

- Increase the amount of plants, trees, and habitats there are in the parks with wildflowers, bulbs and tree planting.
- Restore and protect park habitats including lakes, ponds or beck.
- Share resources and information with park visitors relating to biodiversity and identifying invasive species.

## Heritage and Conservation

Historical park features are preserved and the sites heritage is showcased and celebrated.

- Restore and protect park features such as sculptures or buildings.
- Use the parks history to inspire future installations, heritage trails and events.

## Community Engagement

Partnerships with local businesses, charities, community groups and residents are supported and encouraged throughout the parks and open spaces.

- Support volunteers and community groups in their park activities with a successful volunteering strategy, to create a sense of pride and ownership in the park.
- Offer volunteering opportunities to wider groups including corporate, the Youth Justice Service and Probation Services.
- Enable groups to hold events and activities in the parks at varying scales.

## Marketing and Communication

Parks and open spaces updates are communicated across a variety of channels, including digital, physical signage and in person events.

- Improve communication about the management of the park to inform the public in decision-making.
- Utilise communication methods such as the parks website and physical park signage to inform park visitors about a variety of topics.

## Looking Forward

Parks are futureproofed against uncertain economic and environmental scenarios.

- Conduct studies to better understand each park, for people and for the environment.
- Identify areas in need of funding or partnership work.

## Get in Touch

Parks and Open Spaces

Hartlepool Borough Council

Civic Centre

Victoria Road

Hartlepool

TS25 8AY

[parksandcountryside@hartlepool.gov.uk](mailto:parksandcountryside@hartlepool.gov.uk)

[Hartlepool Borough Council | Parks](#)



**HARTLEPOOL PARKS AND OPEN SPACES**

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

25 January 2024



**Subject:** TEESWIDE SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2022/23 AND STRATEGIC BUSINESS PLAN 2022-2025

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

**Decision Type:** For information.

## 1. COUNCIL PLAN PRIORITY

<b>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.

## 2. PURPOSE OF REPORT

- 2.1 To present to the Adult and Community Based Services Committee the Teeswide Safeguarding Adults Board Annual Report 2022/23 and Strategic Business Plan 2022-2025.

## 3. BACKGROUND

- 3.1 The Teeswide Safeguarding Adults Board (TSAB) was established in order to meet the requirements of the Care Act 2014, 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 the Independent Chair of TSAB since November 2020 and will be in attendance to present the report.

#### 4. PROPOSALS FOR CONSIDERATION

- 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 2022/23 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. The Teeswide Safeguarding Adults Board Strategic Business Plan for 2022 – 2025 has been presented to Committee previously and is attached as **Appendix 2**.
- 4.4 The Teeswide Safeguarding Adults Board has also produced a Communication and Engagement Report for 2022/23 which is attached as **Appendix 3**. This is not a statutory requirement but communication and engagement is vital to the work of the Board and the report summarises some of the excellent work that's taken place over the year.

#### 5. OTHER CONSIDERATIONS/IMPLICATIONS

<b>RISK IMPLICATIONS</b>	There are no risks associated with this report.
<b>FINANCIAL CONSIDERATIONS</b>	<p>Statutory partners (Local Authorities, NHS commissioners and Cleveland Police) make an annual contribution to the running costs of the TSAB and the associated Business Unit.</p> <p>There are no additional financial considerations associated with this report.</p>

<b>LEGAL CONSIDERATIONS</b>	As set out in the report, there are requirements within the Care Act 2014 in relation to SABs, and specifically the publication of an Annual Report and Strategic Plan. The attached documents ensure that these requirements are fulfilled
<b>CHILD AND FAMILY POVERTY</b>	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 Partnerships. Work will continue to be undertaken to strengthen these links and to ensure that the 'Think Family' approach is embedded in practice.
<b>EQUALITY AND DIVERSITY CONSIDERATIONS</b>	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.
<b>STAFF CONSIDERATIONS</b>	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 statutory partners.
<b>ASSET MANAGEMENT CONSIDERATIONS</b>	There are no asset management considerations associated with this report.
<b>ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS</b>	There are no environment, sustainability and climate change considerations associated with this report.
<b>CONSULTATION</b>	<p>TSAB uses a wide range of methods to engage with professionals, partners and the wider public including the TSAB website (<a href="http://www.tsab.org.uk">www.tsab.org.uk</a>), online surveys, conferences, social media, focus groups, bulletins and media campaigns. A Communications &amp; Engagement Sub Group oversees this work and a Communication &amp; Engagement Strategy is in place.</p> <p>Safeguarding Adults Week runs annually and provides opportunities to raise awareness.</p>

**6. RECOMMENDATION**

- 6.1 It is recommended that the Adult & Community Based Services Committee notes and endorses the Teeswide Safeguarding Adults Board Annual Report 2022/23 and supporting reports.

**7. REASON FOR RECOMMENDATION**

- 7.1 Safeguarding vulnerable adults is fundamental to the work of adult services and the Teeswide Safeguarding Adults Board Annual Report 2021/22 and Strategic Business Plan 2022 - 2025 set out how statutory requirements are being delivered.

**8. CONTACT OFFICER**

Jill Harrison  
Executive Director of Adult & Community Based Services  
Tel: 01429 523911  
Email: jill.harrison@hartlepool.gov.uk

Sign Off:-

Managing Director	Date: 11/12/2023
Director of Finance, IT and Digital	Date: 11/12/2023
Director of Legal, Governance and HR	Date: 11/12/2023



# Teeswide Safeguarding Adults Board **Annual Report**

1 April 2022 to 31 March 2023

Our safeguarding arrangements will effectively prevent  
and respond to adult abuse



## Introduction from Darren Best, Independent Chair

I am pleased to present the Annual Report of the Teeswide Safeguarding Adults Board (TSAB) for 2022-23.

The TSAB Annual Report has been further developed, with clarity and accessibility at the forefront of our minds, I do hope that readers find it so. As I mentioned in my introduction to last year's report the Care Act 2014 requires TSAB, alongside all other Safeguarding Adults Boards across the country to produce an Annual Report. The main purposes being to highlight the work of TSAB over the past 12 months, what has been done to implement our strategy, to provide information about Safeguarding Adult Reviews (SARs) that have been undertaken and subsequently what activity has taken place to implement their findings.

The work of TSAB and its many partner organisations has continued to be hugely complex and presented numerous challenges for the many dedicated people who commission, protect and provide services to some of the most vulnerable people in our communities.

During 2022-23 the Board has continued to work closely with both statutory and voluntary sector partners to gain the reassurance that safeguarding issues are addressed effectively and appropriately. Our strategy has been developed and underpinned by the six safeguarding principles of empowerment, prevention, protection, partnership, proportionality and accountability.

As Independent Chair, it continues to be my privilege to learn and hear about the experiences and challenges faced by those who provide safeguarding services in Teesside, as I did last year I would like to place on record, my gratitude to every one of them. Equally I am always aware that the numbers and statistics contained within this report each have the real-life experiences of people sat behind them, it is on that basis that individually and collectively we must strive to develop and improve the ways in which we work and offer services.

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 continued professionalism, commitment, hard work and support.

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### What does the Board do?

The Teeswide Safeguarding Adults Board (TSAB) is a statutory body responsible for protecting adults' rights to live independent lives, free from abuse and neglect.

The Board works collaboratively with partners to set the strategic direction for adult safeguarding in Tees and seeks assurance from partners that they have appropriate and robust safeguarding arrangements in place.

### Board Member Organisations

6 Statutory Partners:

- Cleveland Police
- Hartlepool Borough Council
- Middlesbrough Council
- NHS North East and North Cumbria Integrated Care Board
- Redcar & Cleveland Borough Council
- Stockton-on-Tees Borough Council



## Board Member Organisations

23 Non-Statutory Partners:

- A Way Out
- Beyond Housing
- Care Quality Commission
- Catalyst Stockton-on-Tees (Voluntary Development Agency)
- Cleveland Fire Brigade
- Probation Service
- Department for Work and Pensions
- Hartlepool & Stockton-on-Tees Safeguarding Children Partnership
- Hartlepower
- Healthwatch Hartlepool
- Healthwatch South Tees
- Healthwatch Stockton-on-Tees
- HMP Holme House Prison
- Middlesbrough Voluntary Development Agency
- North East Ambulance Service
- North Tees & Hartlepool NHS Foundation Trust
- Office of the Police and Crime Commissioner for Cleveland
- Redcar & Cleveland Voluntary Development Agency
- South Tees Hospitals NHS Foundation Trust
- South Tees Safeguarding Children Partnership
- Tees Esk & Wear Valleys NHS Foundation Trust
- Teesside University
- Thirteen Housing

## Board Structure

The Board has continued to engage with key strategic partnerships across Tees including the Local Safeguarding Children Partnerships, Health & Wellbeing Boards, Community Safety Partnerships, Tees Strategic Exploitation Group (formerly known as Vulnerable Exploited Missing and Trafficked), Serious and Organised Crime Group and the Cleveland Anti-Slavery Network as well as regional and national Safeguarding Adults Boards.

## Sub-Groups

The Board has a number of Sub-Groups, who lead on key pieces of work in order to achieve the aims and objectives set out in the Board's Strategic Business Plan 2022/23. The purpose of the Sub-Groups are summarised below.

### Communication & Engagement (CE)

Leads 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 & Development (LTD)

Leads the development, implementation and evaluation of a multi-agency learning, training and 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, Audit & Quality (PAQ)

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

### Safeguarding Adult Review (SAR)

Leads 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.

### Task & Finish Groups

During 2022/23 there were a number of Task & Finish Groups to look at specific work streams:

- ✓ Creating Safer Cultures
- ✓ National Safeguarding Adults Week
- ✓ Organisational Abuse
- ✓ Welfare Visit Requests for Vulnerable People
- ✓ Team Around The Individual (TATI) Review
- ✓ Joint Learning Event
- ✓ SAR Procedures Review
- ✓ Power BI
- ✓ Responding to and Addressing Serious Concerns (RASC) Providers Action Plan template

## Some of our key achievements over the past year...



### July—September 2022

- Trauma Informed Practice Me-Learning course launched
- SAR - Martin Learning Briefing published
- Safeguarding Champions presentation delivered to the Care Provider Peer Support Group
- A number of Presentations were delivered to Board including: People First, Cleveland Police, South Tees Hospitals NHS Foundation Trust
- ARCH Teesside attended the Operational Leads Sub-Group to discuss the services they offer in relation to sexual violence support

### January—March 2023

- A number of awareness campaigns took place:
  - Sexual Violence Awareness Week
  - Spotlight on Organisational Abuse
  - Spotlight on Trauma Campaign
- Trauma-Informed Practice Briefing Session delivered by the South Tees Trauma Lead.
- Hosted a Legal Updates for Board Members Training session
- Adult K Learning and Reflection workshop was held

### April—June 2022

- Safeguarding and Falls Guidance was developed and published
- A number of key campaigns took place including:
  - Stalking Awareness Week—awareness of 2 new specialist Stalking Advocates, anonymised Stalking case study included within the TSAB bulletins, sharing of the spotting the signs tool in 11 languages (Suzy Lamplugh Trust resource)
  - Deaf Awareness Week—Deaf awareness poster produced, article included within the TSAB Newsletter, local sensory support groups information included on TSAB website
- A Self-Neglect launch poster was included in Stockton News resident magazine and sent to 90,000 homes.
- A Joint Learning from Reviews event was hosted together with colleagues from the Safeguarding Children Partnerships and Community Safety Partnerships
- A number of TSAB training courses took place including; Safeguarding Vulnerable Dependent Drinkers, Self-Neglect and Legal Literacy
- “Molly” Safeguarding Adults Review (SAR) published

### October—December 2022

- Independent Voices Advocacy Group session on Self-Neglect took place, members created their own posters and completed surveys. A new Self-Neglect easy read poster was developed.
- A number of key campaigns took place:
  - National Safeguarding Adults Week coincided with Carers' Rights Day and 16 Days of Activism for the Elimination of Violence Against Women and Girls. A range of communication and engagement activity took place across the week, raising the profile of safeguarding adults.
- The first Adult Sexual and Criminal Exploitation Webinar was held

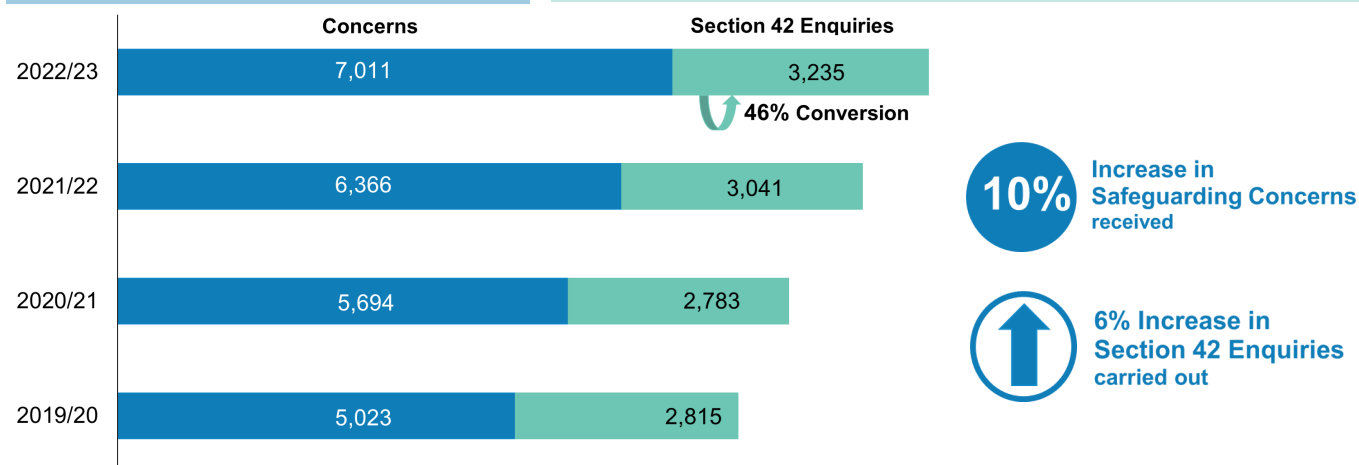
# Safeguarding Data 2022-23

## Concerns and Section 42 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.

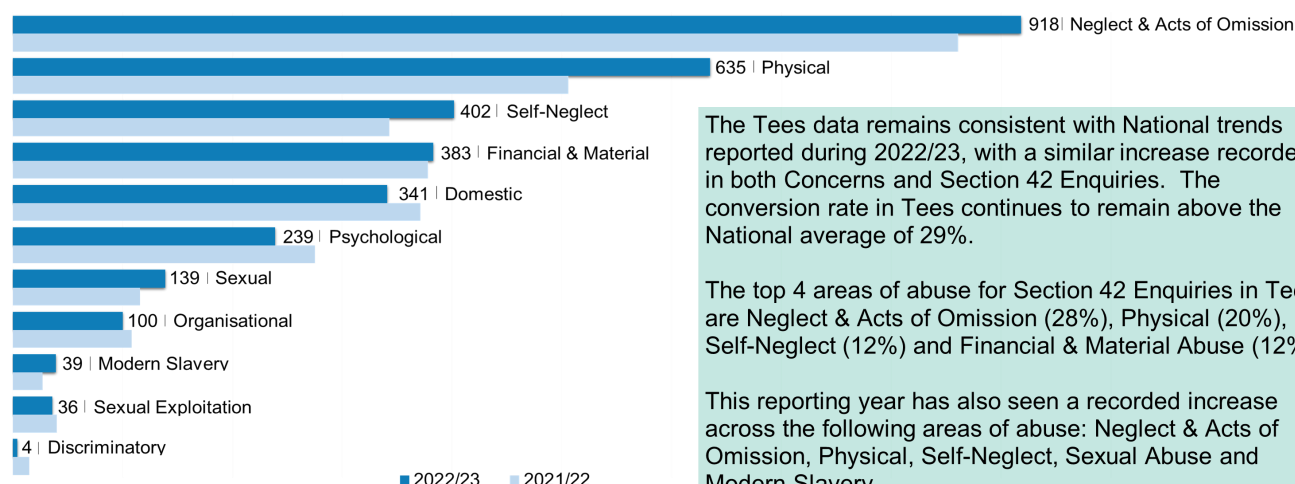


## Location of Abuse: Section 42 Enquiries

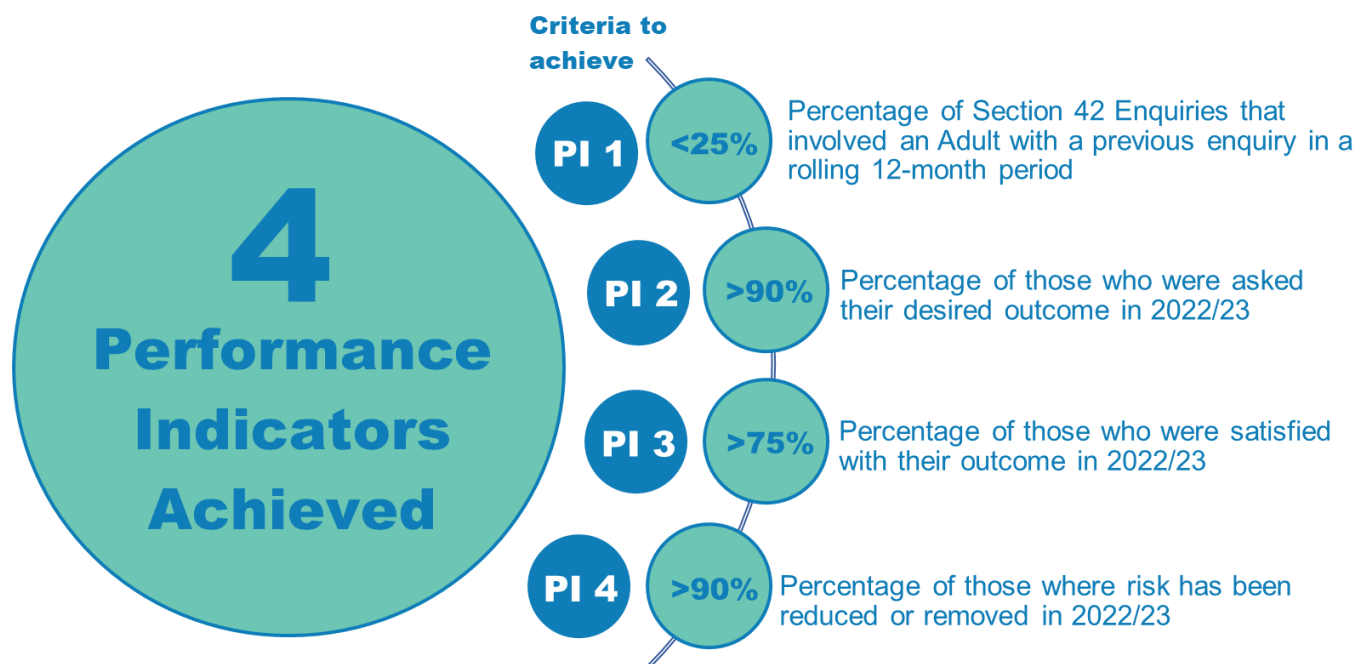


A person's Own Home remains the most common location of risk in Tees, with a similar figure being reported in the National data. In line with the data trends reported Nationally the Own Home category recorded a slight increase in the number of Section 42 Enquiries reported.

## Types of Adult Abuse: Section 42 Enquiries



# Performance Indicators (PI)



## Safeguarding Concerns Received



**15% increase** in Concerns received from Social Care

**9% increase** in Concerns received from Care Homes

**20% increase** in Concerns relating to Sexual Abuse

**11% increase** in Concerns involving Physical Abuse

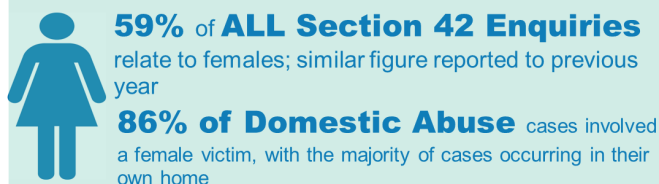
## Section 42 Enquiries Commenced



**2% increase** in Own Home category

**52% of ALL Section 42 Enquiries** relate to an adult aged under 65

**5% increase** in the number of Section 42 Enquiries relating to people aged under 65

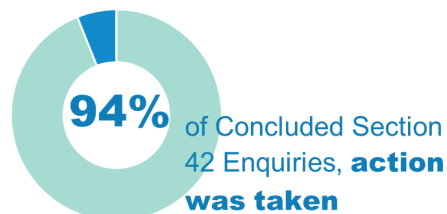


## Outcomes of Concluded Section 42 Enquiries

### Source of Risk to the Adult



### Safeguarding Action



### Safeguarding Outcome



### Adults Voice





## Communication and Engagement



**149,436** website views



**910** Followers\*

**28,150** Reached

\* 16% increase on 2021/22



**844** Followers\*

**41,900** Impressions

\*6% increase on 2021/22



**66** YouTube Subscribers



**4** Radio interviews

**2** Radio adverts



**976,000** Impacts - bus stop advert



**291,000** Local Magazine

Impressions

(digital advertising)

**8,607** TSAB Newsletter reads

**962** Safeguarding Champions Bulletin reads

Read more detail in the Board's [Annual Communication & Engagement Report 2022/23](#)

## Awareness Raising Campaigns

Throughout the year, The Board engaged collaboratively with partners in a wide range of awareness raising activities, utilising multiple communication and engagement methods with an aim of engaging professionals, members of the general public, harder to reach groups and digitally excluded individuals.

