

PLEASE NOTE VENUE

CULTURE, LEISURE AND TRANSPORTATION PORTFOLIO DECISION SCHEDULE



Tuesday, 24th April, 2007

at 10.00 a.m.

**in Conference Suite 1,
Belle Vue Community Sports and Youth Centre,
Kendal Road, Hartlepool**

Councillor Tumilty, Cabinet Member responsible for Culture, Leisure and Transportation will consider the following items.

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Adult and Community Services Departmental Plan 2007/8 – 2009/10 –
Director of Adult and Community Services
- 2.2 Coronation Drive Remediation – Powers of Entry under the Environment Act
1995 – *Head of Technical Services*
- 2.3 Arriva North East Fares Increase – *Head of Technical Services*
- 2.4 Stagecoach Fares Increase – *Head of Technical Services*
- 2.5 Ashwood Close – *Director of Neighbourhood Services*

3. REPORTS FOR INFORMATION / DISCUSSION

No items

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

CULTURE, LEISURE & TRANSPORTATION PORTFOLIO

Report To Portfolio Holder

24th April 2007



Report of: Director of Adult and Community Services

Subject: ADULT AND COMMUNITY SERVICES
DEPARTMENTAL PLAN 2007/8 - 2009/10

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To submit the Departmental Plan for Adult and Community Services Department for Portfolio Holder consideration.

2.0 SUMMARY OF CONTENTS

- 2.1 The report outlines the key content of the Departmental Plan detailing the vision for the department, key objectives and performance indicators.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Departmental Plan is of relevance as outlines the strategic framework for the Department.

4.0 TYPE OF DECISION

- 4.1 Non-key

5.0 DECISION MAKING ROUTE

- 5.0 Adult and Public Health Portfolio and Culture, Leisure & Transportation Portfolio.

6.0 DECISION(S) REQUIRED

- 6.1 Portfolio holder is requested to endorse the proposed Departmental Plan.

Report of: Director of Adult and Community Services

Subject: ADULT AND COMMUNITY SERVICES
DEPARTMENTAL PLAN 2007/8 - 2009/10

1. PURPOSE OF REPORT

- 1.1 This report presents the Adult and Community Services Departmental Plan for Portfolio holder consideration. It highlights the direction of travel for the Department over the forthcoming three years.

2. BACKGROUND

- 2.1 Overview of the Plan - The Departmental Plan sets out the direction of travel for Adult and Community Services for the next three years. This is the first annual update and outlines progress on previous year's work. The plan enables us to ensure that we are able to respond to new initiatives and legislation that may affect the Council or the Department itself.
- 2.2 The unified approach to business planning adopted last year has been updated within the Council this year, with explicit links between the Corporate Plan, the Local Area Agreement outcomes, and Departmental plans.
- 2.3 This plan is intended to inform the reader about Adult and Community Services and how we as an organisation determine what we do, how we do it and how well we do it.
- 2.4 It is intended to signpost the reader to where they may find more out about a specific services area or aspect of what we do. To this end our plan is not an exhaustive document but an overview of the priorities and initiatives that are specific to this department.
- 2.5 The Departmental Plan for Adult and Community Services has been written in accordance with the agreed corporate format, and has clear linkages with the Corporate Plan. Moreover, within the Department, Service Plans, Team Plans and indeed individual officers' objectives can be clearly linked to the Corporate Plan.
- 2.6 The Department recognises the importance of the plan and regards it as essential to the delivery of services that achieve its strategic objectives. Additionally it is the means by which people at all levels of the organisation can understand how their work contributes to the achievements of those strategic objectives.

2.7 The following service plans are being developed under the strategic umbrella of the overall Departmental Plan:

- Older People
- Disabilities
- Mental Health
- Support Services
- Adult Education
- Libraries
- Sports & Recreation
- Museums and Heritage
- Parks & Countryside
- Strategic Arts

Each team, or establishment will also have a plan.

2.8 Strategic Direction for Adult Services - In January 2006 the Department of Health produced a White Paper “Our Health, Our Care, Our Say”. This set out a clear vision for the future of adult social care services which includes:

- A greater focus on the prevention of ill health and the promotion of well being
- More personalised care
- Services closer to people’s homes
- Better co-ordination and integration with health services
- Increased choice and control
- Focus on prevention

2.9 A report to Cabinet was made on 27 February 2006 outlining the content and implications of the White Paper. This continues to be an important driver for

2.10 The key drivers for the Department’s Community Services are wide and varied and include:

- Improving the Adult Education Service to focus on creating a strong emphasis on improving work skills and Skills for Life. Family Learning is also seen as a key priority, as is the maintenance of a wide range of ‘First Step’ provision to introduce adults to learning.

- Much of the work of Community Services is undertaken in collaboration with external partners and significant funding is sourced from regeneration schemes, government agencies and income generation to support a range of innovative schemes and services. The priorities for the next year include:

- Developing the Indoor Sports Facilities Strategy
- Revising the Cultural Strategy
- Developing the Tall Ships Delivery Plan
- Developing the H2O Delivery Plan

- 2.11 The opportunities for new partnership both within and out with the department are exciting, and the potential to increase the quality of services offered to Hartlepool's residents through better integration is huge. The management of services within their own compartments is a thing of the past.
- 2.12 The future lies in demonstrating leadership across traditional boundaries, and then putting citizens in control of the services they want and need and of their future design. The skills and experience of everyone in Adult and Community Services will be central to this task.
- 2.13 This plan explains our future priorities and sets out the Department's objectives. Implicit within that is our determination to improve things even further and provide services that offer quality, independence and choice in line with what citizens of Hartlepool tell us they want.
- 2.14 Monitoring and Reporting - The action plan detailing how the department will meet its main aims/objectives for the forthcoming year will be monitored constantly, and a quarterly report will be given to Portfolio Holder to update them on progress and highlight any key areas of achievement and concern.
- 2.15 Throughout the year, in certain circumstances, it may become necessary to either remove or amend an aim/objective or specific action from the annual plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments to the plan will only be made with full agreement of the relevant Portfolio Holder(s).
- 2.16 Reviewing the Plan - The overall departmental plan contains the key priorities for the next three years that will affect the department. Naturally these will change over time and will need to be reviewed and updated to reflect these changing priorities. As a revised Departmental Plan will be produced on an annual basis the overall priorities will be reviewed once a year.

3. FINANCIAL IMPLICATIONS

3.1 Nil.

4. RECOMMENDATIONS

4.1 The Portfolio Holder is requested to endorse the Departmental Plan.

ADULT AND COMMUNITY SERVICES DEPARTMENT



DEPARTMENTAL PLAN 2007/8 – 2009/10



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WELCOME TO OUR PLAN



Welcome to the Departmental Plan for Adult and Community Services Department. This plan sets out the direction of travel for Adult and Community Services for the next three years. This is the first annual update.

This plan is intended to inform the reader about Adult and Community Services and how we as an organisation determine what we do, how we do it and how well we do it.

It is intended to signpost the reader to where they may find more out about a specific services area or aspect of what we do. To this end our plan is not an exhaustive document but an overview of the priorities and initiatives that are specific to this department.

In June 2005 as a result of a number of key drivers, which included the Council's Way Forward Programme and The Children Bill, the Council undertook a major restructuring exercise from which the Department of Adult and Community Services was created. The department is now well embedded and a number of key appointments have been made to the structure.

In January 2006 the Department of Health produced a white paper "Our Health, Our Care, Our Say". This set out a clear vision for the future of adult social care services which includes:

- A greater focus on the prevention of ill health and the promotion of well being
- More personalised care
- Services closer to peoples homes
- Better Co-ordination and integration with health services
- Increased choice and control
- Focus on prevention.

The key drivers for the Department's Community Services are wide and varied and include:

- Improving the Adult Education Service to focus on creating a strong emphasis on improving work skills and Skills for Life. Family Learning is also seen as a key priority, as is the maintenance of a wide range of 'First Step' provision to introduce adults to learning.

- Much of the work of Community Services is undertaken in collaboration with external partners and significant funding is sourced from regeneration schemes, government agencies and income generation to support a range of innovative schemes and services through:
 - Libraries
 - Sports and Recreation
 - Cultural Heritage and Arts
 - Parks and Countryside



The opportunities for new partnership both within and out with the department are exciting, and the potential to increase the quality of services offered to Hartlepool's residents through better integration is huge. The management of services within their own compartments is a thing of the past.

The future lies in demonstrating leadership across traditional boundaries, and then putting citizens in control of the services they want and need and of their future design. The skills and experience of everyone in Adult and Community Services will be central to this task.

This plan explains our future priorities and sets out the Department's objectives. Implicit within that is our determination to improve things even further and provide services which offer quality, independence and choice in line with what citizens of Hartlepool tell us they want.

Key Achievements Last Year in Adult Social Care

- The Council has commenced building work (with our partners) on the 'Hartfields' Extra Care Retirement Village at Middle Warren.
- There has been a significant increase in the number and range of people receiving Direct Payments to enable them to arrange their own support and care.
- The numbers of people supported by the Council to live at home continue to compare well to the top performing Councils across the country.
- 100% of assessments have commenced within two days of referral.
- There has been an increase in intermediate care with a corresponding impact on reducing nursing and residential care. Intermediate care is a range of personal care services provided at home to maintain people's independence and prevent them moving into unnecessary hospital/residential care admissions.
- The Older People strategy was published, and the action plan that was developed is now being implemented.

- There has been increased access to services for recuperation and rehabilitation.
- More service users are accessing mainstream sport and leisure facilities.
- Low level floating support schemes have been developed. This is housing related support to help people live in their own homes.
- Telecare Services have been introduced. Telecare is the remote or enhanced delivery of health and social services to people in their own homes by means of telecommunications and computerised systems.
- Work commenced on integration of Health and Social Care Team, with one team now being located in the community.
- Real progress has been made with Connected Care in the Owton Ward. The social audit has been used to develop a model of service delivery.
- There has been an increase in the number of carers assessments.

The Public Opinion of our Services

Recent surveys have found that:-

- Around half of residents were satisfied or fairly satisfied with personal social services provided by the Council.
- 86% of the people who used the department's statutory complaint and representations framework said that the information they obtained was clear and easy to understand and they were either very satisfied or quite satisfied with the quality of the investigation and handling of their complaint.
- A survey amongst people using Direct Payments indicated a very high level of user satisfaction.

A questionnaire seeking carers' views on how the Carers' Grant should be spent and on carers' experience of assessment was sent to over 400 carers in October 2006. Feedback from this has led to an additional commitment concerning provision for emergencies being incorporated into the Hartlepool Multi-Agency Carers' Strategy.

In Community Services

- Improvements to Grayfields Recreation ground, supported by a Football Foundation grant, included a new changing room complex and artificial turf pitch, were completed in Nov 2006. This is complemented by the excellent work undertaken within Sports Development and the Football Development Officer and the Outdoor activities officer in particular.

- The Headland sports hall and fitness suite developed as an extension to the Borough Hall was opened for business in February 2006, usages have exceeded all expectations and new courses are constantly being developed to meet demand.
- The Maritime Festival in July 2006 was very successful, attracting in the region of 60,000 visitors.
- Hartlepool, in partnership with PD Ports and Hartlepool Marina, successfully bid to be Tall Ships Host Port 2010 and work planning this has commenced with key partners. This is an incredible opportunity for the Department and the town as a whole.
- Successful HLF Lottery bid for £250k was submitted to secure the conversion and restoration of PSS Wingfield Castle as an education resource centre as part of the Hartlepool Maritime Experience capital developments. This HLF success was complemented by the success of the Heugh Gun Battery Trust in achieving a £300k HLF award for their restoration and interpretation.
- The Face of Asia exhibition by Steve McCurry, Hartlepool was the only UK venue, this was a resounding success, followed in Dec 2006 with landscape photographer Jo Comish incorporating locally commissioned work.
- The Library Service hosted the National Children's Book Festival at St Hilds School in November, a sell out and the largest festival of its kind in the country.
- Progress has been made on the 'delivered' book service review, this is expected to be implemented by April 2007.
- The Race for Life has been attracted to Hartlepool for the first time, in June 2007
- The first Hartlepool Youth Games are planned for 2007 as a successor to the Teesside Youth Games.
- The renewal of the Waverley allotment site and the re-establishment of Briarfields allotments have been successfully achieved, the former with involvement from the learning disabilities unit who will be developing a comprehensive practical unit.

Public Opinions of our Services

A Viewpoint survey in early 2006 found that: -

- More than three quarters of residents are very satisfied or fairly satisfied with the borough's Libraries
- Almost 73% of residents stated that they thought overall Cultural facilities which include theatres and museums, have got better in the last three years.
- Over 57% of people are very or fairly satisfied with the overall Cultural and Recreational services provided by the Council

The 3 yearly Mori satisfaction survey was published in February 2007.

Overall satisfaction rates were good:

Service	% Satisfied (NRF)	% (Wider Hartlepool Figure)
Museums/Art Galleries	86%	91%
Libraries	91%	94%
Sports Club Facilities	74%	68%
Youth & Community Centres	74%	74%
Public Parks and Open Spaces	73%	85%

There are also figures for usage of local services which show that public parks and open spaces are the most used (53%), closely followed by libraries (50%) and museums and art galleries (28%).

Margaret Hunt has a copy of the full report if you are interested.



Nicola Bailey – Director of Adult & Community Services

INTRODUCTION

This document is the Adult & Community Services Departmental Plan for 2007/08-2009/10 and forms part of the Council's overall Service Planning arrangements. The plan details the key priorities and issues facing the department over the next three years, and includes a detailed action plan for the next 12 months. This plan will be reviewed on an annual basis, which will allow for any emerging priorities to be included.

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

This plan should be looked at in conjunction with both the Council's Corporate Plan, and the individual service plans, that together form part of the Council's overall Service Planning Arrangements. Figure 1, below, demonstrates how the plans are linked:

Tier 1 – Corporate Plan

The Plan details the key, Council-wide, strategic aims/objectives identified as being a priority for the next year. Also included are key actions associated with each aim/objective.

Tier 2 – Departmental Plan

The Plan details the key issues facing the Department over the next 3 years. It also includes a detailed Annual Action Plan stating how they will deliver the relevant key actions identified in the Corporate Plan.

Tier 3 – Service Plan

The Plan will be produced by each individual service within a Department. This will detail the services key aims/objectives for the forthcoming year, and how the service will meet the key actions included in the Department Plan.