National Safeguarding Adults Week was a key event in 2022, with a comprehensive communication and engagement plan of activity throughout the week to raise awareness of important safeguarding messages. This included a social media campaign, displaying of TSAB material across Tees, a Bus Stop poster campaign, training courses and events for professionals and the development of resources with a local Independent Advocacy Service. TSAB also launched the Sexual Exploitation leaflet in Vietnamese and Community Voices FM (CVFM) produced a "how to report abuse and neglect" advert in English and Urdu.

Other awareness raising events included Stalking Awareness Week and three "Spotlight On" campaigns comprising of Creating Safer Cultures, Organisational Abuse and Trauma-Informed Practice.



Safeguarding is Everyone's Business  
National Safeguarding Adults Week  
21 November - 27 November 2022

### 88 Safe Place Scheme Locations

The steering group met twice and work was completed to ensure the list of locations and map was up to date. An 'information pack' was developed to signpost venue staff to safeguarding awareness training and other relevant schemes such as Ask ANI.

[Click here](#) for more information.



### Safeguarding Champions

Focused work on recruitment to the Safeguarding Champions initiative resulted in a **79%** increase in champions. Safeguarding Champions receive quarterly e-bulletins and they can use their unique position to communicate important messages to their organisations and local communities.

[Click here](#) for more information.

## Training

The Board provides free multi-agency training, designed to supplement single agency training provision. The Board continued to deliver its existing training programme as well as commissioning additional courses.

### Me-Learning

The Board commissions the e-Learning platform (Me-Learning) with the local Safeguarding Children Partnerships. There are often crossovers between children and adult safeguarding work and therefore it is recognised that people who work with children and/or adults greatly benefit from having access to a wide range of safeguarding courses available in one place. The figures below are based on all learners across children and adults.



**5,804** learners\*

**\*3,916** new learners

From **1,421** different organisations



Registered for **18,208\*** e-learning courses

\*91% completion rate

**1,222** completed  
Safeguarding Adults  
Level 1

**583** completed  
Trauma Informed  
Practice



**580** delegates attended virtual training webinars

**118** delegates attended face to face training



**220** workbooks  
completed

#### TSAB courses and webinars introduced in 2022/23:

- ☒ Trauma Informed Practice Me-Learning
- ☒ Adult Criminal and Sexual Exploitation Webinar
- ☒ Modern Day Slavery Webinar

#### Adult Criminal & Sexual Exploitation Webinar

**2** sessions were held

**39** delegates attended

From **17** different organisations



This course has introduced me to the many different ways that are now recognised as 'modern day slavery'. Understanding the types of exploitation, the indicators and the key drivers will also help me to recognise any 'tell tale signs' with my service users. Thus enabling me to provide the correct safeguarding and support necessary for that individual.

**Learner Feedback - Modern Day Slavery**



It broadened my knowledge of sexual exploitation and the signs to look out for. It also heightened my understanding of how victims maybe feeling and the depth of trauma that this has inflicted to them.

**Learner Feedback - Adult Criminal and Sexual Exploitation**



Since the training I have changed my view from dependent drinkers being a "lifestyle choice" and have begun working more creatively and consistently to support one of my service users on a frequent basis.

**Learner Feedback -Safeguarding Vulnerable Dependant Drinkers**



## Priority 1: Joint Working

**Aim: We will develop a whole system approach to safeguarding adults which is responsive to individual's needs, views and wishes**

### What we said we would do:

1. Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect.
2. Consider and act upon the impact of new legislation and statutory guidance on safeguarding practice, for example, Liberty Protection Safeguards, Domestic Abuse Act 2021.
3. Engage and Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards, Tees Strategic Exploitation Group (TSEG) and partners to deliver joint priorities and objectives.
4. Engage and collaborate with the multi-partnership and multi-agency development work regarding Missing Adults, Transitions, Contextual Safeguarding and Adult Sexual Exploitation.
5. Further embed trauma informed practice, strengths based and person-centered approaches to all safeguarding adults' work.

### What we did:

- A Team Around The Individual (TATI) Review Task & Finish Group was established to review operational practice and procedures across Tees to develop a Teeswide Terms of Reference and Guidance for the management of high-risk complex cases. This work is ongoing and near completion and will be further reported on in 2023/24.
- TSAB policies and procedures were updated to reflect the enactment of the Domestic Abuse Act 2021. The Domestic Abuse Training Workbook was also reviewed.
- Adult Criminal and Sexual Exploitation Training was commissioned and piloted throughout 2022/23, this includes reference and links to the Molly SAR. The training has received positive feedback and one delegate advised that following the course they discussed exploitation with a service user which resulted in a disclosure of abuse and cuckooing. The delegate then supported the service user to access safe accommodation.
- Following the Molly Safeguarding Adults Review (SAR) publication in June 2022 where Trauma was identified as a main theme, a recommendation to continue the work to embed Trauma Informed Care in practice was actioned. In July 2022 the Trauma Informed Practice Me-Learning course was launched online. Work in this area will continue into 2023/24.
- A 'Spotlight on' Trauma Informed Practice campaign was hosted during March 2023 and a Trauma Informed Practice Briefing Session was delivered to 26 delegates by the South Tees Trauma Lead from Middlesbrough Council. A Trauma Informed Practice fact sheet aimed at professionals and the general public was published and shared with partner organisations and across social media platforms.
- TSAB met with the managers of the Children's Safeguarding Partnerships to review the [Think Family Guidance](#).

The **Integrated Care Board (ICB)** has continued to support the aims and objectives set out within the Board's strategic plan 2022/2023. We ensure representation at the various sub-groups and attendance at the Board. We have and continue to support some of the review work, for example the review of The Team Around the Individual (TATI) processes. We continue to share relevant information with primary care during our quarterly engagement sessions which seeks to raise the profile of the work of the Board and all matters of safeguarding within our area.

## Priority 2: People

**Aim: We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities**

### What we said we would do:

1. Seek assurance from partners that staff understand the legislative framework and the principles of trauma informed practice to ensure the best outcomes for adults at risk.
2. Seek assurance from partners that staff are provided with single agency Safeguarding Adults training in accordance with the TSAB Training Strategy.
3. Seek assurance from partners that staff are provided with support and training, particularly in relation to the management of high risk/complex cases and with consideration of vicarious trauma.
4. Learn from the findings of local, regional, and national Safeguarding Adult Reviews (SAR), Learning Lessons Reviews (LLR), applicable Domestic Homicide Reviews (DHR), and Safeguarding Children Practice Reviews (SCPR) and implement action plans.
5. Provide opportunities for partners to share learning and best practice in all aspects of safeguarding adults work which will promote staff and public confidence.

### What we did:

- The Molly Safeguarding Adults Review (SAR) was published. A learning briefing and a recorded PowerPoint presentation was developed to be used as a training tool to share learning from the SAR. In conjunction with Newcastle Safeguarding Adults Board (SAB), the Molly SAR was highlighted via the [SAR Escalation Protocol](#) as some of the issues highlighted in the case had national implications. This included the Department of Health and Social Care to consider taking a lead role in developing a national definition of Adult Sexual Exploitation and practice guidance and for the Criminal Justice issues to be taken to the Ministry of Justice. Colleagues from Newcastle SAB were invited to TSAB's SAR Sub-Group to talk about Operation Sanctuary and findings relevant to the Molly SAR and progress/gaps of national recommendations.
- A meeting was convened to gain further insight into how the SAR and Learning Disabilities Mortality Review (LeDeR) process interlink, ensuring learning is captured and not duplicated. Work in this area will continue in 2023/24.
- The SAR Sub-Group explored and discussed learning from regional and national SARs. One of the themes discussed included Newcastle's [Adult N SAR](#) and how we can better engage with pharmacies across Tees. Pharmacies will now be considered as key partners where relevant in safeguarding meetings and SARs.
- The Quality Assurance Framework (QAF) Self-Audit Tool was updated and completed by Statutory Partners during 2022/23. QAF submissions from Statutory Partners has provided the required assurance that learning from reviews is being cascaded within the organisations.
- Annual surveys have highlighted that Organisational Abuse continues to be the least well understood form of abuse amongst both professionals and the general public. Considering recent high profile regional and national SARs such as Whorlton Hall (Durham) and Joanna, Jon and Ben (Norfolk), the SAR Sub-Group felt it was beneficial to raise awareness of 'Creating Safer Cultures' and hosted a week long campaign in June 2022. Work is ongoing at a Regional Task & Finish Group on decision making tools for Organisational Abuse. This will be reported on in 2023/24.
- During National Safeguarding Adults Week Cleveland Police held an awareness session on Adult Exploitation and County Lines. 53 people from 18 organisations attended and positive feedback was received.

**Tees, Esk and Wear Valley NHS Foundation Trust** is committed to learning from Safeguarding Adult Reviews, actively participating, acting on recommendations and disseminating the learning across the organisation.



## Priority 3: Communication

**Aim: We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board**

### What we said we would do:

1. Establish mechanisms that enable adults, their families, and their carers to better inform the future direction and priorities of Adult Safeguarding across Teesside.
2. Ensure adults who use safeguarding services are asked what they want as outcomes from the safeguarding process and that their views actively inform what happens.
3. Communicate with and seek feedback from adults, families, and carers to ensure safeguarding responses are the least intrusive possible and proportionate to the risk(s) presented.
4. Further develop the Safeguarding Champions initiative to improve engagement with local communities, harder to reach groups, the seldom heard and to create stronger links with the community and voluntary sector.
5. Improve information sharing across and between agencies to ensure the best outcomes for adults using safeguarding services.

### What we did:

- The Board's Annual Survey 2022-23 was completed by 414 people, with 236 responses from professionals and 178 from members of the public. The highest number of Easy Read surveys were completed during 22/23, with an 170% increase compared to 2021-22. The Easy Read survey was developed in conjunction with advocacy service, Independent Voices with the aim of making the Annual Survey more inclusive and accessible. The feedback provided from the surveys will inform the development of the TSAB Business Plan for 2023-24.
- The Performance, Audit and Quality (PAQ) Sub-Group have continued to monitor four Performance Indicators this last year, with all areas being achieved at the end of the reporting year.
- A number of key 'Spotlight On' awareness raising campaigns took place across the year including; Creating Safer Cultures, Organisational Abuse, Trauma Informed Practice.
- As part of the Safeguarding Champions recruitment drive, the champions' presentation was delivered to a number of groups to promote the initiative, including Stockton Care Provider Peer Support Group and the Catalyst Adult Forum.
- Voluntary Sector Services Directories were linked to Find Support in Your Area webpage. The Business Unit are also now also signed up to receive their e-bulletins.
- A "Joint Learning from Reviews" event hosted in collaboration with the Safeguarding Children Partnerships and Community Safety partnership across Tees focused on learning from local Safeguarding Adult Reviews, Domestic Homicide Reviews and Safeguarding Children's Practice Reviews and included an expert by experience presentation. 156 people attended from 44 organisations.
- TSAB attended a Self-Neglect session with Advocacy Service Independent Voices. The session explored what self-neglect is, how to spot the signs and how to ask for help. A self-neglect animation was shown and participants created their own self-neglect poster and completed a survey. This informed the creation of a self-neglect easy read poster which received positive comments from the group.

**“** Tees, Esk and Wear Valleys NHS Foundation Trust took the opportunity to create awareness of safeguarding adults to staff, services users and families during Safeguarding Adults week in November 2022 by promoting material at stalls within the public areas of our main hospitals and providing advice and understanding of safeguarding to those around. **”**

## Priority 4: Services

**Aim: Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect**

### What we said we do:

1. Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI.
2. Review the services and support available across Tees which aim to reduce the impact of loneliness and isolation on vulnerable people.
3. Seek regular assurance from our partners on the safe commissioning and delivery of services.
4. Improve our performance monitoring processes and systems to obtain accurate, current and validated information.

### What we did:

- TSAB oversee the governance arrangements for the Teeswide Safe Place Scheme. Work has continued to audit venues and individuals accessing services are routinely involved in the audits. There was a notable reduction this year in the number of venues which are part of the scheme due to the closures of businesses, which could be a link to the ongoing cost-of-living crisis.
- During Deaf Awareness week in May 2022, TSAB worked with partner agencies to raise awareness and to support with reducing loneliness, isolation and engaging with harder to reach groups. A deaf awareness poster was produced and circulated. Ongoing discussions were conducted around how deaf people can self-report safeguarding concerns. Work remains ongoing in this area and progress will be reported on in 2023-24.
- TSAB held a “Creating Safer Cultures Week” which included an Elder Abuse session for Safeguarding Champions. Safeguarding Explained videos were shared online for trauma informed practice and loneliness and isolation.
- A full review of the [“Find Support in Your Area”](#) page was carried out, ensuring all information regarding help and support was up-to-date.
- Multi-agency audits took place across the year, themes included; Team Around The Individual Self-Neglect, Transitions, Psychological Abuse, Sexual Exploitation and Organisational Abuse.
- A Task and Finish group was set up to create an Action Plan Template for Responding to and Addressing Serious Concerns (RASC), to ensure that providers who are subject to RASC can consistently provide feedback to the Local Authority.
- 3 Care Quality Commission Findings Reports for Tees, Esk and Wear Valley, South Tees (James Cook Hospital) and North Tees and Hartlepool NHS Foundation Trust were presented to Board members and assurance was provided.
- A Task & Finish Group was established to develop and implement a Power BI dashboard which produces high quality performance reports. This work continues and will be reported on in 2023/24.



**Middlesbrough Council** launched a review of the Safe Places Scheme. We are progressing work to develop our offer and to ensure that those signed up to the Safe Places Scheme feel confident in supporting the residents of Middlesbrough. Engagement with users of our service has also given us valuable insight into what individuals need from the scheme in order to feel safe and protected.



# Safeguarding Adult Reviews (SARs)

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 consider 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 Adult 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, or if partners worked together to safeguard the adult.

## 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 or 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 12 times in 2022-23. The group met on a bi-monthly basis, with bi-monthly Notification meetings in between – this ensured that the 28-day timescale for consideration of new SAR Notifications could be met.

Membership of the Sub-Group comprises of senior managers from our key partner organisations.

### 2022/23 Published Reports

- 1 [SAR](#) (Molly)
- 2 [Learning Briefings](#)



8

SAR Notifications  
Considered



6

Referrals met criteria for a SAR  
(our highest number since TSAB  
began)

2

Referrals did not meet  
criteria for SAR



## SAR Sub-Group Achievements

- As of 31 March 2023, the SAR Sub-Group were monitoring 11 open cases
- 7 cases were completed/ closed during 2022/2023
- Learning was considered from 3 regional and national cases including Katharine (Dorset), [Adult N](#) (Newcastle) and [Eileen Dean](#) (Lewisham).
- Learning reports regarding Care Providers who have been subject to the Responding to and Addressing Serious Concerns (RASC) Protocol were considered and 3 reports were shared during 2022/23. Sub-Group members were asked to consult with care providers and provide feedback on the RASC Protocol and an action plan template for care providers was developed and published in August 2022.
- SAR Policy & Procedures Review Task & Finish Group was convened. The revised policy was presented to the board and [published](#).

### North East SAR Champions Network

- [‘What to do about Self-Neglect’](#) animation video developed and published as part of NSAW.
- [Self-Neglect conference](#) held during NSAW. Included topics such as ‘Challenges and Evidence from Safeguarding Adult Reviews’.
- [7 Learning Briefings](#) on Self-Neglect developed and published in May 2022.

**“Mrs I” [Learning Briefing](#)** - Mrs I was an 84 year old lady who lived in a care home receiving 24 hours nursing care. Mrs I was discharged from the hospital Emergency Department (ED) back to the care home. Mrs I’s condition significantly deteriorated and Mrs I returned to the ED later that day. There was a delay in obtaining an in-patient bed and Mrs I died whilst in the ED causing significant distress to family members.

This case raised key themes around two-way communication between hospitals and care homes, medical management, professional curiosity and personalised care.

**“Martin” [Learning Briefing](#)** - Martin was a 64 year old man who had a diagnosis of autism and a learning disability. He was diagnosed with a brain tumour in 2020. Martin lived in supported living until he was placed in a residential care setting in October 2020 following a hospital admission. Martin was admitted to hospital in January 2021 and passed away in February 2021 due to aspiration pneumonia. Martin’s siblings raised concerns regarding the care provided to him prior to his death resulting in a Safeguarding Enquiry.

The Lesson Learned Review (LLR) raised key themes on communication with the adult, family and between health and social care, professional curiosity, discharge arrangements, mental capacity assessments and the impact of Covid-19.

## **“Molly” SAR**

Molly was found deceased at the property of a person she did not know well when she was 25 years old. Molly was well known to services; she was open to safeguarding for two years and was involved in the Team Around the Individual process for over one year. The key concerns regarding Molly related to sexual exploitation from multiple perpetrators, sexual violence, historical abuse, self-harm, domestic abuse, self-neglect, homelessness, and drug use.

**The SAR highlighted good practice and multi-agency working.**

**Learning was identified in the following areas and the following actions have been completed:**

### **The Safeguarding System**

- A full review of the Team Around The Individual (TATI) is underway to develop a consistent Teeswide approach for managing complex and high-risk cases. Work in this area remains ongoing.

### **Adult Sexual Exploitation**

- Adult Sexual Exploitation (ASE) and trauma was highlighted as a priority for The Board. Discussions were ongoing throughout 2022/23 on how this could be addressed on a local level as well as raising the profile of issues nationally.
- The CEO of A Way Out Charity who support victims of ASE became a member of the Board in September 2022 to provide a link to and advice on the work that is ongoing regarding exploitation of adults.
- TSAB’s first Adult Sexual Exploitation and Adult Criminal Exploitation training course was held.
- Work is ongoing regarding the development of a wider Exploitation Strategy and Adult Sexual Exploitation Guidance for professionals and will be reported on in 2023/24.

### **Trauma Informed Care/ Approaches**

- A Spotlight on Trauma Campaign was held in March 2023; resources were created and shared online and with local Safeguarding Children’s Partnerships.
- A Trauma Informed Practice animation was launched June 2022.
- TSAB’s Trauma Informed E-Learning was promoted.

### **The Legal System**

- Learning Briefing on Executive Capacity was published and circulated throughout TSAB networks.

### **Complex Cases Support and Supervision**

- Considerations will be given within the TATI review to include a checklist and guidance for managers around supervision for professionals working with complex cases. Work in this area remains ongoing and will reported on in 2023/24.

Some of the issues identified in this case had national implications and TSAB together with Newcastle SAB highlighted concerns via the SAR Escalation Protocol.

**[Click here](#) to access the full report and associated documents.**



## Partner Activity 2022/23

Each year, Board partners reflect on their organisations' involvement, contribution and support in helping to achieve the Board's strategic aims and objectives. Their summaries are included below:

**Hartlepool Borough Council (HBC)** has continued to contribute to delivering the strategic aims of TSAB through active participation across the TSAB agenda, chairing two of the TSAB Sub Groups and routinely disseminating learning to providers and the adult social care workforce. Our QAF submission during 2022/23 was commended as transparent, detailed and well-evidenced and provided us with clear priorities to take forward. We also shared the findings from an independent peer review of our safeguarding arrangements, undertaken by Partners in Care & Health in March 2023. The review highlighted evidence of strong collaborative working with statutory and community partners and a view that HBC 'punched above its weight' in terms of partnership engagement and innovation. The Council undertook a range of activities during National Safeguarding Adults Week (NSAW) in 2022 including safeguarding awareness sessions with members of the deaf community, supporting our Trading Standards team to raise awareness of scams and doorstep crime, awareness raising on Radio Hartlepool and across our Community Hubs. Information was also shared via the local Hartbeat publication, which was delivered to 42,000 households across Hartlepool. We also held a Provider Forum during NSAW sharing best practice and learning from SARs, raising awareness of organisational abuse and promoting the TSAB Safeguarding Champion role.



**Middlesbrough Council (MBC)** Middlesbrough Council's complex needs accommodation pilot moved into its second year of delivery in 2022/23. This scheme has allowed us to take a person centred approach to safety planning for females with some of the most complex needs in Middlesbrough. One of our female residents was able to successfully move on from the flats and is now sustaining her own tenancy. We launched a bespoke trauma informed training programme which delivered intensive training over a period of 6 months and incorporated trauma informed supervision into the training module. This has supported us to embed trauma informed principles into our adult safeguarding work.

As part of safeguarding week in 2022 we developed an article which was published in our Love Middlesbrough Magazine and also worked with our Neighbourhood Safety Officers to promote safeguarding in their day to day work. We have focussed on highlighting risks in relation to organisational abuse with the aim to promote joint working with our providers with the aim of protecting those in receipt of services. Two presentations have been delivered to providers to highlight risks and best practice in relation to organisational abuse, the first in safeguarding week 2022 and the second to our provider forum.



**Redcar and Cleveland Borough Council (RCBC)** In 2022/23 Redcar & Cleveland Borough Council has continued to work collaboratively with our Board partners to deliver positive change for the adults and carers we support. We have actively contributed to the Team Around the Individual task and finish group to review how we support adults with complex needs and risk-taking behaviours, to strive for a consistent approach to reduce risks and improve their quality of life. We have completed regular themed Safeguarding Audits and fed the learning into the Safeguarding Adults Review Sub-Group

In January 2023 we completed the Board's Safeguarding Quality Assurance Framework Self-Audit. We received positive feedback from the evaluation panel, which agreed with our assessment and highlighted two areas of best practice, that is, sharing learning from SARs and Other Reviews, and effective safeguarding information sharing with care providers. The panel made helpful recommendations about how we can better evidence best practice in safeguarding training, prevention and practice assurance.



**Stockton-on-Tees Borough Council (SBC)** has engaged with numerous partners, the Police, Housing, Probation, NHS providers, Public Health, etc. to ensure the needs of an individual are addressed holistically. We continue to discuss cases of the most vulnerable residents at the Team Around the Individual (TATI) meetings, where agencies bring skills and knowledge about the individual and share ideas and views how best support an adult, their family and wider community from abuse and/or neglect as far as possible. The Adult Safeguarding Team took an active role in contributing towards Stockton-on-Tees Domestic Abuse Strategy 2022-2028, where agencies from across the sector came together to set key priorities when it comes to tackling domestic abuse. SBC contributes to the numerous forums/ meetings, such as: MAPPA, MARAC, MATAC, Channel Panel (PREVENT), and Cleveland Anti-slavery Network. Staff are aware of our local services, which can and should be accessed when an adult is at risk; such as Safe Place Scheme, or Ask for ANI (Action Needed Immediately).



## Partner Activity 2022/23 Continued...

**Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)** are an active partner of the Teeswide Safeguarding Adults Board contributing to developing new initiatives, policy and guidance in line with the Boards priorities. Developments in new approaches are communicated across our organisation to enhance the joint working approach to safeguarding adults. This is further emphasised within our newly reviewed safeguarding training which incorporates a Think Family approach to managing safeguarding concerns and in a trauma informed way.

The Trust continues to demonstrate seeking assurance of safeguarding practices. There have been developments in incorporating safeguarding within our internal quality assurance tools Trustwide and following positive feedback from the previous year we have continued to increase the presence of the Trust safeguarding team into clinical areas bringing the safeguarding expertise closer to clinical services to support and upskill the workforce.

The Trust embarked on a 'Journey to Change' and one of the 5 key areas focuses on co-creation. It states we will seek out and act upon the voices of the people we work with to improve care. As part of this journey the Trust have appointed 2 Lived Experience Directors.



**Cleveland Police** held a Violence Against Women and Girls (VAWG) conference which was a well-received, inclusive event with Police, Crown Prosecution Service, Health, Local Authorities and Commissioned Services. We jointly led on the TATI review resulting from actions in the Molly Review, contributing to significant change and improvements to the process.

Operation Beech, an Initiative to tackle crimes against sex workers in Middlesbrough was highly successful and has been nominated and shortlisted for a national VAWG award. The operation, alongside local charity A Way Out, led to more than forty women being supported. There have been bespoke listening circles set up to glean experiences from victims to help support and shape VAWG initiatives across the force.

A VAWG week of action was carried out to tackle perpetrators and support victims, with 83 arrests made in connection with VAWG related offences. Operation Arrow, an operation to target criminals who were exploiting children and adults into drugs, trafficking and Modern Day Slavery has been shortlisted for a Tilley award. It has seen the successful prosecution of 35 defendants, with 10 key members of an Operational Crime Group recently receiving a combined total of 67 years in prison. A number of people at risk of exploitation have also been safeguarded.



The **Integrated Care Board (ICB)** ensures that all staff within the organisation are trained within safeguarding adults in line with the intercollegiate document.

The ICB supports and works with the services that they commission to ensure that statutory safeguarding functions are achieved, this assurance takes the form of evidence gathering and discussion with providers at regular meetings (Clinical Quality Review group) as well as reviews of serious incidents where safeguarding issues are identified as a concern or contributing factor to such an incident. The ICB undertake Commissioner Assurance Visits (CAV) to providers and a member of the safeguarding team is involved in these visits. The aim of the safeguarding team attending is to ensure that statutory safeguarding functions of providers are adhered to, and any concerns can be addressed in a timely manner. These visits are undertaken with NHS commissioned services and privately commissioned providers.

The ICB also implement Local Quality Requirements (LQRs) where safeguarding training is monitored, and improvement action is highlighted as and when required.



**Healthwatch Stockton-On-Tees** is a Board member and continues to support and promote the work of the Board across social media platforms, we regularly circulate the Board's newsletters and Bulletins across our wider networks and promote the Safeguarding Champions Scheme. Healthwatch hosted a number of coffee morning events across 2022/23 at Community Centres and Family Hubs and shared the Board's resources including leaflets, posters and a pop up TSAB banner.



## Partner Activity 2022/23 Continued...

### **Catalyst, Hartlepower, Middlesbrough Voluntary Development Agency, Redcar and Cleveland Voluntary Development Agency, Tees Rural Action**

The Tees Valley Infrastructure Partnership works collectively with the five area/ geography-based agencies to raise awareness of good practice in safeguarding to the sector and support organisations more broadly.

Voluntary sector development agencies attend TSAB meetings on behalf of the voluntary, community and social enterprise sector. We make efforts to circulate the TSAB Newsletter, new policies and announcements to our mailing list, mainly in the VCSE sector across Tees.

The Tees Valley Infrastructure Partnership co-designed a presentation followed by Q&A for the 2023 TSAB Development Day.

**A Way Out** has taken part in the TATI review meetings to respond to the findings from the Molly SAR and has undertaken a number of sessions with local organisation, including Cleveland Police to raise awareness of trauma informed practice.

AWO has a safeguarding champion within the organisation and actively engages in the campaigns and the sharing of newsletters, bulletins and training opportunities. These are widely promoted internally and with partners. AWO raises awareness around gaps in provision, namely Adult Sexual Exploitation (ASE) and has been actively involved in developing the response around ASE.

AWO has also explored further funding opportunities to support service provision in this area and to enhance the approach across the Tees Valley.



**Probation - North Tees** The current structure of the Probation Service is now 2 years old and we continue to recruit new staff and blend the legacy teams that came together in 2021. Over the last year Stockton and Hartlepool Probation Delivery Unit has ensured that all 110 staff have completed the most up to date Probation Service Domestic Abuse, Safeguarding and Prevent training. Probation have contributed to Team around the Individual, VEMT and Domestic Abuse Strategic Groups as well as Multi Agency Public Protection Arrangements (MAPPA).



**Holme House** has been concentrating on our people and we are celebrating the upskilling of our prisoner Listeners (Samaritans) in SASH training (Suicide & Self Harm) and additional TRiM (Trauma Risk Management) training for staff to support both staff and prisoners. Our Safety Intervention Meeting (SIM) is a whole prison approach, with inclusivity and joint working of our Partner agencies, and the sharing of information to safeguard our prisoners to enable us to be more responsive to their needs.

We have been promoting the TSAB Safeguarding training sessions to further upskill our staff and circulating our Safeguarding leaflet and support services which are available to staff and prisoners. We are driving hard to meet our targets for accommodation and employment on release to give our prisoners the best start possible to reintegrate back into the community.

Going from Red to Amber/Green on the TSAB QAF is testament to how far Holme House has travelled to support the work of the Board in line with all of our aims and objectives of 'our' Strategic Plan.

**Thirteen Housing Group** developed and delivered an innovative, interactive safeguarding training package to over 850 staff, board members and involved customers. Developed by colleagues within Thirteen, the safeguarding training was created to support staff to identify and record safeguarding concerns when working with vulnerable individuals.

Interactive learning experiences were set up in vacant properties. Two scenarios were created, one for Self-Neglect and one for Domestic Abuse. Scenes within the properties were created to be as realistic as possible and include signs and triggers that staff may encounter when visiting properties. Delegates were tasked with identifying signs of abuse and neglect highlighting safeguarding concerns, as well as what actions they would take both during the visit and post visit.



## Our Priorities 2023-24

### Joint Working

We will develop a whole system approach to safeguarding adults which is responsive to the individual's needs, views and wishes.

### People

We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities.

### Communication

We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board.

### Services

Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect.

The **six safeguarding principles** set out in the Care Act 2014 will underpin the Board's strategic aims and objectives and all aspects of safeguarding adults work across Tees:

**Empowerment**

**Proportionality**

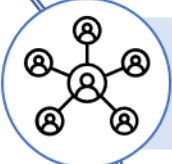
**Partnership**


**Prevention**


**Protection**

**Accountability**

The Board's Strategic Business Plan 2022-25 has been updated following feedback from the Annual Consultation Survey 2022/23 and feedback from the Board's Development Day. The top 3 priorities identified by professionals, service users and the general public included with the Strategic Plan are as follows:

- 

1. Strengthen links with organisations, Children's Partnerships and Community Safety Partnerships at a strategic and local level to embed a 'think family' approach to safeguarding.
- 

2. Work more closely in engaging with local communities to report abuse and neglect.
- 

3. Continue to improve general awareness of safeguarding and how people can protect themselves.

The Board's Strategic Business Plan for 2022-25 can be viewed here:  
<https://www.tsab.org.uk/the-board/strategic-plan/>

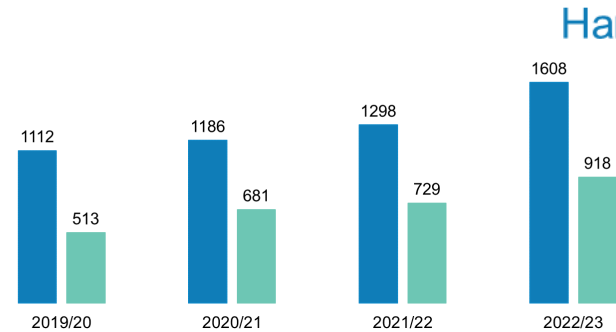


# Appendix

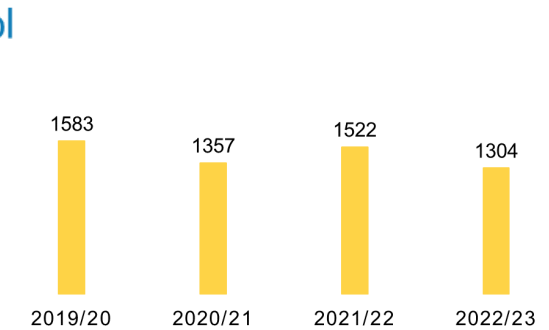
The Deprivation of Liberty Safeguards, under The Mental Capacity Act 2005, provide legal protection for those individuals who are 18 years old and above and who are, or may become deprived of their liberty in a hospital or care home.

## Concerns and Section 42 Enquiries

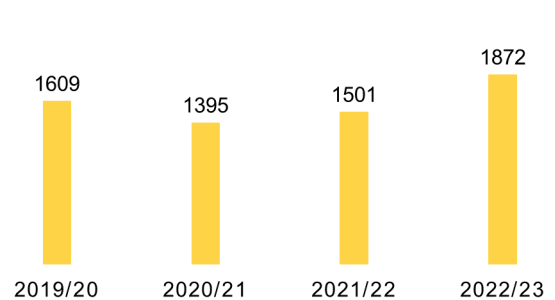
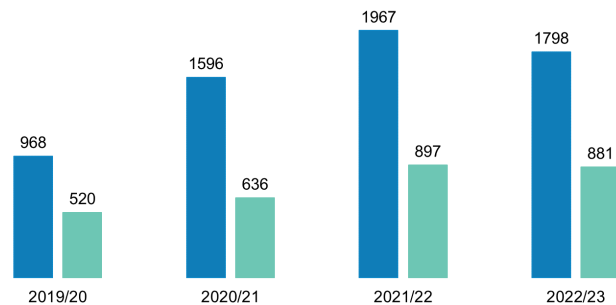
■ Concerns ■ Section 42 Enquiries



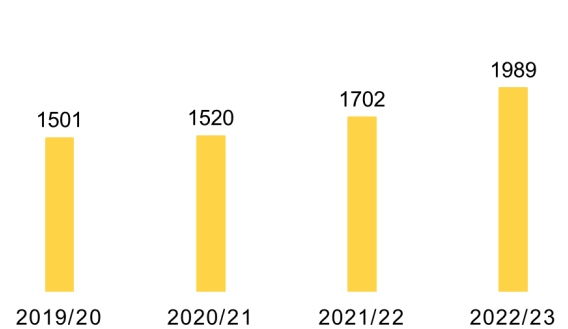
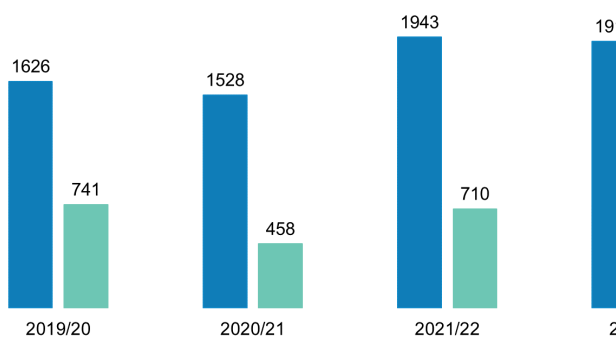
## Deprivation of Liberty Safeguards (DoLS) Applications



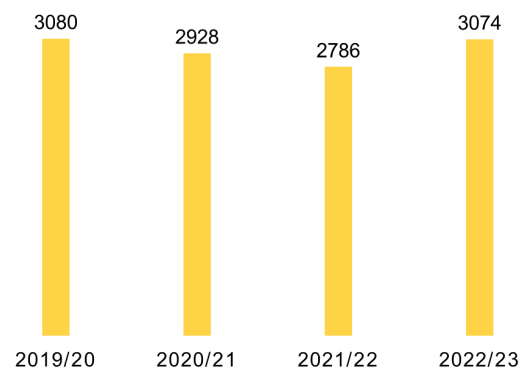
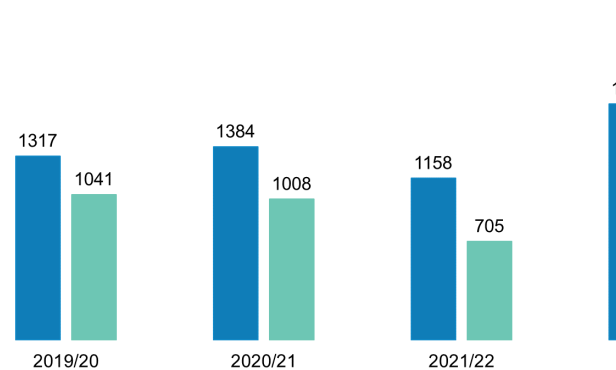
### Middlesbrough



### Redcar & Cleveland



### Stockton-On-Tees



## Glossary of Terms



**Ask ANI** - The Ask for ANI (Action Needed Immediately) codeword scheme has been developed by the Home Office to allow victims of domestic abuse to access support from the safety of their local pharmacy. Participating pharmacies will display the Ask ANI logo. If a person asks for ANI or a Safe Space, staff will give the person access to their consultation room, where they can make a phone call to police, domestic abuse helpline or local support service for example.

**Channel Panel (PREVENT)** – Multi-agency meeting for those who are identified as being at risk of engaging in terrorism.

**Domestic Homicide Review (DHR)** - a review held under Section 9 of the Domestic Violence, Crime and Adults Act 2004 and is coordinated by the local Community Safety Partnership. DHRs review the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by:

- *a person to whom they were related, or had been in an intimate personal relationship with or a member of the same household*

**DoLS (Deprivation of Liberty Safeguards)** - are part of the Mental Capacity Act (MCA) 2005. The Safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.

**Learning Disability Mortality Review (LeDeR)** – In May 2015 a LeDeR Programme was established to learn from deaths of people with a learning disability to address the health inequalities people with learning disabilities often face.

**Making Safeguarding Personal (MSP)** - is an initiative which aims to develop a person-centred and outcomes focus to safeguarding work in supporting people to improve or resolve their circumstances. MSP is applicable to all agencies working with adults in relation to safeguarding, including those at the initial stages of a Safeguarding Concern being identified.

**MAPPA** – Multi-agency public protection arrangements that ensure agencies work together to protect the public by successfully managing violent and sexual offenders.

**MARAC (Multi-Agency Risk Assessment Conference)** - information sharing and action planning meeting for victims of domestic abuse who are at risk of serious harm or death.

**MATAC (Multi-Agency Tasking & Coordination)** - to assess and plan interventions to target and disrupt serial perpetrators of Domestic Abuse and/or support them to address their behaviour.

**Power BI** – Power BI is a data visualisation tool that pulls together information to produce high quality performance reports.

**RASC (Responding to and Addressing Serious Concerns)** - a TSAB policy and procedure which sets out the framework for dealing with serious concerns of care providers on a multi-agency basis.

## Glossary of Terms continued...



**Safeguarding Adult Reviews** - A Safeguarding Adults Review is a statutory requirement of the Care Act 2014 (Section 44). The purpose of a SAR is to:

- Determine what the relevant agencies and individuals involved in the case might have done differently that could have prevented harm or death
- Learn lessons from the case and apply the learning to future cases to prevent similar harm occurring again
- Explore examples of good practice where this is likely to inform and improve inter-agency practice.

The Care Act 2014 sets out the criteria for carrying out a SAR and SABs **must** carry out a review if:

- There is reasonable cause for concern about how the Safeguarding Adult Board (SAB), its members or other persons involved worked together to safeguard the adult; **and**
- The adult has died, and it is known or suspected that the death resulted from abuse or neglect, including self-neglect; **or**
- The adult is alive, but it is known or suspected that they have experienced serious abuse or neglect, including self-neglect

**Safeguarding Champions** - volunteers from a broad range of organisations that are far reaching and able to link directly with the community and clients they support.

**Safe Place Scheme** - Safe Place Scheme locations are venues in the community where people who need extra support can go if they need some help. This 'help' can range from a phone call to home or help with directions.

The idea is that vulnerable people can use these venues if they are feeling unsafe, whilst out in the community. Many who benefit from the scheme may never actually need to use it, but the existence of the 'Safe Place' venues allows people to feel safer, and go out and about more (live more independently).

**Service User** – someone who uses health and/or social care services.

**TATI (Team Around the Individual)** - a multi-agency approach to supporting work on complex and/or high-risk cases, including but not limited to chaotic lifestyles, self-neglect, hoarding, fire risk, alcohol & substance misuse.

**Vicarious Trauma** – is sometimes referred to as 'secondary trauma'. Anyone who engages empathetically with survivors of traumatic incidents can be affected and experience trauma themselves through their connection with the person.

**X/ Twitter Impressions** – the number of times a Tweet has been seen.



www.tsab.org.uk



Queensway 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 an emergency.