This approach ensures that any aim/objective that appears in the Corporate Plan can be traced through to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall aims and objectives.

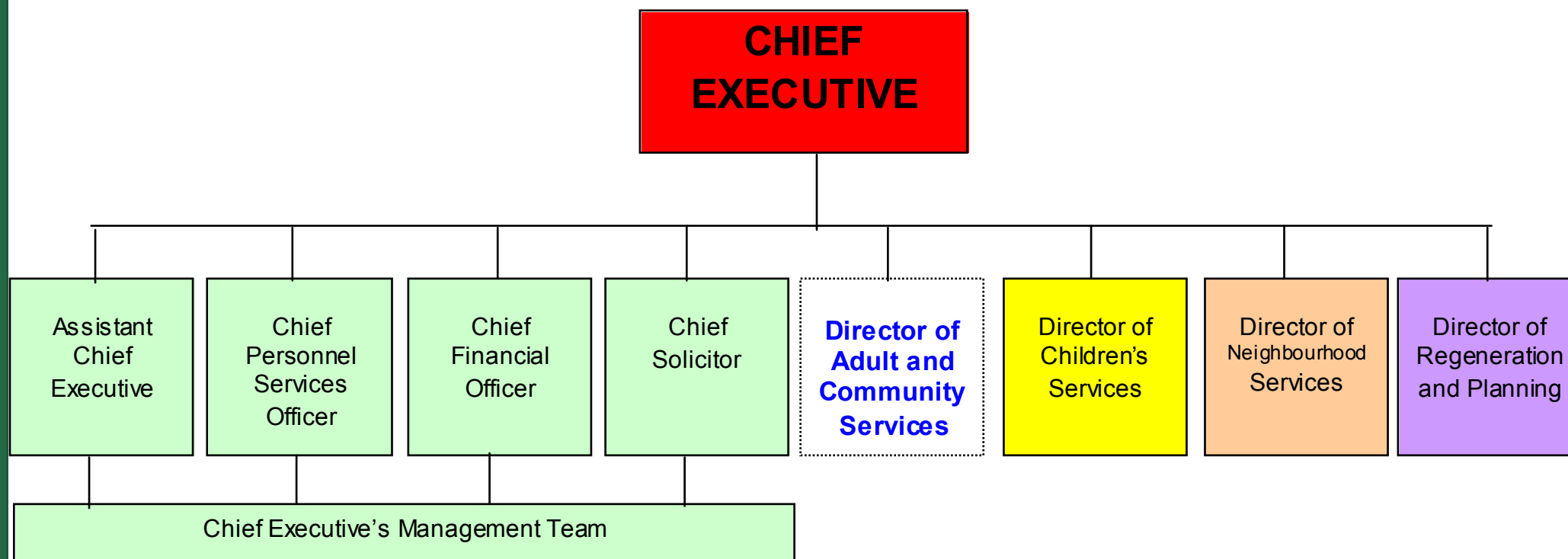
CHAPTER 1

Departmental Structure

This section contains the following:-

1. The Senior Officer structure – DMT and Directorate membership
2. Chief Officer accountabilities
3. Overview of Departmental structure, and where Department sits in overall Authority structure
4. The services that are provided by the Department

CORPORATE MANAGEMENT TEAM



DIRECTORATE



DIRECTOR OF ADULT &
COMMUNITY SERVICES
Nicola Bailey



ASSISTANT DIRECTOR
(ADULTS COMMISSIONING)
Ewen Weir

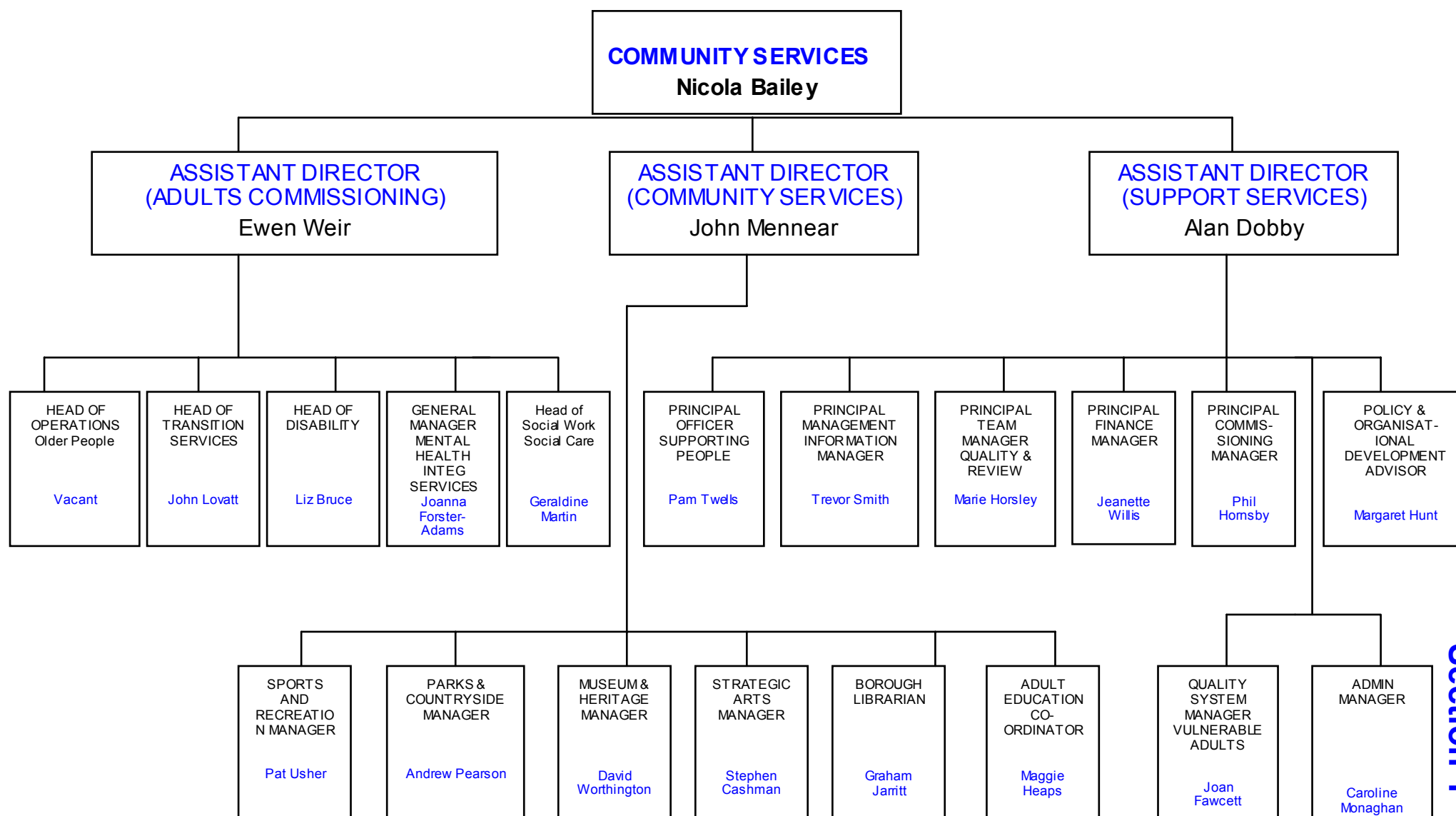


ASSISTANT DIRECTOR
(COMMUNITY SERVICES)
John Mennear



ASSISTANT DIRECTOR
(SUPPORT SERVICES)
Alan Dobby

DMT STRUCTURE



Section 2

CHIEF OFFICER ACCOUNTABILITIES

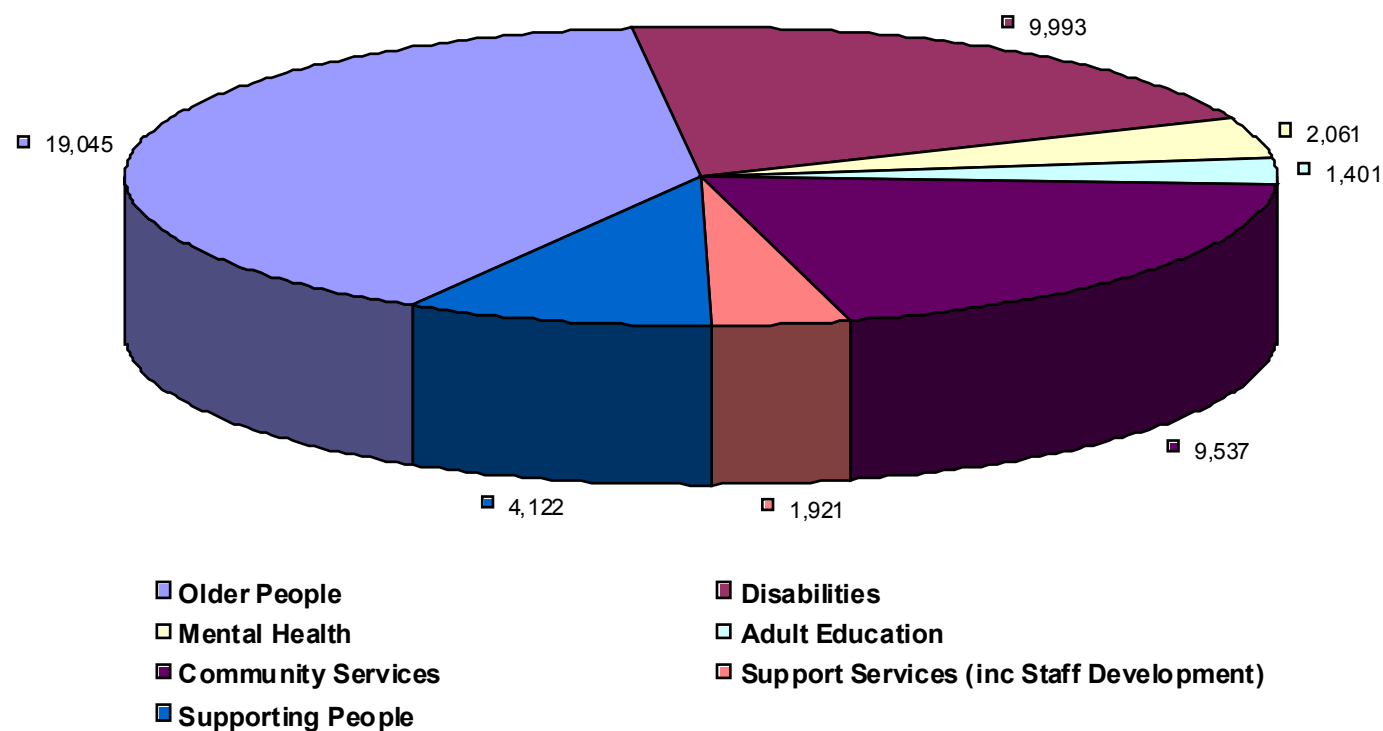
The new Adult and Community Services Department has a net budget in excess of £27m and over 600 staff working in the following divisions:

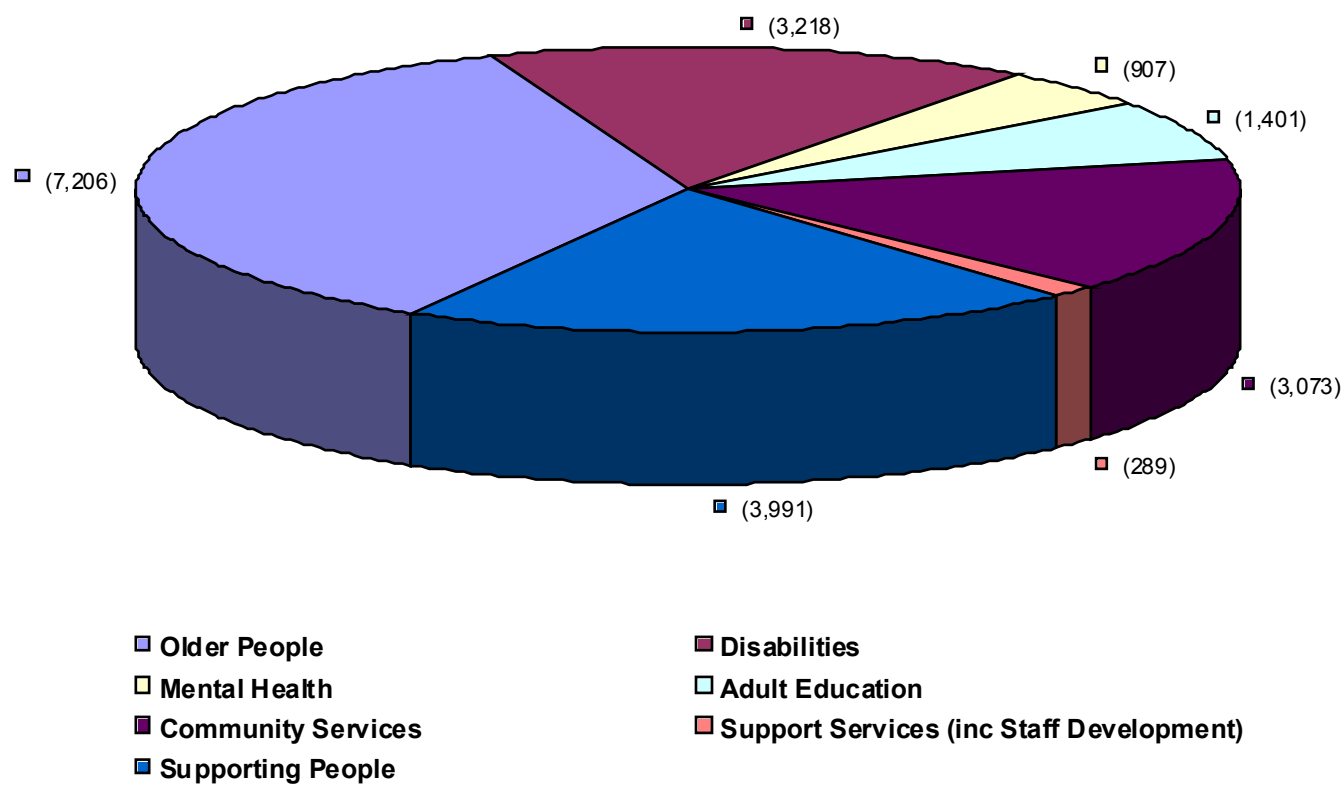
<i>Assistant Director Adult Commissioning</i>	<i>Adult Social Care services</i>	<i>Ewen Weir</i>
<i>Assistant Director Community Services</i>	<i>Community Services Adult Education</i>	<i>John Mennear</i>
<i>Assistant Director Support Services</i>	<i>Support Services</i>	<i>Alan Dobby</i>

The Department is starting to build innovative joint projects – initiatives that have been highlighted by the bringing together all services for adults. The formal structure provides the opportunity for further integrated approaches.