Call your local Adult Social Care Team:

<b>Hartlepool:</b>	01429 523 390	<a href="mailto:iSPA@hartlepool.gov.uk">iSPA@hartlepool.gov.uk</a>
<b>Middlesbrough:</b>	01642 065 070	<a href="mailto:adultaccessteam@middlesbrough.gov.uk">adultaccessteam@middlesbrough.gov.uk</a>
<b>Redcar &amp; Cleveland:</b>	01642 771 500	<a href="mailto:AccessAdultsTeam@redcar-cleveland.gov.uk">AccessAdultsTeam@redcar-cleveland.gov.uk</a>
<b>Stockton-on-Tees:</b>	01642 527 764	<a href="mailto:FirstContactAdults@stockton.gov.uk">FirstContactAdults@stockton.gov.uk</a>
<b>Evenings and Weekends:</b>	01642 524 552	



# TSAB Strategic Business Plan 2022-25

April 2023 / V2

Our safeguarding arrangements will effectively prevent and respond to adult abuse

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## What we do

We seek assurance that organisations work in partnership to deliver joined-up services that safeguard adults from abuse and neglect. The work of the SAB is underpinned by the Care Act 2014. The core purpose of the Board is to:

- Ensure that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- Ensure that safeguarding practice is person-centred and outcome focused.
- Work collaboratively to prevent abuse and neglect where possible.
- Ensure agencies/individuals give timely and proportionate responses when abuse or neglect has occurred and
- Ensure that safeguarding practice is continuously improving and enhancing the quality of life of adults in the area.

## 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 aims, objectives and actions are delivered.

## Safeguarding Principles

The safeguarding principles set out in the Care Act 2014 will underpin all aspects of safeguarding adults work across Tees.

<b>Empowerment:</b>	<b>Prevention:</b>	<b>Proportionality:</b>
I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens	I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.	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.
<b>Protection:</b>	<b>Partnership:</b>	<b>Accountability:</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.	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.	I understand the role of everyone involved in my life and so do they.

## Board Priorities

Priority 1: Joint Working	Aim: We will develop a whole system approach to safeguarding adults which is responsive to individual’s needs, views and wishes	
<b>Objectives: We will</b> <ul style="list-style-type: none"><li>1. Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect.</li><li>2. Consider and act upon the impact of new legislation and statutory guidance on safeguarding practice, for example, Liberty Protection Safeguards, Domestic Abuse Act 2021.</li><li>3. Engage and Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards, Tees Exploitation Group (TEG) and partners to deliver joint priorities and objectives.</li><li>4. Engage and collaborate with the multi-partnership and multi-agency development work regarding Missing Adults, Transitions, Contextual Safeguarding and Adult Sexual Exploitation.</li><li>5. Further embed trauma informed practice, strengths based and person-centered approaches to all safeguarding adults’ work.</li><li>6. Explore different safeguarding operating models and joint protocols to enhance partnership working and information sharing (new objective)</li></ul>		
<b>2023-24 Actions: We will do this by</b> <ul style="list-style-type: none"><li>1. Concluding the work to review the Teeswide approach to the management of high-risk and complex cases and implementing the new arrangements.</li><li>2. In conjunction with service users and carers review existing and, where appropriate and necessary, develop new policy, procedure, and guidance to incorporate updated or new legislation and statutory guidance.</li><li>3. Working with relevant partners, partnerships, and user groups to develop joint protocols which will contribute towards the development of a ‘Missing Adults’ protocol, Transitions procedures, Contextual Safeguarding work, and an Adult Sexual Exploitation Strategy.</li><li>4. Reviewing existing decision support guidance tools to take into account the increasing complexity, risk and volume of safeguarding cases, including notifications for Safeguarding Adult Reviews.</li><li>5. Further developing the suite of tools, resources, and training to truly embed trauma informed practice in adult safeguarding.</li><li>6. Identifying opportunities to test out new ways of working with partners.</li></ul>		<b>Lead</b> Statutory Partners and OL  PPP Task and Finish Group/ OL  Relevant Partnerships, with support from OL and TSAB Business Unit OL/SAR  LTD  Statutory Partners
<b>Assurance Methods</b> Quality Assurance Framework (QAF) / self-audit tool, performance reports, multi-agency audits, surveys, other partnership plans, training plan, impact assessments, feedback from adults	<b>Impact/ outcomes</b> Adults at risk of or experiencing abuse and / or neglect will be confident that professionals will work together and with them to achieve the best possible outcomes for them. Evidence that TSAB is and has worked effectively with partnerships operating within and across the Tees area to provide the best and most efficient services possible for individuals in need and across our communities.	



Priority 2: People	Aim: We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities	
Objectives: We will		
<div>1. Seek assurance from partners that staff understand the legislative framework and the principles of trauma informed practice to ensure the best outcomes for adults at risk.</div> <div>2. Seek assurance from partners that staff are provided with single agency Safeguarding Adults training in accordance with the TSAB Training Strategy.</div> <div>3. Seek assurance from partners that staff are provided with support and training, particularly in relation to the management of high risk/complex cases and with consideration of vicarious trauma.</div> <div>4. Learn from the findings of local, regional, and national Safeguarding Adult Reviews (SAR), Learning Lessons Reviews (LLR), applicable Domestic Homicide Reviews (DHR), and Safeguarding Children Practice Reviews (SCPR) and implement action plans.</div> <div>5. Provide opportunities for partners to share learning and best practice in all aspects of safeguarding adults work which will promote staff and public confidence.</div>		
2023-24 Actions: We will do this by		Lead
<div>1. Developing and delivering the TSAB Training Plan to align with TSAB priorities, ensuring that the voice of people with lived experience of abuse or neglect is included in resources and events.</div> <div>2. Reviewing and further developing the Quality Assurance Framework/ Self-Audit tool to seek assurance from partners on the training and support provided to their staff.</div> <div>3. Developing and implementing action plans for all SARs and LLRs, applicable DHRs and SCPRs.</div> <div>4. Sharing the learning from the above reviews at the earliest opportunity, across partner agencies and seeking assurance that the learning has been embedded into practice.</div> <div>5. Further developing methods to review learning from SARs and LLRs to ensure it remains embedded in practice</div> <div>6. Identifying and celebrating good news stories, innovative work, and exceptional people.</div>		LTD
		PAQ
		SAR
		SAR/LTD/OL
		SAR/LTD
		CE
Assurance Methods	Impact/ outcomes	
QAF / self-audit tool, surveys, website hits, training evaluations, multi-agency audits, impact assessments, awards.	Adults at risk of or experiencing abuse and/or neglect will have confidence that professionals will be involved only as far as is reasonable, proportionate, justifiable and necessary and always work in their best interest.	

Priority 3: Communication	Aim: We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board	
Objectives: We will		
<div>1. Ensure mechanisms are in place that enable adults, their families, and their carers to better inform the future direction and priorities of Adult Safeguarding across Tees</div> <div>2. Ensure that all public-facing materials are accessible and understandable.</div> <div>3. Ensure adults and/ or their representatives or advocates who use safeguarding services are asked what they want as outcomes from the safeguarding process and that their views actively inform what happens.</div> <div>4. Provide tools and resources to facilitate engagement with adults in need of safeguarding support.</div> <div>5. Ensure the Safeguarding Champions initiative continues to improve engagement with local communities, harder to reach groups, the seldom heard and creates stronger links with the Voluntary, Community and Social Enterprise sector.</div> <div>6. Ensure robust information sharing across and between agencies and partnerships to ensure the best outcomes for adults using safeguarding services.</div>		
2023-24 Actions: We will do this by		Lead
<div>1. Further developing tools and processes to assist with seeking feedback from adults and their carers.</div> <div>2. Reviewing the Communication and Engagement Strategy to ensure it reflects the need to minimise the use of technical, professional language within public facing information</div> <div>3. Continuing to monitor the TSAB Performance Indicator relating to outcomes.</div> <div>4. Delivering a Communication and Engagement plan, including awareness raising and ‘Spotlight On’ campaigns which focus on prevention and engages with the public, hard to reach groups, the seldom heard, and professionals.</div> <div>5. Provide Safeguarding Champions with the tools and resources they need to ensure they can carry out the role within their own organisations and ensure that there is representation from all relevant agencies including the Voluntary, Community and Social Enterprise sector.</div> <div>6. Reviewing the TSAB Information Sharing Agreement to minimise the duplication of work across organisations and partnerships.</div>		CE CE  PAQ CE  CE/LTD  BU/SBC
Assurance Methods	Impact/ outcomes	
Performance Indicators, annual CE report, performance reports, QAF/Self-audit tool, multi-agency audits, feedback from focus groups, feedback from individuals, families and carers, evaluation reports	People will receive clear and simple information about what abuse is, how to recognise the signs and how to seek help.	

Priority 4: Services	Aim: Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect	
<b>Objectives: We will</b> <ul style="list-style-type: none"><li>1. Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI.</li><li>2. Seek regular assurance from our partners on the safe commissioning and delivery of services.</li><li>3. Implement our new performance monitoring processes and systems to obtain accurate, current, and validated information.</li><li>4. Provide opportunities to share information about innovative services and solutions for working with people with complex needs</li><li>5. Work with the Voluntary, Community and Social Enterprise sector to understand and share the range of services and support available to meet the needs of adults most at risk of abuse and neglect.</li></ul>		
<b>2023-24 Actions: We will do this by</b> <ul style="list-style-type: none"><li>1. Reviewing the ‘Find Support in your Area’ page on the TSAB website to ensure all information is up to date and accurate.</li><li>2. Delivering the annual Quality Assurance programme, which includes the Quality Assurance Framework/ self-audit tool and multi-agency case audits.</li><li>3. Correlating accurate records of services that are subject to the Responding to and Addressing Serious Concerns protocol, including data within the TSAB quarterly Performance Reports.</li><li>4. Implementing and embedding the Power Bi system to produce high quality performance reports which will support the analysis and further development of multi-agency safeguarding practice.</li><li>5. Establishing better links with the Voluntary, Community and Social Enterprise sector within the Board’s structure.</li></ul>		CE  PAQ/OL  PAQ/ SAR  PAQ  CE, OL
<b>Assurance Methods</b> QAF/Self-audit tool, TSAB reports, performance reports, multi-agency audits, assurance reports to TSAB, feedback from adults, their families and carers, Responding to and Addressing Serious Concerns (RASC) reports	<b>Impact/ outcomes</b> Adults at risk of or experiencing abuse and/or neglect will have access to a range of high quality services and support that meet their individual needs.	

**Sub-Groups' key:** Communication and Engagement (CE), Learning, Training and Development (LTD), Operational Leads (OL), Performance, Audit and Quality (PAQ), Safeguarding Adults Review (SAR), Policy, Procedure & Practice (PPP).

LA = Local Authority      SBC = Stockton-on-Tees Borough Council      BU = Business Unit



# Annual Communication & Engagement Report

2022-23

## 1. Introduction

The purpose of this report is to provide an overview of the Board's communication and engagement activity between 1 April 2022 and 31 March 2023 in raising awareness of adult abuse across Tees, in line with the Care Act 2014 requirements.

The Boards Communication and Engagement Strategy forms the basis of this report.

### 1.1 Aim of the Communication and Engagement Strategy

**“Actively engage people in raising awareness of adult abuse and neglect, inspiring people to take action to prevent this”**

The strategy aims to assist the Board in achieving its strategic Aims and Objectives as set out in the TSAB Strategic Business Plan and to provide a Communication and Engagement (CE) framework to:

- Raise general awareness of all forms of abuse and neglect
- Engage the principles of Safeguarding is Everyone's Business and the whole community approach by inspiring people to take action to prevent abuse and neglect
- Provide consultation mechanisms for engaging with stakeholders

The following **objectives** from the Board's Strategic Plan 2022-25 also form the basis of this report;

- Engage and Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards and Strategic Vulnerable, Exploited, Missing and Trafficked Group (VEMT) to deliver joint priorities and objectives
- Further embed trauma informed practice, strengths based and person-centred approaches to all safeguarding adults' work.
- Strengthen professionals' understanding of the legislative framework and trauma informed practice to ensure the best outcomes for adults at risk
- Establish mechanisms that enable adults, their families, and their carers to better inform the future direction and priorities of Adult Safeguarding across Teesside
- Communicate with and seek feedback from adults, families, and carers to ensure safeguarding responses are the least intrusive possible and proportionate to the risk(s) presented.
- Further develop the Safeguarding Champions initiative to improve engagement with local communities, harder to reach groups, the seldom heard and to create stronger links with the community and voluntary sector.
- Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI.

The following **actions** from the Board's Strategic Plan 2022-25 link to the Communication & Engagement Sub-Groups work plan and also form the basis of this report;

- Developing tools and processes to assist with seeking feedback from adults and their carers.

- Delivering a Communication and Engagement plan, including awareness raising and 'Spotlight On' campaigns which focuses on prevention and engages with the general public, hard to reach groups, the seldom heard and professionals.
- Building on the Safeguarding Champions initiative to increase the number of champions across a range of services.
- Reminding professionals of information sharing arrangements through newsletters, bulletins and training.
- Reviewing the 'Find Support in your Area' page on the TSAB website to ensure all information is up to date and accurate.
- Developing a suite of tools and resources to embed trauma informed practice in adult safeguarding.

## **2. Communication & Engagement Activity**

The Communication and Engagement (CE) Sub-Group leads the development, implementation, and evaluation of the CE Strategy and is responsible for overseeing the delivery of the strategy through the Sub-Group's work plan and Communication and Engagement plan.

The COVID-19 pandemic had a huge impact on the Board's delivery plan for its Communication & Engagement activity and new innovative ways of working were introduced. Over the past year however the Board has been able to reintroduce face-to-face events, service user group attendances, and events, albeit with a new model of work involving a hybrid approach to activity including digital and in-person activities. The reintroduction of face-to-face activity has allowed the Board to continue its previous work with service users, community groups, and consultation events. Ensuring that the voice of the adult, families, and carers are used to inform the future direction and priorities for adult safeguarding across Teesside.

The Board has been involved in a number of key local and national awareness campaigns and events throughout the year which is detailed within the Communication and Engagement Plan 2022-23.

### **2.1 Social Media Activity**

The Board has continued to utilise social media as a platform to share awareness raising messages and resources. The Board's Facebook following has increased across all social media platforms, the Board's Facebook page now has 910 followers and Twitter has 844 followers.

The Board continues to use YouTube as a platform to host videos on a range of subject areas and now has 66 subscribers to the channel. The videos are also shared as part of the content across other social media platforms.

Social media was used as a key method of communication across all campaigns, although the Board recognises that harder-to-reach communities require a different approach and other methods of communication and engagement activity have also taken place across the year, ensuring messages are accessible and shared as widely as possible.

## **2.2 Focused Awareness Campaigns**

The Board carried out 3 focused 'Spotlight On' awareness campaigns across the year, working collaboratively with partners to raise awareness, and sharing consistent key safeguarding messages related to the specific forms of abuse. An evaluation report, providing in-depth detail, is available for each campaign. Task & Finish Groups were established prior to the campaigns to develop new resources, tools and literature to share across the campaigns which included:

### **⇒ Spotlight On Creating Safer Cultures - 20-24 June 2022**

Following a number of high-profile regional and national Safeguarding Adults Reviews (SARs) relating to Organisational Abuse, a Task & Finish Group was established to develop and deliver a campaign following an action from the Communication & Engagement work plan. The Board held several training and awareness sessions including Self-Neglect, Modern Slavery, and Stopping Abuse Against Older People. A special edition Newsletter was published, and two new Safeguarding Explainer Videos were launched with focused social media activity across the week.

### **⇒ Spotlight On Organisational Abuse - 20-24 February 2023**

The TSAB Annual Consultation Survey results have highlighted Organisational Abuse as the least well-understood form of abuse amongst professionals and the general public. In light of this, a Task & Finish Group was established to develop, plan and deliver a focused campaign aimed at raising awareness of this type of abuse across professionals and communities. A number of resources were developed to promote across the week including a learning briefing, a face sheet for professionals, a fact sheet for the general public, and exemplar concern forms. Activity across the week included a digital media campaign, bus station posters, social media campaign and public-facing information stalls and activity across Family Hubs.

### **⇒ Spotlight On Trauma-Informed Practice - 20-24 March 2023**

Following the publication of the Molly SAR in June 2022 and a subsequent recommendation from the action plan regarding further embedding Trauma Informed Care, an awareness-raising campaign was scheduled into the work plan for the Communication and Engagement Sub-Group. A focused social media campaign took place as well as the development and publication of resources, attendance at a share and learn event and a Trauma Informed Practice briefing session was held for practitioners across Tees delivered by the Trauma Lead for South Tees. The learning from the Molly SAR was shared across networks and social media and opportunities for further learning, training, and development.

## **2.3 National Safeguarding Adults Week 2022**

The Board continues to lead and co-ordinate communication and engagement activity across National Safeguarding Adults Week for Tees.

Themes across the week were set by Ann Craft Trust to ensure consistency in activity and key messages shared by Safeguarding Adults Boards nationally. The themes were:

- Monday – Exploitation and County Lines
- Tuesday – Self-Neglect
- Wednesday – Creating Safer Organisational Cultures



- Thursday – Elder Abuse
- Friday – Domestic Abuse in Tech Society
- Saturday and Sunday – Safeguarding in Everyday Life

As well as a focused social media campaign, other activity across the week included:

- Partners displaying TSAB literature across a wide range of venues across Tees to raise awareness with marginalised, harder to reach, and digitally excluded individuals.
- Safeguarding and Sexual Exploitation leaflets translated into Vietnamese
- Partner briefing sessions on Exploitation and County Lines
- Videos and resources developed with a local Independent Advocacy Service User Group
- Training courses and events for professionals
- A digital media campaign in the form of Bus Stop Posters
- CVFM produced an advert on how to report abuse and neglect in English and Urdu
- Several briefing sessions were held including with Age UK Teesside for their dementia and carer support group
- Launch of the Board's loneliness and isolation safeguarding explained video and an accessible GIF with subtitles and sound
- Sharing of SARs, Lessons Learned Reviews and Learning Briefings
- Public-facing events and awareness-raising sessions

An evaluation report documenting comprehensive engagement activity across National Safeguarding Adults Week 2022 has been developed.

### 3. Website

The website was reviewed and updated across the year in line with the requirements as set out in the Web Content Accessibility Guidelines (WCAG).

The TSAB website continues to be a popular resource for professionals and the public.

Work was undertaken with the Prevent Lead to review and publish Prevent and radicalisation key information on the website, this is hosted on the 'other forms of exploitation' webpage. Information and guidance for family members, as well as posters published in English and other translated versions, are hosted on the TSAB website.

#### 3.1 Find Support in Your Area

The Find Support in Your Area webpage provides an overview of support services across Tees, signposting users for advice and support. The results can be filtered by type of abuse as well as local authority area. A full review of the webpage was undertaken in October 2022 to ensure that all of the services' contact details were up to date and that any newly established support services across Tees were included. The links to the webpage feature across all TSAB posters, leaflets and public-facing resources. The webpage has been promoted across social media, newsletters, and Safeguarding Champions bulletins. There has been a 46% increase in views of the 'Find Support in Your Area' webpage compared to last year. <https://www.tsab.org.uk/campaigns-and-initiatives/find-support-in-your-area/>



## **4. Training**

The 'Teeswide Safeguarding All' suite of e-learning is commissioned jointly with the Local Safeguarding Children Partnerships, in conjunction with Me-Learning. The training continues to be popular and is utilised by a wide range of professionals operating across Tees.

A number of new training sessions and webinars were developed across the year including, Adult Sexual Exploitation and Criminal Exploitation learning webinar, Modern Slavery webinar.

In total 5,804 learners (3,916 of those were new learners) working across 1,421 organisations have completed 16,602 e-learning courses; this is a slight decrease of 10% in the overall courses complete, compared to the previous 12-month period in 2021-22.

In addition, 220 workbooks were completed, 580 delegates attended virtual training webinars and 118 delegates attended face to face training sessions; which was reinstated following the pandemic.

### **4.1 Self-Neglect Awareness Session**

A Self-Neglect awareness session was held with Independent Voices Advocacy Group, discussions took place about what self-neglect means, how to spot the signs, and how to ask for help. The group was shown ADASS and the North East SAR Champions new self-neglect animation and members then created their own self-neglect posters and completed surveys. Following the group discussions on self-neglect a self-neglect easy read poster was developed, positive feedback and comments were received from the group. The group members also discussed ways in which they could support and raise awareness across National Safeguarding Adults Week and later produced their video about self-neglect.

## **5. Newsletters and Bulletins**

The Board has continued to publish quarterly Newsletters as well as dedicated Safeguarding Champions Bulletins. A special edition newsletter was published during the week of the 'Spotlight on Safer Cultures' Awareness Campaign. The Board's newsletter features good news stories and promotes areas of good practice across Tees. The November edition of the newsletter featured an overview of innovative interactive training sessions on Self-Neglect and Domestic Abuse delivered by Thirteen Housing to staff members. Two vacant properties were set up in such a way as to 'spot the signs' of abuse and a recording was played to enable staff to identify any support needs. The newsletters are available to read or download via the TSAB website; <https://www.tsab.org.uk/key-information/newsletters/> the page also includes links to Hartlepool and Stockton Safeguarding Children Partnership and South Tees Safeguarding Children Partnership newsletters and bulletins.

## **6. Posters and Leaflets**

The Board continues to develop leaflets, posters, and a range of other resources aimed at the public, carers, service users, and advocates. The Board's posters and leaflets were updated following a change in the contact number for Redcar & Cleveland Borough

Council's First Contact Team. A QR code was also added to the posters, allowing for quick and easy access to the TSAB webpage. A deaf awareness poster was developed and published as part of the campaign for Deaf Awareness Week in May 2022. The poster features important information on deaf awareness and how people can be more inclusive, it was created utilising resources from the UK Council of Deafness. The posters and leaflets can all be located on the TSAB website; <https://www.tsab.org.uk/professionals/posters/>

## 7. Regional Self-Neglect Communications Project

The Safeguarding Adult Review (SAR) Champions from across the region developed and published 7 briefings on self-neglect and these were shared across Mental Health Awareness Week. The briefings included: An Overview of Self-Neglect, Alcohol and Substance Misuse, Engagement, Trauma, Homelessness, Self-Care and Hoarding. The 7-minute briefings are available on the TSAB website; <https://www.tsab.org.uk/key-information/policies-strategies/self-neglect-briefings-for-practitioners/>

The North East SAR Champions secured funding through the North East ADASS to develop a Self-Neglect animation to raise public awareness of the topic. This was formally launched as part of a 'What to do about Self-Neglect' webinar.

## 8. Safe Place Scheme

The Safe Place Scheme continues to be overseen by a Steering Group operating under the governance of the Board, meeting twice per year.



Work was undertaken to ensure that the Safe Place Scheme lists of locations and interactive map were up to date. The Board hosts all related resources and literature on a dedicated webpage on the TSAB website; <https://www.tsab.org.uk/campaigns-and-initiatives/find-support-in-your-area/safe-place-scheme/>

A full literature review was undertaken across the year and an 'information pack' was developed to signpost staff at the venues to safeguarding awareness training and encourage venues to sign up to other relevant schemes, where appropriate, such as the Ask ANI and safeguarding champion's scheme.

There are 88 Safe Place Scheme venues across Tees. There has been a decrease in the number of Safe Place Scheme venues across Tees over the last two years. This could be due to the closure of some venues, a direct impact of the COVID pandemic as well as the challenges that businesses are now facing as a result of the cost-of-living crisis. The number of venues signed up to the scheme across Tees will continue to be monitored through the Steering Group and Safe Place Scheme lead professionals.

## 9. Safeguarding Champions

Focused work has taken place over the year to increase the number of Safeguarding Champions across Tees, this is an action from the Communication and Engagement Sub-

Group work plan. The initiative is key in ensuring TSAB can engage with those harder-to-reach groups and expand general awareness of safeguarding.

A recruitment poster, induction pack, and a PowerPoint Presentation were developed, and targeted work was carried out to collaborate with partner organisations' existing Champions initiatives. The Champion's presentation was delivered to a number of groups to promote the scheme, including a Care Provider Peer Support Group. There are currently 219 Safeguarding Champions across Tees, an increase of 79% compared to the previous year.

Safeguarding Champions were contacted as part of the planning process for awareness raising campaigns across the year to ensure champions were provided with the opportunity to be involved with the campaigns. Dedicated sessions were also hosted by the Board for safeguarding champions across the campaigns, and included, stopping abuse against older people, exploitation and county lines, and trauma informed practice.

The Safeguarding Community Champions initiative was introduced as part of the Board's Strategic Business Plan 2021/22, to improve public awareness of safeguarding within the community. The Communication & Engagement Sub-Group to incorporate this initiative as part of the existing Safeguarding Champions scheme.

## **10. Annual Consultation Survey 2022-23**

### **10.1 Introduction**

As part of the Teeswide Safeguarding Adults Board (TSAB) annual consultation process, two surveys were distributed to seek people's views on the effectiveness of the Board and also to assist in determining the priorities for the following business year. There were two surveys; one for professionals and one for the public (including an easy-read version) which were open between October 2022 and February 2023. The surveys are made up of a series of specific questions relevant to the respondent as well as additional questions in relation to the Board's priorities for the next 12 months. The surveys were made up of tick-box answers, respondents were not asked to provide their personal details to protect anonymity.

### **10.2 Survey Distribution**

The survey was distributed using the following methods:

- Accessible via the home page of the TSAB website
- TSAB Newsletters and Safeguarding Champions E-Bulletins with web links to the surveys
- A link to the professional survey was sent out to all delegates who attended webinar training sessions
- Promoted across TSAB social media platforms
- Board members (including voluntary sector representatives), Operational Leads and
- Communication and Engagement Sub-Group members were asked to distribute amongst their networks, intranets, and social media platforms
- Business Unit colleagues included the link to the survey on email signatures
- Face-to-face sessions throughout National Safeguarding Adults Week

Printable versions of the survey were available via the TSAB website. In December 2022 some initial analysis was undertaken to identify gaps in submissions and which specific areas needed to be targeted. Subsequently, there was a final push to promote the survey by TSAB and partners to encourage colleagues and members of the public to share their views.

10.3 Survey Respondents

The Board developed two overlapping but separate surveys, receiving 414 responses in total; 236 of the responses were from professionals and 178 from the public, 92 of which were submitted via the easy-read survey, this is an increase of 170% in easy read surveys completed, compared to 2021/22. Below Figure 1 does not represent 70 of the 92 easy read surveys as this question was not answered.

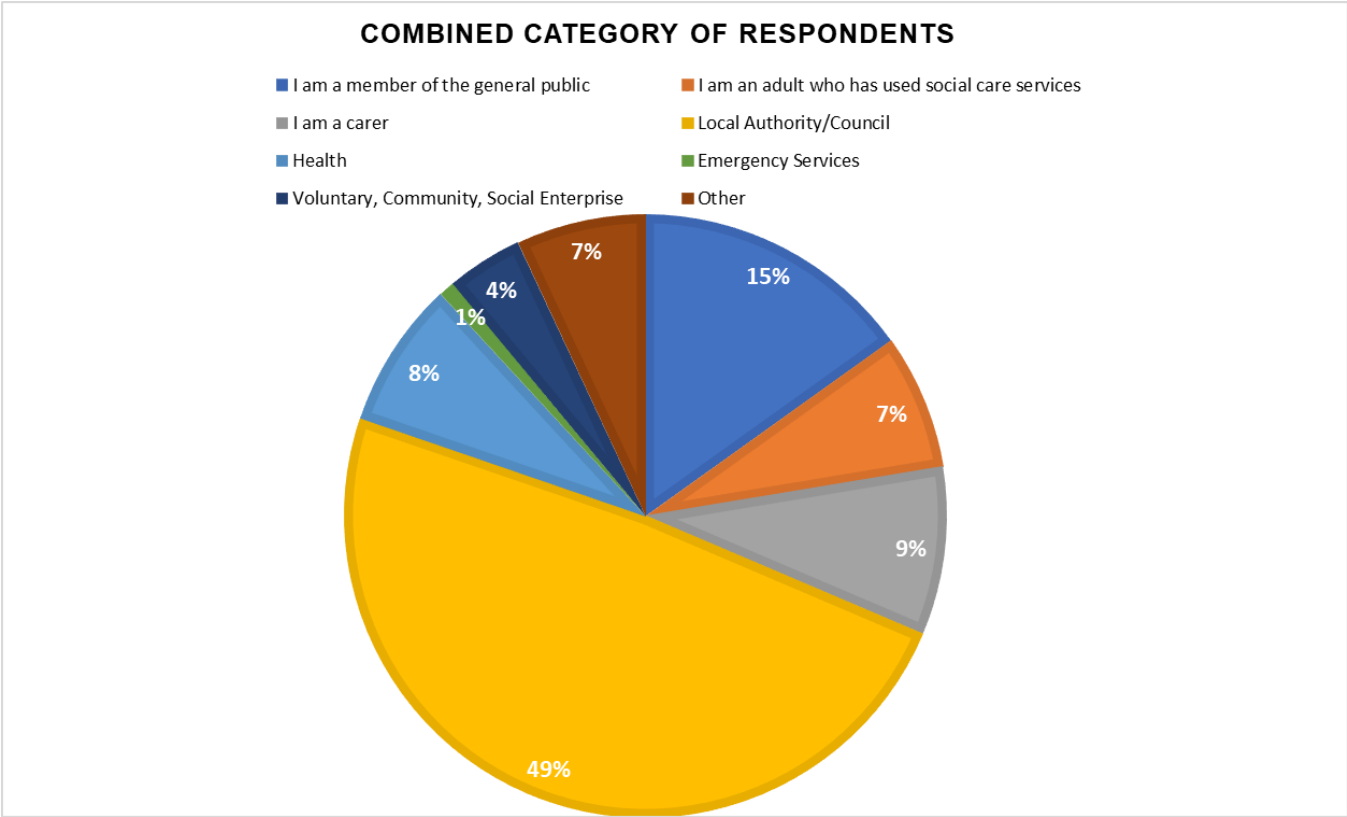


Figure 1: Combined Category of Respondents

10.4 Responses from Professionals

Five specific questions were asked of professionals and the table below represents the proportion of respondents who either strongly agreed or agreed with the statement. 98% of professionals understand how their professional responsibilities fit into the wider safeguarding framework. 99% of professionals know how to report abuse and neglect and 86% were aware of all local sources of support available. 93% are able to effectively contribute to the prevention of adult abuse and neglect, a slight increase compared to the previous year.

Professionals were also asked whether they think the Board is making a difference to help prevent adult abuse and neglect. 82% of respondents agreed or strongly agreed which is an increase compared to 73% in 2021/22. 17% of professionals were unsure or neither agreed nor disagreed that the Board is making a difference, suggesting that they do not know enough about the work of the Board to comment and 1% disagreed.



Figure 2: Professional Responses

10.5 General Public Responses

88% of respondents from the public felt safe from abuse and neglect. 83% know how to report abuse and neglect and 80% know how to get help and support in relation to abuse and neglect, a slight increase compared to 78% in 2021/22. Focused work has taken place to ensure people are aware of how to get help and support and how to report abuse and neglect. Figure 3 below shows the number of people who strongly agreed/agreed with the statement.

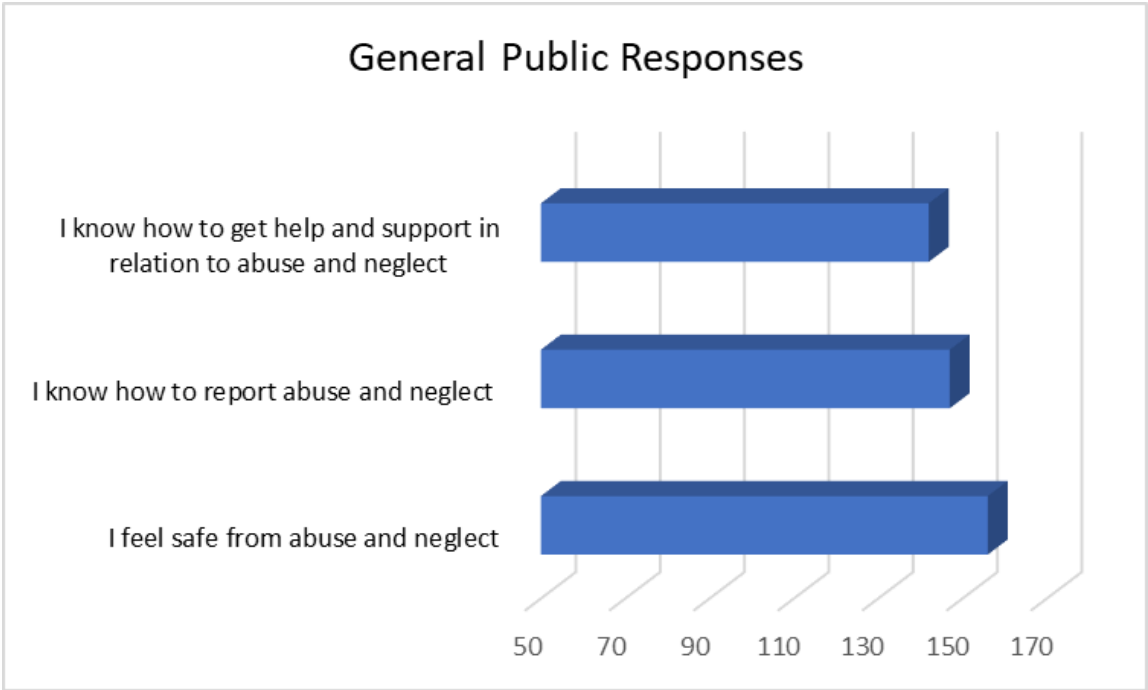


Figure 3: General Public Responses

10.6 Professionals and General Public Responses

The table below aims to identify how well-informed respondents feel about the different types of abuse. This question is contained within both the public and professionals’ surveys and the responses have been combined to provide an overall ranking. Physical and Neglect remain in 1st and 2nd position, this has remained the same since 2018-19 when this question was introduced into the survey. Self-Neglect has remained in 4<sup>th</sup> position which reflects the level of work taken place to raise awareness in relation to this form of abuse.

One of the most notable differences between professionals’ and the general public’s understanding relates to Sexual Abuse in which the public identified that they felt more informed than professionals (4<sup>th</sup> compared to 6<sup>th</sup>). Sexual Abuse cases can pose a number of complexities for professionals, and this may be a possible reason as to why they feel less informed about this type of abuse.

In previous years’ surveys the categories of sexual abuse and sexual exploitation have been combined, however this year they have been separated and sexual exploitation featured in 9<sup>th</sup> position with both professionals and members of the public. This has been noted and will be considered as part of the 2023/24 work plan for the Communication & Engagement Sub-

Group. A newly developed training package on Adult Sexual Exploitation and Criminal Exploitation was commissioned during 2022-23, this may have an impact on next year's results with professionals increased understanding of sexual exploitation.

Modern Slavery and Organisational Abuse remain in the bottom spots, a focused campaign on Organisational Abuse took place following the closure of the survey, details can be found on page 3 of this report. It is hoped that the focused activity and awareness raising with professionals and the public across the campaign will be reflected in next year's annual survey results.

Type of Abuse	Professional Rank	General Public Rank	Combined Rank
Physical	1	2	1
Neglect	3	1	2
Domestic	2	3	3
Self-Neglect	4	6	4
Financial	5	5	5
Sexual Abuse	6	4	6
Psychological	7	8	7
Discriminatory	8	7	8
Sexual Exploitation	9	9	9
Modern Slavery	10	10	10
Organisational	11	11	11

Figure 4: Type of Abuse



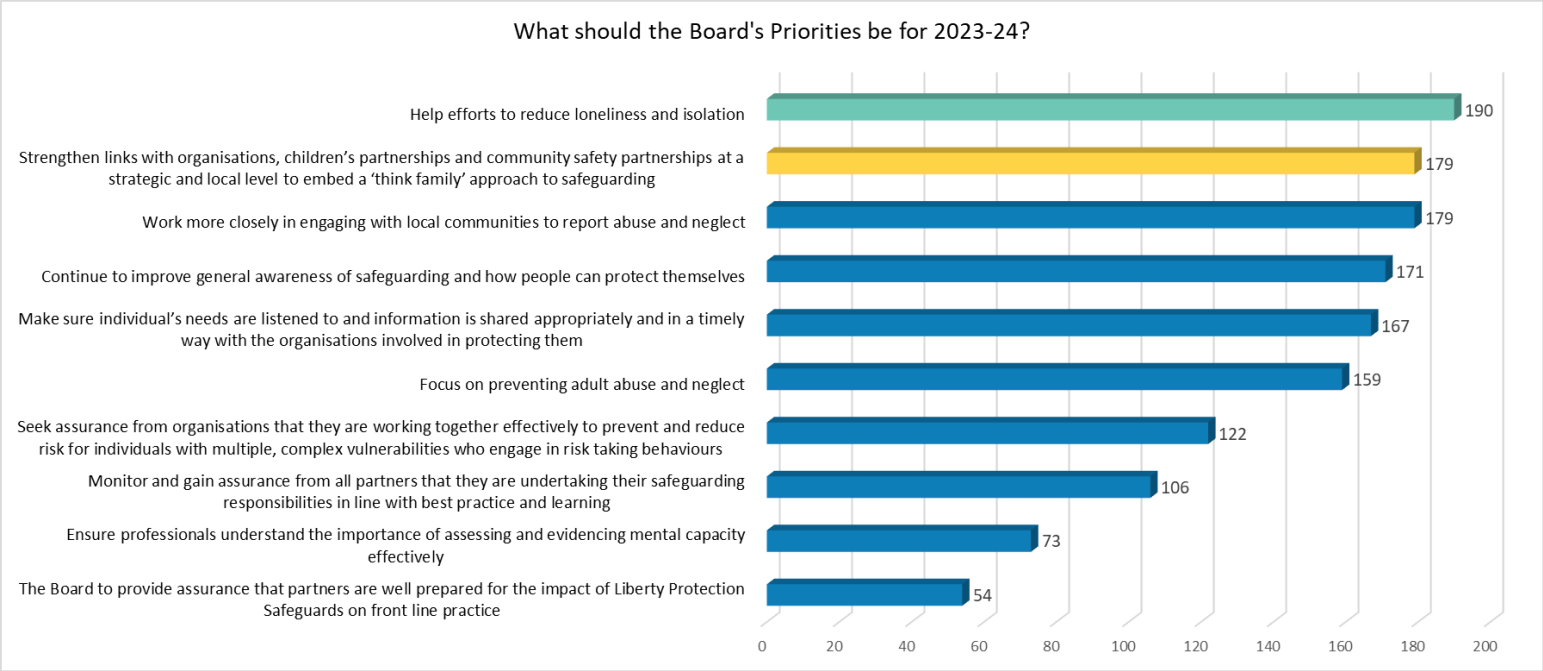


Figure 5: Board's Priorities

The question relates to the Board's priorities for 2023-24, both professionals and the general public are asked to choose their top 3 priorities and the responses have been collated above in Figure 5.

Interestingly there have been some notable differences across the priorities this year. This year the top spot is 'help efforts to reduce loneliness and isolation' this featured as 2nd place last year. The top spot from last year and the previous 3 years 'continue to improve general awareness of safeguarding and how people can protect themselves' has moved several places to 4<sup>th</sup>, this marks a definite shift in the views of the respondents.

Interestingly and very positively joint 2nd place (along with engaging communities to report abuse) is 'strengthening links with other organisations such as children's partnerships and community safety partnerships at a strategic and local level to embed a think family approach'. Also interestingly this not only scored high as a priority for professionals but also for members of the general public. In last year's results, this ranked as 7th. Again this shows a shift in the responses compared to the previous year's results and the top 3 priorities now have more of a focus on working directly with communities and families, together with partners.

The Mental Capacity Act and Liberty Protection Safeguards questions (at the bottom) were only included in the professional's survey. MCA was ranked as the 8th (compared to 4th last year) highest priority for professionals and LPS ranked 10th.

11. Conclusion

The annual survey results will assist in the development of the objectives and actions for the TSAB Strategic Business Plan 2023-24. It is recognised that there are some differences of opinion between professionals and the general public, however, these can be taken into

account to ensure the Business Plan is responsive to the feedback from the annual survey 2020-21.

The following three priorities identified from the survey will be included within the Strategic Plan 2023-24:

1. Strengthen links with organisations, Children's Partnerships and Community Safety Partnerships at a strategic and local level to embed a 'think family' approach to safeguarding.
2. Work more closely in engaging with local communities to report abuse and neglect.
3. Continue to improve general awareness of safeguarding and how people can protect themselves.

Help efforts to reduce loneliness and isolation will not feature as a Board priority within the Strategic Business Plan 2023-24, as individual Board partners are progressing and leading in this area of work. The Board will however seek assurance from partners as well as seeking feedback from the public.

The following points will also be considered:

- Make sure individuals' needs are listened to and information is shared appropriately and in a timely manner with the organisations involved in protecting them.
- Focus on preventing adult abuse and neglect.
- Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect.
- Ensure people feel more informed about Adult Sexual Exploitation and Modern Slavery.
- Work more closely in engaging local communities, adults who have accessed services, their families, and their carers to better inform the priorities for adult safeguarding across Tees.