GROSS EXPENDITURE £ 000's - ADULT & COMMUNITY SERVICES
2007/2008

TOTAL GROSS EXPENDITURE - £48,081,000



INCOME £ 000's - ADULT & COMMUNITY SERVICES 2007/2008**TOTAL INCOME £20,084,000**

Section 3

This section contains the Department structure and an overview of the overall Local Authority structure.

ADULTS DIVISION



ASSISTANT DIRECTOR
(ADULTS COMMISSIONING)

Ewen Weir



HEAD OF SOCIAL
WORK/SOCIAL CARE

Geraldine Martin

HEAD OF
OPERATIONS
OLDER PEOPLE

Vacant



HEAD OF TRANSITION
SERVICES

John Lovatt



HEAD OF
DISABILITY

Liz Bruce



GENERAL MANAGER
MENTAL HEALTH

Joanna Forster-Adams

COMMUNITY SERVICES DIVISION



ASSISTANT DIRECTOR
(COMMUNITY SERVICES)

John Mennear



SPORTS AND
RECREATION
MANAGER
Pat Usher



PARKS &
COUNTRYSIDE
MANAGER
Andrew Pearson



MUSEUM &
HERITAGE
MANAGER
David Worthington



STRATEGIC ARTS
MANAGER
Stephen Cashman



BOROUGH
LIBRARIAN
Graham Jarritt

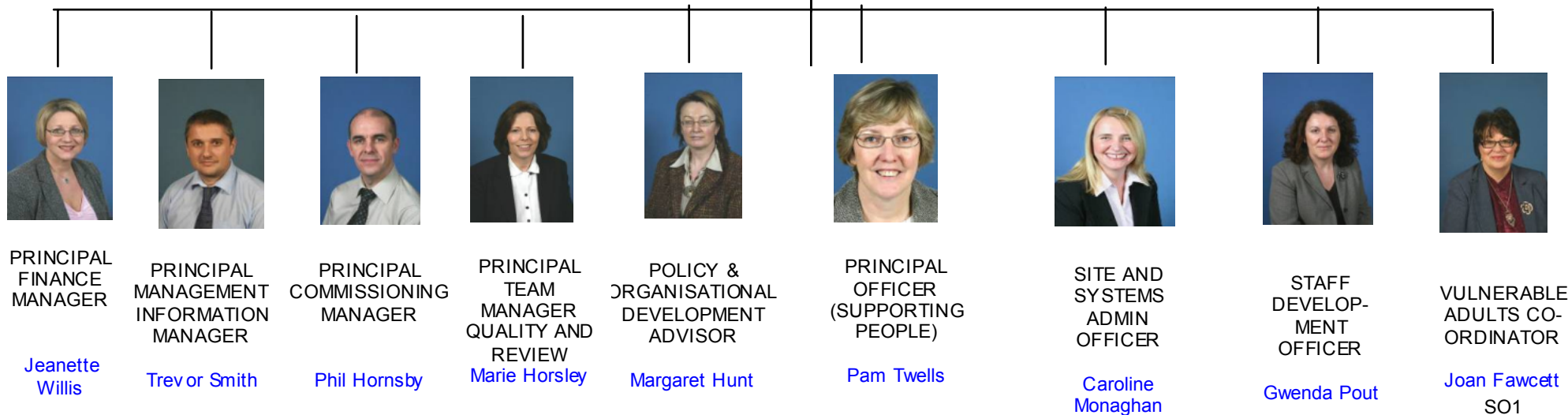


ADULT
EDUCATION
CO-ORDINATOR
Maggie Heaps

SUPPORT SERVICES



ASSISTANT DIRECTOR
(SUPPORT SERVICES)
Alan Dobby (CO)



Section 4

SERVICES PROVIDED

Services that are provided by the department. Here is an overview of each part of the Department.

COMMUNITY SERVICES



Adult Education

The Service works in partnership with a range of agencies to ensure that access is both locally available and varied. There is continual consultation with these partners to make sure provision contributes to local, regional and national priorities for learning.

Around 50% of our courses lead to an accreditation, and these include opportunities to gain vocational qualifications. We also provide a range of opportunities that are designed to encourage participation in learning.

The Services receives the majority of its funding from the Learning and Skills Council; with a total LSC grant for 2006-2007 of approximately £900,000. Additional funding is received from other funding agencies such as the Single Regeneration Budget and European Social Fund.

In addition to over 50 staff, including 35 tutors, we employ development and support teams to ensure that under represented priority groups are not disadvantaged from accessing provision.

Culture and Leisure Services



Culture and Leisure Services cover a wide range of facilities and activities provided by Libraries, Parks and Countryside, Sport and Recreation and Arts, Museums and Events. The total budget for these services is £6.1m, and over 300 staff are employed. Areas of work include:

- The provision of Museum and Heritage support services including the Museum of Hartlepool and Hartlepool Art Gallery, the PSS Wingfield Castle and the Hartlepool Historic Quay; in partnership with HMS Trincomalee. The Marina based attractions are marketed as the Hartlepool Maritime Experience.
- Town Hall Theatre and Borough Hall with associated arts events and activities. Main events include the biennial Maritime Festival and the Seaton Carew fireworks display.
- The central library and reference service is complemented with a six branch library network, a mobile library and a bookbus service and home library

service.

- Access to open spaces through four parks, six Local Nature Reserves, fifteen playgrounds, 1040 allotments and Summerhill Country park.
- Opportunities for sport and recreation through sports development schemes and through facilities such as Mill House Leisure Centre, Eldon Grove, Headlands Sports Centre, a managing arrangement with Brierton Sports college, sports pitches and outdoor bowling greens.
- The archaeological service for Teesside; and the joint archive service for Teesside.
- Community Centres, available for use by voluntary organisations and the community, providing a wide range of services and facilities e.g. drop-in advice surgeries, benefit campaigns, training and workshops.
- Foreshore services, including beach lifeguards and amenities.

Much of the section's work is delivered in collaboration with external partners and significant funding is sourced from regeneration schemes, government agencies and income generation.

Our work not only responds to community interest in the core areas, but also plays an important role in contributing to health and well-being, tourism, lifelong learning and environmental management within the Borough. Cultural Services feature in the upper quartiles of 'Best Value Performance Planning' annual national tables.



Adult Social Care

Strategies for Adult Social Care Services in Hartlepool are well developed through the work of local interagency planning teams. There is a rich and varied range of stakeholders involved in these planning processes, with user and carer participation being a strong feature. Adult Care Services, as measured by the Performance Assessment Framework, are rated as 2 Star (out of a maximum of 3).

There are plans to integrate Adult Social Care Services with the PCT and other NHS services. Older People's teams are already integrated into three geographic teams with PCT nursing colleagues. These teams will move to integrated management by 2008.

Plans are also in progress to integrate Physical Disability Services and PCT Long Term Conditions. By 2008 there will also be an integrated Learning Disability Service with the Tees Esk and Wear Valleys NHS Trust.

There is also a project called Connected Care with aims to provide a "locally owned" service comprising a multi-agency partnership between Hartlepool Council, the PCT and a range of community groups.

Finally Adult Social Care is a national pilot for “In Control” – Total Transformation which aims to ensure all service users/carers will have a right to choose an individual budget in order to purchase services for themselves. This will commence in 2007 and be phased in over 2 years.

Older People Services

With a gross budget in excess of £19 million, we provide services to more than 3000 people and have over 220 staff, including a small in-house rapid response home care team. All other direct provision is purchased from independent providers.



The Multi-Link Team, who respond to assist hospital discharges and to prevent admission, has won a national award for excellence.

The Duty Team is the main first point of contact for people wishing to access support to meet the social care needs of themselves or others. It is based at the Civic Centre.

Assessment and care management is currently provided by three geographically based teams and a Long Term Care Management Team. They ensure support and services are provided to meet the eligible needs of older people and their carers.



Depending on their assessed needs people may be enabled to access home care, occupational therapy or other support to remain at home. In some cases they may be assisted to enter residential care.



Learning Disability Services

There are currently more than 250 people with learning disabilities receiving help and support from a social care team of around 60. The total gross budget for learning disabilities in 2005/6 is over £6 million, including money transferred from health services to provide for continuing needs. Direct provision by the Council is limited to the Day Opportunities Service.

Support Staff based at Warren Road enable people with learning disabilities to access a range of day opportunities in mainstream community settings of their choosing.



The emphasis is on including people in all aspects of community life, developing skills, building on social networks and gaining experiences which lead to fulfilling and rewarding lives (employment, education leisure and recreating, arts, drama, etc).

For people with more complex physical health care needs, therapy based services are available, including physiotherapy, speech therapy and other sensory programmes. However, support is also available on a one to one basis to enable people with more physical health care needs to access other community activities.

The service can be accessed following a community care assessment of need by a social worker or community nursing health professional in learning disability services.

The Employment Link Team have won the National Social Services Team of the Year Award.

Mental Health Services



Mental Health Services for adults under 65 are now fully integrated with the NHS Trust providing services to Hartlepool. The total Council mental health gross budget is £2 million, and the integrated service offers provision to over 1000 people. There are 35 local authority employees working in the integrated service at present.

A number of specialist teams provide assessment, care planning and support to people living in the community. The Integrated Day Service also provides assistance to people with a mental health problem and their carers.

There is hospital care available if required, along with post discharge support and rehabilitation.

The Dual Diagnosis Service, based in Whitby Street, provides advice, treatment and support for people who misuse alcohol and/or drugs.

Confidential emotional support can be accessed via the Mental health Matters Helpline (0845 045 7110).



Service to People with Physical or Sensory Disability

Services to people with disability are currently managed within the Disability Business Unit. With a gross budget of £1.8 million, we provide services to over 600 people with the help and support of 20 staff.

One Social Work/Care Management team provides assessment and care management support to people with learning disabilities, and another provides for people with physical disabilities.

The Community Support/Sensory Loss team supports people with learning disabilities in their own homes. This helps with personal care and daily living skills.

Sensory Loss provides specialist assessment and rehabilitation programmes including equipment for people across age ranges.

The Employment Link team supports disabled people and people with mental health problems into paid work.

A small Occupational Therapy team focuses on rehabilitation and promotion of independent living for people with a disability.

Support staff at Havelock Centre promote and enable people with physical disabilities to access opportunities within the centre and within the wider community.

The emphasis is on developing skills, building social networks and gaining experiences which lead to fulfilling and rewarding lives (employment, education, leisure and recreating, arts, drama, etc).

Support Services



Support Services provide specialist assistance at Departmental level. A restructure is currently underway, but the functions delivered will include:

- Management Information; information technology; and support to performance management.
- Financial planning and management; and creditor/debtor processes.
- Specialist support to commissioning, contracting and procurement processes.
- Planning of commissioning the Supporting People programme on behalf of the partnership.
- Workforce planning and development; Quality Assurance; and organisation development/governance.
- Safeguarding Adults; and complaints for the department.

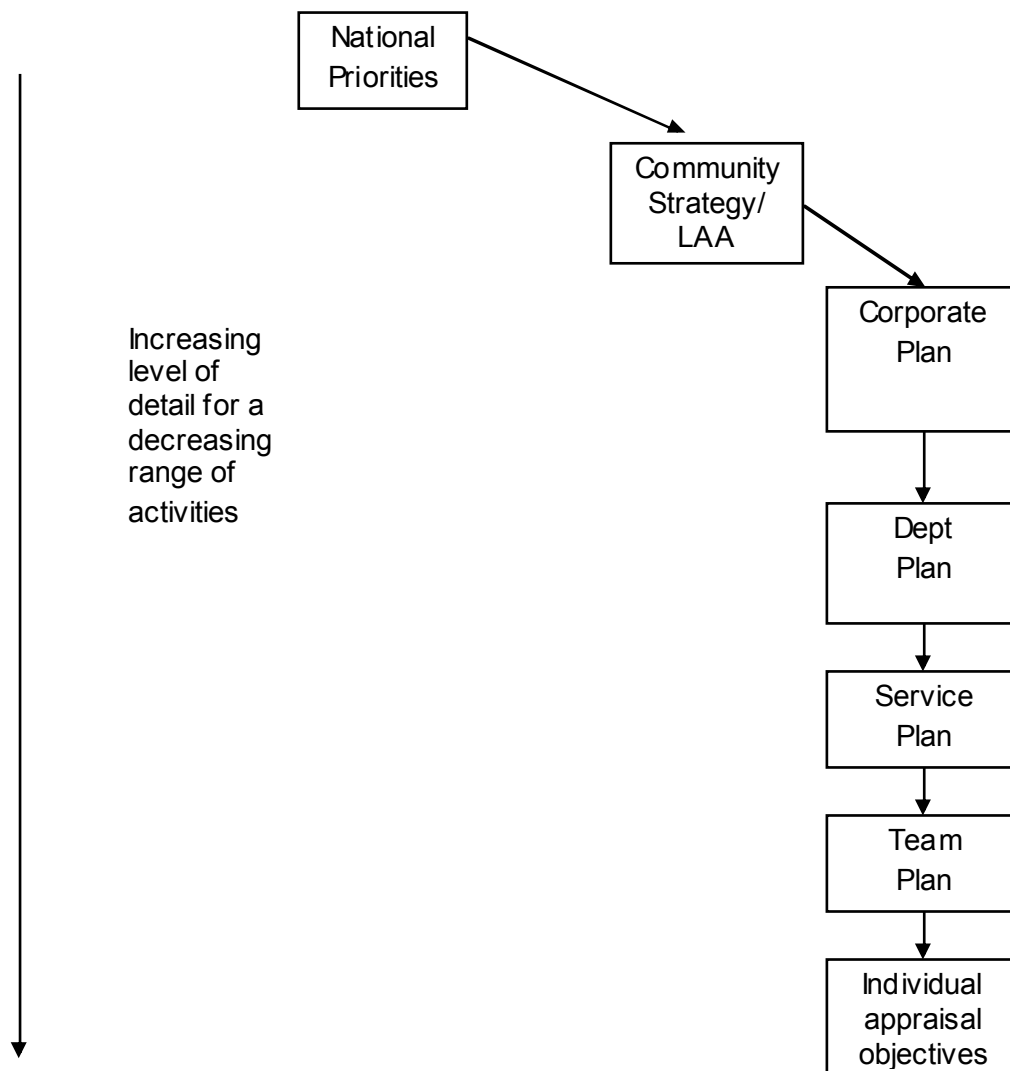
Our focus is on maintaining and improving services for those who use them, and ensuring that the Department works effectively within the wider local authority, and partnerships. This will include leading and ensuring efficiency savings, and re-engineering of business processes.