# Annual Communication, Engagement and Training Report 2022/23

## Website:

**149,436** views

## Social Media:

**910** Facebook Followers

**844** Twitter Followers

**66** YouTube Subscribers

## Reach/Impressions:



**28,150**



**41,900**

## Local Press, News, Radio and Advertising:

**4** radio interviews **2** radio advert

**291,000** local magazines

impressions- digital advertising

**976,000** impacts - bus stop adverts



**88** venues

across Tees

## TSAB Newsletter:

**8,607** reads

## Safeguarding Champions Bulletin:

**962** reads



## Me-Learning:

**5,804** learners from **1,421** organisations

**16,602** courses completed

## Virtual Training Webinars:

**580** delegates

## Face to Face Training Webinars:

**118** delegates



## Annual Survey Responses:

**414** responses from professionals  
and general public

**92** Easy Read survey submissions



## Workbooks:

**220** completed



Our safeguarding arrangements will effectively prevent and respond to adult abuse

12. Appendices

12.1. Professionals' Survey

This document was classified as: OFFICIAL

**Teeswide Safeguarding Adults Board – Annual Survey 2022-23 (Professionals)**

The Teeswide Safeguarding Adults Board works in partnership with a wide range of organisations, to safeguard and promote the well-being and independence of adults at risk of abuse or neglect. (Safeguarding means "protect from harm").

We want to hear from you to help us plan our work for the next year. Please take a few minutes to fill in the survey below from your point of view – the form can be completed on someone's behalf if the person is asked for their views. The survey is completed anonymously, so if you have any specific issues or queries that you would like to raise about the survey, please contact us directly by emailing [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk)

**Tell us where you work:**

☐ Hartlepool  
☐ Middlesbrough  
☐ Redcar & Cleveland  
☐ Stockton-On-Tees  
☐ Teeswide

**In what sector do you work:**

☐ Local Authority/Council  
☐ Health  
☐ Emergency Services  
☐ Voluntary, Community, Social Enterprise  
☐ Other

Questions (Please tick one answer box for each statement)	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
I fully understand how my professional responsibilities fit into the wider adult safeguarding framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to report abuse and neglect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am aware of all local sources of support available to adults linked to adult abuse and neglect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to effectively contribute to the prevention of adult abuse and neglect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think the Board is making a difference to help prevent adult abuse and neglect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**I feel well informed about these types of abuse:** (Please tick the boxes you feel well informed about and leave any others blank)

Discriminatory	Domestic	Financial	Modern Slavery	Neglect	Organisational	Physical	Psychological	Self-Neglect	Sexual Abuse	Sexual Exploitation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please note all survey responses are anonymous

Please turn over

This document was classified as: OFFICIAL

What should the Board's priorities be for the next twelve months?	Please tick the <u>three</u> boxes you think matter the most
1. Improve general awareness of safeguarding and how people can protect themselves.	<input type="checkbox"/>
2. Work more closely in engaging with local communities to report abuse and neglect.	<input type="checkbox"/>
3. Focus on preventing adult abuse and neglect.	<input type="checkbox"/>
4. Help efforts to reduce loneliness and isolation across Tees	<input type="checkbox"/>
5. Make sure individual's needs are listened to and information is shared appropriately and in a timely way with the organisations involved in protecting them	<input type="checkbox"/>
6. Seek assurance from organisations that they are working together effectively to prevent and reduce risk for individuals with multiple, complex vulnerabilities who engage in risk taking behaviours	<input type="checkbox"/>
7. Monitor and gain assurance from all partners that they are undertaking their safeguarding responsibilities in line with best practice and learning	<input type="checkbox"/>
8. Strengthen links with organisations, children's partnerships and community safety partnerships at a strategic and local level to embed a 'think family' approach to safeguarding	<input type="checkbox"/>
9. Ensure professionals understand the importance of assessing and evidencing mental capacity effectively	<input type="checkbox"/>
10. The Board to provide assurance that partners are well prepared for the impact of Liberty Protection Safeguards on front line practice	<input type="checkbox"/>

Please post paper copies to TSAB Business Unit, 3<sup>rd</sup> Floor, Kingsway House, Billingham, TS23 2NX. Or they can be scanned and emailed to [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk)

The survey can also be completed online: [https://www.tsab.org.uk/annual-survey-2022-2023-professionals/#qf\\_165](https://www.tsab.org.uk/annual-survey-2022-2023-professionals/#qf_165)

12.2. General Public Survey

This document was classified as: OFFICIAL

Teeswide Safeguarding Adults Board – Annual Survey 2022-23 (Public)



The Teeswide Safeguarding Adults Board works in partnership with a wide range of organisations, to safeguard and promote the well-being and independence of adults at risk of abuse or neglect. (Safeguarding means 'protect from harm').

We want to hear from you to help us plan our work for the next year. Please take a few minutes to fill in the survey below from your point of view – the form can be completed on someone's behalf if the person is asked for their views. The survey is completed anonymously, so if you have any specific issues or queries about the survey that you would like to raise with us, please contact us directly by emailing [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk)

Please tell us who you are (tick one box only):

<input type="checkbox"/>	I am a member of the general public
<input type="checkbox"/>	I am an adult who has used social care services
<input type="checkbox"/>	I am a carer

I live in:

<input type="checkbox"/>	Hartlepool
<input type="checkbox"/>	Middlesbrough
<input type="checkbox"/>	Redcar & Cleveland
<input type="checkbox"/>	Stockton-On-Tees

Questions (please tick one box for each statement)		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1.	I feel safe from abuse and neglect					
2.	I know how to report abuse and neglect					
3.	I know how to get help and support in relation to abuse and neglect					
4.	I understand what these types of abuse mean (please tick all that apply):					
	Discriminatory		Modern Slavery		Physical	
	Domestic		Neglect		Psychological	
	Financial		Organisational		Self-Neglect	

Please note all survey responses are anonymous

Please turn over

This document was classified as: OFFICIAL


Please tick 3 things that The Teeswide Safeguarding Adults Board should do that are important to you:		Please tick three boxes
1.	Improve general awareness of how people can protect themselves	
2.	Make it easier to report abuse and neglect	
3.	Focus on preventing adult abuse and neglect	
4.	Help efforts to reduce loneliness and isolation across Tees	
5.	Make sure people are listened to and information is shared straight away with the organisations involved in protecting them	
6.	Support people who engage in risk taking behaviours which may affect their own and other people's safety	
7.	Check and monitor how services support people to be safe	
8.	Work with other organisations to improve lives for people and families most at risk of abuse and neglect	

Please post completed paper copies to TSAB Business Unit, 3<sup>rd</sup> Floor, Kingsway House, Billingham, TS23 2NX. Or they can be scanned and emailed to [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk)

The survey can also be completed online: <https://www.tsab.org.uk/annual-survey-2022-23-general-public/>


12.3. Easy Read Survey

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**Teeswide Safeguarding Adults Board – Annual Survey 2022-23** (Easy Read - Public)

The Teeswide Safeguarding Adults Board works in partnership with a wide range of organisations, to safeguard and promote the well-being and independence of adults at risk of abuse or neglect.




We want to hear from you to help us plan our work for the next year. Please take a few minutes to fill in the survey below from your point of view – the form can be completed for someone else if the person is asked for their views. You will not be asked for your name or address, so if you have anything you'd like to ask about the survey please email: [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk).


**Below are some of the words used in this questionnaire and what we mean by these:**



- **Safeguarding** means making sure you are safe from abuse and neglect, and are able to be independent and make choices






- **Abuse** is when someone hurts you or treats you badly. Abuse is always wrong and can happen to anyone. There are different types of abuse






- **Neglect** is when people who are supposed to help you don't look after you properly, they may not give you enough food, not give you your medication or take you to the doctors if you are ill, they may not keep you safe.

Please turn over

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**Tick one box only**      **Please tell us who you are**





<input type="checkbox"/>	I am a member of the general public	
<input type="checkbox"/>	I am an adult who has used social care services	
<input type="checkbox"/>	I am a carer	

2

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Tick one box only    Please tell us where you live

<input type="checkbox"/>	Hartlepool	
<input type="checkbox"/>	Middlesbrough	
<input type="checkbox"/>	Redcar & Cleveland	
<input type="checkbox"/>	Stockton-On-Tees	

3

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Questions Please tick one box for each question	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
					
1. I feel safe from abuse and neglect 					
2. I know how to report abuse and neglect 					
3. I know how to get help and support if I am worried about abuse and neglect 					

4



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4. I understand what these types of abuse mean (please tick all that apply):

Discriminatory		
Domestic		
Financial		
Modern Slavery		
Neglect		

5

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Organisational		
Physical		
Psychological		
Self-Neglect		
Sexual Abuse		
Sexual Exploitation		

6

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5. Please tick 3 things that The Teeswide Safeguarding Adults Board should do that are important to you



1. Help people know how to protect themselves		
2. Make it easier for people to report abuse and neglect		
3. Do more work to stop adult abuse and neglect from happening		
4. Help to stop people feeling lonely or isolated		
5. Make sure people are listened to and information is shared straight away with the organisations that help to protect them		
6. Help the people who do risky things which make them and other people unsafe		
7. Check how services support people to be safe		
8. Work with other organisations to help people most at risk of abuse and neglect have a better life		

7

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The survey can also be completed online: <https://www.tsab.org.uk/annual-survey-2022-2023-general-public-easy-read/>

Thank you

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# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

25 January 2024



**Subject:** OFSTED INSPECTION, JOBS AND SKILLS SERVICE

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

**Decision Type:** For information

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## 1. COUNCIL PLAN PRIORITY

<b>Hartlepool will be a place:</b>
- where people are enabled to live healthy, independent and prosperous lives.
- of resilient and resourceful communities with opportunities for all.
- that has an inclusive and growing economy.



## 2. PURPOSE OF REPORT

- 2.1 To share the outcome of the Ofsted inspection for the Jobs and Skills Service which was conducted in December 2023.

## 3. BACKGROUND

- 3.1 Ofsted is the Office for Standards in Education, Children's Services and Skills and has responsibility for regulation and inspection of services providing education and skills for learners of all ages.
- 3.2 The Council's Jobs and Skills Service provides a range of learning and educational opportunities to adults across a range of programmes and is therefore subject to Ofsted inspection.

- 3.3 The Ofsted rating achieved by the Jobs and Skills Service (previously known as Adult Education) in December 2017 was good.
- 3.4 There have been a range of changes to the Ofsted inspection framework since the last inspection.
- 3.5 The Jobs and Skills Service delivery model has changed since the last inspection and the service is now embedded within Community Hubs.

#### 4. OUTCOME

- 4.1 The inspection framework provides a rating in each of five domains as well as an overall rating – services are rated as inadequate, requires improvement, good or outstanding. Ratings received by the Jobs and Skills Service are as follows:

The quality of education	<b>Good</b>
Behaviour and attitudes	<b>Good</b>
Personal development	<b>Good</b>
Leadership and management	<b>Good</b>
Adult learning programmes	<b>Good</b>
Overall effectiveness	<b>Good</b>

- 4.2 During the feedback and debrief inspectors highlighted that, while there are no scales within each rating, the rating was a 'solid good'.
- 4.3 The full outcome report published by Ofsted is attached as **Appendix A**. The report provides excellent feedback on the service and identifies opportunities to deliver further improvements.
- 4.4 There is positive recognition for officers across the service and it is acknowledged that 'leaders and managers have designed a curriculum that is targeted effectively at the most disadvantaged residents in the borough'.

#### 5. OTHER CONSIDERATIONS/IMPLICATIONS

<b>RISK IMPLICATIONS</b>	None
<b>FINANCIAL CONSIDERATIONS</b>	None
<b>LEGAL CONSIDERATIONS</b>	None
<b>CHILD AND FAMILY POVERTY</b>	The Jobs and Skills Service provides support for learning and employment targeting the most disadvantaged

	residents in the borough, including family learning and support.
<b>EQUALITY AND DIVERSITY CONSIDERATIONS</b>	Equality, diversity and inclusion was assessed throughout the Ofsted process
<b>STAFF CONSIDERATIONS</b>	A wide range of staff supported the Ofsted process and have been acknowledged for their excellent work.
<b>ASSET MANAGEMENT CONSIDERATIONS</b>	None
<b>ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS</b>	None
<b>CONSULTATION</b>	Learners and stakeholders were engaged as part of the Ofsted process.

## 6. RECOMMENDATION

- 6.1 It is recommended that the Committee notes the content of the report and the Ofsted rating achieved.

## 7. REASON FOR RECOMMENDATION

- 7.1 Ofsted is the regulatory body for the Jobs and Skills Service.

## 8. CONTACT OFFICERS

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 01429 523441  
[Gemma.ptak@hartlepool.gov.uk](mailto:Gemma.ptak@hartlepool.gov.uk)

Sign Off:-

Managing Director	Date: 19/12/2023
Director of Finance, IT and Digital	Date: 21/12/2023
Director of Legal, Governance and HR	Date: 19/12/2023

# Inspection of Hartlepool Borough Council

Inspection dates:

5 to 8 December 2023

**Overall effectiveness****Good**

---

The quality of education	<b>Good</b>
Behaviour and attitudes	<b>Good</b>
Personal development	<b>Good</b>
Leadership and management	<b>Good</b>
Adult learning programmes	<b>Good</b>
Overall effectiveness at previous inspection	Good

**Information about this provider**

Hartlepool Borough Council's jobs and skills team is part of the community hubs service, which is part of the council's adult and community-based services department. The great majority of the service's funding comes from the Tees Valley Combined Authority. Since its previous inspection, the service has stopped using subcontractors and has withdrawn from the delivery of apprenticeships. At the time of the inspection, there were 120 learners on non-accredited learning for inclusion courses and 202 on skills programmes. The largest single curriculum area is English for speakers of other languages (ESOL). Other curriculum areas include functional English and mathematics, digital skills and non-accredited courses in health and well-being subjects. The service also offers vocational distance-learning courses at levels 2 and 3.

## **What is it like to be a learner with this provider?**

Learners benefit significantly from the additional services available at the community hubs where they attend their lessons. They can access support for their physical and mental health, receive financial advice and use the resources available in the library and digital suites.

Learners' attendance at lessons is high. Despite facing many barriers, such as the need to deal with multiple agencies to resolve resettlement issues, learners prioritise attendance at their education classes.

Learners thrive in the calm and orderly learning environments created by the service. In lessons, teachers check up on the welfare of their learners and show care and attention towards them. As a result, learners feel safe and settle into their lessons quickly.

Learners display high levels of mutual respect and tolerance towards each other as they interact in the classrooms. Learners on ESOL courses, with a wide range of national, cultural and religious backgrounds, work harmoniously together in their shared endeavour to learn the English language.

Most learners achieve their learning goals and qualifications and progress on to the next level of study, either with the service or with another provider. A growing number of learners use their English skills to gain employment, with examples of learners on ESOL courses finding work in local schools as teaching assistants and as support workers for the jobs and skills team. Learners on social inclusion courses, such as volunteering, grow in personal confidence and take on roles with voluntary and community groups.

## **What does the provider do well and what does it need to do better?**

Leaders and managers have designed a curriculum that is targeted effectively at the most disadvantaged residents in the borough. These include the growing number of refugees and asylum seekers, those with low skills, and those who feel excluded from the wider community through social isolation and the barriers of poor mental and physical health.

Leaders and managers work well with partners to shape the curriculum to maximise the use of resources and to avoid duplication. For example, they meet regularly with the local further education college to plan ESOL provision to ensure that learners can progress from community provision to the higher-level curriculum on offer at the college.

Leaders and managers recognise that they still need to develop the ESOL curriculum further as it currently lacks any vocational options, such as a pathway into employment course, particularly for learners at levels 1 and 2. They also acknowledge



that the numbers of learners on functional English and mathematics courses are too low, given the need for this provision in the borough.

Leaders and managers adapt the curriculum well in response to feedback from their key partners and from learners. For example, they have introduced a longer ESOL course at entry level 2 that combines all three areas of speaking and listening, reading, and writing that are more usually delivered as separate courses. This provides learners with greater contact time with their teachers and opportunities to continually practise and master these skills.

Senior leaders provide effective governance through their understanding of the strengths and areas for development of the provision. They help to shape and strengthen the strategic direction of the service, such as when the decisions were taken to withdraw from the use of subcontracted providers and stop the delivery of apprenticeships.

Teachers are intellectually curious practitioners who think hard about the best ways to teach their subjects. For example, they have introduced a stand-alone unit specifically on phonics to help learners to bridge the gap between pre-entry and entry level 1. This helps learners to build their skills in reading, writing and speaking from the sound and pronunciation of groups of letters.

Teachers sequence the curriculum in an order that enables learners to develop their skills and knowledge in a sustainable way. Learners on a digital skills course on the use of spreadsheets are taught the basic principles associated with spreadsheets, such as formatting cells, before moving to more advanced aspects such as inputting data to generate charts and the referencing of cells. As a result, learners develop an increased understanding of key concepts and how to apply technical skills over time.

Teachers set high expectations with their learners about how they want them to approach the subject. ESOL teachers encourage learners to speak English extensively in the classroom. As a result, learners gain greater confidence in speaking English and get more opportunities to practise their pronunciation of words.

Teachers identify the starting points of their learners accurately. They use this information well to plan the content of their sessions so that they address the key areas for development of their learners. For example, on the entry level 3 English course, teachers identify that learners need to work more on developing their writing skills, as opposed to their reading skills, so prioritise more writing exercises to enable learners to practise these skills.

Teachers plan and use an effective range of methods to assess their learners' progress. For example, learners' fluency and confidence in using the English language are identified through short written assignments to check the way that learners structure sentences and through mock examinations where learners can practise speaking to the rest of the class about a prepared topic. As a result, teachers can pinpoint gaps in learners' knowledge and their grasp of essential skills and suggest ways learners can improve them.

Teachers provide effective feedback that enables learners to improve the standard of their work. They guide learners on the supporting teaching and learning in schools remote learning course to improve their work by applying theories such as those of Piaget and Maslow to the contexts of their placement schools. This ensures that learners embed key concepts into their long-term memory and develop greater confidence in the application of theories to practical contexts.

Teachers on the social inclusion courses do not set sufficiently precise course aims to enable learners to measure their own progress. For example, on a floristry course the learning aim is 'to arrange flowers', with no description about the type of arrangements the learners should achieve or what specific skills they will develop. Despite this lack of precise target-setting, teachers on these courses do record the progress that learners make through video and photographic evidence so that the learners' achievements are captured securely.

Teachers and managers organise a wide range of enrichment activities to enable learners to integrate into the local community and to gain a sense of its history and culture. For example, learners on ESOL courses visit the National Museum of the Royal Navy in Hartlepool to understand the town's maritime past.

Careers advice is effective and impartial. Careers staff discuss in detail the next steps open to learners and encourage them to make positive progression decisions when they have completed their courses. For example, learners on ESOL courses attend a freshers event at the beginning of the autumn term held in partnership with the local further education college. This enables them to talk to employers and local voluntary organisations about future employment and volunteering opportunities.

At the time of the visit, the classrooms at one of the centres were too cold for learners and not very conducive to learning. Classrooms are very functional, with a lack of subject-related wall displays to inspire learners on ESOL and functional skills courses and to reinforce what they have been taught.

## **Safeguarding**

The arrangements for safeguarding are effective.

## **What does the provider need to do to improve?**

- Enhance the ESOL curriculum to include vocational options so that learners studying at a higher level are better prepared for potential employment.
- Extend the service's engagement work with target communities so that more learners are recruited onto functional English and mathematics courses.
- Improve the way that teachers of social inclusion courses set learning aims for their courses that are challenging, specific and measurable so that learners understand what skills and knowledge they can develop.

- Ensure that classrooms are heated properly and that they provide stimulating environment where learners can immerse themselves in relevant subject materials and displays.

## **Provider details**

<b>Unique reference number</b>	52137
<b>Address</b>	Hartlepool Jobs and Skills Community Hub Central 124 York Road Hartlepool TS26 9DE
<b>Contact number</b>	01429 868616
<b>Website</b>	<a href="http://www.hartlepoolskillsandjobs.com">www.hartlepoolskillsandjobs.com</a>
<b>Principal, CEO or equivalent</b>	Scott Campbell
<b>Provider type</b>	Local authority
<b>Date of previous inspection</b>	3 December 2013
<b>Main subcontractors</b>	Not applicable

## Information about this inspection

The inspection team was assisted by the lead officer skills, as nominee. Inspectors took account of the provider's most recent self-assessment report and development plans, and the previous inspection report. The inspection was carried out using the [further education and skills inspection handbook](#) and took into account all relevant provision at the provider. Inspectors collected a wide range of evidence to inform judgements, including visiting learning sessions, scrutinising learners' work, seeking the views of learners, staff and other stakeholders, and examining the provider's documentation and records.