CHAPTER 2

Performance Management Framework

We have adopted a performance management framework to ensure that national and local targets are translated into departmental, service, team and individual objectives and targets. The Governments targets for Adult and Community Services have been adopted by the Local Strategic Partnership and are within the Local Area Agreement alongside locally agreed priorities and targets.

The following diagram illustrates how this framework cascades the national and local targets throughout the organisation.



Our challenge is to be more explicit about what we intend to do and ensure everyone within the department understands their responsibilities identified so they understand how and what they do contributes to the councils strategic objectives.

To this end as well as having Departmental and service plans, we will be:

- Developing Commissioning Strategies to identify how we are going to meet the future needs of people who require adult social care services
- Continue to develop service specific business cases for all new developments, eg, the H₂O Centre
- Further develop Business Planning to engage our employees in developing team plans and targets
- Ensure our staff have access to regular support and appraisal opportunities linked to continuing personal and professional developments.

External Performance Management

In addition to internal performance management Adult Social Care is rigorously performance managed through CSCI (Commission for Social Care Inspections), with an annual DIS (Delivery and Improvement Statistics) process, Annual Review of Performance which examines PI Performance, and progress against a number of key areas this culminating with an annual performance rating.

In 2006 CSCI judged Hartlepool as 2 stars and serving most people well.

Adult Education is also subject to periodic inspection by the Adult Learning Inspectorate.

Monitoring and Reporting

The action plan detailing how the department will meet its main aims/objectives for the forthcoming year will be monitored constantly, and a quarterly report will be given to Portfolio Holders to update them on progress and highlight any key areas of achievement and concern.

Throughout the year, in certain circumstances, it may become necessary to either remove or amend an aim/objective or specific action from the annual departmental plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances.

Any amendments to the plan will only be made with full agreement of the relevant portfolio holder(s).

Communication

The Department has developed a statement of communication standards. This detailed standards re. internal communications and will cover team meetings, minutes, management forum and the use of the department hard drive.

As a new department it is essential to have a coherent approach to internal communication. At the Management Forum we have looked at a number of issues which impact on the whole department but give managers across the whole department the opportunity to meet, work together and explore linkages. This will continue to be built on over the next year.



With our wider audience we have a Public Engagement strategy which was originally developed for Social Services Department. This has been developed to cover the whole department. We have a range of meetings with our providers of social care to discuss developments and policies.

We meet with key stakeholders to discuss performance as follows:

- CSCI regular quarterly meeting
- LSC (Leaming & Skills Council)
- LSP – themed partnership discuss their performance with the public via an annual event. These occur for the following themed partnerships:
 - Health & Wellbeing
 - Lifelong Learning and
 - Culture and Leisure

They provide a valuable opportunity to discuss key issues and progress.

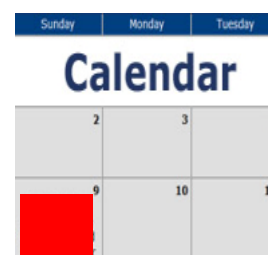
More formal links with the Voluntary Sector will also be developed.

The Community Portal and Council website have recently been replaced, and we will be using this as a medium for people to access information and services. An intranet provides a similar function for staff.

Reviewing the Plan

As previously explained the annual action plan will be constantly monitored and reviewed, with any proposed changes being presented to portfolio holder for agreement.

The overall departmental plan also contains the key priorities for the next three years that will affect the department. Naturally these will change over time and will need to be reviewed and updated to reflect these changing priorities. As a revised Departmental Plan will be produced on an annual basis the overall priorities will be reviewed on an annual basis and reflected in future years



departmental plans.

CHAPTER 3

Priorities



Vision Statement

The Department's guiding vision is to encourage comprehensive and collaborative links across a wide number of services and agencies – thus providing greater opportunities for people to learn; to be better able to access relevant vocational, cultural and leisure activities; and for care to be delivered in responsive, person-centred ways.

Through this vision we aim to make social inclusion a reality for all; provide opportunities that will increase independence and choice for individuals; enhance environmental and economic well being; and, by means of greater involvement and control, provide a climate in which people will stay fit, involved and enjoy well being.

The Policy direction for the Department comes from the following initiatives:

- Implementing the Framework For the Future of the Libraries
- The Game Plan in Sports and Recreation
- Renaissance in the Regions in Culture
- Implementing the vision in the White Paper 'Our Health, Our Care, Our Say'.

Priorities

The priorities for the Department are developed as a result of national and local priorities and the next 2 years they are as follows:

- Develop a Joint Commissioning Team in conjunction with Hartlepool Primary Care Trust (HPCT)
- Development of integrated teams with Hartlepool PCT, Tees Esk and Wear Valley NHS Trust for Older People and working age adults
- Supporting carers to continue to care via the development of new support, Direct Payments and short break options
- Implementing new commissioning models including Connected Care and examining regional efficiency approaches (eg. regional procurement)
- Modernisation of disability services to focus on social inclusion and community participation
- Development of self directed services for vulnerable adults

- Having a robust approach to risk and asset management which is firmly embedded in the business planning process
- Developing a public access strategy covering indoor facilities and sports facilities.
- Increasing access to cultural, leisure and community learning activities
- Review the Cultural Strategy
- Develop the H₂O Delivery Plan
- Development of a Tall Ships Delivery Plan
- Responding to the Supporting People Inspection findings
- Development of a Department wide efficiency strategy which incorporates ICT and BPR (Business Process Re-engineering)
- Development of a Voluntary Sector Strategy
- Development of an Older People Housing care support and commissioning strategy in partnership with housing and Supporting People low level
- Development of a Preventative Strategy
- To develop a Department wide response to Business Continuity, Risk and Emergency Planning.
- Develop the Management Team to ensure the provision of synergy, and better ways of working.
- Achieve Investors In People Award
- Achieve Level 3 Equality Standard. Ensure INRAs/DIAs are completed
- Accommodation
- Information Sharing
- Links (Local Involvement Networks) Development (for public engagement re Health and Social Care)

CHAPTER 4

Workforce Planning

Introduction

The Adult and Community Services Department employs over 650 people in a wide and diverse range of jobs. All of these jobs contribute to providing services or arranging responses to and with the people living in the town. The Department is committed to developing its workforce to enable us to deliver the highest quality service.

Nationally the government has set a challenging agenda designed to improve outcomes for people who use services. They have also set monitoring inspection and audit arrangements that provides feedback on performance. The department takes this accountability seriously and is committed to monitor quality and seek continuous development.

Analysis of Workforce

The Department is fully committed to the IIP standard which provides an excellent framework for managing and developing the Department's most important asset which is its workforce. The three former departments were separately accredited to IIP. The Department will aim to obtain accreditation either in its own right, or as part of a corporate approach to gaining IIP.

The qualifications audit carried out in 2006/7 will allow us to provide staff data on:

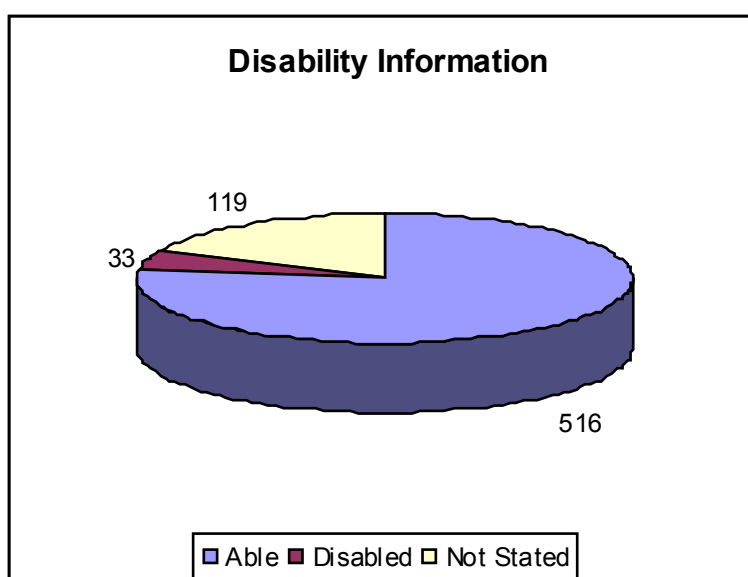
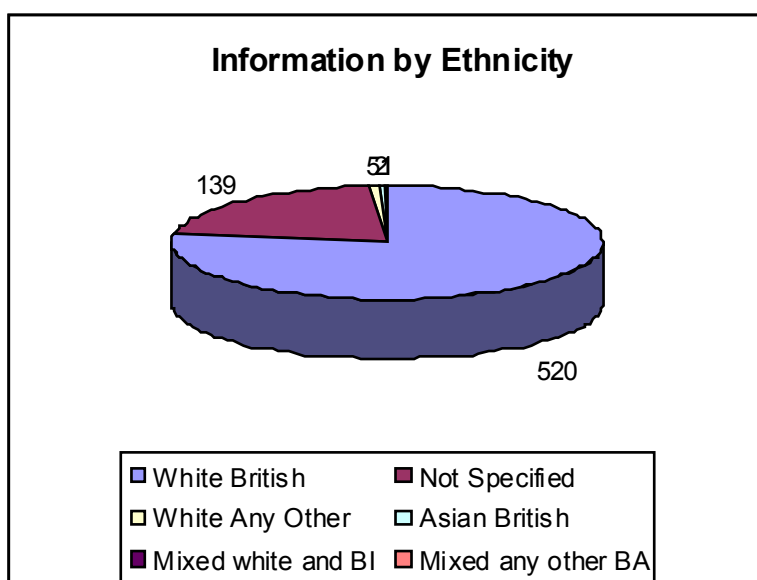
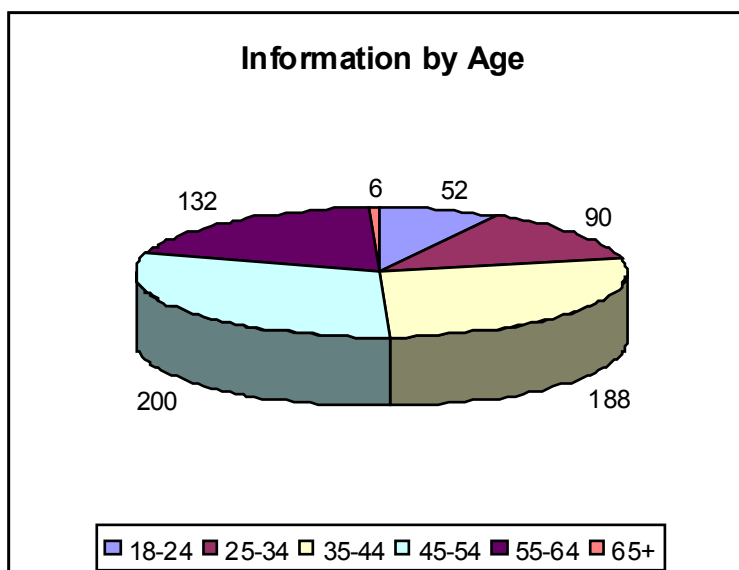
- Staff numbers
- Qualifications held
- Qualification needs

A database has been developed and work to input a complete set of staff data will be completed in the final quarter. From April 2007 data recorded on this system will also include records of training & development activity.

The information on the system can be accessed in detailed or summary formats as required and will be accessible to senior management for equality and financial monitoring. It will also provide statistical information to support departmental and service planning and government submissions.

Breakdown of grades cannot be provided by the database at this point but it is anticipated that as the system develops a field will be entered. Staff turnover will be recorded on the database. Information at this time suggests that a high percentage of staff hold or are working towards the appropriate qualification for their current post.

Total staff at April 2006 was 668 and various staffing information is detailed below.



Key Workforce Issues

Traditionally there have been recruitment difficulties in Social Care. The Department has traditionally adopted a range of approaches to ensure we can recruit and retain social workers. This included a 'grow your own' approach.

Arrangements for Workforce Planning

What has been done

Throughout the year there has been considerable activity in reviewing every aspect of the Department's operational activity, and several key strategic shifts have been captured in the Community Strategy/LAA corporate Plan.

Workforce Development in Adult and Community Services has been supported through the existing arrangements of the three departments that formed Adult & Community Services. In the first quarter of 2007/8 the establishment of a Workforce Development Team is planned for the department.

A key aim is to ensure consistency of approach in workforce development across the workforce. To ensure this could happen, a qualification audit of the whole department was carried out to capture information on the benchmarked qualifications. The resulting staff training database will continue to be updated and will be an essential tool for workforce and training planning for the future.

A scoping exercise to identify the size and profile of all agencies and partnership organisations that provide care services for adults in Hartlepool including private and voluntary providers of services has taken place. Partner agencies are consulted and involved in the identification and access of benchmarked qualifications and training. The qualifications and skills of the workforces within these organisations will be established and accessed through the National Minimum Data Set for social care database.

What is planned

In the next year the department expects to see changes:

- Through restructuring of posts to provide more specific service focus
- Moves in Adult Services Social Care to individualised budgets for service users and self directed care
- Integration of Health and Social Care teams
- Implementation of the white papers 'Our Health Our Care Our Say' and 'Strong and Prosperous Local Communities'.

Access to departmental training budgets will be through workforce development plans linked to operational plans. Each section's workforce development plan should capture their key workforce development needs, the plans and resources in place to meet them and how they link to the objectives identified in their service plans. The workforce development plan is focused on development needs at section level but some of the development needs may well be cascaded down into Personal Development Plans.

A workforce development plan will be included at the end of each operational plan. In addition, all the department's workforce development plans will be collated into a single Adult & Community Services workforce development plan.

Succession planning arrangements

We need to develop a recruitment and retention strategy that will address, amongst others, providing career development and comprehensive training opportunities to build on existing achievements of 'grow your own' opportunities. Further work will be undertaken during the year to progress this.

Management development

There have been considerable demands on all managers of the first year of operating after reorganisation and the LDMP programme has provided a solid base for those who have completed it. We aim to ensure managers have the resources and mechanisms required to enable them to get the best outcomes, manage talent and ensure sharing of knowledge.

Development and Core

Training to meet legislative requirements and departmental standards will continue to have high priority in budget allocation.

Basic skill levels

Basic skill levels are being raised through the introduction of a number of initiatives. Further work will be done to roll out this procedure in the department.

Priorities

What skills our workforce of the future will need

Creation of the Adult & Community Services Department has seen many different professions brought together. The future workforce will require the ability to work flexibly in integrated and multi-agency settings.

Where we are now

Although the Adult and Community service workforce is embracing the ethos of joined-up integrated working, more work is needed to support this. At present different areas of the workforce have different profiles and access to qualification and development training.

In Adult Services there is also a lack of links between different professions' qualifications, leading to limited opportunities for people to move between professions. This may be addressed by national initiatives such as the planned Integrated Qualifications Framework (see below).

How the gap will be filled

Joint training and development programmes have been established in adult, disability and mental health services to support national minimum standards for care and improve integrated working and information sharing practice between agencies. This

will continue in 2007/8 with joint training and development opportunities in areas such as safeguarding adults, mental capacity act, moving and handling, dementia awareness, and outcome focussed training, diversity and valuing people initiatives.

Development of the wider social care workforce

Part of the process will be the plan for working with the Independent Sector.

How we will ensure that workforce planning is part of the planning process

Operational planning mechanisms on workforce development for senior managers are being developed within the department. Workforce development and training planning by individual heads of business units and managers is being developed.

All Adult & Community Services in Hartlepool need to collaborate positively to develop effective workforce strategies and plans.

CHAPTER 5

ADULT & COMMUNITY SERVICES				
Corporate Plan objective: Links to Corporate Plan – LAA9 Improved health – reduce premature mortality rates and reduce inequalities in premature mortality rates between wards/neighbourhoods. (Independence, Well-being and Choice outcome)				
Departmental Plan Objective: To develop proactive approaches to prevention of ill health by implementing actions within the Public Health Strategy and Action Plan			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C1.1	Manage Health and Care NRF Programme effectively to ensure LAA targets are met and programme stays within budget,	March 08	MH	
A&C1.2	Deliver Physical Activity Actions(or the Public Health Strategy) set within 2007/08 Action Plan	March 08	PU	
A&C 1.3	Increase number of GP referrals completing 10 week programme of activity.	March 08	PU	
A&C 1.4	Develop Adult Mental Health Commissioning Strategy	July 07	CB	
A&C 1.5	Implement Action Plan of the Public Health Strategy, including those associated with Mental Health and Healthy Eating.	March 08	CB/MH	
A&C 1.6	Reduce mortality rates by 2010 from suicide by at least 20%.	March 08	CB	
A&C 1.7	Achieve general health screening in overview assessments.	March 08	EW	

Corporate Plan objective: Links to Corporate Plan LAA11 To support vulnerable adults to exercise choice and control and to retain dignity in all aspects of their life.				
Departmental Plan Objective: To ensure all service developments have involvement from service users and their carers.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 2.1	Increasing the number of people with a disability accessing education, leisure, sports and recreation opportunities by 10%	March 08	LB	PI
A&C 2.2	Implement plans for involving users and carers in: Commissioning Service development & evaluation Staff Training	March 08	EW	
A&C 2.3	Undertake a review of advocacy services with a view to increasing quality and range.	September 07	EW	
A&C 2.4	Ensure agreed protocols are in place and implemented for the transition of Service Users between age specific services.	March 08	EW	
Departmental Plan Objective: To increase the proportion of people who commission their own services.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C .5	Increase the number of people using Direct Payments and Self Directed Care.	March 08	EW	

Departmental Plan Objective: To work with Landlords and Supporting People to increase the number and range of supported accommodation options.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 3.1	Implement Supporting People Strategy			
A&C 3.2	Progress Hart fields development, via eligibility criteria for personal care.	June 07	JL	
A&C 3.3	Progress Hart fields development via contracts for Housing Support.	March 08	PT	
A&C 3.4	Review Adults Placement Schemes with a view to increasing the range and quality.	September 07	PH	
A&C 3.5	Implement the agreed actions from the Telecare Strategy.	March 08	EW	
A&C 3.6	Increase the nature and range of housing options for vulnerable adults.	March 08	EW	
Departmental Plan Objective: To ensure a culture of person centred practice so that service users and their carers are at the centre of planning their support.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 4.1	Ensure all assessments are person centred and outcome focussed.	March 08	EW	
Corporate Plan objective:				
LAA12 Mental Wellbeing – To promote a positive approach to the mental wellbeing of Hartlepool residents.				
Departmental Plan Objective: To increase social inclusion for people with mental health issues.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 5.1	Implement the social inclusion strategy and action plan to ensure increase social inclusion for people with mental health issues.	March 08	CB	
A&C 5.2	Ensure Community Services are easily accessible to vulnerable groups and contribute to the preventative mental wellbeing agenda.	March 08	GJ/AP	

Corporate Plan objective: LAA13 Access to Services – to support easier access to services which are integrated and tailored to individual need				
Departmental Plan Objective: To work with the community in Owton to design and implement a Connected Care Scheme.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 6.1	Implement and evaluate the Connected Care Pilot in Owton	March 08	EW	
Departmental Plan Objective: To implement Vision for Care in conjunction with Hartlepool Primary Care Trust			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 7.1	Progress the implementation agenda	March 08	EW	
A&C 7.2	Develop joint commissioning team responsible to both the LA and PCT.	December 07	EW	
Departmental Plan Objective: To ensure that services are culturally sensitive and are able to respond flexibly to the diverse needs of the community.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 8.1	Increase number of people from BMEC who have an assessment and receive culturally sensitive services.	March 08	EW	
A&C 8.2	Ensure assessment and Care Management Processes reflects Hartlepool's diverse community.	March 08	EW	
Departmental Plan Objective: To support easier access to universal services and targeted services which will be tailored to individual needs at a neighbourhood level.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 9.1	Develop a strategy for neighbourhood working.	March 08	EW	

Departmental Plan Objective: To ensure services are fully compliant with the Disability Discrimination Act.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 10.1	Implement buildings audit.	March 08	AD	
Corporate Plan objective: Links to Corporate Plan – To develop the capacity of the voluntary independent and community sector to respond to the challenges of the White Paper in supporting vulnerable members of society				
Departmental Plan Objective: To develop appropriate partnerships with the voluntary sector by developing a co-ordinated strategy.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 11.1	Develop a comprehensive strategy with the voluntary sector outlining the plans for commissioning and delivery of services.	March 08	NB	
A&C 11.2	Provide targeted financial assistance to the voluntary sector through grant giving in accordance with established criteria for 2007/08.	March 08	PU	
Departmental Plan Objective: To ensure that carers are supported effectively to support their family members for as long as they wish.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 12.1	Continue to implement Carers Strategy and action plan.	March 08	JW	
A&C 12.2	Review and revise contracts with Hartlepool Carers.	March 08	PH	
A&C 12.3	Increase: <ul style="list-style-type: none"> - The number of carers who have a carer's assessment from 867 to 1600 - The number of carers receiving services in their own right 282 to 420. - The range of information and short breaks to support carers. 	March 08	EW	

Corporate Plan objective:				
LAA25 Meeting Housing and Support Needs				
Departmental Plan Objective: To provide support services to increase the opportunity for residents to live independently in the community				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 13.1	Increase the number of people supported to live in their own home and enabling them to access mainstream services.	March 08	EW	
Departmental Plan Objective:				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 14.1	Develop a strategic supported living plan for older people	September 07	EW	
Departmental Plan Objective: To carry out enforcement duties and deliver high quality services through efficient and effective use of resources.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 15.1	Review and implement the supporting people strategy (Strategic Housing Ref SH020)	September 07 March 08	Pam Twells	
Departmental Plan Objective: To provide accommodation and services for vulnerable people (including the homeless, disabled and mentally ill), and to increase the opportunities for residents to live independently in the community				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 16.1	Actions included above.			

Corporate Plan objective:				
Links to Corporate Plan – LAA29 Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport				
Departmental Plan Objective: Develop and improve cultural and leisure facilities and events.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 17.1	Provide support for the Culture and Leisure Theme Group Partnership to contribute to the Hartlepool LSP – including performance management.	March 08	JM	
A&C 17.2	Achieve service accreditation for at least two service areas at a total of four sites.	January 08	PU/AP	
A&C 17.3	Agree key milestones for the delivery of H2O by 2012.	July 07	JM	
A&C 17.4	Agree Action Plan and key milestones for the delivery of Tall Ships in 2010.	July 07	JM	
A&C 17.5	Develop milestones and strategies to deliver improvements of facilities and services areas.	March 08	PU/ DW/ GJ/ AP/SC	
A&C 17.6	Host at least two regional sporting and recreational events	December 07	PU	
A&C 17.7	Review Hartlepool Cultural Strategy	March 09	JM	
Departmental Plan Objective: To ensure the public have access to a wide range of information about leisure, culture and sporting opportunities in a variety of accessible mediums.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 18.1	Review of all Community Services service literature to be undertaken to confirm information availability and identify gaps.	March 08	SC/GJ/JM/AP/PU/DW	
A&C 18.2	Establish key centralised information points across the town and publicise these.	March 08	SC/MHe/GJ/AP/PU/DW	

Corporate Plan objective:				
Links to Corporate Plan – LAA30 Cultural and Leisure Services, including libraries, better meet the needs of the community, especially disadvantaged areas				
Departmental Plan Objective: To increase opportunities for participation in a wide range of cultural and leisure activity focussing on areas of disadvantage.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 19.1	Conduct review of concessionary charging policy across Community Services with a view to establishing one consistent approach.	July 07	SC/GJ/PU/AP/DW	
A&C 19.2	Develop Action Plan with key milestones for the targeted promotion of services and activities which embrace diversity and increase social inclusion.	March 08	JM	
A&C 19.3	Implement the delivered library services review and action plan.	July 07	GJ	
A&C 19.3	Deliver “Arts at the Strategic Centre”, action plan to improve arts promotion networking and partnership developments.	March 08	SC	
A&C 19.4	Provide Library services targeted towards hard to reach groups and individuals.	March 08	GJ	
A&C 19.5	Deliver Renaissance in the Regions initiatives to improve access to services and develop new audiences.	March 08	DW	
Corporate Plan objective:				
Links to Corporate Plan – To maximise the opportunities for disabled people to enter paid employment				
Departmental Plan Objective: (Service Plan) To increase the number of socially excluded adults in paid employment			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 20.1	To ensure Disability and Mental Health services increase the numbers of socially excluded adults in paid employment.	March 08	EW	

Corporate Plan objective:				
Links to Corporate Plan – LAA8 Increase provision of high quality learning and skills opportunities that drive economic competitiveness, widen participation, and build social justice.				
Departmental Plan Objective: To increase universal access to high quality learning and skills opportunities.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 21.1	Increase percentage of adults holding nationally recognised qualifications.	March 08	MHe	
Departmental Plan Objective: To increase universal access to high quality learning and skills opportunities from disadvantaged/socially excluded groups.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 22.1	Increase participation in learning from priority groups.	March 08	MHe	

Corporate Plan objective:				
Links to Corporate Plan – Improve the natural and built environment and ensure the proper planning of the area..				
Departmental Plan Objective: Develop the Councils Long Term Accommodation Strategy and manage the Councils asset base via an integrated “Capital Strategy / Asset Management Plan”			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 23.1	Agree Capital Strategy/Asset Management Plan for the Department.	September 07	AD	
Departmental Plan Objective: Maximise funding contributions from developers and other funders for play and recreational service development.			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 24.1	Develop and adopt the PPG17 open space strategy and indoor sports facility strategy.	September 07	JM/AP/PU	
Corporate Plan objective:				
Links to Corporate Plan – Strengthening Communities – Empower local people to have a voice, especially hard to reach groups.				
Departmental Plan Objective: Improve Public Engagement with hard to reach groups which will act on qualitative information/feedback from citizens			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 25.1	Develop and implement the public engagement strategy.	March 08	AD	
A&C 25.2	Develop and implement LINKs public engagement	March 08	MH	

Corporate Plan objective:				
Links to Corporate Plan – Organisational Development Priorities				
Departmental Plan Objective: To implement a performance framework which includes, service and team planning process			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 26.1	Produce department, service, and team plans, and monitoring arrangements.	March 08	MH	
Departmental Plan Objective: Ensure robust risk management arrangements are in place			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 27.1	Department Risk register reviewed and monitored quarterly	March 08	AD	
Departmental Plan Objective: Develop and implement information security plans (departmental)			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 28.1	Develop Department Information Security Action Plan.	September 07	TS	
Departmental Plan Objective: Ensure arrangements in place to deal with new and existing legislation (departmental)			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 29.1	DMT receives reports on new legislation and guidance and ensure appropriate implementation	March 08	NB	

Departmental Plan Objective: Implement communication plans relating to key issues (departmental)				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 30.1	Implement department Communication Strategy	March 08	NB	
Departmental Plan Objective: Implement a programme of service linkages for Contact Centre (departmental)				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 31.1	Integrate agreed elements of Adult and Community Services into Contact Centre, including financial and efficiency measures/targets.	March 08	MH/JW	
Departmental Plan Objective: Develop Efficiency Strategy for Department (departmental) (To develop an effective approach to efficiency.)				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 32.1	Develop and implement a medium term efficiency strategy.	March 08	AD/JW	
A&C 32.2	Develop programme of BPR activity.	March 08	AD	
Departmental Plan Objective: Deliver the ICT Strategy to support corporate and departmental objectives				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 33.1	Agree ICT Strategy	July 07	TS	
A&C 33.2	Implement ICT Action Plan	March 08	TS	ASC15.2