## Inspection team

Charles Searle, lead inspector	Ofsted Inspector
Steve Hunsley	Ofsted Inspector
Jack Bullock	Ofsted Inspector

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# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

25<sup>th</sup> January 2024



**Subject:** INVESTING IN VOLUNTEERS

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

**Decision Type:** For Information

## 1. COUNCIL PLAN PRIORITY

### Hartlepool will be a place:

- Where people are enabled to live healthy, independent and prosperous lives.
- Of resilient and resourceful communities with opportunities for all.
- That has an inclusive and growing economy.

## 2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to update the Adult and Community Based Services Committee on the Council's Community Hubs Service being awarded Investing in Volunteers.

## 3. BACKGROUND

- 3.1 There are significant benefits from volunteering including supporting the local community, meeting new people, improving health and wellbeing or simply to gain further experience to improve future prospects.
- 3.2 Volunteering is therefore at the heart of our offer within the Community Hubs. There is a dedicated Volunteer Hartlepool team which offers person-centred support, information and guidance for anyone who is interested in becoming a volunteer. If they would like to volunteer then they are supported to explore a



range of volunteer opportunities and to find a suitable role based on their interests, skills and aspirations.

3.3 There are lots of interesting and rewarding opportunities on offer through the Community Hubs and across the wider department. Volunteers are currently involved in all of the following areas:

- Bread & Butter Thing
- Children's Area
- Community Café
- Fab Lab
- Jobs and Skills
- Library
- Local and Family History Centre
- Waverley Community Allotment
- Wellbeing Suite
- Active and Creative Hartlepool
- Heritage and Open Spaces

3.4 There are currently over 120 volunteers within the Community Hubs Service and new opportunities are promoted through Hartlepool Now. All volunteers are assigned a member of staff who provides support and direction throughout their volunteering journey. There are also opportunities for training and further development alongside regular celebration events to thank all of the fantastic volunteers within Community Hubs.

3.5 Volunteers bring a vast range of skills, knowledge and experience which are vital, and the support from volunteers complements our existing offer and activities through the Community Hubs.

#### **4. INVESTING IN VOLUNTEERS**

4.1 Investing in Volunteers is the UK quality standard for all organisations who work with volunteers. It aims to improve the quality of the volunteering experience and demonstrates that organisations value the enormous contribution made by volunteers. The award in England is managed by NCVO (The National Council for Voluntary Organisations).

4.2 Investing in Volunteers is the only quality standard that focuses on volunteers and it is a significant achievement for any organisation to receive the award.

4.3 An organisation must excel in all of the six quality areas:

1. Vision for Volunteering
2. Planning for Volunteers
3. Volunteer inclusion
4. Recruiting and welcoming volunteers
5. Supporting volunteers

## 6. Valuing and developing volunteers

- 4.4 In September 2023, the Council's Community Hubs Service submitted our application for Investing in Volunteers. An assessor was allocated from NCVO who undertook a rigorous assessment process which incorporated a portfolio of evidence followed by a face to face assessment visit where he spoke with volunteers, staff members and managers within the Council.
- 4.5 It was announced by the Chair of UK Investing in Volunteers in January 2024 that the Community Hubs Service had successfully achieved the Investing in Volunteers Award. The full report is included as Appendix 1.

## 5. OTHER CONSIDERATIONS/IMPLICATIONS

<b>RISK IMPLICATIONS</b>	No risk implications identified associated with this report.
<b>FINANCIAL CONSIDERATIONS</b>	Volunteer Hartlepool is being delivered within existing budgets.
<b>LEGAL CONSIDERATIONS</b>	There are no legal considerations associated with this report.
<b>CHILD AND FAMILY POVERTY</b>	There are no child and family poverty considerations specifically associated with this report. Volunteers within the Community Hubs support with services that aim to help people living in poverty such as the sustainable food solution provided by The Bread and Butter Thing.
<b>EQUALITY AND DIVERSITY CONSIDERATIONS</b>	<p>Equality, diversity and inclusion are key elements of our volunteering offer to ensure that volunteer opportunities are available for all who wish to through Volunteer Hartlepool and the Community Hubs.</p> <p>VCSE organisations are also supported to promote their volunteering opportunities through the Volunteer Hartlepool section of Hartlepool Now.</p>
<b>STAFF CONSIDERATIONS</b>	No staffing implications associated with this report.
<b>ASSET MANAGEMENT CONSIDERATIONS</b>	There are no asset management considerations associated with this report.
<b>ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS</b>	There are no environment, sustainability and climate change considerations associated with this report.

**6. RECOMMENDATION**

- 6.1 It is recommended that the Adult & Community Based Services Committee notes that the Council's Community Hubs Service has been awarded Investing in Volunteers.

**7. REASON FOR RECOMMENDATIONS**

- 7.1 The recognition from being awarded Investors in Volunteers is a fantastic achievement and confirms that the Community Hubs Service excels in all aspects of working with and supporting its volunteers.

**8. CONTACT OFFICER**

Gemma Ptak  
Assistant Director – Preventative & Community Based Services  
01429 523441  
[gemma.ptak@hartlepool.gov.uk](mailto:gemma.ptak@hartlepool.gov.uk)

Sign Off:-

Managing Director	Date:
Director of Finance, IT and Digital	Date: 11/01/2024
Director of Legal, Governance and HR	Date: 11/01/2024

# INVESTING IN VOLUNTEERS FINAL REPORT

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**Hartlepool Borough Council  
Community Hubs Service  
2023**

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## Summary information

<b>liV host organisation</b>	Hartlepool Borough Council's Community Hubs Service
<b>Assessment date(s)</b>	5 <sup>th</sup> September 2023, and various dates in October and November with the final interview taking place in December 2023. A one-day assessment.

<b>Assessor</b>	Dane Gould
<b>Name of lead assessor</b>	Janet Lewis-Jones
<b>1st assessment/renewal</b>	2nd Renewal
<b>Assessment outcome</b>	Met

## About the organisation

Since the last liV assessment in 2019 there have been a lot of changes and new developments within the Service. The Council's Jobs & Skills Team has a goal of supporting local residents with learning, careers, and volunteering across Hartlepool. In December 2021, the Jobs & Skills Team became part of the Community Hubs Service which is still within the Adult & Community Based Services Department. This was a positive development as a range of volunteering opportunities were already being offered through the Community Hubs.

The Jobs & Skills @ the Hub offer is now an integral element of Community Hubs alongside other key services such as Libraries, Wellbeing, Support Hub, Digital Inclusion, Volunteering and Outreach. The Community Hubs mean that local residents can easily receive support and access services within their local community. This instant success has significantly increased the number of adults accessing services including volunteer brokerage.

The Community Hubs Strategy 2023-2028 establishes the vision and key values which is 'the Community Hubs in Hartlepool together with our partners and Voluntary and Community Sector, are aspirational and nurture opportunities through access to ideas, imagination and connection, to support people to live the best lives they can.'

Hartlepool Borough Council have a dedicated website (Hartlepool Now) that promotes a wide range of internal and external volunteer opportunities. This allows internal volunteer opportunities via the Hubs to be offered and the Voluntary & Community Sector can also up-load their opportunities and advertise too. Volunteer opportunities are promoted across all Social Media platforms and through a wide range of networks across the whole of Hartlepool.

The Community Hubs are key local buildings which brings a range of services for people under one roof and are delivered from multiple locations across Hartlepool. The Community Hubs provide a wide range of activities throughout the year for the local community to enjoy including regular creative or recreational groups and specialist events to support national initiatives such as Volunteers' Week. Staff and volunteers support the public when they visit any of the Community Hubs, where they can access a busy calendar of events, skills workshops, social groups, and health advice services. Volunteers are involved in all of the following areas:

- Children's Area: A dedicated area with books, resources and the opportunity to join events and activities for Children and Parents.
- Library: Access to a wide range of library resources including books, spoken word, large print, e-books, and microfilm with support from Librarians.
- Fab Lab: An evolving array of new technologies allowing people to participate in activities such as t-shirts design, 3D printing, embroidery or laser cutting.
- Bread & Butter Thing: This is available weekly at a number of locations across Hartlepool to support local people to access affordable food.
- Digital Inclusion: There are publicly access computers and devices available across the Community Hubs with support from Digital Navigators.
- Local & Family History Centre: Access to resources such as census records, maps, electoral registers, photos, and support with Genealogy.

- Wellbeing Suite: A wide range of resources and equipment available alongside tailored support to improve people's health and wellbeing.
- Jobs & Skills: A dedicated space with experts in relation to careers guidance, qualifications, learning, volunteering and employment support.
- Community Café: This provides a variety of hot and cold refreshments in Hub Central and a weekly 2-course meal at a low cost in Hub South.
- Hub Assistants: Helping members of the public, greeting people who come into the buildings and being a friendly and supportive face within the Hubs.

Volunteers are also in some of the community projects being delivered by the Community Hubs such as the Waverley Community Allotment. At the time of the assessment there were 78 volunteers at the Community Hubs, three administrative volunteers and 30 volunteers within the Waverley Community Allotment. A total of 111 volunteers.

The Volunteering Brokerage is managed and delivered by the Volunteer Hartlepool Team which is part of the Community Hubs Service. Overall responsibility for volunteering is taken by the Head of Service (Community Hubs), with day-to-day responsibility taken by the Careers & Volunteer Advisor and Volunteer Coordinator who are part of the Volunteer Hartlepool Team.

One development from the last assessment suggested making it clearer how volunteers claim expenses, this has been addressed by the Service.



## How the organisation was assessed

The assessment interviews with volunteers took place face-to-face at the Jobs & Skills Service office in Centre for Independent Living, the Waverley Community Allotment Project, and at Community Hub Central. Interviews also took place via Teams and by phone with staff and volunteers. To meet the sampling criteria, volunteers in a range of roles were interviewed. Volunteers interviewed represented a range of ages, lengths of service and gender; which meant that in total, 27 volunteers were interviewed.

The Assessor gave the liV Lead clear guidance on the breadth of the sample of volunteers to be chosen for the assessment interviews. Volunteers were identified by the Assessor for the assessment interviews.

One-to-one, face-to-face interviews took place with the Head of Service (Community Hubs), a Tutor, and the Project Worker at the Waverley Community Allotment. The Service Manager and the Volunteer Hartlepool Careers & Volunteer Advisor (liV Lead) were interviewed as a pair, a Digital Navigator and Advisor from Community Hub Central were interviewed as a pair, as were the Volunteer Coordinator and the Community Hub Coordinator (Central). A Tutor was also interviewed with the 2 administration volunteers from the Hubs.

NUMBER OF SITES, BRANCHES, LOCATIONS:	5
NUMBER INCLUDED IN INTERVIEW SAMPLE:	3
NUMBER OF VOLUNTEERS:	111
NUMBER INTERVIEWED:	27
NUMBER AS % OF TOTAL:	25%
NUMBER OF VOLUNTEER ROLES:	3
NUMBER OF ROLES SAMPLED BY INTERVIEW:	3
NUMBER AS % OF TOTAL:	100%
NUMBER OF STAFF:	38
NUMBER INTERVIEWED:	10
WERE TRUSTEES INTERVIEWED?	N/A

### WRITTEN EVIDENCE:

Documents reviewed with the self-assessment: Volunteer Policy, Volunteer Management Guide, Volunteer Handbook, Discover Volunteering training booklet,

Further evidence reviewed during the liV journey: the Hartlepool Now website, Volunteer Induction Checklist, Volunteer Problem Solving policy, Volunteer Application Form, Volunteer Agreement and the template for the Volunteer Exit Interview.

## Meeting the standard

### Quality area 1: Vision for volunteering

Volunteering is embedded within the overall vision, values, culture and aims of the organisation and its impact is recognised and communicated. Organisations understand why they involve volunteers

Practice		Met
1.1	Volunteering is planned and reviewed in line with the organisation's vision, strategy, and values	Yes
1.2	Volunteering is valued as part of the culture of the organisation and the benefits of volunteering are understood and communicated	Yes
1.3	The impact of volunteering in contributing to organisation aims is understood and communicated	Yes
1.4	Volunteer involvement is reflected in management, financial and resource planning	Yes

Volunteering is integral to the vision and aims of Hartlepool Borough Council and is embedded in the work of the organisation at both a strategic and operational level. Recognition that volunteers are essential to delivering the vision, values, and charitable objectives is communicated throughout key documents, for example, the Volunteer Policy and the excellent Volunteer Handbook and the Volunteer Management Guide. Comments from volunteers included, 'We have tops and lanyards. It shows they invest in us. I feel smart, a proper part of the community, part of something, like now I've arrived - I feel so part of the group' and 'Steelies are supplied, gloves, boots, sun creams, hats, goggles, training – we have everything we need'.

The impact of volunteering in meeting the organisations' aims is communicated in a variety of ways for example, through success stories and key statistics, volunteer celebration events; regular contact with members of staff where volunteers can evaluate and discuss their progress and their volunteering journey. Comments from members of staff included, 'Volunteers are key to us across Community Hubs, bring a different dynamic and experience to the hub, couldn't be done without volunteers, they support thousands of people across Hartlepool – volunteers are vital' and 'They are amazing, volunteers make people feel so welcome, they add a huge amount to the organisation.'

Volunteers interviewed positively expressed the benefits to them from volunteering and understood the impact their roles have on themselves, service users, the general public and the local communities within Hartlepool. Also cited was the opportunity to make a difference, the social aspect of volunteering including meeting new people and feeling 'part of something bigger'. Other benefits mentioned were social interaction, increased self-esteem, identity, improved mental health and confidence. Comments from volunteers included, 'I was very quiet. When I get anxious, I can get a stammer. In the past, people have made me feel quite small. I can now talk to everyone. It's a massive change in me', 'It's really boosted my confidence, I was very low but now I'm much happier. I meet

new people and now I can actually talk to them, I can do this! Also, my family can see there's been a massive change in me', 'Learnt what plants are, joinery skills, stringing onions, gathering seeds – amazing' and 'Exercise, release from nervous tension, meeting different people, peace, escape from the rat race!'

## Quality area 2. Planning for volunteers

People, policies, and procedures have been put in place to ensure volunteering is well-managed

Practice		Met
2.1	There are specific and proportionate systems and processes for volunteer involvement that are regularly reviewed	Yes
2.2	Relevant people in the organisation are aware of systems and processes relating to volunteering and why they are important	Yes
2.3	There are designated people responsible for volunteers and volunteering that have experiences, competencies, and attributes for the role	Yes
2.4	Systems are in place to ensure the management of risk, safeguarding, health and wellbeing and protection of volunteers, the organisation, and others	Yes
2.5	There are problem solving procedures to deal with issues raised by or about volunteers	Yes
2.6	Records of volunteer involvement are maintained in line with data protection	Yes

Overall responsibility for volunteering is taken by the Head of Service (Community Hubs), with day-to-day responsibility taken by the Careers & Volunteer Advisor and Volunteer Coordinator who are part of the Volunteer Hartlepool Team. The team ensures that appropriate volunteer management systems and processes are in place, are understood by all staff working with volunteers and are regularly reviewed to ensure they are working effectively for both staff and volunteers.

The Volunteer Hartlepool Team recognises the need for staff to be fully trained in the relevant areas to deliver volunteer management and retention of volunteers. All staff members are encouraged to attend monthly continuous personal development (CPD) training to improve their skillset and further their development that is relevant to their roles and responsibilities. All staff who support volunteers have the relevant skills and experience, 'I love my job, get great satisfaction from it. Volunteers are involved at all levels in the organisation.'

There is mandatory induction training for volunteers which includes safeguarding, management of risk, and health and safety. The safety and wellbeing of volunteers is paramount, and all volunteers interviewed were aware of this and comments from volunteers included, 'We support each other, give each other emotional support, X [staff member] is great, always checking in on us, she texts us weekly too' and 'We do four weeks on health and safety through our induction, it's very thorough, you have to achieve the certificate. Staff make you aware that you are safe, no one is ever left alone.'

Members of staff ensure there are good policies and procedures in place to provide support and assist in guaranteeing the quality of the volunteering experience.

### Quality area 3. Volunteer inclusion

There is a positive approach to inclusion, equity and diversity and a proactive approach to making volunteering accessible

Practice		Met
3.1	The organisation is inclusive and managed in a way that encourages the involvement of and is welcoming to a wide range of people	Yes
3.2	There is a proactive approach to increasing volunteer diversity, addressing under-representation, and including targeted groups as part of the organisation's inclusion, equity and diversity aims	Yes
3.3	Information about volunteering opportunities is made as widely available as possible using a range of methods and there is active engagement with a diverse range of people	Yes
3.4	Where possible there is a wide range of accessible opportunities that can be adapted throughout the volunteer's journey	Yes

The Volunteer Policy sets out the organisation's values with regard to equality of opportunity and highlights the importance of diversity, this is also covered within staff and volunteers' induction and training and in the Equality and Diversity Policy. Comments from volunteers included, 'Good to meet people from different walks of life – don't judge people – we all get on!' 'Recommend volunteering to anyone – very friendly, a community, a family. It's great for personal well-being. Everyone is equal.' Comments from members of staff included, 'A big benefit to the organisation is that volunteers bring so much diversity to the organisation', 'Volunteers bring a vast amount of experiences and are very diverse' and 'We have a diverse range of life experience, it's very helpful for a range of people.'

Hartlepool Council hosts the Hartlepool Now Website which includes a Volunteer Section which has a range of roles available within Hartlepool. This includes the opportunity for new opportunities to be uploaded by either Community Hubs or any other organisation including Voluntary & Community Sector Groups. The organisation also promotes its volunteering opportunities through a range of media that includes their own projects and services, newsletters, relevant local development agencies and networks, the press, workshops, information stalls, local universities, presentations, Social Media Platforms, leaflets, fortnightly staff communications meetings, staff Team Meetings, Youth Hub Workshops, through community engagement, careers events and the Discover Volunteer Training. The organisation also looks to recruit people who approach directly at the door, on the phone or by email across the whole of Hartlepool.

### Quality area 4. Recruiting and welcoming volunteers

It is easy for people to find out about opportunities, explore whether they are right for them, and get involved

Practice	Met
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4.1	People are clear about the opportunities available and the process to become involved	Yes
4.2	Recruitment processes and checks are timely, fair, consistent, straightforward, and appropriate	Yes
4.3	Recruitment is a two-way process for volunteers to find out more and that considers how individual and organisational needs can be met	Yes
4.4	Volunteers are provided with any necessary information, introductions, and training for their role	Yes

The work of the organisation is widely publicised, this includes information about how volunteers support the Community Hubs and the Waverley Community Allotment and is also outlined in volunteer role descriptions. There is a clear recruitment and induction process which is consistently applied and includes ample opportunity for prospective volunteers to consider if the opportunities on offer are right for them. The volunteer application pack includes everything the applicant would need to know and how to apply. This includes a simple application form, role description, FAQs, and information about the selection process. All staff working with volunteers were aware of their part in the recruitment process and confirmed the protocols in place worked well. All volunteer enquiries or interest is actioned within 48 hours and interested individuals are then invited in for a one-to-one confidential discussion where the recruitment process is discussed in detail.

Volunteers access Discover Volunteering Training before their initial volunteer role commences to give a better understanding and knowledge of the volunteer process, rights and benefits, expectations, also safeguarding, equality and diversity, Prevent and British Values, health and safety and communication skills. Volunteers achieve a qualification when they complete the Discover Volunteering Training. This is then followed by role specific induction and training. Each volunteer has a dedicated officer who they can contact at any time to discuss the volunteer process if unsure or unclear. Volunteers interviewed were very positive about the recruitment process and their induction, 'I loved the Discover Volunteering training we did; it gave me so much confidence and I really understood what volunteering is all about.' Comments from members of staff included, 'We go through preparing people to volunteer, it's very interactive, we do role-plays. We also look at what they want from volunteering, what information they need, what support they need – I think it's great.'

### Quality area 5. Supporting volunteers

Volunteers feel supported at all times, that they are a part of the organisation and that their contribution makes a difference

Practice		Met
5.1	Volunteers feel appropriately supported in their role and able to discuss all aspects of their volunteering	Yes
5.2	Volunteers and everyone in the organisation who comes into contact with volunteers are clear about the scope of volunteer roles and what volunteers can expect from the organisation	Yes
5.3	Volunteers have the opportunity to discuss how they are doing	Yes

5.4	Volunteers have opportunities to express their views and ideas and to be involved in relevant decision making	Yes
5.5	Volunteers feel there is good communication between themselves and the organisation	Yes
5.6	There are systems for volunteers to have a positive and managed exit	Yes

Volunteers commented that they feel a part of the organisation, and how well they are supported, and this is outlined in volunteer role descriptions, recruitment, all volunteer related policies and procedures and at induction and training for example, the Volunteer Management Guide explains how staff can engage volunteers to support the organisation's activities, what they should do to manage volunteers effectively, with emphasis on the support that volunteers require. When volunteers start volunteering within the Community Hubs, they are given a named point of contact who is their Mentor/Supervisor. All volunteers in all roles are assigned members of staff who provide support and direction throughout their volunteering journey and undertake one-to-one monthly reviews with volunteers.