Departmental Plan Objective: Develop Strategic medium term Financial Plan for Adult and Community Services				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 34.1	Develop Financial Plans for the Department, in line with demand, eligibility and corporate codes.	March 08	JW	
Departmental Plan Objective: Implement new Governance Arrangements for health & well-being partnership, and culture and leisure partnership				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C35.1	Establish new structures for Health and Care Strategy Group and subgroups to fit LSP and integrated teams and Children's Trust.	March 08	MH	
A&C 35.2	Re-design the Culture and Leisure Theme Partnership and subgroups structure to incorporate changes to the lifelong learning partnership.	October 07	JM	
Departmental Plan Objective: Achieve overall financial balance for Department (departmental)				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 36.1	2007/8 outturn within budget, including appropriate use of resources	March 08	AD/JW	
Departmental Plan Objective: Development of Commissioning and Financial Systems (departmental)				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 37.1	Develop financial arrangements for new or integrated services.	March 08	AD/JW	
A&C 37.2	Review commissioning and financial systems for Supporting People	March 08	AD	

Departmental Plan Objective: Development of Commissioning and Financial Systems				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 38.1	Implement Corporate Procurement Strategy.	March 08	PH	
A&C 38.2	Implement contract management and financial monitoring IT system	August 07	PH/JW	
Corporate Plan objective:				
Links to Corporate Plan – Implement the People Strategy and the Workforce Development Strategy				
Departmental Plan Objective: Develop and promote active, visible and effective leadership				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 39.1	Develop and implement management standards.	December 07	MH	
Departmental Plan Objective: Continually Improve what we do				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 40.1	Implement Supervision and Appraisal Policy	March 08	GP	
A&C 40.2	Achieve IIP Standard	March 08	GP	
Departmental Plan Objective: Develop skills of the Workforce				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 41.1	Workforce Development Plan for department	April 07	GP	

Departmental Plan Objective: Promote Healthy Working				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 42.1	Implement Health & Safety Policy	March 08	MH	
A&C42.2	Implement departmental health stress check.	March 08	AD	
A&C 42.3	Lower Departmental Sickness levels	March 08	NB	
Departmental Plan Objective: Effectively Recognise, engage and reward the Workforce				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 43.1	Implement and contribute to corporate approach to reward.	March 08	MH	
Departmental Plan Objective: Effectively use resources and invest in the future.				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 44.1	Manage departmental training budget		GP	

Corporate Plan objective:				
<i>CORPORATE PLAN</i> Enhance Equality and Diversity arrangements and mainstream into all council activities.				
Departmental Plan Objective: Improve Equality & Diversity Leadership and Corporate Commitment			Associated Risks:	
	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 45.1	Implement departmental elements of the Council's Diversity Action Plan through the Departmental Working Group	March 08	MH	
Departmental Plan Objective: Improve Consultation Community Development and Scrutiny			Associated Risks:	
	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 46.1	Ensure effective consultation plan linked to INRA's / DIA's	March 08	MH	
Departmental Plan Objective: Improve Service delivery and Customer care			Associated Risks:	
	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 47.1	Complete INRAs for all services and DIA's as agreed	March 08	MH	
Departmental Plan Objective: Improve Employment and Training arrangements			Associated Risks:	
	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 48.1	Deliver Diversity training	March 08	GP	

CHAPTER 6

2.1 Appendix 1
TO BE UPDATED WHEN
OUTTURN DATA IS
AVAILABLE.

Reference	Definition	Outturn 2005/06 [Est]	Targets 2006/07					Annual (Y/N)
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	Overall	
	A6 Emergency Psychiatric Readmissions (INTERFACE)	TBC	-	-	-	-	TBC	"Health"
	A60 Participation in Drug Treatment programmes	TBC	-	-	-	-	TBC	"Health"
	B11 Intensive HC as a proportion of intensive Home and Residential Care	26.3%	-	-	-	-	30%	Annual
	B12 Cost of intensive Social Care for Adults	TBC	-	-	-	-	£430	Annual
	B13 Unit costs of residential and nursing care for Older people	TBC	-	-	-	-	£454	Annual
	B17 Unit costs of Home care for adults.	TBC	-	-	-	-	£13.6	Annual
	C26/C72 Supported admissions of older people to residential/nursing care	57.2					TBD	Monthly
	C27/73 Supported admissions of adults aged 18-64 to Res/Nurs. care	0.37					TBC	Monthly
	C28 Intensive Home Care	15.7	-	-	-	-	17	Annual
	C29 Adults with physical disabilities helped to live at home	8.1	11	11	11	11	11	Qtr
ASC1.3	C30 Adults with learning disabilities helped to live at home	3.9	3.9	4.0	4.0	4.1	4.1	Qtr
	C31 Adults with mental health problems helped to live at home	3.2	4.5	4.5	4.5	4.5	4.5	Qtr
HC16.2	C32 Older people (aged 65 or over) helped to live at home	124.3	125	125	125	125	125	Qtr
HC10.1	C51 Direct Payments	49.6	88	97	106	114	114	Qtr
HC20.6	C62 Services for Carers	TBC	9%	10%	11%	12%	12%	Qtr
	D37 Allocation/Availability of single rooms	100%	-	-	-	-	100%	Annual
	D39 % of people receiving a statement of their needs and how met.	97%	-	-	-	-	100%	Annual
	D40 Clients receiving a review	74.2%	75%	75%	75%	75%	75%	Qtr
	D41 Delayed Transfers of Care (INTERFACE)	TBC	-	-	-	-	12%	"Health"
	D42 Carer assessments	18%	22%	26%	30%	35%	35%	Qtr
	D54 % of items of equipment and adaptations delivered within 7 working days	83%	85%	85%	85%	85%	85%	Qtr
	D55 Acceptable Waiting times for assessments	84.1%	80%	80%	80%	80%	80%	Qtr
	D56 Acceptable Waiting times for care packages	84.8%	-	85%	-	85%	85%	Twice yearly
	D59 Practice Learning	TBC		Change in definition expected				Annual
	E47 Ethnicity of people receiving assessment	0.49	1.0	1.0	1.0	1.0	1.0	Qtr
	E48 Ethnicity of adults receiving services following an assessment	0.63	1.0	1.0	1.0	1.0	1.0	Qtr

Reference	Definition	Outturn 2005/06 [Est]	Targets 2006/07					Annual (Y/N)
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	Overall	
	E50 Assessments leading to provision of service	TBC					TBC	Qtr
	E61 Assessments of new clients aged 65 or over	TBC					TBC	Qtr
	NEW: No. users 65+ who already have 1 item of Telecare in their home (Mar 06)	1680	1680	1680	1680	1680	1680	Qtr
HC11.4	NEW: No. users 65+ provider with 1 item of Telecare in their home (06/07)	0	30	60	90	120	120	Qtr
	Number of Intermediate Care referrals: percentage from the community	TBC	50%	50%	50%	50%	50%	Qtr
HC1.6	Number of Suicides	TBC					TBC	Qtr
HC11.5	Number of Extra Care Housing Places	0	0	0	0	0	0	Qtr
HC11.3	Number of Adult Placement Places						10	Qtr
ASC1.2	Valuing People C2							Qtr
ASC14.3	Number of days sick per employee	18.5	17.5	16.5	15.0	13.4	13.4	Qtr
JE10.3	Number of Vulnerable Adults in paid employment	100	105	110	115	120	120	Qtr
HC16.3	Number of Older People in Residential Care (SRI)	490	475	455	435	415	415	Qtr
ASC6.1	Percentage of public information in accessible format	TBC					TBC	Qtr
HC16.5	Number of episodes of Intermediate Care						1100	Qtr
CL3.1	LPSA 9a/9b	TBC						Qtr

Reference	Definition	Outturn 2005/06 [Est]	Targets 2006/07					Annual (Y/N)
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	Overall	
CL6.1	BVPI 119e % of residents satisfied with parks and open spaces	29%	-	-	-	29%	29%	Survey year
CL6.9	BVPI 170a No. Visits/usage of museums per 1000 population	2,669.2	525	755	500	525	2,305	Qtr
	BVPI 170b No. Visits in person of museums per 1000 population	2,030.6	400	585	380	400	1,765	Qtr
CL6.6	BVPI 170c No pupils visit'g mus'm's/gall's in sch'l grps	7,600	2200	2200	1200	1600	7,200	Qtr
	BVPI 178 % of total length of footpaths and other r.o.w which were easy to use	89.3		95		95	95	Twice Yearly
CL6.4	BVPI 220 Compliance against Public Library Service Stds (PLSS)	4	4	4	4	4	4	Qtr
	BVPI 226a Total amount spent by LA on advice and guidance services provided by external orgs	114.130					TBC	Qtr
CL6.2	LPICS2a (LPSA 7i) Overall annual attendance at Eldon Grove and Mill House	338,831	90,625	101,500	72,500	97,875	362,500	Qtr
CL6.2	LPICS 2b (LPSA 7ii) Proportion of Overall attendance from 9 Neighbourhood Renewal Fund Ward	54%	-	-	-	-	55%	Annual
	LPICS2c (LPSA 7iii) No concess. members of the Leisure Card attending centre 4 time or more during the yr	1,472	438	490	350	472	1,750	Qtr
	LPICS 10 % of residents satisfied with play areas	29%					29	Survey year
CL6.3	LPICS 12a (LPSA 8i) No Hsbound ppl rec home library service once evry 3 weeks	508	-	-	-	-	505	Annual
HC19.3	LPICS 13a No vol/comm groups supported by the council	31					31	Qtr
	LPICS 13b Level of grant aid provided to vol/comm groups	378,694					445,162	Annual
LL8.1	LPI ACS 1 - Number of adults in all forms of learning (Academic Year)	2,900	-	-	-	-	3,100	Annual
LL8.1	LPI ACS 2 - Number of families participating in learning	180	-	-	-	-	190	Annual
LL8.1	LPI ACS 3 - Number of adults participating in basic skill classes	410	-	-	-	-	320	Annual
LL9.3	LPI ACS 4 - Number of adults achieving level 1 and level 2 qualifications	875	-	-	-	-	945	Annual
	LPI ACS 5 - Number of adults achieving a basic skill qualification	140	-	-	-	-	150	Annual
LL9.2	LPI ED 5 - Percentage of adults learners who are male	26	-	-	-	-	28	Annual
ASC1.4	Number of people with disability accessing FE, Leisure, Sport and Recreation	34	35	36	37	38	38	Qtr

TO BE UPDATED



CHAPTER 7

MANAGING THE RISKS OF NOT ACHIEVING DEPARTMENTAL OBJECTIVES

Departmental Service	Departmental Service Objectives	Key Risks to Achieving Departmental Service Objectives	Priority H/ML	Procedures/Processes/Management Arrangements/Controls in Place to Mitigate Identified Risks	Method of Review	Date of Review Last/Next	Responsible Officer
Adults	To work with RSL's & SP to increase supported accommodation options	SOC 2.1 Opposition to service delivery point location.	M	Careful consultation and reassurance – Active Press Policy.	Quarterly		N Bailey
Support Services	To ensure services are fully compliant with DDA	POL 3.5 Public Buildings inaccessible for people with disabilities.	H	Liaison with Property Services to include in programming. Undertake smaller works from department budget.	Quarterly		M Hunt
Support Services	To develop appropriate partnerships with the voluntary sector	FIN 2.3 Voluntary sector vulnerable to funding shortfalls	M	Take wider view of financial support to voluntary sector across department and with PCT. Use of NRF budget and Community Pool.	Quarterly		A Dobby / M. Hunt / J. Mennear
Adults	To develop proactive approaches to prevention of ill health.	Concentration of resources on high dependency cases for financial reasons.	M	Consider as part of FACS Consultation process.	Quarterly		N. Bailey / E Weir
Adults/ Support Services	To ensure all service developments have information from service users and their carers	Capacity of people to be involved. Ability to attract from "hard to reach" groups.	M	Capacity building (e.g. Connected Care) Consider payment for those involved	Quarterly		E Weir/ M Horsley

Adult Education	Increase percentage of adults holding nationally recognised qualifications	ASS 3.2 Insufficient venues for Adult Education	L	Regular review of venues and scan for opportunities which arise.	Quarterly		M. Heaps
		RER 3.3 Staff not configured to deliver changing Adult Education priorities.	L	Flexibility built into structure. Staff Development opportunities in place.	Quarterly		M. Heaps
Adults	To develop effective partnerships with Connexions and Job Centre to increase number of disabled people in employment.	POL 1.1 Ineffective or inefficient partnership arrangements	M	Develop LAA and Theme Partnerships. Use guidance on effective partnerships.	Quarterly		A Dobby / L. Bruce
Support Services	To develop Capital and Asset Management for the Department	ENV 3.1 Failure to meet Health and Safety standards at premises	M	Health and Safety Training, discussed at team meetings.	Quarterly		M Hunt
		ASS 1.1 Inadequate working environment and conditions	M	Work with corporate colleagues to optimise use of buildings. Mobile Working Pilot.			M Hunt
		ASS 1.2 Failure to keep buildings fit for purpose	M	Identify issues in budget process – planned maintenance. Work with Fire Brigade on arson risks.			M Hunt
			M	Asset Management Plan			

Departmental	To implement new and existing legislation and guidance	POL 1.2 Failure to implement White Paper "Our Health, Our Care, Our Say".	L	Keep plans in line with national direction of travel. Restructure to enhance capacity to deliver agenda.	Quarterly		N. Bailey / E Weir
		POL 1.3 Failure to meet performance standards	H	Performance management on agendas; regular monitoring of business plans / action plans.			A Dobby
		POL 1.4 Legal action by a service user	M	Address complaints promptly. Supervisions and Appraisals.			N Bailey
		CPS 3.1 Failure of service under contract	M	Monitor provision and have contingency plans.			P. Hornsby
		POL 3.9 Changing priorities affecting provision of Adult Education	M	Review services in light of government guidance.			M Heaps
Departmental/ Mental Health	To increase social inclusion for people with mental health problems	People not getting support to access universal services.	M	Develop and implement a social inclusion strategy	Quarterly		J. Forster Adams
		Mainstream services unprepared to accept people with Mental Health problems	M	Review accessibility of community services for people with mental health problems (and other vulnerable adults)	Quarterly		J. Mennear
Support Services / Adults	To improve public engagement with hard to reach groups.	Information not reaching hard to reach groups.	M	Produce more information in accessible formats.	Quarterly		A. Dobby / M. Horsley
			M	Involve users and carers in design of material.	Quarterly		
Adults	To integrate services with Contact Centre	Inappropriate filtering by Contact Centre for Social Care.	M	Business Process Re-engineering of referrals etc.	Quarterly		E Weir
		Inefficient procedures created or perpetuated.	M	Access strategy for Social Care.			

Departmental	To enhance workforce development and planning for the Department	PER 1.4 Insufficient skilled people to meet changing need	M	Develop a workforce plan, including external providers / PCT, and use of Adults Education. Implement IIP.			E Weir
		PER 1.2 Violence to staff	H				E Weir
		PER 1.1 Inability to recruit key workers	M	Process and guidance in place, and picked up in induction / training. Two way radios.			N Bailey
		PER 1.3 Re-organisations affecting staff retention and productivity	H	Trainee Schemes and recruitment initiatives.			N Bailey
		PER 3.3 Staff not configured to deliver to guidelines and priorities in Adult Education	L	Communication strategy. Address high risk areas. Follow HR guidelines. Learn from experience.			M Heaps
Support Services	To deliver the ICT strategy to meet corporate and departmental objectives	ICT 4.1 Inadequate equipment, networks and software	L	Plan for use of Information for Social Care Grant and mainstream budgets.			A Dobby
		ICT 3.1 Failure of IT Systems	M	Information Security policies on access etc. Continuity Plan.			
Adult / Support Services	To implement Vision for Care in conjunction with PCT	No governance structures for integrated working.	M	Introduce Joint Commissioning Team. Revise Health and Care Strategy Group, within LAA arrangements.			N. Bailey / A. Dobby
		Uncertainty are PCT future and funding.	M	Minimise risks by use of aligned budgets and incremental timescale.			N. Bailey / A. Dobby

Support Services	To develop strategic financial plans for the Department To achieve overall financial balance for Department.	FIN 1.1 Insufficient budget allocation for Department	M	Agree programme of efficiencies and savings.	Quarterly		A Dobby
		CPS 1.1 Market pressures on social care placements	M	Clear Commissioning plans. Market Management. Alternative provision.			E Weir
		STRATEGIC: unclear boundaries with health	M	Local arrangements for agreement, and national guidance expected			N. Bailey
		FIN 3.3 Loss of external funding	M	Close monitoring. Exit Strategies.			A Dobby
Adults	To increase the proportion of people who commission their own services.	Perceived barriers as part of care managers.	M	Pick up messages from other authorities (including LIG) and deliver staff training.			E Weir / L Bruce
		Lack of awareness amongst user and carers.	M	Revise and reissue leaflets etc. Include discussion in assessment processes.			E Weir / L Bruce
		Lack of model for combining budgets and option to buy Local Authority Services	M	Report on individual budgets pilots, and In control.			E Weir / L Bruce
Adults	To provide a culture of Person Centred Practice.	Processes not Person Centred	M	Update assessment processes for Older People and disabilities.			S, Thomas / L. Bruce
		Models of Care not person centred.	M	New models of care for Mental Health			J. Forster Adams
Departmental	To ensure people with disabilities to have as much choice, independence and control over their lives as possible	Lack of information and support for those wanting to live independently.	M	Commission advocacy services.			L. Bruce
			M	Make information widely available, including accessible formats.			

Community Services	To increase opportunities for participation in a wide range of culture and leisure activity	FN 3.1 Threat to discretionary budgets.	M	Make sure profile of services is high and impact of closure clear.			J. Mennear
		ASS1.2 Poor condition of building stock.	M	Service Asset Management Plan			M. Hunt

CULTURE, LEISURE AND TRANSPORTATION PORTFOLIO

Report to Portfolio Holder
24 April 2007



Report of: Head of Technical Services

Subject: CORONATION DRIVE REMEDIATION –
POWERS OF ENTRY UNDER THE
ENVIRONMENT ACT 1995

SUMMARY

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek authority for the Director of Neighbourhood Services/Head of Technical Services to exercise powers under Section 108 of the Environment Act 1995 to enter residential premises for the purpose of carrying out remediation.

2. SUMMARY OF CONTENTS

- 2.1 The report gives a brief background to the issues being considered.

3. RELEVANCE TO PORTFOLIO HOLDER

- 3.1 The Portfolio Holder has responsibility for engineering consultancy issues.

4. TYPE OF DECISION

- 4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

- 5.1 This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 To give authority to the Director of Neighbourhood Services/Head of Technical Services to exercise powers under Section 108 of the Environment Act 1995 such that access can be secured for remediation to be carried out for the properties in Coronation Drive.

Report of: Head of Technical Services

Subject: CORONATION DRIVE REMEDIATION –
POWERS OF ENTRY UNDER THE
ENVIRONMENT ACT 1995

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek authority for the Director of Neighbourhood Services/Head of Technical Services to exercise powers under Section 108 of the Environment Act 1995 to enter residential premises for the purpose of carrying out remediation.

2. CONSIDERATION OF ISSUES

- 2.1 Cabinet has considered various reports in relation to the investigation, determination of contaminated land and remediation of a residential estate in Seaton Carew.
- 2.2 Currently the remediation work is out to tender and it is anticipated that a preferred contractor will be chosen for the work and updated remediation costs will be provided to DEFRA in May 2007 for their final approval and budget allocation.
- 2.3 In order for the Council to be able to carry out the remediation work it is necessary that the Director of Neighbourhood Services/Head of Technical Services is given authority to exercise powers under Section 108 of the Environment Act 1995 (contained in **Appendix 1** of this report). Authority is requested under Sub - Sections 108(1) and 108(4) such that entry can be gained to the residential premises with equipment either with the consent of a person who occupies the premises or under the authority of a warrant for the purpose of carrying out remediation within the curtilage of the property.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications in respect of this report. Budget allocation for the remediation work itself is being sought mainly from DEFRA under the contaminated land capital projects programme.

4. RECOMMENDATION

- 4.1 It is recommended that authorisation is given to the Director of Neighbourhood Services/Head of Technical Services to exercise powers under Section 108 of the Environment Act 1995 such that access can be secured for remediation to be carried out for the properties in Coronation Drive.

APPENDIX 1

Section 108 of the Environment Act 1995*Powers of entry*

Powers of
enforcing
authorities and
persons authorised
by them.

108.—(1) A person who appears suitable to an enforcing authority may be authorised in writing by that authority to exercise, in accordance with the terms of the authorisation, any of the powers specified in subsection (4) below for the purpose—

- (a) of determining whether any provision of the pollution control enactments in the case of that authority is being, or has been, complied with;
- (b) of exercising or performing one or more of the pollution control functions of that authority; or
- (c) of determining whether and, if so, how such a function should be exercised or performed.

(2) A person who appears suitable to the Agency or SEPA may be authorised in writing by the Agency or, as the case may be, SEPA to exercise, in accordance with the terms of the authorisation, any of the powers specified in subsection (4) below for the purpose of enabling the Agency or, as the case may be, SEPA to carry out any assessment or prepare any report which the Agency or, as the case may be, SEPA is required to carry out or prepare under section 5(3) or 33(3) above.

(3) Subsection (2) above only applies where the Minister who required the assessment to be carried out, or the report to be prepared, has, whether at the time of making the requirement or at any later time, notified the Agency or, as the case may be, SEPA that the assessment or report appears to him to relate to an incident or possible incident involving or having the potential to involve—

- (a) serious pollution of the environment,
- (b) serious harm to human health, or
- (c) danger to life or health.

(4) The powers which a person may be authorised to exercise under subsection (1) or (2) above are—

- (a) to enter at any reasonable time (or, in an emergency, at any time and, if need be, by force) any premises which he has reason to believe it is necessary for him to enter;
- (b) on entering any premises by virtue of paragraph (a) above, to take with him—
 - (i) any other person duly authorised by the enforcing authority and, if the authorised person has reasonable cause to apprehend any serious obstruction in the execution of his duty, a constable; and
 - (ii) any equipment or materials required for any purpose for which the power of entry is being exercised;
- (c) to make such examination and investigation as may in any circumstances be necessary;
- (d) as regards any premises which he has power to enter, to direct that those premises or any part of them, or anything in them, shall be left undisturbed (whether generally or in particular respects) for so long as is reasonably necessary for the purpose of any examination or investigation under paragraph (c) above;
- (e) to take such measurements and photographs and make such recordings as he considers necessary for the purpose of any examination or investigation under paragraph (c) above;

(f) to take samples, or cause samples to be taken, of any articles or substances found in or on any premises which he has power to enter, and of the air, water or land in, on, or in the vicinity of the premises;

(g) in the case of any article or substance found in or on any premises which he has power to enter, being an article or substance which appears to him to have caused or to be likely to cause pollution of the environment or harm to human health, to cause it to be dismantled or subjected to any process or test (but not so as to damage or destroy it, unless that is necessary);

(h) in the case of any such article or substance as is mentioned in paragraph (g) above, to take possession of it and detain it for so long as is necessary for all or any of the following purposes, namely—

(i) to examine it, or cause it to be examined, and to do, or cause to be done, to it anything which he has power to do under that paragraph;

(ii) to ensure that it is not tampered with before examination of it is completed;

(iii) to ensure that it is available for use as evidence in any proceedings for an offence under the pollution control enactments in the case of the enforcing authority under whose authorisation he acts or in any other proceedings relating to a variation notice, enforcement notice or prohibition notice under those enactments;

(j) to require any person whom he has reasonable cause to believe to be able to give any information relevant to any examination or investigation under paragraph (c) above to answer (in the absence of persons other than a person nominated by that person to be present and any persons whom the authorised person may allow to be present) such questions as the authorised person thinks fit to ask and to sign a declaration of the truth of his answers;

(k) to require the production of, or where the information is recorded in computerised form, the furnishing of extracts from, any records—

(i) which are required to be kept under the pollution control enactments for the enforcing authority under whose authorisation he acts, or

(ii) which it is necessary for him to see for the purposes of an examination or investigation under paragraph (c) above, and to inspect and take copies of, or of any entry in, the records;

(l) to require any person to afford him such facilities and assistance with respect to any matters or things within that person's control or in relation to which that person has responsibilities as are necessary to enable the authorised person to exercise any of the powers conferred on him by this section;

(m) any other power for—

(i) a purpose falling within any paragraph of subsection (1) above, or

(ii) any such purpose as is mentioned in subsection (2) above,

which is conferred by regulations made by the Secretary of State.

(5) The powers which by virtue of subsections (1) and (4) above are conferred in relation to any premises for the purpose of enabling an enforcing authority to determine whether any provision of the pollution control enactments in the case of that authority is being, or has been, complied with shall include power, in order to obtain the information on which that determination may be made,—

(a) to carry out experimental borings or other works on those premises; and

(b) to install, keep or maintain monitoring and other apparatus there.

(6) Except in an emergency, in any case where it is proposed to enter any

premises used for residential purposes, or to take heavy equipment on to any premises which are to be entered, any entry by virtue of this section shall only be effected—

(a) after the expiration of at least seven days' notice of the proposed entry given to a person who appears to the authorised person in question to be in occupation of the premises in question, and

(b) either—

(i) with the consent of a person who is in occupation of those premises; or

(ii) under the authority of a warrant by virtue of Schedule 18 to this Act.

(7) Except in an emergency, where an authorised person proposes to enter any premises and—

(a) entry has been refused and he apprehends on reasonable grounds that the use of force may be necessary to effect entry, or

(b) he apprehends on reasonable grounds that entry is likely to be refused and that the use of force may be necessary to effect entry, any entry on to those premises by virtue of this section shall only be effected under the authority of a warrant by virtue of Schedule 18 to this Act.

(8) In relation to any premises belonging to or used for the purposes of the United Kingdom Atomic Energy Authority, subsections (1) to (4) above shall have effect subject to section 6(3) of the Atomic Energy Authority Act 1954 (which restricts entry to such premises where they have been declared to be prohibited places for the [1911 c. 28.] purposes of the [1954 c. 32.] Official Secrets Act 1911).

(9) The Secretary of State may by regulations make provision as to the procedure to be followed in connection with the taking of, and the dealing with, samples under subsection (4)(f) above.

(10) Where an authorised person proposes to exercise the power conferred by subsection (4)(g) above in the case of an article or substance found on any premises, he shall, if so requested by a person who at the time is present on and has responsibilities in relation to those premises, cause anything which is to be done by virtue of that power to be done in the presence of that person.

(11) Before exercising the power conferred by subsection (4)(g) above in the case of any article or substance, an authorised person shall consult—

(a) such persons having duties on the premises where the article or substance is to be dismantled or subjected to the process or test, and

(b) such other persons,

as appear to him appropriate for the purpose of ascertaining what dangers, if any, there may be in doing anything which he proposes to do or cause to be done under the power.

(12) No answer given by a person in pursuance of a requirement imposed under subsection (4)(j) above shall be admissible in evidence in England and Wales against that person in any proceedings, or in Scotland against that person in any criminal proceedings.

(13) Nothing in this section shall be taken to compel the production by any person of a document of which he would on grounds of legal professional privilege be entitled to withhold production on an order for discovery in an action in the High Court or, in relation to Scotland, on an order for the production of documents in an action in the Court of Session.

(14) Schedule 18 to this Act shall have effect with respect to the powers of entry and related powers which are conferred by this section.