The organisation's commitment to providing support for volunteers was strongly evidenced throughout the interviews with staff and volunteers, and comments from volunteers included, 'I feel appreciated, they are friendly, they support you – it's more like a family' and 'I recently moved to the area, now I've become part of this community in the hub, I'm so well supported, I support myself and support others too – I love it.' A member of staff said, 'We support volunteers right through the whole process, its ongoing support, we do lots of follow-ups - it's a handheld service tailored to what the individual needs.'

Volunteers are able to request a meeting with staff at any time or contact them to discuss any specific issues. Consulting with volunteers is built into the values of the Service and volunteers appreciate being consulted and involved in the development of practice in relation to volunteering and the wider organisation. A good example is the involvement of volunteers in the Investing in Volunteers development and accreditation journey. A member of staff said, 'We always encourage volunteers to tell us about any new ideas they have' and comments from volunteers included, 'We bounce ideas off each other for example, we suggested more healthy options like fruit in the café and now we have it. It's very friendly, better than a High Street café, it's like a social club, we all chat - it's lovely' and 'We talk about the future of the allotment, staff and volunteers are involved - it belongs to everyone.'

### Quality area 6: Valuing and developing volunteers

Volunteers are valued and there are opportunities for volunteers to develop and grow through their experience

Practice		Met
6.1	Volunteers feel their contribution is meaningful and rewarding	Yes
6.2	Volunteers feel valued by and a part of the organisation	Yes
6.3	The experiences, attributes, and competencies that volunteers bring are recognised and they have opportunities to develop them	Yes



6.4	Volunteers have the opportunity for connecting with and learning from other volunteers where appropriate	Yes
6.5	Volunteers' future aspirations are supported where appropriate	Yes

Volunteers feel that their contribution is meaningful, they enjoy their roles and feel valued, and the organisation demonstrates that it values volunteers through various formal and informal mechanisms. Those identified by volunteers included attendance at a range of meetings, support, access to training, and being routinely thanked at the end of each volunteering session. They also talked about attending volunteer meetings, staff meetings and catch ups and reviews where they can discuss progress, challenges, and successes and comments from volunteers included, 'Staff always thank us, thank us for our input, they really appreciate us, and we had certificates for volunteers week – that was lovely.'

Volunteers are referenced throughout organisational strategies and plans and members of staff spoke about the importance of valuing volunteers and helping them to realise their aspirations, comments from staff included, 'We couldn't do what we do without volunteers. The café would close. We value them immensely', 'We want to grow people – volunteers go on to being members of staff' and 'We depend on volunteers, take orders, give out food and give out advice. The day when volunteers don't turn up you really feel it. We really value volunteers.'

The organisation clearly invests in volunteers to achieve their aspirations, and many have moved into further education and employment. All volunteers can access training that is relevant to their role or their personal development goals which are reviewed at supervision. All volunteers are given the opportunity to access careers guidance and a career plan to look at competencies, skills, and attributes to help support their personal and professional development and move them closer to the labour market. This is shown within the Volunteer Policy and further information in the Volunteer Handbook. Comments from volunteers included, 'I'm on year two of a British sign language course, working with autistic children, fantastic for me', 'Food hygiene, very useful. Suicide prevention course and other courses around mental health issues such as mental health first aid', 'Volunteers now have access to training by council staff. This is a very recent development, its brilliant' and 'We talk with staff about what you have achieved, about going on to employment, I really value those check-ins, it's great.'

Volunteers connecting with and learning from other volunteers is embedded throughout the organisation's ethos and values. This was confirmed by interviewees and in their policies and procedures. A volunteer said, 'There's a great sense of a community, volunteers support each other. Some ladies taught me to knit. There's a wide mix of people, 16 to 80-year-olds and intergenerational staff – great!'



## Future Plans

Volunteering is embedded within the ethos of the Council's Community Hubs and will continue to be a key element of the Service.

The Hartlepool Community Hubs Strategy 2023-2028 was endorsed by the Council in January 2023 and one of the key ambitions is to 'promote, provide and develop volunteering opportunities.' This strategy provides the framework to build on the amazing progress which has already been made whilst improving the range of opportunities available to residents within Hartlepool.

An example of this is the partnerships which will be developed at the Waverley Community Allotment. This will see a range of community organisations being provided with dedicated space which will enhance the overall offer with a focus on health and wellbeing. This development will increase the number of residents accessing the site and provide new volunteering opportunities across a range of areas such as Horticulture, Community Development and Advice & Guidance.

There will also be new volunteering opportunities created within the Community Hubs such as a focus on some of the branches such as Seaton Carew, Throston and Headland. These opportunities will be across a wide range of voluntary roles to support the services being delivered by Community Hubs.

## Strengths

A number of strengths were identified during the assessment, these are detailed below. The numbers in brackets refer to the quality area and specific practice of the Investing in Volunteers standard.

- Supporting and caring for volunteers is embedded in the organisation's ethos and values. The organisation has substantial support and wellbeing mechanisms in place for all volunteers, and this was confirmed by interviewees and in their policies, strategies, and plans. There is recognition that emotional care for volunteers positively impacts on the well-being of volunteers, staff, and the wider organisation. The organisation provides a range of opportunities to enable volunteers to discuss difficult situations and receive peer support. Volunteers' wellbeing is discussed at all volunteer support sessions. Volunteers rate support very highly and comments included, 'Fantastic support, a brilliant introduction. I'm a stay-at-home parent, no qualifications and volunteering made me do things and now I'm doing brilliant. I slotted into the team, no problem' and 'Volunteering is brilliant, you can be yourself, staff are non-judgmental and so supportive, I go at my own pace, under no pressure – fantastic!' This level of support ensures that volunteers remain motivated and committed thereby enhancing their volunteering experience overall.  
(**Planning for volunteers** 2.3, 2.4, **Supporting volunteers** 5.1).
- A strength is how the organisation recognises the impact volunteers have and how valued they are, and how this contributes to volunteers feeling confident and empowered in their work. Valuing volunteers is embedded across the whole organisation, for example, in its training, media, its website, case studies, strategies, and policies and procedures that relate to volunteers. All staff interviewed praised volunteers and expressed how valuable they are, and volunteers talked about how valued they felt, and comments from volunteers included, 'I've just started. I feel so valued. Everyone is so supportive. I have just slotted in. It feels so good' and 'Volunteering is very therapeutic, it's so valuable and I feel so valued.' A member of staff said, 'I chat to volunteers one-to-one, if volunteers want to develop further, we look at a career plan. During recruitment we always understand why volunteers want to volunteer.'  
(**Vision for volunteering** 1.3, **Valuing and Developing Volunteers** 6.2, 6.3).
- Another strength is how the organisation understands and communicates the benefits of volunteering. There were numerous positive comments from volunteers on the benefits of volunteering, 'It took me about two months to speak when I first came but now I talk all the time, we all get on so well', 'I wouldn't leave my house, I have autism, now I am much more sociable, I mix with people, meet people, everyone mixes - I get so much from it' and 'I was low in confidence, but now I'm high in confidence – amazing'. This is a strength because it contributes to volunteers feeling confident and empowered in their roles and for their future development.  
(**Vision for volunteering** 1.1, 1.2, 1.3)

## Continuous development and improvement

Suggestions for continuous development and improvement are offered to help the organisation be even better than it already is in relation to involving volunteers. The adoption of these suggestions and progress against them will be followed up on and more fully explored during the renewal assessment in three years' time. The numbers in brackets refer to the quality area and specific practice of the Investing in Volunteers standard.

- Recruiting volunteers for the Community Hubs especially at Community Hub Central has been very successful and volunteer numbers are high. The Volunteer Coordinator is the main contact for volunteers, but volunteers are also supported by a range of staff members in the Hubs. Volunteer recruitment is ongoing and volunteer numbers will grow increasing the 'capacity load' on staff, with the possibility of jeopardising the quality of the volunteer experience.

**Action:** Review the capacity of staff to recruit, train and support volunteers at present levels. Develop a volunteer recruitment strategy / plan.  
(**Vision for volunteering** 1.4, **Planning for volunteers** 2.1, 2.3).

- The organisation records and reports on the 'distance travelled' by volunteers for example, through monthly one-to-one meetings with a member of staff. The volunteer journey could be further enhanced by recording, measuring, analysing, and reporting on volunteers' 'soft outcomes' for example, increased confidence, wellbeing, and social interaction. This could further demonstrate the impact of volunteering on volunteers, the public and local communities.

**Action:** Review how volunteers' 'soft outcomes' are recorded, measured, analysed, and reported on, taking into consideration the development point above,  
(**Vision for volunteering** 1.1, 1.3, **Valuing and Developing Volunteers** 6.5).

# ADULT AND COMMUNITY BASED SERVICES COMMITTEE

25 January 2024



**Subject:** 'DRAWING ATTENTION' EXHIBITION AT  
HARTLEPOOL ART GALLERY

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

**Decision Type:** For information

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## 1. COUNCIL PLAN PRIORITY

<b>Hartlepool will be a place:</b>
- of resilient and resourceful communities with opportunities for all.
- that has an inclusive and growing economy.

## 2. PURPOSE OF REPORT

- 2.1 To provide members of the Adult and Community Based Services Committee with information regarding the planned British Museum 'Drawing Attention' Tour at Hartlepool Art Gallery from May to August 2024.

## 3. BACKGROUND

- 3.1 In June 2022, the British Museum released a 'call for partners' to take part in the touring exhibition 'Drawing Attention' which would see over 40 significant artworks from their permanent collection shown in venues around the UK.
- 3.2 The artworks that form the exhibition have been selected by the British Museum and show a wide range of approaches, exploring questions of identity, memory and materiality, amongst others. They are shown alongside works on paper dating back as far as the early 1500s, to demonstrate the emerging artists' continuities and dialogue with historical traditions of drawing.

- 3.3 Three venues were successful in their application to take part - York Art Gallery, Wolverhampton Art Gallery and Hartlepool Art Gallery. The exhibition will be shown in Hartlepool 18 May – 24 August 2024.

#### **4. PROPOSAL**

- 4.1 The selection from the British Museum presents works from Mary Delany and Edouard Manet, to Dame Barbara Hepworth, Andy Warhol and Yinka Shonibare CBE RA, and contrasts the more traditional techniques with emerging artists including recent Turner Prize nominee Sin Wai Kin. The calibre of works on display is expected to significantly increase visitor footfall, attracting local and regional visitors to the gallery and demonstrating the ability of the art gallery to act as a cultural catalyst in the delivery of the Hartlepool Masterplan.
- 4.2 An exhibition of this size from a national institution would usually involve significant financial outlay, however on this occasion all transport, conservation, framing and installation costs are met by the British Museum. Tees Valley Museums Group has additionally allocated funds to provide engagement activities which will take the form of two projects; one with students from the Northern School of Art and one with a local youth group.
- 4.3 Students from the Northern School of Art will be given the opportunity to create their own artistic responses to the British Museum display. Their finished work will be displayed in the exhibition, providing a platform to showcase their work and develop their skills, knowledge and confidence.
- 4.4 Young people from Hartlepool will work with the team to select artworks from our own collection which align with the themes explored in the exhibition. The group will select works for display, learn about the context the works were produced in and write their own labels for them. This approach will demonstrate that the seemingly modern themes of the contemporary works, from the representation of people of colour in art history to the oppression of marginalised groups throughout time, can be traced back throughout history. Engaging local young people with our collections will have the focused outcome of validating their own voices and experiences, but also by using their labels alongside the artworks, this will affirm the relevance of them to visitors to the exhibition.
- 4.5 As the artworks being borrowed from the British Museum are of international historic and artistic significance, environmental and security conditions of the display venue must meet Government Indemnity Scheme standards.
- 4.6 Since Hartlepool Art Gallery was converted from a church in the 1990s, no improvements have been carried out to keep pace with changing requirements for the display of artworks. Taking into account the standards that lenders such as the British Museum specify, a number of areas for improvement were identified including:

- a) Increased display space to accommodate the large number of artworks that make up the exhibition.
- b) Reduction of light levels in display areas. There is nothing in place to prevent daylight ingress through windows leading to unacceptable UV and lux levels which damage works on paper.
- c) Environmental conditions. A lack of data on temperature and relative humidity within the gallery is of concern. Works on paper require specific conditions in order to be exhibited.

To make these improvements, two sources of external funding have been successfully awarded; £10,000 from Museums Development North East and £10,000 from the British Museum Trust, along side this funding has also been provided from Tees Valley Museums Group (TVMG).

## 5. OTHER CONSIDERATIONS/IMPLICATIONS

<b>RISK IMPLICATIONS</b>	There are risks to the exhibition not going ahead if the works outlined in 4.6 are not completed to make the building suitable for the exhibition and if work is not completed to make the building watertight. Completing this work on schedule is vital to avoid cancellation of the tour in Hartlepool which would cause reputational damage both locally and nationally.
<b>FINANCIAL CONSIDERATIONS</b>	<p>The Museum and Gallery service has been awarded £20k to date to assist in the preparations for the exhibition as outlined in 4.6. The improvements made to the gallery using these funds will make the venue more attractive to national lenders, increasing the likelihood of further tours and loans of significant works to Hartlepool.</p> <p>The marketing and communications for this exhibition will be met from existing budgets. Marketing guidelines have been shared by the British Museum team with images supplied by the British Museum. Final versions of all press and marketing assets must be signed off by the British Museum.</p> <p>£4k of engagement programme funding has been secured from TVMG to deliver the proposals outlined in 4.3 and 4.4.</p> <p>HBC insurance team has been informed of the tour and is aware of the value of the works, and the fine art insurance levels required to cover the tour.</p>
<b>LEGAL CONSIDERATIONS</b>	No specific considerations at this time.

<b>CHILD AND FAMILY POVERTY</b>	This exhibition would bring major artworks from national collections to Hartlepool for residents to enjoy free of charge, that would ordinarily only be accessible to those able to travel out of the town to London.
<b>EQUALITY AND DIVERSITY CONSIDERATIONS</b>	Impact on equality and diversity will be considered throughout the process.
<b>STAFF CONSIDERATIONS</b>	The British Museum, require an increased number of invigilators in the gallery during the exhibition run. The service is actively recruiting and training a volunteer workforce to assist with this commitment. It is hoped that the majority of volunteers will be recruited from the Tall Ships Quay Mates, following the successful deployment of wayfinders and guides onsite at the gallery and museum during the event.
<b>ASSET MANAGEMENT CONSIDERATIONS</b>	The gallery has suffered significant water ingress in recent months, with leaks affecting both exhibition areas and the tower which has triggered false alarms and Cleveland Fire Brigade call outs. Works are required to ensure the building remains in good repair and is watertight. The speed at which these works are delivered is particularly important, given the impending exhibition that is outlined. External works are programmed to begin in January, with internal works to follow shortly afterwards when the building has dried out. Whilst not part of the exhibition planning the completion of these works in a timely manner is a central element of the ability to deliver this work.
<b>ENVIRONMENT, SUSTAINABILITY AND CLIMATE CHANGE CONSIDERATIONS</b>	No specific considerations at this time.
<b>CONSULTATION</b>	The Art Gallery Curator has worked with Northern School of Art staff and Hartlepool Borough Council Youth Services team to design the accompanying education programme.

## 6. RECOMMENDATION

- 6.1 It is recommended that Committee note the information in the report and the opportunities that the proposed exhibition presents.

**7. REASON FOR RECOMMENDATION**

- 7.1 Securing an exhibition of this profile is an extremely positive outcome for Hartlepool that will have an impact on education, engagement of the local community and attracting visitors.

**8. BACKGROUND PAPERS**

- 8.1 None

**9. CONTACT OFFICER**

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Adults and Community Based Services  
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(01429) 523441

Sign Off:-

Managing Director	Date: 20/12/2023
Director of Finance, IT and Digital	Date: 20/12/2023
Director of Legal, Governance and HR	Date: 20/12/2023



## **Annex D**

### **General security conditions and environmental conditions which apply under the government indemnity scheme**

National Heritage Act 1980, section 16

- 1      The borrower shall at all times be responsible for ensuring that the greatest possible care is taken of the indemnified object.
- 2      The indemnified object must be accommodated in a strong building which has well-protected windows, doors and skylights. The building must also provide appropriate control for the indemnified object.
- 3      The whole of the building must have an automatic fire detection system fitted by a NACOSS (National Approval Council for Security Systems) or SIA (Security Industry Authority) approved alarm company which is serviced annually and maintained in good working condition.
- 4      At night, or when the building is closed or not otherwise in normal use, there should be either an agreed level of night guarding by security staff within the building and/or an intruder detection alarm system which covers all possible routes into the building including windows and rooflights. The alarm system should be fitted by a NACOSS or SIA approved alarm company and should be serviced twice annually and maintained in good working condition.
- 5      The intruder and fire detection systems must be connected by a secure monitored signal to an alarm receiving centre unless they are monitored internally at all times by security personnel.
- 6      If, as the result of false calls, the police response to an intruder detection system is: downgraded; withdrawn; or if there is a failure which renders the system ineffective; or if the system cannot be re-set immediately; then guarding by trained personnel must be introduced until the police response is restored or the system repaired or re-set.
- 7      Environmental conditions must be maintained 24-hours a day, 7-days a week throughout the loan period from the time the indemnified object arrives until it departs from the loan venue.
- 8      Relative humidity, temperature and light levels should be monitored throughout the loan period in the space within which the indemnified object is contained.

- 9 Paintings, drawings and similar objects must be secured to walls by mirror plates and security screws, or if this is not possible for any reason, an acceptable alternative must be agreed with the National Security Adviser.
- 10 Small pictures, less than 450mm x 250mm (A3 including frame), must not be displayed near windows, fire escapes, or entrances and exits to the building.
- 11 Any indemnified objects including but not limited to unglazed paintings, fragile or sensitive material must not be mounted within two metres of a portal or doorway and there shall be at least 1 metre between the floor level and lowest part of the frame/works. They shall be protected by rope or other barriers which must be at least 1 metre from the exhibits or an acceptable alternative must be agreed with the National Security Adviser and the Environmental Adviser.
- 12 Small portable objects must be exhibited in locked display cases which should be fitted with anti-bandit laminated glazing meeting British Standard BS 5544 and EN 356 P3A. This glazing will be 11.3mm thick or greater. The use of Acrylic or Perspex material may be permitted as an alternative provided its minimum thickness is 12mm. If the material consists of gold, silver, jewellery, coins or medals or items which are especially valuable, the cases must be fitted with alarm devices. The cases must be secured in a manner approved by the National Security Adviser.
- 13 All indemnified objects must be displayed so that it is invigilated by trained personnel who are in line of sight and nearby the indemnified objects. This will normally mean at least one person to a room unless an acceptable alternative is agreed with the National Security Adviser.
- 14 Warding or qualified staff must be constantly deployed in the exhibition rooms during the time the public is admitted and proper arrangements must be made for their relief for refreshment and other purposes. They must concentrate on the safety and security of the displayed material at all times.
- 15 When it is not possible to arrange for exhibition space(s) containing indemnified objects to be properly invigilated, it must be closed to the public.
- 16 There must be a form of drill, with which every member of staff is familiar, to cater for all emergencies.
- 17 An Emergency Plan should be drawn up, updated regularly and tested with practical exercises to cope with emergencies such as: fire; smoke; escape of water from tank, pipe or appliance; theft; robbery; vandalism; storm; explosion; terrorist act; political act; flood; riot; civil commotion; pest attack; earthquake; collision by aircraft or other vehicle.

- 18 Warding staff must be equipped with a means of communication to other members of staff
  - 19 When meetings, functions or other events are held in areas containing indemnified objects, consideration must be given as to an appropriate level of supervision and invigilation.
  - 20 Food or drink must not be allowed in the area containing the indemnified object except under arrangements approved by the National Security Adviser and Environmental Adviser of Arts Council.
  - 21 The arrangements for formal openings, private views, staff parties and other such events, functions and so on must comply with all the above conditions.
- A** In the event of loss or damage due to the specified conditions not having been observed the Secretary of State shall be entitled to conduct in the name of the owner or lender the pursuit or settlement of a claim against the borrower or a third party or to prosecute in the name of the owner. The Secretary of State shall have full discretion in the conduct of any proceedings or in the settlement of any claim and the owner shall give all such information and assistance the Secretary of State may require.
- B** These conditions are the minimum requirements of the Government Indemnity Scheme, but borrowers should be aware that some lenders impose additional conditions which the borrower will be required to meet for the loan to proceed.

January 2016