(15) In this section—

"authorised person" means a person authorised under subsection (1) or (2) above;

"emergency" means a case in which it appears to the authorised person in question—

(a) that there is an immediate risk of serious pollution of the environment or serious harm to human health, or

(b) that circumstances exist which are likely to endanger life or health,

and that immediate entry to any premises is necessary to verify the existence of that risk or those circumstances or to ascertain the cause of that risk or those circumstances or to effect a remedy;

"enforcing authority" means—

(a) the Secretary of State;

(b) the Agency;

(c) SEPA; or

(d) a local enforcing authority;

"local enforcing authority" means—

(a) a local enforcing authority, within the meaning of Part I of the [1990 c. 43.] Environmental Protection Act 1990;

(b) a local authority, within the meaning of Part IIA of that Act, in its capacity as an enforcing authority for the purposes of that Part;

(c) a local authority for the purposes of Part IV of this Act or regulations under that Part;

"mobile plant" means plant which is designed to move or to be moved whether on roads or otherwise;

"pollution control enactments", in relation to an enforcing authority, means the [[1993 c. 12.](#)] enactments and instruments relating to the [[1989 c. 14.](#)] pollution control functions of that authority;

"pollution control functions", in relation to the [1965 c. 13.] Agency or SEPA, means the [1906 c. 14.] functions conferred or imposed on it by or under—

(a) the Alkali, &c, Works Regulation Act 1906;

(b) Part III of the [1951 c. 66.] Rivers (Prevention of Pollution) (Scotland) Act 1951;

(c) the Rivers (Prevention of Pollution) (Scotland) Act 1965;

(d) Part I of the [1974 c. 37.] Health and Safety at Work etc. Act 1974;

(e) Parts I, IA and II of the [1974 c. 40.] Control of Pollution Act 1974;

(f) the Control of Pollution (Amendment) Act 1989;

(g) Parts I, II and IIA of the [1990 c. 43.] Environmental Protection Act 1990 (integrated pollution control, waste on land and contaminated land);

(h) Chapter III of Part IV of the [1991 c. 56.] Water Industry Act 1991 (special category effluent);

(j) Part III and sections 161 to 161D of the [[1991 c. 57.](#)] Water Resources Act 1991;

(k) section 19 of the [[1993 c. 11.](#)] Clean Air Act 1993;

(l) the Radioactive Substances Act 1993;

(m) regulations made by virtue of section 2(2) of the [1972 c. 68.] European Communities Act 1972, to the extent that the regulations relate to pollution;

"pollution control functions", in relation to a local enforcing authority, means the functions conferred or imposed on, or transferred to, that authority—

(a) by or under Part I or IIA of the [1990 c. 43.] Environmental Protection Act 1990;

(b) by or under regulations made by virtue of Part IV of this Act; or

(c) by or under regulations made by virtue of section 2(2) of the [1972 c. 68.] European Communities Act 1972, to the extent that the regulations relate to pollution;

"pollution control functions", in relation to the Secretary of State, means any functions which are conferred or imposed upon him by or under any enactment or instrument and which relate to the control of pollution;

"premises" includes any land, vehicle, vessel or mobile plant.

(16) Any power to make regulations under this section shall be exercisable by statutory instrument; and a statutory instrument containing any such regulations shall be subject to annulment pursuant to a resolution of either House of Parliament.

CULTURE, LEISURE AND TRANSPORTATION PORTFOLIO

Report to Portfolio Holder
24 April 2007



Report of: Head of Technical Services

Subject: ARRIVA NORTH EAST FARES INCREASE

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To seek approval to apply increased fare scales on bus services operated by Arriva North East on behalf of Hartlepool Borough Council.

2. SUMMARY OF CONTENTS

- 2.1 Details of revised fare scales for Arriva North East bus services.

3. RELEVANCE TO PORTFOLIO HOLDER

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

4. TYPE OF DECISION

- 4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

- 5.1 This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 Approval to apply the revised fare scales on supported bus services operated by Arriva North East.

Report of: Head of Technical Services

Subject: ARRIVA NORTH EAST FARES INCREASE

1. PURPOSE OF REPORT

- 1.1 To seek approval to apply increased fare scales on bus services operated by Arriva North East on behalf of Hartlepool Borough Council.

2. BACKGROUND

- 2.1 Hartlepool Borough Council supports three bus services, in partnership with Durham County Council, that are contracted to Arriva North East. These services are as follows:

Service 22 Hartlepool – Throston Grange – Hart Village – Wingate – Durham

Service 230 Hartlepool – Horden – Easington Village – Sunderland

Service 243 Hartlepool – Peterlee – Haswell Plough - Durham

- 2.2 Following a period of increasing costs of bus operation, fares on the commercial services of Arriva North East were increased with effect from the 1 April 2007. Arriva requested permission to apply the new fare scales to contracts operated on behalf of the Council in a letter dated the 16 March 2007.

3. CONSIDERATION OF THE ISSUES

- 3.1 To avoid confusion with passengers, it is custom and practice to implement the same fare scales on supported contracts as commercial services. The revised fare scales are provided in the table below.

Arriva North East Proposed Fare Scales

<u>Current Fare</u>	<u>New Fare</u>	<u>Increase</u>	<u>Day Return</u>
80	90	10	160
110	120	10	210
120	120	-	210

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications to the Council as a result of the proposed increase in fares on supported bus services.

5. RECOMMENDATION

- 5.1 It is recommended that approval be given to apply the revised fare scales on supported bus services operated by Arriva North East with immediate effect.

CULTURE, LEISURE AND TRANSPORTATION PORTFOLIO

Report to Portfolio Holder
24 April 2007



Report of: Head of Technical Services

Subject: STAGECOACH FARES INCREASE

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To seek approval to apply increased fare scales on bus services operated by Stagecoach on behalf of Hartlepool Borough Council.

2. SUMMARY OF CONTENTS

- 2.1 Details of revised fare scales for Stagecoach bus services.

3. RELEVANCE TO PORTFOLIO HOLDER

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

4. TYPE OF DECISION

- 4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

- 5.1 This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 Approval to apply the revised fare scales on supported bus services operated by Stagecoach.

Report of: Head of Technical Services

Subject: STAGECOACH FARES INCREASE

1. PURPOSE OF REPORT

- 1.1 To seek approval to apply increased fare scales on bus services operated by Stagecoach on behalf of Hartlepool Borough Council.

2. BACKGROUND

- 2.1 Hartlepool Borough Council supports a number of bus services that are contracted to Stagecoach. These services are provided in the table below.

Hartlepool Supported Bus Service Contracts

Contract	Service Number	Route
Block	1/1A	Throston Grange – Seaton Carew
	3	Fens – Throston Grange
	3A	Marina – West Park
	6	Fens – Clavering
	6/12	Fens – Middlegate
	7/7A	Fens – Middlegate
	12	Seaton Carew – Middlegate
	15	Marina – Seaton Carew
	516/517/524/527	Greatham – Dalton Piercy
	822	Seaton Carew – Manor/Brierton School
	823	Middlegate – St Hilds School
	824	Town Centre – High Tunstall School
	826	Throston Grange – English Martyrs School
	828/829	Seaton Carew – English Martyrs School
	830	Town Centre – High Tunstall School
	980	Middlegate – Tofts
Cross Boundary	1/1A	Hartlepool – James Cook University Hospital
Individual	5	Hart Station – The Headland

- 2.2 Following a period of increasing costs of bus operation, including the increasing price of fuel and anticipated wage costs in line with the annual wage award, fares on Stagecoach's commercial services in Hartlepool were increased on the 22 April 2007.

3. CONSIDERATION OF THE ISSUES

- 3.1 To avoid confusion with passengers, it is custom and practice to implement the same fare scales on supported contracts as commercial services. The revised fare scales are provided in the table below.

Stagecoach Hartlepool Proposed Fare Scales

	<u>Present Fare</u>	<u>New Fare</u>
1 stage	£0.60	£0.70
2 stages	£0.80	£0.90
3 stages	£0.95	£1.05
4 stages	£1.15	£1.25
5 stages	£1.15	£1.25
6 stages	£1.25	£1.35
7 stages	£1.25	£1.35
Mbro single	£2.35	£2.50
Mbro return	£4.10	£4.20
Dayrider Adult	£2.60	£2.75
Dayrider Child	£1.85	£2.00
Family Dayrider Hpool	£5.00	£5.50
Family Daytripper T'side	£7.10	£7.50
Hartlepool Megarider	£7.50	£8.10
Megarider Plus	£11.50	£12.00
Coolrider	£6.00	£6.50

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications to the Council as a result of the proposed increase in fares on supported bus services.

5. RECOMMENDATION

- 5.1 It is recommended that approval be given to apply the revised fare scales on supported bus services operated by Stagecoach with immediate effect.

CULTURE, LEISURE AND TRANSPORTATION

Report to Portfolio Holder



Report of: Director of Neighbourhood Services

Subject: ASHWOOD CLOSE

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To consider results of two consultation exercises carried out in relation to residents' request to close the cut-through from Ashwood Close to Templeton Close on the grounds of anti social behaviour.

2. SUMMARY OF CONTENTS

- 2.1 The report provides details of statistical information relating to anti social behaviour in two areas of Clavering Estate, results of two consultation events and details of ongoing work around tackling anti social behaviour in the area.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 Portfolio Holder is responsible for implementing the Council's Thoroughfare Policy.

4. TYPE OF DECISION

- 4.1 Non key

5. DECISION MAKING ROUTE

- 5.1 Regeneration, Liveability and Housing Portfolio meeting on 20 April 2007.
Culture, Leisure and Transportation Portfolio meeting on 24 April 2007.

6. DECISION(S) REQUIRED

- 6.1 The Portfolio Holder is recommended not to support the closure of this thoroughfare at this time, and officers be instructed to monitor the situation and report back if necessary.

Report of: Director of Neighbourhood Services

Subject: ASHWOOD CLOSE

1. PURPOSE OF REPORT

- 1.1 To consider results of two consultation exercises carried out in relation to Ashwood Close residents request to close the cut-through from Ashwood Close to Templeton Close on the grounds of anti social behaviour.

2. BACKGROUND

- 2.1 Ashwood Close is situated within the Hart Ward. There is a footpath which has been established over the years by residents, and became a formal cut through from upper Clavering down Templeton Close and on to Gillen's shops, St Mark's Church and Clavering school.

Problems with anti social behaviour started around 2003, with a number of people gathering and drinking at the Ashwood Close/Muirfield Walk open space. Over the years the police and Anti Social Behaviour Unit have dealt with issues as they have occurred. On many occasions the problem start at the Gillen's shopping parade and spill over into Thornbury, Templeton, Rafton and Ashwood Close, inline with the Council's thoroughfare policy.

- 2.2 In March 2006 the North Neighbourhood Manager carried out a consultation exercise based on a request from several residents regarding the closure of the cut-through from Ashwood Close to Templeton and from Templeton through to the Gillen's shops. Consultation was carried out and included residents of: -

- | | |
|-------------------|-----------------------|
| • Templeton Close | • Pinewood Close |
| • Thornbury Close | • Westwood Way (part) |
| • Ashwood Close | • Middlewood Close |

- 2.3 Some 250 households received a letter of consultation. 113 responded, out of which 62 residents wanted the closure and 51 residents were against, 137 residents did not respond. It was felt that due to the high level of objections, the authority would try other avenues in which to tackle the anti social behaviour issues.
- 2.4 In April 2006 Hartlepool embarked on one of the countries first Neighbourhood Policing pilots. The additional policing resource gave the opportunity to focus on policing in this location.

- 2.5 A number of meetings took place between Superintendent Ashman, Ward Councillors, residents and officers of the Council. As a result of these meetings, and over the past 12 months, a multi agency/community approach has been developed, which are tackling issues around young people, the environment, under age drinking and anti social behaviour enforcement.
- 2.6 However, several residents have been consistent in their belief that anti social behaviour continues, due to access from Templeton Close to Ashwood Close. As a result of these complaints, the North Neighbourhood Manager was asked to carry out a further consultation exercise. Given that the request for a closure of the Ashwood close cut through have come from Ashwood Close residents only, it was considered that consultation be concentrated in Ashwood Close.
- 2.7 The consultation took place in February 2007. All 59 households in Ashwood Close were consulted. There were 42 returns, of which 26 residents said yes to the closure and 16 residents were opposed.
- 2.8 In both consultation exercises the residents in favour of the closure/s had strong views and had experienced harassment and damage to property at first hand. Those residents against the closure/s had equally strong views and felt that a closure would create inconvenience and safety issues for them and their families.

3. STATISTICAL INFORMATION

- 3.1 The North Neighbourhood Manager has received data from the Anti Social Behaviour Unit for the period April 2006 – February 2007. The data highlights reported incidents for two areas, Gillen's shopping parade and Ashwood Close. The information gathered is provided by the Community Safety "Profiler" system.
- 3.2 Between the above period Gillen's shopping parade, and including a 50 meter radius, 24 incidents of anti social behaviour were reported to Cleveland Police, relating to rowdy/nuisance behaviour.

Analysis reveals that the majority of calls have been received over the weekend period, namely Friday and Saturday nights. At present the Anti Social Behaviour Unit have 10 cases on individuals who have been identified as causing anti social behaviour problems around the Gillen's shopping parade. In relation to criminal damage, there was 1 incident reported during this period.

- 3.3 With regard to Ashwood Close and immediate surrounding area, the statistical analysis revealed 14 incidents of anti social behaviour between April 2006 – February 2007. Again the type of disturbance related to rowdy/nuisance behaviour. There were 2 incidents of criminal damage.

- 3.4 Over the past three years the anti social behaviour Unit has received, on average, 4 cases per year with regards to anti social behaviour problems within the Ashwood Close area. Complaints tend to be received from springtime onwards and involve groups of youths congregating near the residential properties where they are playing football and underage drinking.

4. THOROUGHFARE POLICY

- 4.1 Section 129A to 129G Highways Act 1980 (Gating Orders), written into the Act by Clean Neighbourhoods and Environment Act 2005, allows highways to be gated due to crime and anti social behaviour, and also for gates to be locked at prescribed times of the day and/or days of the week.
- 4.2 The Council's Thoroughfare Policy stipulates the Neighbourhood Manager, in liaison with the police and Anti Social Behaviour Unit, will investigate reported areas of concern establishing the extent of the problem, considering alternative options prior to the gating or closure of a walkway e.g., Neighbourhood Policing, Anti Social Behaviour Enforcement, community involvement and CCTV, if there is strong evidence and the problems persist and it is recommended by the police that a closure is the only remaining option, then the Neighbourhood Manager will undertake a full consultation with all stakeholders, including residents in the immediate vicinity and those residents who will be affected by the closure, appropriate resident associations, access groups and Council officers (including those in the Transportation & Planning sections), to determine the extent of support for any closure.

A report will then be submitted to the relevant Portfolio Holder by the Head of Technical Services detailing the results of the consultation, and a decision will be sought as to whether the proposed gating or closure should proceed.

5. SUMMARY

- 5.1 Any closure of a public footpath requires the approval of a Magistrates Court, on the grounds that it is unnecessary, and requires almost 100% approval from the community. The view received from the Head of Technical Services indicated that given the number of objections already received, and the criteria for closure, that an application to a Magistrates Court for the stopping up of such a footpath would most likely be unsuccessful.
- 5.2 It is recognised that since 2003 there have been a number of incidents relating to anti social behaviour in the two locations as outline in this report. The North Neighbourhood Manager, in conjunction with the police, health, youth and other relevant services, including the Hart/Clavering Resident Group, are continuing to develop a number of initiatives to tackle issues around anti social behaviour in the long term, in line with the Council's Thoroughfare Policy.

6. RECOMMENDATIONS

- 6.1 The Portfolio Holder is recommended not to support the closure of this thoroughfare at this time, and officers be instructed to monitor the situation and report back if necessary.